

SINDH PUBLIC SERVICE COMMISSION

BID DOCUMENTS

"Procurement of Bespoke Software, Services & IT Equipment for Computer-Based Testing (CBT) Center"

NO.PSC/B&A/TENDER (CBT)/4061 Dated 16.04.2024

TENDER NO. PSC/B&A/TENDER (CBT)/4061 Dated 16.04.2024

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Dated 16.04.2024

DATE OF ISSUE:

DATE OF OPENING:

TENDER ISSUED TO:

PAY ORDER NO. & DATE:

AMOUNT



SINDH PUBLIC SERVICE COMMISSION
HYDERABAD

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LIST OF CONTENTS

PART	DESCRIPTION
Part-I	NOTICE INVITING TENDERS
Part-II	INSTRUCTIONS TO BIDDERS
Part-III	GENERAL CONDITIONS OF CONTRACT
Part-IV	BID DATA SHEET
Part-V	SPECIAL CONDITIONS OF CONTRACT
Part-VI	SCHEDULE OF REQUIREMENT
Part-VII	SAMPLE FORMS
Part-VIII	EVALUATION CRITERIA
Part-IX	PROCUREMENT OF SERVICES & IT EQUIPMENT SPECIFICATION AND QUANTITIES
Part-X	PROCUREMENT OF BESPOKE SOFTWARE FOR COMPUTER-BASED TESTING (CBT) CENTER
Part-XI	PROCUREMENT OF IT EQUIPMENT CBT KIOSKS FOR TABLET/THIN-CLIENTS
PART-XII	PRICE SCHEDULE
Part-XIII	ANNEXURES



PART-II
INSTRUCTION TO BIDDERS

A. General

- i Source of Funds** Finance Department, Government of Sindh has allocated budget.
- ii Eligible Bidders**
- ii.a This Invitation for Bids is open to all suppliers from eligible source as defined in the SPPRA Rules, 2010 and its Bidding Documents except as provided hereinafter.
- ii.b Bidders should not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Procuring agency to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods to be purchased under this Invitation for Bids.
- ii.c Government-owned enterprises in the Province of Sindh may participate only if they are legally and financially autonomous, if they operate under commercial law, and if they are not a dependent agency of the government of Sindh.
- ii.d Bidders shall not be eligible to bid if they are under a declaration of ineligibility for corrupt and fraudulent practices issued by any government organization.
- iii Eligible Goods and Services**
- iii.a The origin of all the goods & related services to be supplied under the Contract should be mentioned.
- iii.b Origin means the place where the goods are mint, grown or produced or the place from which the related services are supplied.
- iii.c The Origin of goods and services is distinct from the nationality of bidders.
- iv Cost of Bidding**
- iv. a The Bidder shall be a roll costs associated with the preparation and submission of its bid, and the Procuring agency named in the Bid Data Sheet, here in after referred to as "the Procuring agency," will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.



B. The Bidding Documents

- v Content of Bidding Documents
- v.a The bidding documents include:
- (a) Instructions to Bidders(ITB)
 - (b) Bid Data Sheet
 - (c) General Conditions of Contract(GCC)
 - (d) Special Conditions of Contract(SCC)
 - (e) Schedule of Requirements
 - (f) Technical Specifications
 - (g) Bid Form and Price Schedules
 - (h) Bid Security Form
 - (i) Contract Form
 - (j) Performance Security Form
 - (k) Manufacturer's Authorization Form
- v.b The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.
- vi Clarification of Bidding Documents
- vi.a A interested Bidder requiring any clarification of the bidding documents may notify the Procuring agency in writing. The Procuring agency will respond in writing to any request for clarification of the bidding documents which it receives no later than five working days prior to the deadline for the submission of bids prescribed in the Bid Data Sheet. Written copies of the Procuring agency's response(including an explanation of the query but without identifying the source of inquiry) will be sent to all interested bidders that have received the bidding
- vii Amendment of Bidding Documents
- vii.a At any time prior to the deadline for submission of bids, the Procuring agency, for any reason, whether its own initiative or in response to a clarification requested by an interested Bidder, may modify the bidding documents by amendment.
- vii.b All interested bidders that have received the bidding documents will be notified of the amendment in writing, and will be binding on them.
- vii.c In order to allow interested bidders reasonable time in which to take the amendment in to account in preparing their bids, the Procuring agency, at its discretion, may extend the deadline for the submission of bids.



B. Preparation of Bids

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| 1. Scope | 1.1 | The PA intends the subject procurement through National Competitive Bidding Single Stage- Two Envelope Procedure as per SPPRA Rules-2010 (Amended2021). |
| 2. Language of Bid | 2.1 | The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Procuring agency shall be written in the English language. |
| 3. Documents Comprising the Bid | 3.1 | The bid prepared by the Bidder shall comprise the following components:
a) Price Schedule completed in accordance with ITB Clauses 4, 5 and 6.
b) bid security furnished in accordance withITBClause-9. |
| 4. Bid Prices | 4.1 | The Bidder shall indicate on the appropriate Price Schedule the unit prices (where applicable)and total bid price of the goods it proposes to supply under the contract. |
| | 4.2 | The prices shall be quoted on delivery to consignee's end inclusive of all taxes, stamps, duties, levies, fees and installation and integration charges imposed till the delivery location specified in the schedule of Requirements. No separate payment shall be made of the incidental services. |
| | 4.3 | Prices quoted by the by the Bidders hall be fixed during the Bidder's performance of the contract and not subject to variation on any account, unless otherwise specified in the Bid Data Sheet. |
| | 4.4 | Prices shall be quoted in Pak Rupees unless otherwise specified in the Bid Data Sheet. |
| 5. Bid Form | 5.1 | The Bidder shall complete the Bid Form and the appropriate Price Schedule furnished in the bidding documents, indicating the goods to be supplied, a brief description of the goods, their country of origin, quantity, and prices. |
| 6. Bid Currencies | 6.1 | Prices Shall be quoted in Pak Rupees. |
| 7. Bidder's Eligibility | 7.1 | As defined in Bid Data Sheet. |



8. Documents Establishing Goods' Eligibility and Conformity to Bidding Documents
- 8.1 The documents evidence of conformity of the goods and services to the bidding documents may be in the form of literature, drawings, and Data, and shall consist of:
- (a) a detailed description of the essential technical and performance characteristics of the goods;
 - (b) the Bidder shall note that standards for workmanship, material, and equipment, as well as references to brand names or catalogue numbers designated by the Procuring agency in its Technical Specification are intended to be descriptive only and not restrictive: till stated otherwise in Technical Specifications or Bid Data Sheet. The Bidder may substitute alternative standards, brand names, and/or catalogue numbers in its bid, provided that demonstrates to the Procuring agency's satisfaction that the substitutions ensure substantial equivalence to those designated in the in the Technical Specifications.
9. Bid Security
- 9.1 The bids security is required (in the amount specified in the bid data sheet) to protect the Procuring agency against the risk of Bidder's conduct, which would warrant the security's forfeiture. The bid security shall be denominated in the currency of the bid:
- a) at the Bidder's option, be in the form of either demand draft /call deposit or an unconditional bank guarantee from a reputable Bank;
 - b) be submitted in its original form: copies will not be accepted;
 - c) remain valid for a period of at least 28 days vide Rule-32 beyond the original validity period of bids, or at least 28 days beyond any extended period of bid validity.
- 9.2 Bid security shall release to the unsuccessful bidders once the contract has been signed with the successful bidder or the validity period has expired.
- 9.3 The successful Bidder's bid security shall be discharged upon the Bidder signing the contract, and furnishing the performance security.
- 9.4 The bid security may be forfeited:
- a) if a Bidder withdraws its bid during the period of bid validity or
 - b) in the case of a successful Bidder, if the bidder fails:
 - (i) to sign the contract in accordance or
 - (ii) to furnish performance security
10. Period of Validity of Bids
- 10.1 Bids shall remain valid for the period specified in the Bid Data Sheet after the date of bid opening prescribed by the Procuring agency. A bid valid for a shorter period shall be rejected by the Procuring agency as non-responsive.



- 10.2 In exceptional circumstances, the Procuring agency may solicit the Bidder's consent to an extension of the period of validity. The request and the responses there to shall be made in writing. The bid security shall also be suitable extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request will not be required nor permitted to modify its bid.
11. **Format and Signing of Bid**
- 11.1 The Bidder shall prepare an original bid indicated in the Bid Data Sheet, clearly marking each "ORIGINAL BID" as appropriate. In the event of any discrepancy between them, the original shall govern.
- 11.2 The original bid shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract.
- 11.3 Any interlineations, erasures, or over writing shall be valid only if they are initialed by the person or persons signing the bid.

D. Submission of Bids

12. **Sealing and Marking of Bids**
- 12.1 The Bidder shall seal the original bids (Technical and Financial bids in two separate envelopes), duly marking the envelopes as "ORIGINAL BIDS". The envelopes shall then be sealed in an outer envelope. The inner and outer envelopes shall be addressed to the Procuring agency at the address given in the Bid Data Sheet (BDS), and carry statement "DO NOT OPEN BEFORE"
- 12.2 If the outer envelope is not sealed and marked as required, the Procuring agency shall assume no responsibility for the bid's misplacement or premature opening.
13. **Deadline for Submission of Bids**
- 13.1 Bids must be received by the Procuring agency at the address specified in Bid Data Sheet, not later than the time and date specified in Bid Data Sheet.
- 13.2 The Procuring agency may, at its discretion, extend this deadline for the submission of bids by amending the bidding documents, in such case all rights and obligations of the Procuring agency and bidders previously subject to the deadline will thereafter be subject to the deadline.
14. **Late Bids**
- 14.1 Any bid received by the Procuring agency after the deadline for submission of bids prescribed by the Procuring agency shall be rejected and returned unopened to the Bidder.
15. **Modification and Withdrawal of Bids**
- 15.1 The Bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification, including substitution or withdrawal of the bids, is received by the Procuring agency prior to the deadline prescribed for submission of bids.
- 15.2 No bid may be modified after the deadline for submission of bids.



- 15.3 No bid may be withdrawn in the interval between the deadline for submission of bids and the expiry of the period of bid validity withdrawal of a bid during this interval may result in the Bidder's forfeiture of its bid security.

E. Opening and Evaluation of Bids

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| 16. | Opening of Bids by the Procuring Agency | <p>16.1 The Procuring agency shall open all bids in the presence of bidder's representatives who choose to attend, at the time, on the date, and at the place specified in the Bid Data Sheet. The bidders' representatives who are present shall sign a register/attendance sheet evidencing their attendance.</p> <p>16.2 The bidders' names, bid modifications or withdrawals, bid prices, discounts, and the presences or absence of requisite bid security and such other details as the Procuring agency, at its discretion, may consider appropriate, will be announced at the opening.</p> |
| 17. | Clarification of Bids | <p>17.1 During evaluation of the bids, the Procuring agency may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the prices or substance of the bid shall be sought, offered, or permitted.</p> |
| 18. | Preliminary Examination | <p>18.1 The Procuring agency shall examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sure ties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.</p> <p>18.2 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the correction of the errors, its bid will be rejected, and its bid security may be forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.</p> <p>18.3 Prior to the detailed evaluation, the Procuring agency will determine the substantially responsive bid which conforms to all the terms and conditions of the bidding documents without material deviations. Procuring agency's determination of a bid's responsiveness is to be based on the contents of the bid itself.</p> <p>18.4 If a bid is not substantially responsive, it will be rejected by the Procuring agency and may not subsequently be made responsive by the Bidder by correction of the nonconformity.</p> |
| 19. | Evaluation and Comparison of Bids | <p>19.1 The Procuring agency will evaluate and compare the bids which have been determined to be substantially responsive.</p> |



- 19.2 The Procuring agency's evaluation of a bid will be on delivery to consignee's end inclusive of all taxes, stamps, duties, levies, fees and installation and integration charges imposed till the delivery location and shall exclude any allowance for price adjustment during the period of execution of the contract.
20. **Contacting the procuring agency**
- 20.1 No Bidder shall contact the procuring agency on any matter relating to its bid, from the time of bid opening to the time the announcement of Bid Evaluation Report. If the Bidder wishes to bring additional information to the notice of the procuring agency, it should do so in writing.
- 20.2 Any effort by a Bidder to influence the Procuring agency in its decision on bid evaluation, bid comparison, or contract award may result in the rejection of the Bidder's bid.

F. Award of Contract

21. **Post – Qualification**
- 21.1 In the absence of prequalification, the procuring agency may determine to its satisfaction whether that selected Bidder having submitted the most advantageous bid is qualified to perform the contract satisfactorily.
- 21.2 The determination will take into account the Bidder's financial, technical, and production capabilities. It will be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, pursuant to ITB Claus-7 as well as such other information as the Procuring agency deems necessary and appropriate.
- 21.3 An affirmative determination will be a prerequisite for award of the contract to the Bidder. A negative determination will result in rejection of the Bidder's bid, in which event the Procuring agency will proceed to the next lowest evaluated bid to perform satisfactorily.
22. **Award Criteria**
- 22.1 The Procuring agency will award the contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined to be the most advantageous bid, provided further that the Bidder is determined to be qualified to perform the contract satisfactorily.
- 22 a **Procuring Agency's right to vary quantities at the time of award**
- The Procuring Agency reserves the right to increase/decrease the quantity of the required items and /or purchase part items already tendered either in full or in part. The Procuring Agency reserves the right to reject any or all the Tenders; divide business amongst more than one bidder.
23. **Procuring agency's Right to Accept any Bid and to Reject any or All Bids**
- 23.1 Subject to relevant provisions of SPP Rules 2010 (Amended 2021), the Procuring agency reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to contract award.

