



NOTICE INVITING TENDER (NIT)

Development and Implementation of a Complaint Management System (CMS) in the office of Provincial Ombudsman (Mohtasib)-Sindh

The office of Provincial Ombudsman-Sindh invites sealed tenders for the “Development and Implementation of CMS in Provincial Ombudsman Office, Sindh” from all the interested bidders meeting the following eligibility criteria:

- (i) Valid registration as a firm with national bodies such as SECP, Companies Registrar, etc with an active tax profile with Federal Board of Revenue (FBR).
- (ii) Not blacklisted by any national or provincial procuring agency
- (iii) Compliance with ISO-27001:2022 for information security and ISO-27701:2019. Both certifications will support data security and privacy best practices across all operations.

Instructions:

1. Interested eligible bidders may obtain further information on the bidding process and collect the bidding documents from the Provincial Ombudsman Office, Sindh on a payment of document fee of Rs. 3,000/- (non-refundable) in the form of demand draft/pay order in the name of “DDO Secretariat, Provincial Ombudsman (Mohtasib) Sindh Karachi”. The office address and contact information is given below while, clarifications may also be obtained from the same office on working days during following office hours i.e. from 10:00 am to 04:00 p.m.

2. The bidding document can also be downloaded on SPPRA platform EPADS i.e. <https://portalsindh.eprocure.gov.pk/#/> in which case document fee must be submitted along with the bid upon submission. Only the bids submitted with the document fee will be considered as eligible for participation in the bidding process.

3. Tender Bids shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal, be marked as "FINANCIAL PROPOSAL" and "TECHNICAL PROPOSAL" in bold and legible letters to avoid confusion.

4. A bid security equivalent to 2% of the total bid amount is to be provided in the name of “DDO Secretariat, Provincial Ombudsman (Mohtasib) Sindh Karachi” in the form of either a Call Deposit or Pay Order or Demand Draft or a Bank Guarantee issued by a scheduled bank/DFI in Pakistan.



5. All bids received will be opened and evaluated in the manner prescribed in the evaluation criteria of the bidding document in accordance with Single Stage - Two Envelope procedure under 46 (2) of SPP Rules 2010.
6. The bids are to be submitted by 02:00 p.m. on 27th November 2024 and the submitted bids will be opened by the Procurement Committee on same day, i.e. 27th November 2024 at 02.30 p.m., in the office of Provincial Ombudsman Office, Sindh (*address given below*), in presence of all the bidders, or their representatives, who may choose to be present.
7. Only bids offered as per the prescribed bidding document issued by the office of the Provincial Ombudsman Office, Sindh shall be accepted. Conditional bid / tender will not be entertained.
8. The Provincial Ombudsman Office, Sindh may cancel the bidding process at any time prior to the acceptance of a bid or proposal under Rule 25 (1) of SPP Rules 2010.
9. Please note that in case of any emergency posing a natural calamity or declaration of public holiday by the Government of Sindh, the bid submission and opening timelines would be extended to the next working date/ day.
10. The address referred to above is: Provincial Ombudsman (Mohtasib) Office Sindh Secretariat, Shahrah-e-Kamal Ataturk, Karachi; Ph +021-99211025;
Email: sindhmohtasib@gmail.com; Website: <https://mohtasibsindh.gov.pk>

**DIRECTOR ADMIN
PROVINCIAL OMBUDSMAN OFFICE,
SINDH**