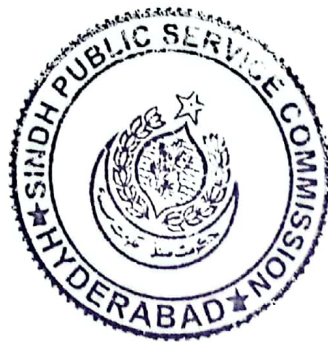


- 23.2 Pursuant to Rule 45 of SPP Rules 2010 (Amended 2021), Procuring agency shall hoist the evaluation report on Authority's web site, and intimate to all the bidders three working days prior to notify the award of
24. **Notification of Award**
- 24.1 Prior to the expiration of the period of bid validity, the Procuring agency shall notify the successful Bidder in writing, that its bid has been accepted.
- 24.2 Upon the successful Bidder's furnishing of the performance security pursuant to ITB Clause 26, the Procuring agency will promptly notify each unsuccessful Bidder and will discharge its bid security.
25. **Signing of Contract**
- 25.1 At the same time as the Procuring agency notifies the successful Bidder that its bid has been accepted, the Procuring agency will send the Bidder the Contract Form provided in the bidding documents, incorporating all agreements between the parties.
- 25.2 Within fourteen (14) days, or any other period specified in BDS, of receipt of the Contract Form, the successful Bidder shall sign and date the contract and return it to the Procuring agency.
26. **Performance Security**
- 26.1 Within seven (07) days, or any other period specified in BDS, of the receipt of notification of award from the Procuring agency, the successful Bidder shall furnish the performance security in accordance with the Conditions of Contract, in the Performance Security Form provided in the bidding documents, or in another form acceptable to the Procuring agency.
- 26.2 Failure of the successful Bidder to comply with the requirement of ITB Clause 25 or ITB Clause 26.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the Procuring agency may make the award to the next lowest evaluated Bidder or call for new bids.
27. **Corrupt or Fraudulent Practices**
- 27.1 The Government of Sindh requires that Procuring agency's (including beneficiaries of donor agencies' loans), as well as Bidders/Suppliers/Contractors under Government-financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, the SPPRA, in accordance with the SPPRA Act, 2009 and Rules made there under:

- (a) **"Corrupt and Fraudulent Practices"** means either one or any combination of the practices given below;
- i. **"Coercive Practice"** means any impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence the actions of a party to achieve a wrongful gain or to cause a wrongful loss to another party;
 - ii. **"Collusive Practice"** means any arrangement between two or more parties to the procurement process or contract execution, designed to achieve with or without the knowledge of the procuring agency to establish prices at artificial, noncompetitive levels for any wrongful gain;



- iii. **“Corrupt Practice”** means the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the acts of another party for wrongful gain;
 - iv. **“Fraudulent Practice”** means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- (b) **“Obstructive Practice”** means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract or deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements before investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or acts intended to materially impede the exercise of inspection and



PART-III
General Conditions of Contract

1. Definitions

1.1 In this Contract, the following terms shall be interpreted as indicated:

- (a) **"The Contract"** means the agreement entered in to between the Procuring agency and the Supplier, as recorded in the Contract Form signed by the parties, including all attachments and appendices there to and all documents incorporated by reference therein.
- (b) **"The Contract Price"** means the price payable to the Supplier under the Contract for the full and proper performance of its contractual obligations.
- (c) **"The Goods"** means all of the Software, IT Equipment & Machinery Equipment and/or other materials, which the Supplier is required to supply to the Procuring agency under the Contract.
- (d) **"The Services"** means those services ancillary to the supply of the Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training, software development, fabrication and other such obligations of the Supplier covered under the Contract.
- (e) **"GCC"** mean the General Conditions of Contract contained in this section.
- (f) **"SCC"** means the Special Conditions of Contract.
- (g) **"The Procuring agency"** means the Sindh Public Service Commission.
- (h) **"The Supplier"** means the individual or firm supplying the Goods, works and Services under this Contract.
- (i) **"SPPRA Rules2010"** means the Sindh Public Procurement Rules 2010 (Amended 2021).
- (j) **"Day"** means calendar day.

2. Standards

The Goods supplied under this Contract shall conform to the standards mentioned in the Technical Specifications, and, when no applicable standard is mentioned, to the authoritative standards appropriate to the Goods' country of origin. Such standards shall be the latest issued by the concerned institution.

3. Patent Rights

The Supplier shall indemnify the Procuring agency against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the Goods or any part thereof in the Islamic Republic of Pakistan.



4. Performance Security

- 4.1 Within seven (07) days, or any other duration as specified in SCC, of receipt of the notification of Contract award, the successful Bidder shall furnish to the Procuring agency the performance security in the amount specified in SCC.
- 4.2 The proceeds of the performance security shall be payable to the Procuring agency as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.
- 4.3 The performance security shall be denominated in the Pak rupees and shall be an unconditional bank guarantee, pay order, call deposits, provided in the bidding documents or another form acceptable to the Procuring agency;
- 4.4 The performance security will be discharged by the Procuring agency and returned to the Supplier not later than thirty (30) days following the date of completion of the Supplier's performance obligations under the Contract, including any warranty obligations, unless specified otherwise in SCC.

5 Inspections and Tests

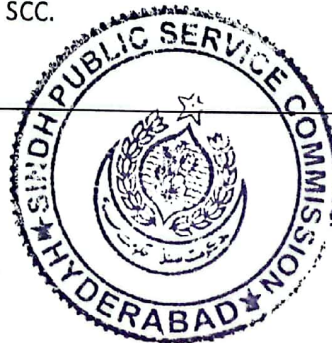
- 5.1 The Procuring agency or its representative shall have the right to inspect and /or to test the Goods to confirm their conformity to the Contract specifications at no extra cost to the Procuring agency. The Procuring agency shall notify the Supplier in writing, in a timely manner, of the identity of any representatives retained for these purposes.
- 5.2 Should any inspected or tested Goods fail to conform to the Specifications, the Procuring agency may reject the Goods, and the Supplier shall either replace the rejected Goods or make alterations necessary to meet specification requirements free of cost to the Procuring agency.
- 5.3 The Procuring agency's right to inspect, test and, where necessary, reject the Goods after the Goods' arrival shall in no way be limited or waived by reason of the Goods having previously been inspected, tested, and passed by the Manufacturer.
- 5.4 Nothing in GCC Clause 5 shall in any way release the Supplier from any warranty or other obligations under this Contract.

6. Packing

The Supplier shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination. The packing shall be sufficient to with stand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage.

7. Delivery and Documents

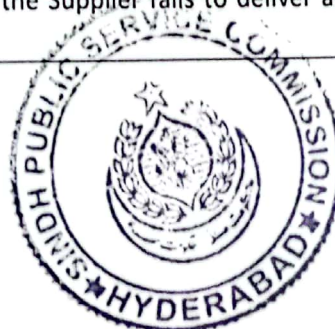
Delivery of the Goods shall be made by the Supplier in accordance with the terms specified in the Schedule of Requirements. The details of shipping / transportation and /or other documents to be furnished by the Supplier are specified in SCC.



- 8. Insurance** No need of Insurance for Local Supplies, However Supplier is responsible to deliver the goods in perfect condition to the end user.
- 9. Transportation** The Supplier is required under the Contract to transport the Goods to a specified place of destination and shall be arranged by the Supplier, and related costs shall be deemed to have been included in the Contract Price.
- 10. Incidental Services**
- 10.1 The Supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:
- (a) Performance or supervision of on-site assembly and/or start-up of the supplied Goods;
 - (b) Furnishing of tools required for assembly and/or maintenance of the supplied Goods;
 - (c) Furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied Goods;
 - (d) Performance or supervision or maintenance and /or repair of the supplied Goods, for a period of time agreed by the parties, provided that this service shall not relieve the Supplier of any warranty obligations under this Contract ;and
- 11. Spare Parts**
- 11.1 The Suppliers should provide any or all of the notifications, and information pertaining to spare parts manufactured or distributed by the Supplier:
- (a) Such spare parts as the Procuring agency may elect to purchase from the Supplier, provided that this election shall not relieve the Supplier of any warranty obligations under the Contract; and
 - (b) in the event of termination of production of the spare parts:
 - (i) Advance notification to the Procuring agency of the pending termination, insufficient time to permit the Procuring agency to procure needed requirements ;and
 - (ii) Following such termination, furnishing at no cost to the Procuring agency, the blue prints, drawings, and specifications of the spare parts, if requested.
- 12. Warranty**
- 12.1 The Supplier warrants that the Goods supplied under the Contract are new, unused, of desired models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The Supplier further warrants that all Goods supplied under this Contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the Procuring agency's specifications) or from any act or omission of the Supplier, that may develop under normal use of the supplied Goods in the conditions prevailing in the country of final destination.



- 12.2 This warranty /maintenance period shall remain valid for One Year (01) year after the Goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the Contract
- 12.3 If the Supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, within a reasonable period, the Procuring agency may proceed to take such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights which the Procuring agency may have against the Supplier under the Contract.
- 13. Payment**
- 13.1 The firm should submit stamp duty as per Government Rule before execution of work.
- 13.2 Within 30 days after the issuance of inspection certificate and consignee's receipt certificate as mentioned in SSC clause 6.
- 13.3 If the supply is not according to the specifications or unsatisfactory, the Contract will be rejected and cancelled at the risk and cost of Firm
- 13.4 If the firm fails to execute the contract/supply order as per condition, action will be taken against them which may be their blacklisting and Earnest Money / Security Deposit will be forfeited.
- 13.5 In case of late delivery @ 0.1% per day will be charged on bid amount deducted from the bill, but not more than 10% of contract value.
- 13.6 The currency of payment is Pak Rupees.
- 14. Prices**
- Prices charged by the Supplier for Goods delivered and Services performed under the Contract shall not vary from the prices quoted by the Supplier in its bid,
- 15. Contract Amendments**
- No variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.
- 16. Delays in the Supplier's Performance**
- 16.1 Delivery of the Goods and performance of Services shall be made by the Supplier in accordance with the time schedule prescribed by the Procuring agency in the Schedule of Requirements.
- 16.2 If at any time during performance of the Contract, the Supplier or its subcontractor(s) should encounter conditions obstructing timely delivery of the Goods and performance of Services, the Supplier shall promptly notify the Procuring agency in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, the Procuring agency shall evaluate the situation and may at its discretion extend the Supplier's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of Contract.
- 16.3 Except as provided under GCC Clause 19a delay by the Supplier in the performance of its delivery obligations shall render the Supplier liable to the imposition of liquidated damages pursuant to GCC Clause 17 unless an extension of time is agreed upon pursuant to GCC Clause 16.2 without the application of liquidated damages.
- 17. Liquidated**
- Subject to GCC Clause 19, if the Supplier fails to deliver any or all of the



Damages

Goods or to perform the Services within the period(s) specified in the Contract, the Procuring agency shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, as un-equivalent to the percentage specified in SCC of the delivered price of the delayed Goods or un performed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in SCC. Once the maximum is reached, the Procuring agency may consider termination of the Contract pursuant to GCC Clause 18.

18. Termination for Default

18.1 The Procuring agency, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Supplier, may terminate this Contract in whole or in part:

- (a) If the Supplier fails to deliver any or all of the Goods within the period(s) specified in the Contract, or within any extension thereof granted by the Procuring agency pursuant to GCC Clause 16; or
- (b) If the Supplier fails to perform any other obligation(s) under the Contract.
- (c) If the Supplier, in the judgment of the Procuring agency has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

18.2 In the event the Procuring agency terminates the Contract in whole or in part, pursuant to GCC Clause 18.1, the Procuring agency may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and supplier shall be liable to the Procuring agency for any excess costs for such similar Goods or services. However, the Supplier shall continue performance of the Contract to the extent not terminated.

19. Force Majeure

19.1 Notwithstanding the provisions of GCC Clauses 16, 17 and 18, the Supplier shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

19.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Procuring agency in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

19.3 If a Force Majeure situation arises, the Supplier shall promptly notify the Procuring agency in writing of such condition and the cause thereof. Unless otherwise directed by the Procuring agency in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.



- 20. Termination for Insolvency** 20.1 The Procuring agency may at any time terminate the Contract by giving written notice to the Supplier if the Supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the procuring agency.
- 21. Termination for Convenience** 21.1 The Procuring agency, by written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Procuring agency's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.
- 21.2 The Goods that are complete and ready for shipment within thirty (30) days after the Supplier's receipt of notice of termination shall be accepted by the Procuring agency at the Contract terms and prices. For the remaining Goods, the Procuring agency may elect:
- (a) To have any portion completed and delivered at the Contract terms and prices; and/or
 - (b) To cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and Services and for materials and parts previously procured by the Suppliers
- 22. Resolution of Disputes** Resolution of dispute shall be through Mechanism for Redressal of Grievances as provided in the Rule-31 and 32 of SPP rules or through Arbitration Act 1942.
- 23. Governing Language** The Contract shall be written in English language all correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in the same language.
- 24. Applicable Law** The Contract shall be interpreted in accordance with the SPPRA Rules 2010 (amended 2021).
- 25. Taxes and Duties** Supplier shall be entirely responsible for all taxes, duties (including stamp duty), license fees, etc., incurred until delivery of the contracted Goods to the Procuring agency.
- 26. Over riding effect of Sindh Public Procurement Rules 2010 (Amended 2019)** In case of conflict or primacy of interpretation the provisions of SPP Rules 2010(amended 2021) shall have an overriding effect notwithstanding anything to the contrary contained in these bidding documents
- 27. Intellectual Property** 27.1 The Bidder shall indemnify and hold the PA harmless against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Service or any part thereof.
- 27.2 All documentation, coding, source code generated for this project, including but not limited to all sorts of business processes with workflows identified, architecture used, active directory, database, database records, question bank, the reports criteria and its components



**28. Warranty,
Support and
Maintenance
SLA of Software
Application**

- shall be the exclusive property of the Government of Sindh through SPSC. Bidder will be responsible to return all this to the PA.
- 28.1 PA is soliciting a Service Level Agreement (SLA) with the vendor to provide maintenance and support of implemented services for 12 months (if availed).
- 28.2 All Tenderers are requested to provide total monthly cost of SLA for the Solution support and maintenance.
- 28.3 Time period of Support and Maintenance/ SLA (if SLA option is availed) will start upon expiry of the standard 01 year all-inclusive support/warranty period. Support/Warranty period will start from the date of issuance of NOC by the purchaser upon successful completion of the project.
- 28.4 The SLA fees proposal shall include all services necessary to restore full operating functionality and capacity including but not limited to: technical support services, emergency support and software support. These are to be presented as separate line items.



PART-IV
Bid Data Sheet

Introduction	
1	Name of Procuring Agency: Office of Secretary, Sindh Public Service Commission, Thandi Sarak, Hyderabad Tel#022-9200162 - 022-9200246 / 022-9200694
2	Name of Contract "Procurement of Bespoke Software, Services & IT Equipment for Computer-Based Testing (CBT) Center"
Bid Price and Currency	
3	Prices quoted by the Bidder shall be "fixed" and in "Pak Rupees"
Preparation and Submission of Bids	
4	<p>Selection / Eligibility/Responsiveness criteria:</p> <ol style="list-style-type: none"> 01. Bidder should quote price only in PKR. With all corrected applicable taxes and duties. 02. Bidder must have his office / Service Centre at Karachi or Hyderabad. 03. Bid should be accompanied with 05 client list. 04. Bidder should strictly compliant with technical specification ; no optional/alternative item will be accepted. 05. The bidder must have at least 10years of relevant experience in the relevant field. 06. Income Tax Certificate(NTN) 07. GST Registration Certificate. 08. Valid Professional Tax Certificate. 09. Details of turn-over: Average Annual Financial Turn-over not less than equivalent cost of the scheme / project during last five years (Rs.120.00 Million) 10. Affidavit confirming that the firm has not been black listed by any Government, Semi Government or Autonomous Bodies on non-judicial stamp paper
5	Amount of bid security. 2%ofBid Value
6	Bid validity period. 90 days
7	Number of copies. One original and two photocopies of Sealed (technical and financial) Bid
8	Deadline forbid submission. As notified in NIT
9	Performance Security. 10% of the Bid Price in the form of Pay Order or Demand Draft or a Bank Guarantee issued by a scheduled bank in Pakistan or from a foreign bank duly counter guaranteed by a scheduled bank in Pakistan in favour of Procuring Agency.
10	<p>Bid Evaluation: Most Advantageous</p> <p>Highest ranked bid will be evaluated on the basis of least cost on item wise.</p>
11	Pre-Bid Meeting date/time: 30.04.2024 @ 02:00 p.m.



12	Submission date and time:	07.05.2024 @ 02:00 p.m.
13	Opening date and time:	07.05.2024 @ 02:30 p.m. (Technical)
14	Opening date and time:	08.05.2024 @ 02:00 p.m. (Financial)
15	Address and Location:	Sindh Public Service Commission Head Office, Sindh Public Service Commission Thandi Sarak, Hyderabad Ph # 022-9200162-022-92002465 Email Address: info@spsc.gov.pk
16	Contact Details:	Javed Ahmed Ph # 022-9200162-022-9200246 Email Address: javed@onlinecare.com 0300-0910227

SINDH PUBLIC SERVICE COMMISSION
HYDERABAD
Tel # 022-9200162
www.spsc.gov.pk



Other Terms & Conditions

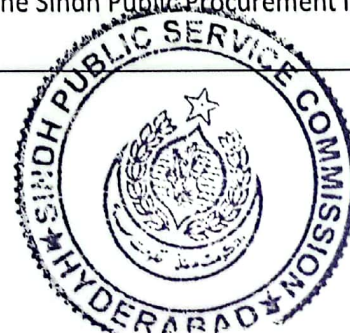
- i. In case of any unforeseen situation or government holiday resulting in closure of office on the date of opening. Bid shall be submitted/opened on next working day at the given time
- ii. PA may reject all or any bid subject to relevant provision of SPP Rules and may cancel the bidding process at any time prior to acceptance of bid or proposal as per Rule 25(1) of said rules.
- iii. Incomplete, conditional and tender without required earnest money in the specified form/form shall be rejected.
- iv. Bidders are advised that before filling the bidding documents all pages of bidding documents should carefully be rechecked. If any page(s) / paper(s) of bidding documents are missing that can be downloaded from the official website of this and SPPRA, and also can be obtained from the office of the Secretary, Sindh Public Service Commission, Thandi Sarak, Hyderabad. Bid(s) with incomplete bidding documents will straight away be rejected.
- v. Bidders are required to provide their valid e-mail Ids and contact numbers(s) for effective and timely communication
- vi. Affidavit that firm has never been blacklisted.
- vii. All Bidding documents must be signed, named & stamped by authorized person of the firm/ Companies along with authorized letter.
- viii. Incomplete, conditional and tender without required bid security as specified in the bidding documents, shall be rejected. Each page of bidding documents should be signed and stamped.
- ix. Contract Agreement and Integrity Pact both are mandatory for successful bidder.

Signature & Stamp of Tenderer



PART-V
SPECIAL CONDITIONS OF CONTRACT

- 1. Definitions(GCC Clause1)**
GCC1(g)—The Procuring Agency is: Sindh Public Service Commission, Hyderabad
- 2. Performance Security (GCC Clause 4)**
GCC4—The amount of performance security, as a percentage of the Contract Price, shall be: 5%.
- 3. Inspections and Tests (GCC Clause 5)**
Inspection of PA shall inspect the procured good and ensure that it meets the tender specifications before its acceptance
- 4. Delivery and Documents (GCC Clause 7)**
GCC10—Supplier shall supply and install the good within 30 Days after signing the contract and shall submit the following.
 - (i) Supplier's invoices having Goods' description, quantity, unit price, and total amount;
 - (ii) Packing List identifying the contents of Supply;
 - (iii) Delivery note.
 - (iv) Warranty and guarantee certificate;
 - (v) The supplier shall be responsible for replacing the goods damaged during transit to bidder, free of cost.
- 5. Warranty (GCC Clause 12)**
The equipment shall bear Standard warranty (with free parts & labor) from the date of installation / acceptance. Upon expiration of warranty, Purchaser at its option may enter into a Service Level Maintenance Agreement upon expiry of the warranty period in accordance with terms embodied in Appendix- A hereto.
- 6. Payment (GCC Clause 13)**
100% of the Contract Price shall be paid upon 100% delivery, and satisfactory Installation, integration and testing of the products at the Project site(s), subject to the production of installation and Operational Acceptance Certificates duly signed by authorized Inspection Committee of PA.
- 7. Liquidated Damages (GCC Clause 17)**
If the Supplier fails to deliver the goods or perform these vices with in the time period (s) specified in the contract, the Purchaser shall, without prejudice to its other remedies under the contract deduct from the Contract Price, as liquidated damages, as un-equivalent to 0.1 percent of the Contract Price for each day of delay until actual delivery or performance, up to a maximum deduction of 10% of the Contract Price. Once the maximum is reached, the purchaser may consider termination of the contract.
- 8. Resolution of Disputes (GCC Clause 22)**
In the case of a dispute between the Procuring agency and the Supplier, the dispute shall be referred to the dispute resolution mechanism as defined in rule31, 32 and 34 of the (SPPR 2010) Amended 2021.
- 9. Applicable Law (GCC Clause 24)**
GCC24 Contract shall be interpreted in accordance with the Sindh Public Procurement law of Sindh.



PART-VI
SCHEDULE OF REQUIREMENTS

The delivery schedule hereafter expressed the date of delivery required.

S. No	Items/Quantity	Time of Delivery from date of Award	Location of
1.	Software for Computer-Based Testing (CBT) and Establishment of CBT Center As specified in PART-X Business Requirements Document and SCOPE OF WORK	Preferably within Two Months	For Delivery, Installation and Implementation of Services: Head Office, Sindh Public Service Commission, Thandi Sarak, Hyderabad
2.	IT Equipment As specified in Part –IX	Preferably within Two Months	
3.	Procurement Of IT Equipment CBT Kiosks For Tablet/Thin-Clients	Preferably within Two Months	

Note: Specifications of above items are attached

Secretary
Sindh Public Service Commission
Head Office, Sindh Public Service Commission
Thandi Sarak, Hyderabad
Ph # 022-9200162-022-9200246, Email Address: info@spsc.gov.pk
website: [www. https://spsc.gov.pk/](https://spsc.gov.pk/)



PART-VII
SAMPLE FORMS

Form-I

Letter of Acceptance

Date: _____

To:

PA, Karachi, Dear Sir:

Having examined the bidding documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver the required item in conformity with the said bidding documents for the sum of *[total bid amount in words and figures]* or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to deliver the goods in accordance with the delivery schedule specified in the Schedule of Requirements.

If our Bid is accepted, we will obtain the guarantee of a bank in as un-equivalent to Five(5) percent of the Contract Price/Pay order for the due performance of the Contract, in the form prescribed by the Purchaser.

We agree to abide by this Bid for a period of 90 days from the date fixed for Bid opening under Clause 10 of the Instructions to Bidders, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this _____ day of _____ 20_____.

[signature]

[in the capacity of]

Duly authorized to sign Bid for and on behalf of _____



Price Schedule in Pak. Rupees

Name of Bidder _____ .IFB Number _____ .Page of _____

1	2	3	4	5		6	7
Item	Description	Country of origin	Quantity	Unit price		Total	Remarks (if any)
				Words	Figure		

Total Bid amount in words: _____

Total Bid amount in figure: _____

Signature of Bidder _____

Note:

- (i) In case of discrepancy between unit price and total, the unit price shall prevail.
- (ii) The unit and total prices Delivered at _____ should include the price of incidental services. No separate payment shall be made for the incidental services.

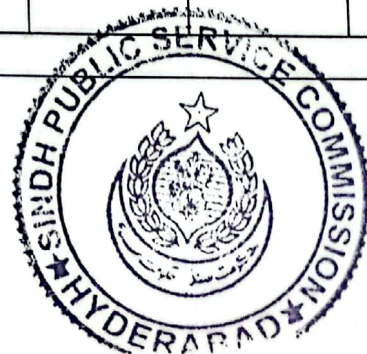


Experience of Similar Supply and Installation

S. No	Assignment Description	Name / Contact Details of Client	Cost	Start Date	End Date	Remarks

Procurement of Bespoke Software, Services & IT Equipment
for Computer-Based Testing (CBT) Center

Page: 28



CONTRACT FORM

Form-IV

THIS AGREEMENT made the day of _____ 20__ between Sindh Public Service Commission (herein after called "the Procuring Agency") of the one part and [name of Supplier] of [city and country of Supplier] (herein after called "the Supplier") of the other part:

WHEREAS the Procuring Agency invited bids for certain goods and ancillary services, viz, "Procurement of Software & IT Equipment". The Sindh Public Service Commission has accepted a bid by the Supplier for the supply of those goods and services in the sum (contract price in words and figures) (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - (a) The Bid Form and the Price Schedule submitted by the Bidder;
 - (b) the Schedule of Requirements;
 - (c) the Technical Specifications.
 - (d) the General Conditions of Contract;
 - (e) the Special Conditions of Contract; and
 - (f) the Procuring agency's Notification of Award.
3. In consideration of the payments to be made by the Procuring agency to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Procuring agency to provide the goods and services and to remedy defects there in conformity in all respects with the provisions of the Contract.
4. The Procuring agency hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may be come payable under the provisions of the contract at the times and in the manner prescribed by the contract.

IN WITNESS where of the parties here to have caused this Agreement to be executed in accordance with their respective laws the day and year first above written

Signed, sealed, delivered by _____ the _____ (for the Procuring agency)

Signed, sealed, delivered by _____ the _____ (for the Supplier)



PERFORMANCE SECURITY FORM

To:

WHEREAS *[name of Supplier]* (herein after called " the Supplier") has undertaken, in pursuance of Contract No. *[reference number of the contract]* dated _____ 20____ to supply *[description of goods and services]*(herein after called" the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a bank guarantee by are put able bank for the sum specified therein as security for compliance with the Supplier's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Supplier a guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, upto a total of *[amount of the guarantee in words and figures]*, and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavilor argument, any sum or sums within the limits of *[amount of guarantee]* as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

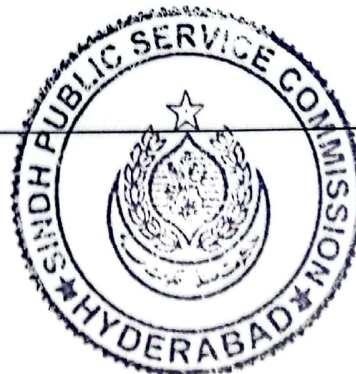
This guarantee is valid until the _____ day of _____ 20.

Signature and seal of the Guarantors

[name of bank or financial institution]

[address]

[date]



MANUFACTURER'S AUTHORIZATION FORM

To:

WHEREAS *[name of the Manufacturer]* who are established and reputable manufacturers of *[name and/or description of the goods]* having factories at *[address of factory]*

Do hereby authorize *[name and address of Agent]* to submit a bid, and subsequently sign the Contract with you against NIT No. *[reference of the Invitation to Bid]* for the above goods manufactured by us.

We hereby extend our full guarantee and warranty as per Clause 12 of the General Conditions of Contract for the goods offered for supply by the above firm against this Invitation for Bids.

[signature for and on behalf of Manufacturer]

Note: This letter of authority should be on the letterhead of the Manufacturer and should be signed by a person competent and having the power of attorney to bind the Manufacturer. It should be included by the Bidder in its bid.

Procurement of Bespoke Software, Services & IT Equipment
for Computer-Based Testing (CBT) Center



Page: 31

Integrity PactDECLARATION OF FEES, COMMISSION AND BROKERAGE ETC. PAYABLE BY THE SUPPLIERS/CONTRACTORS/CONSULTANTS

Date: _____
 Contract Number: _____
 Contract Value: _____
 Contract Title: _____

[Name of Supplier/Contractor/Consultant] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Sindh (GoS) or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoS) through any corrupt business practice.

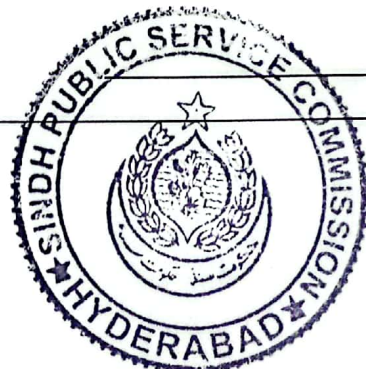
Without limiting the generality of the foregoing, [Name of Supplier/Contractor/Consultant] Represents and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to any one and not give nor agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit, in what so ever form, from Procuring Agency (PA), except that which has been expressly declared pursuant hereto.

[Name of Supplier/Contractor/Consultant] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with PA and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

[Name of Supplier/Contractor/Consultant] accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to PA under any law, contract or other instrument, be voidable at the option of PA.

Notwithstanding any rights and remedies exercised by PA in this regard, [Name of Supplier/Contractor/Consultant] agrees to indemnify PA for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to PA in an amount equivalent to ten time the sum of any commission, gratification, bribe, finder's fee or kickback given by [Name of Supplier/Contractor/Consultant] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit, in whatsoever form, from PA.

Procurement of Bespoke Software, Services & IT Equipment
 for Computer-Based Testing (CBT) Center



Page: 32

PART-VIII
EVALUATION CRITERIA

Evaluation Criteria				
Category	Sr. No	Description	Requirement/ Points	Evaluation / Evidence
Legal	1	Bidder should have registered office and presence in Pakistan from last Ten (10) years with Major strength in Sindh	Mandatory	Company Legal Registration Documents
	2	Valid Income Tax Registration	Mandatory	NTN Certificate
	3	Valid Professional Tax Certificate	Mandatory	Professional Tax Certificate
	4	Valid General Sales Tax Registration Status	Mandatory	Sales Tax Certificate & Active Taxpayer Snapshot
		Active with FBR		
	6	Bidder must have ISO-9001	Mandatory	Valid ISO Certificate
	7	Bidder must have ISO 27001-2013	Mandatory	Valid ISO Certificate
	7	Submission of undertaking on legal, valid and attested stamp paper worth Rs. 100 to the effect that the firm is not Blacklisted and not involved in litigation with any of Provincial or Federal Government Department, Agency, Organization or autonomous body anywhere in Pakistan. In case involved in any litigation process, proof of dispute resolution is required.	Mandatory	Undertaking on Non-Judicial Stamp Paper
	8	Bidder Must have technical support resource present in the cities of Karachi and Hyderabad, Sindh	Mandatory	Provide verifiable documentary evidence.
Bidder	9	Manufacturer Authorization Letter (MAL) from Principal is a must.	Mandatory	Manufacturer Authorization Letter
	10	The quoted brand for Networking Equipment must be present in Pakistan for the last 5 years.	Mandatory	Must Attach Documentary evidence/letter from the OEM.



11	Bidder must have completed at least Two projects of providing Fiber Interconnectivity with any Govt of Sindh Dept worth more than 06 million in the 2022-2023.	Mandatory Max Marks = 5	Must attach Purchase Orders / Signoff
12	Bidder should have Experience of implementing Surveillance Project	Max Marks = 10 05 or more = 10 03-04 = 5 01-02 = 2	Must attach Purchase Orders / Signoff
13	Bidder Must have offices in Major Cities of Pakistan with Head Office in Sindh.	Max Marks = 10 03 or more = 10 02 = 5 01 = 2	Must Attach list of Offices with contact numbers
14	Bidder Must have experience of implementing at least One (01) Computer-Based-Testing projects in the last 05 Years	Max Marks = 20 04 or more = 20 03 = 15 02 = 10 01 = 5	Must attach Purchase Orders / Signoff
15	Technical and Functional Evaluation of suggested CBT Software features.	Max Marks = 50	Provide details of Technology Stack and Tools being proposed for each component along with its proposed features and capabilities.
16	Bidder Must have experience of implementing of IT/Network infrastructure projects worth 50 million or above in Public Sector	Max Marks = 10 50 or more = 10 21-49 = 4 10-20 = 2	Must attach Purchase Orders / Signoff
17	The bidder must have at least 05 (five) certified / trained resources of quoted OEM on permanent basis.	Max Marks = 10 05 or more = 10 02-04 = 05 01 = 01	(Must attach certificates)
18	Bidder Must have two (02) Project Manager (PMP Certified)	Max Marks = 5 02 or more = 5 01 = 2	(Must attach certificates)
19	Bidder Human Resource Strength	Max Marks = 10 100 or more = 10 60 to 99 = 5 30 to 59 = 3	Must Attach List of Employees with Employee Name, Designation & ID
20	Financial Turn-over not less than equivalent cost of the scheme / project during last five years (Rs.120.00 Million)	Max Marks = 10 02 Years = 10 01 Year = 05	(Attached Audited Financial Report for last 3 years)
Minimum Score Required to Qualify: 110			



- Cut-off level for minimum marks obtained in technical proposal is 110point score

1. Technical Bid Score: Marks Obtained by Firm/100 *80= -----

2. Financial Bid Score: $M/B * w =$ -----

Where;

M = Minimum Bid

B = the bid

W = Weight (20)

Total Score = Technical Bid Score (80%) + Financial Bid Score (20%)

- **Financial Evaluation:** Financial bids of technically qualified firms will be opened in front of the Procurement Committee and in presence of bidder's representatives who wish to attend.



PART-IX
PROCUREMENT OF SERVICES & IT EQUIPMENT
SPECIFICATION AND QUANTITIES

Main Components				
Component	Description	Qty	Unit Price	Total Price
Servers	Blade Server for Virtual Desktop, Platform, Database and Application, Authentication with Blade Chassis Motherboard with Broadcom 5720 Dual Port 1Gb On-Board LOM 1 Intel Xeon Silver 4310 2.1G, 12C/24T, 10.4GT/s, 18M Cache, Turbo, HT (120W) DDR4-2666 2 2.5 Chassis 1 SAS/SATA Backplane 1 2.5" Chassis with up to 16 SAS/SATA Drives 1 Power Edge 2U Standard Bezel 1 Riser Config 1, 6x8, 2x16 slots 1 Performance Optimized 1 3200MT/s RDIMMs 1 32GB RDIMM, 3200MT/s, Dual Rank 4 iDRAC9, Express 15G 1 4TB SSD SATA Read Intensive 6Gbps 512 2.5in Hot-plug AG Drive, 1 DWPD, 2 PERC H755 SAS Front 1 Heat sink for 2 CPU configuration (CPU less than 165W) 1 Dual, Hot-Plug, Power Supply Redundant (1+1), 1400W, Mixed Mode 1 Trusted Platform Module 2.0 Jumper Cord - C13/C14, 4M, 250V, 10A (US, EU, TW, APCC countries except ANZ) 2 Broadcom 57412 Dual Port 10GbE SFP+, OCP NIC 3.0 1 Standard Fan x6 1 Ready Rails Sliding Rails 1 Cable Management Arm, 2U 1 RAID [Basic Next Business Day 36 Months-ACDTS, Pro Support and Next Business Day Onsite Service-ACDTS Initial, 36 Month(s)]	01		
	Mirror Server 3.5" Chassis with up to 4 Hard Drives Motherboard with Broadcom 5720 Dual Port 1Gb On-Board LOM Intel® Xeon® Silver 4310 2.1G, 12C/24T,	01		



	<p>4TB SSD 2.5" (1Year Warranty) RAID Controller PERC H755 SAS Front, 8GB NV Cache iDRAC9 Enterprise (Integrated Dell Remote Access Controller) (15G) Intel i350 Quad Port GbE BASE-T, OCP NIC 3.0 DVD+/- RW SATA Internal Dual, Hot-plug, PSU (I+), 800W, Mixed Mode Ready Rails Sliding Rails Cable Arm Management Jumper Cord - C13/C14, 2M, 250V, OA (EU, TW, APCC countries except ANZ) 3Yr ProSupport: Next Business Day Onsite Service-VN, PK, PH, BN, SL, BD</p>			
Android Tablets	<p>Thin Clients 2 in 1 Tablet with Keyboard, Mouse, Android Tablet 10" or higher size will be Preferred, 1080P Full HD Touch, High Performance Android 11.0 Pie Tablets, Quad Core Processor, Ultra-Fast 4GB RAM, 64GB Storage, 5G Wi-Fi, Front Camera, 6000 mAh (or more) - Customized App Configured</p>	550		
Desktop Computers	<p>Desktop Computers 32 GB RAM 2 TB Hard Disk Drive LED Monitor (21")</p>	02		
Laptop Computers	<p>Laptop Computers 32 GB RAM 1 TB SSD 15" Display</p>	03		
Printers	<p>LaserJet Network Printer Monochrome Laser Printer Black Print Speed: Up to 42 ppm Print Resolution: 1200 x 1200 dpi Automatic Duplex Printing Monthly duty cycle Up to 100,000 pages Resolution (black) Up to 1,200 x 1,200 dpi</p>	06		



WLAN Controller	AC6508 mainframe (10*GE ports, 2*10GE SFP+ ports, with the AC/DC adapter) Access Controller AP Resource License(16 AP) Optical Transceiver,SFP+,10G,Multi-mode Module(850nm,0.3km,LC) 250mm*180mm*1Uequipment front mounting ear(1set), Access Controller AP Resource License(16 AP)_Co-Care Application Software Support Service Access Controller AP Resource License(16 AP)_36Month(s), AC6508 mainframe (10*GE ports, 2*10GE SFP+ ports, with the AC/DC adapter)_Co-Care Standard AC6508_36Month(s)	01		
Access Points	Wireless Access Point Indoor AirEngine5761-11(11ax indoor,2+2 dual bands,smart antenna,USB,BLE), AirEngine5761-11(11ax indoor,2+2 dual bands,smart antenna,USB,BLE)_Co-Care Standard AirEngine5761- 11_36Month(s)	15		
Access Switches	24-port Layer 2 PoE + Manageable S5735-L24P4XE-A-V2 (24*10/100/1000BASE-T ports, 4*10GE SFP+ ports, 2*12GE stack ports, PoE+, AC power, Specially protected models) S57XX-L Series Basic SW,Per Device 10GBase-USR Optical Transceiver,SFP+,10G,Multi-mode Module(850nm,0.1km,LC) Optical Transceiver,SFP+,10G,Single-mode Module(1310nm,10km,LC) S5735-L24P4XE-A-V2 (24*10/100/1000BASE-T ports, 4*10GE SFP+ ports, 2*12GE stack ports, PoE+, AC power, Specially protected models)_Co-Care Standard S5735-L24P4X- A_36Month(s)	03		
Virtualization Platform License	SQL Server Enterprise Edition License Windows Server 2019 Datacenter License Per Server License (12+ core) Windows Server 2019 Standard License Per Server License (12+ core)	02 01 01		



Distribution /Core Switch	S6730-H24X6C-V2(24*10GE SFP+ ports, 6*40GE QSFP28 ports, optional license for upgrade to 6*100GE QSFP28, without power module) 600W AC Power Module(Back to Front, Power panel side exhaust) x 2, S67XX-H Series Basic SW,Per Device, Optical Transceiver,SFP+,10G,Multi-mode Module(850nm,0.3km,LC) x 4, Optical Transceiver,SFP+,10G,Single-mode Module(1310nm,10km,LC) x2, 1U Boxlike equipment lengthening back mounting ear,IEC Expandable size(280-450mm), S6730-H24X6C-V2(24*10GE SFP+ ports, 6*40GE QSFP28 ports, optional license for upgrade to 6*100GE QSFP28, without power module)_Co-Care Standard S6730-H24X6C_36Month(s)	01		
Data Center Firewall	Hardware Accelerated GE RJ45 Ports-12, Hardware Accelerated GE RJ45 Management/ HA/ DMZ Ports - 1 / 2 / 1, Hardware Accelerated GE SFP Slots - 4, Hardware Accelerated 10 GE SFP+ FortiLink Slots (default) -2, GE RJ45 WAN Ports -2, Onboard Storage - 1x 480 GB SSD, IPS Throughput - 2.6 Gbps, NGFW Throughput - 1.6 Gbps, Threat Protection Throughput - 1 Gbps, Rack Mount, 1 RU, Power Supply 100-240V AC, 50/60 Hz, Firewall Throughput (Packet per Second)- 15 Mpp, Concurrent Sessions (TCP) - 1.5 Million, New Sessions/Second (TCP) - 56,000, Firewall Policies - 10,000, Gateway-to-Gateway IPsec VPN Tunnels - 2,500, SSL-VPN Throughput- 1 Gbps, Three Years unified Threat Protection License	02		
SFPs	10 GE SFP+ transceiver module, short range for systems with SFP+ and SFP/ SFP+ slots.	03		
	10 GE SFP+ transceiver module, 10km range for systems with SFP+ and SFP/ SFP+ slots.	01		
UPS	6 KVA UPS with 1 hour backup time for data center	03		
	2 KVA UPS with 1 hour backup time for switches and access points	06		
Generator	20 KVA, Type 4 Cylinder inline,4 cycle, Starting Voltage 24V, Power Factor 0.8, Protection High/Low Voltage,High/Low Temperature,High/Low Frequency,Low fuel,Low Oil,Low coolant, Function AMF,Synchronizing, Support RS232,RS485,USB	01		
Implementation Services	One time Configuration/Deployment/Installation and	01		

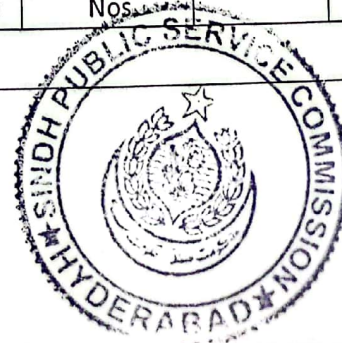


	Mounting of network Equipment			
Total				PKR -

CCTV Surveillance				
S.No	Description	Qty	Unit Price	Total Price
1	4 MP Vandal WDR Fixed Dome Network Camera or equivalent	15		
2	32-ch 1.5U 4K NVR or equivalent	1		
3	WD 8TB Surveillance Hard Drive or equivalent	5		
4	LED 55" UHD with wall mount brackets or equivalent	2		
Total				PKR -

Passive Component/ Installation					
S.No	Description	Qty	Unit	Unit Price	Total Price
1	Vivanco Cat-6 4 Pair U/UTP Cable, PVC, 23AWG, 305M Box or equivalent	10	Roll		
2	Vivanco Cate-6 RJ-45 connector or equivalent	1	Box		
3	Vivanco 42U Floor Standing Rack	1	Nos.		
4	Vivanco 15U Wall Mountable Rack 540mm*600mm with 2 Fan 01 Nos. of PDU,6 Port for Vertical Install Flat Pin UK Type	3	Nos.		
5	Fiber Optic Cable	500	Ft.		
6	Vivanco Copper Patch Cord Cat-6 U/UTP 3 Meter, PVC, Blue or equivalent	50	Nos.		
7	Pipe 1 inch with accessories	300	Ft		
8	Duct 16*38	500	Ft		
09	Duct 16*25	300	Ft		
10	Duct 40*40	500	Ft		
11	Flexible pipe 1 inch	300	Ft		
12	Flexible pipe 1.5 inch	450	Ft		
13	Cable Tie 8 inch	3	Packet		
14	Cable Tie 10 inch	2	Packet		
15	Rawal bolt 8 mm	50	Nos.		
16	2 Gang Faceplate Square, Square plate, RJ45 Lan Square Faceplate	100	Nos.		
17	Back box for face plate	100	Nos.		
18	Screws	5	Packet		
19	Fisher 10 No. Each Packet in 20	10	Packet		
20	Power Cable 3/29 90m as required	40	Roll		
21	Light plug/Sockets	600	Nos.		

Procurement of Bespoke Software, Services & IT Equipment for Computer-Based Testing (CBT) Center



Page: 40

22	Back box for light plug/Sockets				
23	UTP Cat-6 cable Laying	600	Nos.		
24	Rack Installation	3500	Ft		
25	CCTV Camera Installation	1	Nos.		
26	UPS Installation	15	Nos.		
27	UPS Power cabling	10	Nos.		
28	Power cabling Installation	10	Nos.		
29	Generator Installation without pit	3600	Meter		
30	Complete Installation of above passive equipment	1	Job		
Total					PKR -



PART-X
PROCUREMENT OF BESPOKE SOFTWARE
FOR COMPUTER-BASED TESTING (CBT) CENTER

1. Business Goals/Objectives to be achieved:

The objective is to streamline SPSC Examination process for MCQ type of exams, encompassing question bank, question paper setting, student roll-no creation, registration, test and exam administration, result processing.

A brief overview of the complete existing system for recruitment, examination and selection process is provided below for a high-level understanding of how SPSC performs its operations and where the CBT Center will play its role to streamline the examination and assessment requirements.

2. Overall SPSC Recruitment and Examination System Overview:

All Concerned Departments of Sindh Government can send requisitions to GRS. **Sindh Act No. IV of 2022** mandates that requisitions for posts in the 16-22 grade range be sent to SPSC, while departments handle posts from 1-15 grades. Special cases arise, necessitating requisitions for 14, 15, and 9-grade posts. Each grade has distinct recruitment rules. Posts in the 21-22 grades are often for promotions, with exceptions due to authority orders. Government can assign any other post to the commission.

Requisition forms follow a standard format, but compliance with specific rules is crucial; otherwise, they are rejected. No strict time constraints exist, but efforts are made for timely processing. Consolidated advertisements combine all department posts. Departments can withdraw posts, and requisitions are returned. Correspondence flows through the Secretary to departments.

Advertisement and online application processes span 15-30 days. IT manages the job portal. Higher authorities decide extensions. Applications are forwarded to the Examination Branch.

Examinations can be a test or exam. Examinations other than those which have been specified by the RMR are determined by the Chairman. Press releases outline syllabi and exam details well in advance. Examination teams are assigned by the Examination Branch and approved by the Secretary and Chairman. After the exams, materials are sealed and returned for machine checking.

Passing candidates are announced, and documents are collected. Examiners prepare question papers, and a panel is formed to conduct interviews. Advisors/Departmental Representatives are selected, and results are calculated and forwarded to the Examination Branch. Recommendations are made to departments.

Candidates must stay informed through the website, app, SMS, and email alerts.

For promotions, departmental exams occur twice yearly, with a similar process but only written exams, no interviews.

3. RMR

"Recruitment Management Regulations," referred to as "RMR", is a comprehensive publication issued by the Sindh Public Service Commission (SPSC). RMR serves as the authoritative compendium of laws, regulations, and procedural guidelines governing the recruitment and selection processes within the purview of the SPSC. It is imperative to underscore that RMR represents the standardized and universally adhered-to framework by every department operating under the aegis of the SPSC.



In accordance with established protocol, any modifications or revisions introduced to the RMR are considered as universally applicable changes, extending their impact across all departments operating within the SPSC. It is noteworthy to emphasize that, for the functions and activities of the SPSC, there exist no alternative rules or regulations beyond those delineated within the RMR. Consequently, the RMR stands as the singular, comprehensive source of guidance and governance, ensuring consistency and uniformity in recruitment and management practices throughout the entirety of the SPSC organization.

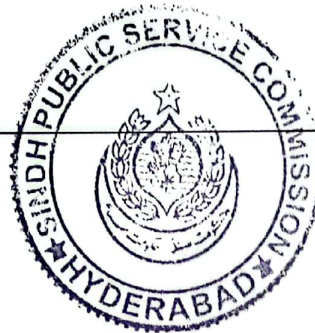
The procedures, policies and rules written in this requirements document conforms to RMR clauses, and reference of the regulation clause is mentioned with each topic.

The regulation clause is denoted as [RMR - #<regulation clause#>]

RMR can be downloaded from the following link:
https://spsc.gos.pk/doc/SPSC_RMR_2023.pdf

4. Benefits/Rationale:

- 1. Minimizing Paper Usage:**
Efforts are directed towards the reduction of paper consumption to the greatest extent possible.
- 2. Comprehensive Automation:**
The automation of nearly all manual processes is being pursued systematically.
- 3. Centralized Operational Framework:**
A centralized system should be implemented to facilitate the seamless execution of all operational activities.
- 4. Mitigation of Human Errors:**
The objective is to create a system that is less susceptible to human errors.
- 5. Labor Efficiency:**
Efforts should be made to optimize labor requirements, resulting in reduced manpower needs.
- 6. Streamlined Manual Processes:**
Manual tasks are being streamlined and minimized wherever feasible.
- 7. Enhanced User Experience:**
The overarching goal is to enhance the overall experience for both candidates and members and staff of the SPSC by ensuring a smooth and user-friendly process.



6. Examination System Overview:

Note: This overview is provided here for a general understanding of how currently examination section operates and what are their current overall processes.

General: [RMR - #57]

- The recruitment process begins with job advertisements posted via various channels, including the GRS, newspapers, and the SPSC web portal.
- Interested candidates discover job opportunities for specific posts through these advertisements.
- Candidates who do not have an existing profile on the SPSC web portal create an account, provide their personal details, and submit their applications for their preferred positions.
- Currently, the online application form lacks document verification and document upload functionality.
- The system does not have additional restrictions on candidate applications on the job portal.
- After candidates apply, lists of candidates are prepared in accordance with the job advertisement, and examination centers are assigned to them.
- Roll numbers and examination slips are allocated to candidates, which are accessible through their online profiles.
- Candidates are responsible for ensuring they have their examination/admission slips; if not, they must determine the reason for the omission.
- The Examination Branch ensures correct selection of optional subjects.
- The Examination Branch verifies the accurate choice of post or service.
- The Examination Branch checks if the candidate has remaining attempts for the selection process.

Roll-no Allocation:

- Roll numbers of candidates are issued prior to the issuance of admission letters.
- The Examination branch gives roll numbers figure to the Information Technology (IT) department.
- Roll number pools are announced by the Exam branch on a center-wise basis.
- The Exam branch estimates the number of candidates for each center.
- The IT department compiles a list that includes candidate names, center assignments, time schedules, and seat numbers.
- Admission letters with this information are published on the website.
- The Sequence of roll numbers is separate for only differently-abled people.

Exam Category: [RMR - #59]

- If Categories are Combined Competitive Exam (CCE), Competitive Exam for Engineers (CE), Competitive Exam for Forestry (CF), requisitions are directly received by the Examination Branch.
- They are responsible for performing scrutiny of the candidates for said examinations. If there are errors/discrepancies, they reach out to the concerned departments.
- After approval by Chairman, requisition is published on the SPSC portal and newspapers.
- They are responsible for performing scrutiny of candidate documents of said 3 exam types.
- They will mark the candidate as approved/deficient/rejected based on their documents.
- If there is any deficient candidate, they will be given a 7-day period to re-submit their documents in the inquiry office at SPSC and informed by call and letter.

Selection of Examiners: [RMR - #69]

- The Examination Branch will propose panels of Paper Setters from HEC Recognized Institutes, Judicial Officers, Serving and Senior Advocates and Senior Bureaucrats for drafting the questions forexamination/test of the relevant subject in a secured manner and place before the Chairman.
- The Chairman will select Paper Setters among proposed Paper Setter panels by the Examination Branch.



- Question Papers are secret, and they are saved on the computers of the Secret Section of the Examination Branch which are hidden from the organization till the exam/test of the candidates.
- New Question Papers are made each time the exams are conducted. When an exam is conducted, the question papers are discarded.
- Question papers will be assessed for quality before giving it to the Chairman by the Examination Branch
- Paper Setters are paid based on papers, per question.
- The Examination Controller will issue guidelines for Paper Setters for formulating questions.
- Concerned Departments may tell based on what basis they want the candidate, how exams should be taken, the kind of questions, no of questions from Job description as per Syllabus.

Preparation of Exam: [RMR - #67, #69]

- Proposals to Paper Setters will be sent along with the guidelines and Syllabi.
- When exam papers are prepared, a 10-day deadline is given to the examiners.
 1. It is assessed whether the examiner met the deadline or replied on time.
 2. The responsiveness and communication with the examiner are evaluated.
 3. Any obstacles faced during the process are noted.
- Exam papers are checked to ensure compliance with guidelines and requirements.
- The Chairman selects questions based on quality and quantity.
- Feedback from the Examiner/Assessor after assessment.
- After completion of the assessment by the Examiner/Assessor, Examination Branch carry out scrutiny of the assessed answer copies if any error/totaling mistake is found, the same answer copy to be sent to the concerned examiner/assessor with a letter for rectification.
- Proposed Questions, by each Paper Setter, are placed before the Chairperson for selection of the required number of questions, so that the Examination Branch generates the Question Papers.
- Envelopes are sent to the Examiners containing:
 1. Old question paper
 2. Copy of recruitment rules & syllabus
 3. Guidelines (object type and descriptive, no of questions, questions weightage, questions difficulty levels etc.)
 4. Proforma (where they mention if there is any acquaintance taking the exam) (is divided into four sections)
- Sealed envelopes containing questions are presented to the Chairman for selection of questions, keeping in view the difficulty level of questions.
- Unused questions can be used after years. They are in a secret folder and they have details attached that these questions were used at these particular dates, the same details are written for unused questions. They have to coordinate with the Paper Setter in order to use unused questions. Although new questions are made in bulk, unused questions can be used as well.

Number of Allowed Attempts:[RMR - #77]

- Candidates participating in Combined Competitive Examinations are limited to three attempts & notified age rules.

Announcement of Examination Schedule:[RMR - #78]

- The Controller of Examination at SPSC announces the examination schedule, including mode, type, dates, and centers, number of candidates. This information is hosted/uploaded on SPSC's official website.

Schedule of the Test:[RMR - #89]

- The Controller of Examination with Chairperson's approval, issues the test schedule based on Commission workload and intending candidate numbers.



Issuance of Admission Letters:[RMR - #90]

- The IT Wing hosts downloadable Admission Letters for eligible candidates. Candidates are informed through SMS messages, allowing at least one week for preparation.

Exam Type: [RMR - #70]

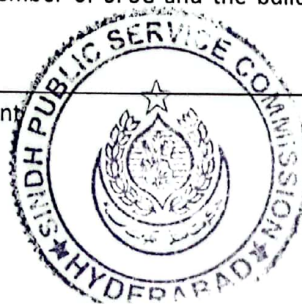
- The Examination Branch – I is responsible for conducting the examinations, following a process similar to departmental exams.
- The tests consist of descriptive and MCQ-based questions, with MCQs checked using answer sheets on SPSC portal and OMR with OMR Machines.
- A test is a singular paper that could be written or MCQ – based.
- Exams are of more than 1 paper and they are written and descriptive.
- There are 4 paper types of Question Papers for MCQ based tests to ensure that there is no cheating, and it is fair.
- On the day of the examination, candidates appear at the designated centers with their CNIC and examination slips.

Admittance to Written Examination: [RMR - #79]

- Candidates are admitted to the Written Examination if they meet eligibility criteria, possess a valid Admission Letter from the Commission, and present their original CNIC (copy of CNIC is not accepted).

Exam On-Site Team: [RMR - #62, 63, 64, 65]

- Exam teams, selected by the Secretary of SPSC after recommendations from the Examination Branch, are present at the examination centers.
- The team prepares lists, center-related activities, bio-data sheets, and invigilator lists. [REF#12, Documents Checklist]
- They allocate seats in coordination with members from centers and the SPSC.
- Center preparation and allocation are supervised by the on-site team.
- The exam teams are responsible for tasks such as preparing attendance sheets, distributing examination papers, invigilating, providing support, and verifying candidates' identities and seat numbers through CNIC and candidate signatures.
- 15 minutes before the Exam scheduled start time, answer copies are distributed. When there are 5 minutes left in exam time, the In-Charge at the Exam Site opens the sealed Question Papers on camera, and they are distributed 2 minutes before the exam time.
- Exam letters/schedules are sent to the concerned center and it is informed to the concerned center's Principal to provide the list of available staff for the Exam On-site team.
- Supplementary Proforma Abstract Form is given to every candidate where the candidate has to mention roll no, seat no and sign the copy.
- Two types of copies are provided: descriptive and OMR.
- For descriptive copies, details are removed and sealed, and copies are sent to the Examiner for assessment.
- Sealed copies with proforma are sent to the Center supervisors for distribution among candidates.
- For OMR, answer copies are sent to supervisors before the exam. They are distributed 10 minutes before the exam.
- Candidates must write the paper type of their Question Paper on their OMR answer copies.
- They are issued a carbon copy in MCQ based exams because when the answer key is uploaded on the SPSC Portal, they can make self-assessment.
- Papers are packed with authenticity certificates with the sign of the center supervisor and the concerned center in-charge. In-Charge is the member of SPSC and the building in-charge of that center is called Supervisor.



Paper Assessment: [RMR - #70]

- For MCQ/Objective Tests, answer key is hosted on the SPSC Web portal for self-assessment of candidates. This answer key can have errors sometimes and the Examination Branch on receiving objections by the candidates, reaches out to concerned Paper Setters for comments with regard to error and correctness of the answer key.
- The Examination Branch proposes a panel for assessment, including those who set the Paper.
- The Chairman nominates one person for assessment of each Paper for each subject.
- The Examination Branch does secret coding by putting a secret code on the copies and removing the name scripts and putting them in a sealed box. This is done to ensure that the assessment is fair by making it anonymous.
- Secret code is applied on main and supplement copies through machines.
- The papers are given to Examiners with secret codes only for assessment of answer copies.
- After assessment has been completed, the Examination Branch is responsible for re-calculating the total marks in case of any mistakes. For this a team is assigned for the purpose.
- When re-calculation has been completed including the error rectification process (if any), the Examination Branch collects all the answer copies from the Examiners and privately attaches the name scripts back on to the answer copies and make mark sheets of the candidates.

Award List: [RMR - #70]

- Award list contains the code number, total marks awarded by Examiner/Assessor in figures as well as in words having signature of Paper Examiner on each page.

Merit List Criteria: [RMR - #86 (a,b,c,d)]

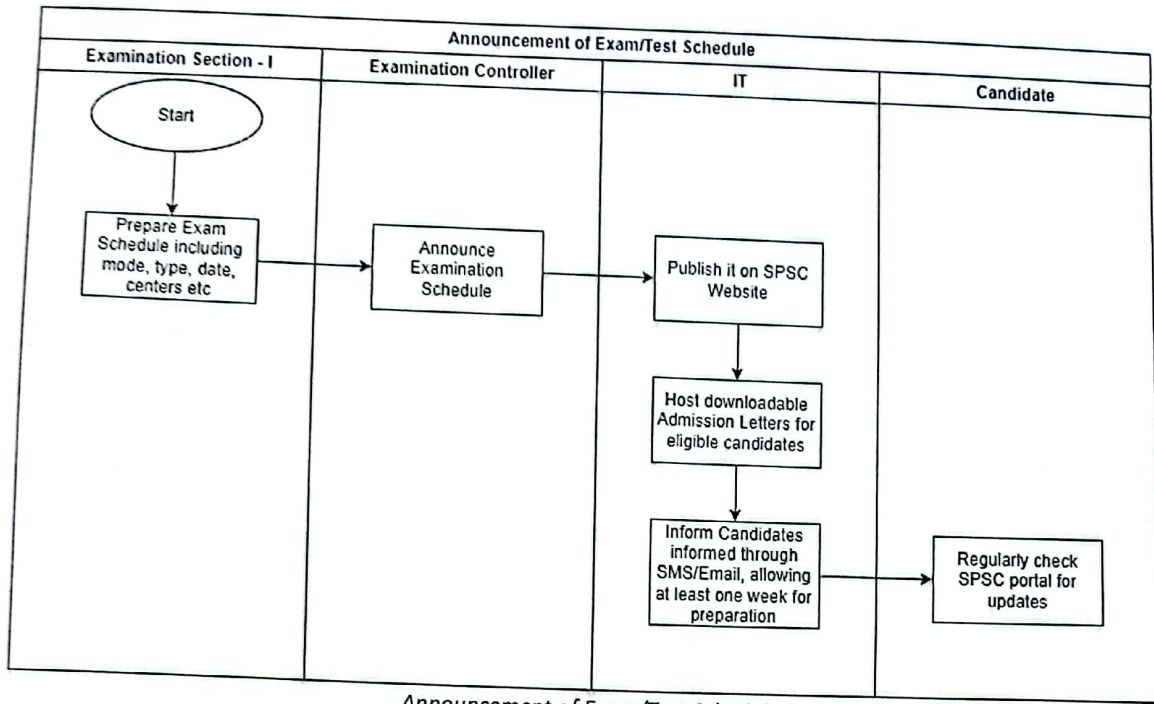
- Following criteria shall be adopted for preparation of Merit list at the end of Written Examinations (Both Combined Competitive and Competitive)
 - a. The Names of candidates who qualify the Written Examination shall be arranged in the order of merit according to the Aggregate marks they obtain.
 - b. In case of a tie, the order of merit shall be determined in accordance with the marks secured in the Interview
 - c. If the marks obtained by two or more candidates in Interview are the same, then the order of merit in their case will be decided in accordance with the highest marks secured by the candidate in the Aggregate of Compulsory Subjects.
 - d. if by application of above sub-regulations, two or more candidates are still found to have identical marks, the order of merit will be determined in accordance with the age (older to be ranked higher).
- Merit list categorizes candidates by rural-urban, minority, differently-abled, and female quotas. Aim is to provide equitable chances to all candidate categories.

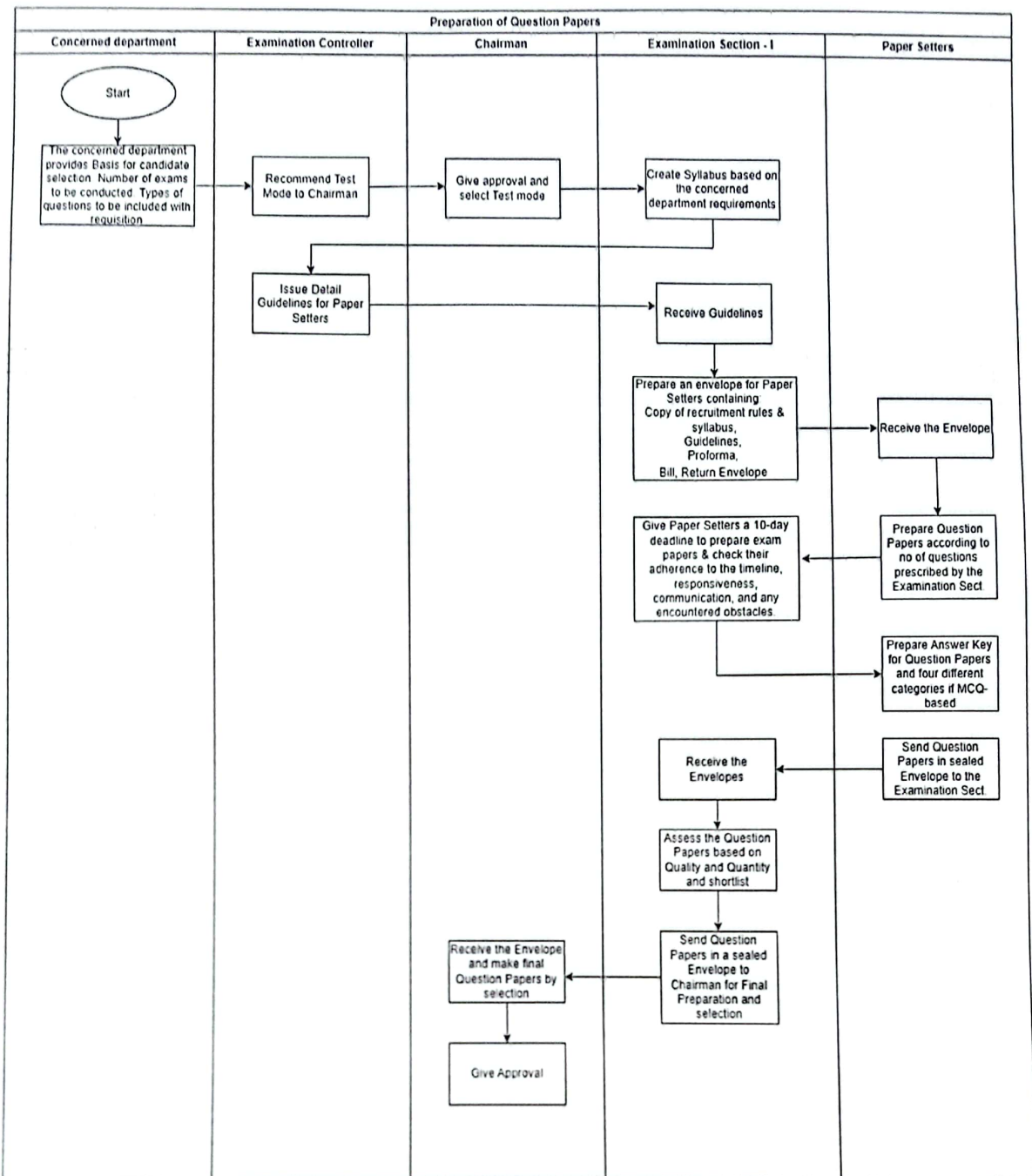
Psychological Assessment of Candidates:

- This assessment is conducted by trained Professional(s), to essentially measure, objectively, and in a standardized manner the sample behavior of an individual.
- The purpose is to assess the aptitude of the candidate for the requisite post in Government service.
- A standardized questionnaire is provided to examinee at the time of MCQ examination. There are no right or wrong answers. The answers are just weightage values and aggregated according to prescribed formulae.
- The results are collected and compiled according to assessment psychological attributes.
- The compiled results are provided to Interview Committee, if the candidate is shortlisted for interview.



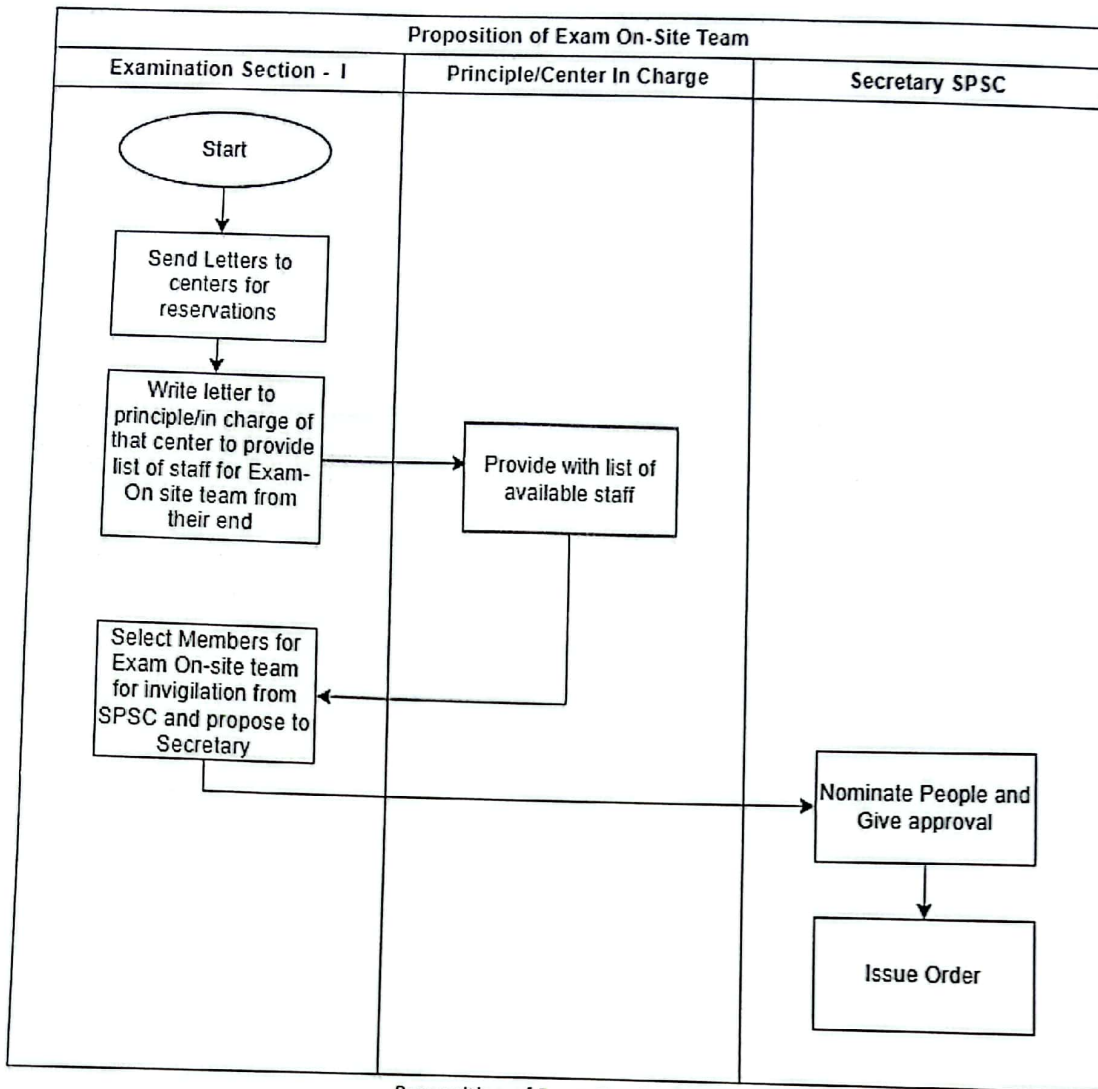
7. Examination System Workflows:





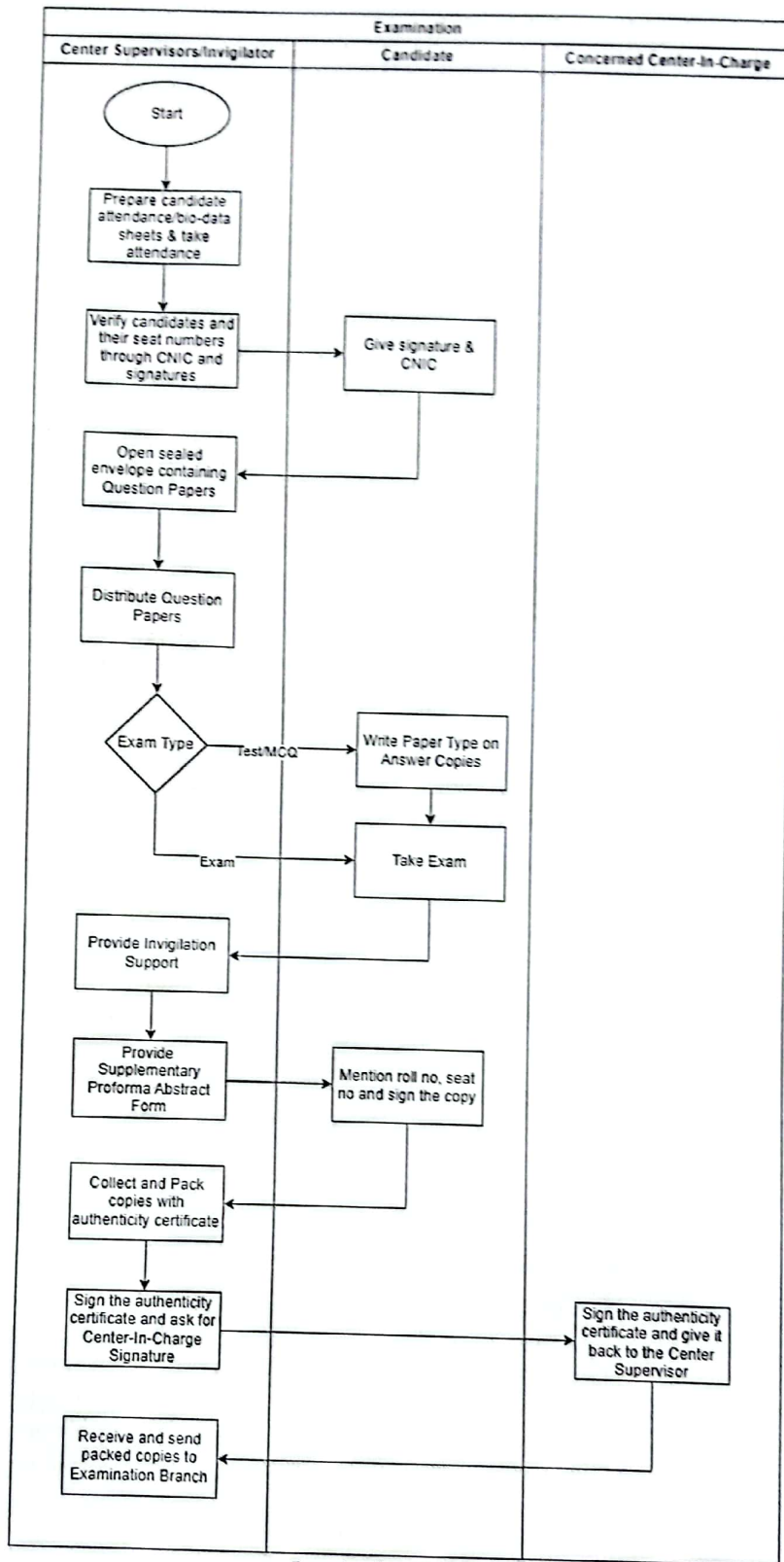
Preparation of Question Papers



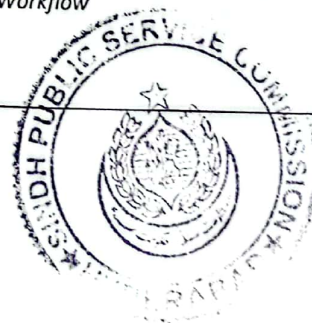


Proposition of Exam On-site Team





Examination Workflow

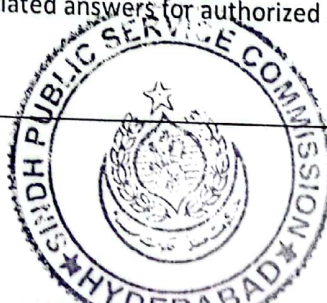


8. Software Development Scope of Work

Computer-based testing (CBT) will be used for administering assessments, quizzes, exams, and other types of tests on tablets or thin clients for Exams of MCQ type and automated assessments.

Following modules will be required:

- 1 **General**
 - **SPSC Staff App for Notifications and Digital Signatures**
 - (a) One Time Authentication with OTP
 - (b) Notifications and System Log Feed
 - (c) View, Create and Reply to Comments
 - (d) View Approval Requests and Approve through QR code
 - **Activity Log Feed**
 - (a) View Approval request notifications from all modules wherever user is authorized and part of authorizer group
 - (b) View Comments and Replies of all associated transaction records in which user is a maker or checker, or has commented, or has monitoring / supervision rights of the module
 - (c) All activity logs will contain hyperlinks for opening the source activity record, reply to comments, approve transaction record etc.
 - **User Group Access Management**
 - **User Management and Permission Assignment**
 - **User Sign-In for authorized Department users**
 - (a) Integration with Active Directory
 - (b) User Account requests will come from Sindh Govt Departments through signed-approved letters.
 - (c) Requests are then first internally communicated and approved. Final approval is provided to I.T. Section for account creation.
 - (d) I.T. Section will create Department User accounts and communicate the credentials securely.
 - **Forget Password Request**
 - **Change Password Request**
 - **Dashboard for Examination Section (General)**
 - (a) Examination and Interview conducted of past Month, Quarter, and Year
 - (b) Examination and Interview planned (department wise) in the next Month, Quarter, and Year
 - (c) Examination and Interview Results published this Week, Last Month, Quarter etc.
 - (d) Question Bank (Counts)
- 2 **Candidate Profile**
 - (a) Import Registered Candidate's information through CSV file, containing biodata, exam schedule, roll-number
 - (b) Registered Candidates are imported for the Selected Examination
 - (c) User-Id and password (or CNIC and Roll-Number) to be generated.
 - (d) Profile Picture with specific dimensions and background. (This will be used in facial recognition)
- 3 **Question Bank (Using Web Admin Panel, Mobile app on Android and iOS)**
 - (e) Authorized Users to add questions and associated answers for authorized Subjects only
 - (f) Selection of Subject Matter Experts



- (g) Review and Approve Questions and associated Answers using Digital Signatures
- (h) Types of Questions:
 - ✓ **Single Choice:** Standard radio-button based single choice selections.
 - ✓ **Multiple Choice:** Standard multiple-choice questions with single or multiple correct answers.
 - ✓ **True/False:** Questions with only two possible answers.
 - ✓ **Matching:** Pairing items from two columns.
 - ✓ **Drag and Drop:** Interactive questions where test takers drag and drop elements to complete a task.

4 Syllabi Maintenance

5 Preparation of Exam

- **Setup an Examination**
 - (a) Input Requisition #, Number of Vacancies and Post Title and Details
 - (b) Examination Dates and Time Slots
 - (c) Invigilators for each Time Slot
 - (d) Candidates' selection and assignment to Dates and Time Slots
 - (e) Consideration of Merit Criteria and Quota for Candidate scheduling
- **Selection of Examiners**
- **Paper Creation/Generation/CBT-Policies**
 - (a) Number and Difficulty Level of Question
 - (b) Allocated Time
 - (c) Previous Question view policy
 - (d) Resubmission policy
 - (e) View Final Result policy
- **Psychological Assessment Questions**
 - (a) Number and Difficulty Level of Question
 - (b) Allocated Time
- **Approval of Generated Papers using Digital Signatures**
- **Test Simulator (Using the CBT Thin-Client device)**

6 Running Computer-Based Testing

- **Using the CBT Thin-Client device**
- **Candidate Attendance in Examination Hall**
 - (a) Facial Recognition OR Biometric verification OR Online CNIC verification through NADRA
 - (b) Photo ID
- **Candidate Login on CBT Kiosk**
 - (a) Through Roll-number and CNIC
- **Live Test (One Question at a time)**
- **Completion and Submission of the Test**

7 Paper Assessment (automated)

- **Process Results**
- **Generate Marks Sheet using Digital Signatures**
- **Generate Answer Key (for self-assessment)**

Other Requirements:

1 Security:



- **Data Encryption:** Protect sensitive data with encryption during transmission and storage.
 - **Access Controls:** Define user roles and permissions to restrict access to authorized personnel.
 - **Anti-cheating Measures:** Implement tools and strategies to prevent cheating during online exams.
 - **Data Backups:** Regularly back up test data to prevent data loss.
 - **Offline Mode:** During Testing, the app should be able to complete the exam with offline storage and timer to provide an uninterrupted experience to candidates. Data synchronization should occur when a connection is re-established.
 - **Proctoring:** Remote monitor Candidates in real-time through their tablet's camera and microphone.
 - **Data Analysis:** The platform should provide tools for analyzing test results, generating reports, and identifying trends in performance.
 - **Device Compatibility:** Ensure that the testing platform is compatible with various tablet models and screen sizes. This might require responsive design to adapt to different screen sizes and orientations.
- 2 **Accessibility:**
- Ensure that the platform is accessible to all users; including those with disabilities, by complying with accessibility standards and guidelines (e.g., WCAG).
- 3 **Vulnerability Assessment and Penetration Testing (VAPT):**
- Ensure a robust cybersecurity posture by conducting Vulnerability Assessments to identify and prioritize weaknesses, complemented by Penetration Testing to simulate real-world attacks and validate the effectiveness of security measures.
- 4 **Load/Stress Testing:**
- Ensure system resilience and performance under heavy loads by conducting thorough Load/Stress Testing, simulating high-traffic scenarios to identify bottlenecks and potential issues.

9. Candidate Journey

- 1 View / Search for Jobs on Website
- 2 Login / Register
- 3 View a Job Post Details
- 4 Apply for a Job Post
- 5 Fills Profile and other Job Requirements
- 6 View Status

10. Department User Journey

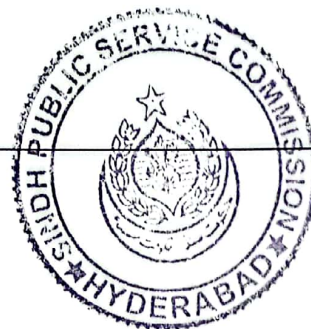
- 1 Login
- 2 View All Requisitions [Filter by Current, Shortlisted, Archived]
- 3 Add a New Requisition
- 4 View a Requisition with SPSC Approval/Deficient Notes
- 5 View Status

11. SPSC GRS Recruitment User Journey

- 1 Login



- 2 View All Requisitions [Filter by Current, Shortlisted, Archived]
- 3 Add a New Requisition
- 4 View a Requisition with SPSC Approval/Deficient Notes
- 5 View Status



FUNCTIONAL, ARCHITECTURAL AND PERFORMANCE REQUIREMENTS

1.1 Legal and Regulatory Requirements to be met by the Information System

1.1.1 The Information System MUST comply with the following laws and regulations:

- 1.1.1.1 The proposed solution shall be fully compliant with any and all legal requirements/processes that may arise during the course of the implementation; most of these requirements will originate from a manual process being digitized and the resulting digital output being accepted by the 16 key regulatory agencies. The bidder shall also implement the audit logging functionalities as per international best practices to ensure clear visibility of compliance issues in terms of application, its related modules, and servers, etc.
- 1.1.1.2 *The bidder shall provide audit utility for auditing all offered components (OS, DB, and Application, etc.) as may be required by the internal /external and Government auditors from time to time, during the contract period.*
- 1.1.1.3 *The appended Functional Requirements Specification document contains processes to be digitized for the 16 key regulatory agencies. All of these processes MUST be digitized and rolled out.*
- 1.1.1.4 *Bidders MUST thoroughly review the electronic data ordinances of Pakistan as well as any email and security policies prevalent in Sindh Government and ensure that their solution follows the recommendations as well as abides by ordinances around digitization.*
- 1.1.1.5 *The bidders MUST abide by all security and audit related requirements mentioned in the appended System Requirements Specification document.*

1.2 Business Function Requirements to be met by the Information System

1.2.1 The Information System MUST support the following business functions

- 1.2.1.1 The detail use case models and process flow that comprise the functional requirements are appended in the **Functional Requirements Specification** document. The FRS document contain 'To Be' processes that will be used by the bidder to configure/develop the solution. The bidder must comply with all of these processes as being in their scope of work as listed down in the FRS document.
- 1.2.1.2 Nominal changes to the flow of these processes is expected to occur during implementation of the project.; however, there will not be any As Is process walk throughs etc. and the FRS document will be taken as the starting point for the implementation.

1.3 Architectural Requirements to be met by the Information System

1.3.1 The proposed application architecture MUST follow the architectural guidelines laid down in the **System Requirement Specifications Document** with a special focus on the underlying areas:



a. 24x7 System Availability to Users

Digitalization of Recruitment System of SPSC and other proposed solutions 'design and deployment architecture shall be such that the system is available to users 24 X 7 without any down-time (i.e. 99.9% uptime, except scheduled maintenance) including for periodic closings, backups, data warehousing/mining, Roll-Out and Patch management. The supplier must design a high availability deployment infrastructure architecture as well as a disaster recovery set up to ensure that downtime is limited as much as possible. It is advised that a virtual machine infrastructure architecture be designed in conjunction with the SPSC

b. Single Platform for all processes

The proposed solution shall offer all digitized processes on a single platform and must have the capacity to build set privileges for different types of users (based on the comfort level of these different types of users).

c. User Access Level

User Access levels shall be implemented by the bidder in the offered Digitalization of Recruitment System of SPSC, related services/applications, and provided tools and hardware. The solution shall be equipped with Access control mechanisms at user level, database, and application system levels.

1.3.2 Hardware Requirements that the bidder MUST comply with:

- a. Guidelines for design and sizing of required hardware is laid down in the System Requirement Specifications Document, it is the Bidders responsibility to provide hardware design and sizing (including storage, servers, processing, etc.) for the proposed solution, at Primary and DR sites as well as for the development, quality assurance, staging, and training servers/instance. The recommended hardware shall be able to handle the optimal peak workload spikes (day, month, year closing, etc.) commensurate to department users as well as external users.
- b. The high-level budget of the supporting hardware shall be quoted separately.
- c. The proposed hardware should preferably be scalable, modular to meet the rollout, growth strategy of the Sindh Government. The bidder in its response would propose a proportionate modular roadmap for hardware enhancement commensurate to the proposed roll-out roadmap shared in the RFP. The recommendations may include:
 - i. Server and Storage sizing for primary and DR site
 - ii. The proposed solution for load balancing & high availability
 - iii. Identification of Hosting operating system
 - iv. Proposing a suitable technology stack required to run and host the solution



- d. The bidder shall provide specifications for the proposed hardware considering either multiple hardware manufacturers or pragmatic manufacturer agnostic specifications.
- e. The bidder must identify/highlight any other ancillary software required for the hardware and network implementation for the Digitalization of Recruitment System of SPSC,
- f. The bidder must provide infrastructure monitoring tools/dashboard.

1.4 Systems Administration and Management Functions Required to be met by the Information System

- 1.4.1 The Information System MUST provide for all management, administration, and security features at the overall System level in an integrated fashion as stipulated in the appended System Requirements Specification document.

1.5 Performance Requirements of the Information System

- 1.5.1 The Information System MUST reach the following performance levels.

Indicators	Support requirement
Availability	The system should be available 24/7. The system must be configured for High Availability and there should be no unplanned downtimes during operational hours.
Major recovery	Immediate telephonic response & support for usage related and other major problems. Turn-around time for requests would be mutually agreed
Guaranteed Operations	The supplier shall provide all technical support necessary to meet all critical processing cycles
Hardware / Network issue diagnosis	The supplier will endeavor to identify any hardware and network related issues proactively;
Transaction response time between System Application Server & Database Server	<250 milliseconds (ms)
Transaction completion time	End to End Process operations response times (end to end) are required of no less than: <ul style="list-style-type: none"> • 95% of online update transactions within 2 seconds. 5% within 4 seconds. • 95% of online simple transaction within 2 seconds. 5% within 4 seconds. • 95% of online complex transaction within 6 seconds. 5% within 10 seconds.



Indicators	Support requirement
	Operations that last longer than mentioned above, the operation progress information must be displayed along with estimated time to complete.
Database transactions	<ul style="list-style-type: none"> On average changes to the database within 300 milli seconds (for a case of single user) to 3 seconds (for peak load condition, i.e. maximum concurrent users) Simple transaction within 500 milli seconds (for a case of single user) to 2 seconds for peak load condition, i.e. maximum concurrent users) Multiple/Complex query within 2 seconds (for a case of single user) to 4 seconds (for peak load condition, i.e. maximum concurrent users)
DNS based DR switch-over (no IP changes should be required on DR)	No lag
Average Screen Response time in departments (dependent on network)	< 2 sec (Avg)
Load balancing required in Architecture design	Yes
Scalability with zero downtime required in Architecture design	Yes

Transaction: - A transaction means a sequence of information exchange and related work (such as database updating) that is treated as a unit to satisfy a request.



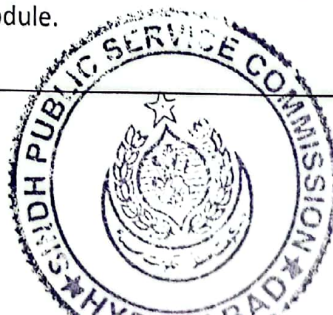
C. SERVICE SPECIFICATIONS – SUPPLY & INSTALL ITEMS

2.1 System Analysis, Design and Customization/Development

2.1.1 The Supplier MUST perform the following activities using a formal system analysis/development methodology with the following key activities and design deliverables.
The scope of work may extend from 10% to 15%. In this scenario, the bidder will bear the outlays.

2.1.1.1. Implementations

- a. The details related to regulatory agencies in the scope of this component, and the licenses / permits issued by each are listed in appended Consolidated Business registry report, more information may be provided upon demand.
- b. Considering the entire scope of customizations/custom development carried out in the existing enterprise application landscape majority of which are in the form of custom modules to cater our business requirement, Bidders will assess the modules and propose pre-built cost-effective solutions available as part of the to-be transformation. GUI / UI / UX of the proposed Digitalization of Recruitment System of SPSC, portal shall cover all possible aspects of end-user access from various web and mobile based end-point systems / gadgets.
- c. Keeping in view the current state of the Application Development & Integration Lifecycle and the future intended goals, bidder shall propose a comprehensive and cohesive architecture, model, development platforms / tools / IDEs, frameworks, programming languages, coding standards, source code management and all necessary components across a modern 'Application Development, Customization and Integration Lifecycle Management'. Moreover, bidder shall provide details of all the development tools including Mobile application development. The proposed technology/tools shall offer features for developers to conveniently develop full-stack applications on-prem and in the cloud. Moreover, the proposed solution shall include developer friendly Integrated Development Environment/Studio to build, test, and deliver applications efficiently with built-in support for source control, testing, and deployment. The solution shall also incorporate mobile application development capabilities for building multichannel applications with an objective to develop-once and run in both browsers and natively on mobile devices leveraging on-device features with all major mobile OS and SDKs. The proposed application development module shall offer accelerated programming standards and application development frameworks aligned with cloud application programming model, RESTful application programming model and major emerging application programming models. Enable developers to rapidly create cross-platform, enterprise-ready, optimized native mobile and responsive web applications in an efficient way. Effective and secure source code development and source code management features are expected to be an integral part of the proposed application development module.



- d. The proposed solution shall have an integrated and comprehensive module for administration of the entire application and supporting landscape covering key applicable areas such as but not limited to Users Management, Role Management, Access Management, Change Management, Operations Management, Performance Monitoring/Management, Security Management, Database Management, Data Lifecycle Management, Data Backup Management, Capacity Management, OS Management, Roll-Out and Patch Management, etc.
 - e. Bidders proposed solution must ensure that proposed enterprise application platform enables Digitalization of Recruitment System of SPSC, to integrate with any Enterprise IT Application, partner, or third-party solution. Bidder shall assume complete liability towards integration assurance of proposed solution with existing applications mentioned in System Requirement Specification Document.
- 2.1.1.2. **Installation & Configuration:**All services required for the installation, configuration, development of the solution will be delivered by the bidder.
- 2.1.1.3. **Detail Analysis of Requirements:** Following the award of the contract, the bidder will have to submit a detailed analysis of the Digitalization of Recruitment System of SPSC, System requirements (Functional /Technical) and must also include all the areas where the bidder is suggesting any different solution/workaround. If the workaround involves the re-alignment of a business process the re-aligned process shall be included in the analysis. The analysis phase will also include prototyping of specific processes and their approvals before moving into the design phase. Deviations from the appended Functional Requirements Specifications (FRS) and System Requirement Specifications (SRS) document are expected and the supplier is expected to cater to these deviations with no additional cost (however, all efforts must be taken to ensure that such deviations are critically required).
- 2.1.1.4. **Detailed Prototype and Design of the Solution:** Following the analysis phase, detailed prototyping and designing of the solution will be carried out following current agile development principles.
- 2.1.1.5. **Rollout:** As discussed earlier in the RFP, the bidder will follow an iterative rollout methodology whereby the unified communication platform and first wave of the business processes will be rolled out within the first Three months of the project followed by an additional rollout of process waves in two more rollouts (the overall implementation of the project, including the rollouts should not exceed the timelines mentioned in the implementation schedule).
- 2.1.1.6. **Go-Live:** Go-live refers to the date at which the User Acceptance Testing (UAT) is completed, and business signoff is obtained to move a particular process to production. Each module and process may have its separate Go-Live date



2.2 Software Customization / Development

- 2.1.1 The bidder MUST perform Software Customization / Development using a formal software development methodology with the following characteristics and/or with the following technologies and/or tools.
- 2.2.1.1. **Development / Configuration of the Solution:** The supplier shall carry out developments/configurations to accommodate the tailored requirements as well as realize the design of the solution. All required efforts at the time of development/configuration will be in-built to the quoted cost and no change request for price enhancement for development/configuration is acceptable at a later stage during the implementation of the project.
- 2.2.1.2. **Testing:** Bidder shall provide a detailed approach for conduct Unit Testing, Functional Testing, System Integration Testing, Validation Testing, Security audit & Penetration Testing, and Performance Testing. The supplier shall arrange proof of conducting the required testing. The supplier will facilitate the Security Audit and Penetration testing which will be conducted by a third party and any resulting observations and remedy measures will be incorporated in the system with no additional cost. The suppliershall also assist the SPSC in conducting the required tests and analyzing/comparing the test results.
- 2.2.1.3. **User Acceptance Testing:** The suppliershall assist in conducting a "User Acceptance Test" (UAT) of each process to ensure that all the requested functionalities /customization are available and are functioning accurately. It must be ensured that test cycles are performed on the migrated data leading to Go-Live. In case of discrepancy in software supplied and services, SPSC will invoke Liquidated Damages as specified in General Terms & Conditions of the contract.

2.3 System Integration (to other existing systems)

2.3.1 The Supplier MUST perform the following Integration Services:

2.3.1.1. External Interface and Integration

The supplier shall ensure that solution offered shall include integration platform / tools with prebuilt integrations of third-party solutions, leveraging emerging open standards and APIs for effective integration with only Approved well-known applications and enterprise solutions.

The Supplier shall be responsible for the integration of Digitalization of Recruitment System of SPSC, system with provincial and federal departments such as NADRA and others etc.

The Supplier shall be responsible for the integration of the Digitalization of Recruitment System of SPSC, system with e-payment gateway, SMS gateway and e-mail server as mentioned in the System Requirement Specification document.



2.3.1.2. Data Transfer Between Systems

In the proposed solution, data transfer between processes or applications shall not have any manual intervention to prevent any unauthorized modification. Straight Through Processing methodology shall be followed for automated integration with an appropriate authentication mechanism and audit trails using reusable Services and APIs, mechanisms of which are detailed in appended System Requirement Specifications document.

2.4 Training and Training Materials

2.4.1 The Supplier MUST provide the following Training Services and Materials.

2.4.1.1 Supplier will provide a detailed training plan that includes at a minimum a strategy to have all the end-users perform their respective operations well in the system. The training should at least cover the following areas:

- a. Functional User Training;
- b. Application Management;
- c. Database Management;
- d. User Management;
- e. Application Security Management
- f. Backup & Recovery Operation & Management.
- g. Infrastructure Monitoring and Troubleshooting Training;
- h. Help Desk Management.
- i. Any other training required for the successful operation of Digitalization of Recruitment System of SPSC, (the suppliers can propose any additional trainings or stipulate the exact scope of work that they will be adhering to in their responses).
- j. Training for system users.

2.4.1.2 The training Material must have:

- a. Training Manuals (English)

2.5 Data Conversion and Migration

2.5.1 The Supplier must identify and elaborate the requirements for selective data migration and data cleansing (if applicable) and shall propose optimal approach towards applicable data migration.

The Supplier must provide Data migration from legacy platform to the new setup which will be carried out, where general expectation is that the supplier will own and perform all these migrations with minimal disruption to the business services

The Supplier must provide the complete integration of system and migration of applicable data, including structured and unstructured data from existing environment to target/proposed environment, ensuring minimal planned downtime and disruption

The supplier is required to fulfill below requirements for all the migration activities

- a) Database successful test migration before final migration
- b) Migration plan revision based upon lessons learnt during test migrations
- c) The environment should be tuned and stabilized (covering end to end platform, database tuning and stability)



2.6 Documentation Requirements

2.6.1 The Supplier MUST prepare and provide the following Documentation.

2.6.1.1 End-User Documents:

The suppliers shall provide the following End-User documents of the Digitalization of Recruitment System of SPSC, system:

- Training Plan and Material
- User Manuals /Documentation

2.6.1.2 Technical Documents:

The suppliers shall provide the following technical documents of the Digitalization of Recruitment System of SPSC, system:

- HLD (High Level Design) Document
- LLD (Low Level Design) Document
- Infrastructure and Deployment Architecture
- Testing Strategy and Test Cases
- Data Setup and Migration Strategy
- Implementation and Roll-out Strategy
- Maintenance and Support Manual
- Code documentation in case of any development work etc. *(it is expected that commonly practiced global standards in good code documentation will be followed))*

2.7 Requirements of the Supplier's Technical Team

2.7.1 The Supplier MUST maintain a technical team of the following roles and skill levels during the Supply and Installation Activities under the Contract.

The technical resources listed below are the minimal category of resources required for this project. The incoming vendor may add more resources based on the complexity, requirement, and any other specific technical challenges of the project.

2.7.1.1 Project Team Leader:

The Project Manager must have a relevant degree in project management of specific field, along with valid certification such as PMP (Project Management Professional). A minimum of 5 years of experience in managing IT projects is required.

2.7.1.2 System Analyst:

The system analyst must possess a degree in computer science, information systems, or a related field. They must have experience in analyzing complex business requirements and translating them into system specifications. A minimum of 5 years of experience in system analysis is required.

2.7.1.3 Database Expert:

The database expert must possess a degree in computer science, information systems, or a related field, with a specialization in database management. They must have expertise in database design, optimization, and administration. Knowledge of SQL and experience with database management systems such as Microsoft, MySQL, or SQL Server is essential. A minimum of 5 years of experience in database management is required.

The Database Expert must have the ability to:

- Design efficient and scalable database structures.
- Optimize database performance and resolve performance-related issues.
- Ensure data integrity and security within the system.
- Develop and maintain database backup and recovery strategies.



2.7.1.4 Engineering Lead:

The Engineering Lead must be an expert in development and programming, and must have a degree in computer science or software engineering. They must have expertise in the programming languages and technologies required for the system development. A minimum of 5 years of experience in software development is required.

2.7.1.5 System Administration:

The system administrator must hold a degree in computer science or a related field, along with certifications such as MCSE (Microsoft Certified Solutions Expert) or equivalent. They must have hands-on experience in managing server infrastructure and system administration for similar projects. A minimum of 5 years of experience in system administration is required.

2.7.1.6 Security Expert:

The security expert must have a degree in cybersecurity or a related field, along with relevant certifications such as CISSP (Certified Information Systems Security Professional). They must have extensive knowledge of IT security best practices and experience in implementing security measures for complex systems. A minimum of 5 years of experience in IT security is required.

2.7.1.7 Computer Hardware Expert:

The computer hardware expert must possess a degree in computer engineering or a related field, along with relevant certifications such as CompTIA A+. They must have expertise in selecting and configuring hardware components for similar systems. A minimum of 5 years of experience in computer hardware is required.

2.7.1.8 Network and Communications Expert:

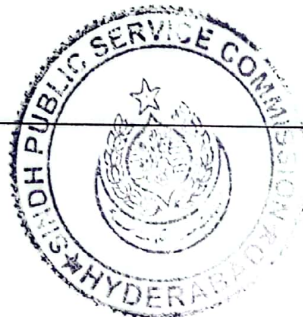
The network and communication specialist must hold a degree in computer science, networking, or a related field, along with relevant certifications such as CCNP (Cisco Certified Network Professional). They must have in-depth knowledge of networking protocols, topologies, and network infrastructure design. A minimum of 5 years of experience in network communication is required.

2.7.1.9 Training Expert:

The training expert must possess a degree in instructional design, adult education, or a related field. They must have experience in designing and delivering training programs for IT systems. A minimum of 5 years of experience in training delivery is required.

2.7.1.10 Documentation Specialist:

The documentation specialist must have excellent technical writing skills and experience in creating comprehensive system documentation. They must possess a degree in technical writing, English, or a related field. A minimum of 2 years of experience in technical documentation is required.



E. TESTING AND QUALITY ASSURANCE REQUIREMENTS

4.1 Inspections

4.1.1 Factory Inspections:

The supplier must ensure the quality and compliance of the Information Technologies and other Goods as mentioned below:

- a. **Product Quality:** The Supplier must ensure the overall quality of the hardware items being inspected. It may include evaluating the build quality, material durability, and adherence to industry standards or specific quality certifications.
- b. **Conformance to Specifications:** The supplier must assess whether the hardware items meet the specified technical specifications and requirements outlined in the RFP. It involves verifying that the components, features, and capabilities align with the stated expectations.
- c. **Functionality:** The supplier must examine the functionality of the hardware items, ensuring that they perform the intended tasks effectively. It involves testing the devices to verify that all functions and features work as expected.
- d. **Performance:** The supplier must evaluate the performance capabilities of the hardware items. It may involve testing the speed, throughput, capacity, and response times to ensure they meet the required performance benchmarks.
- e. **Durability and Reliability:** The supplier must assess the longevity and reliability of the hardware items. It involves evaluating the build quality, materials used, and expected lifespan to ensure that the devices can withstand the intended operational conditions.
- f. **Compliance with Industry Standards:** The supplier must ensure that the hardware items meet relevant industry standards, certifications, or regulatory requirements. It involves checking for compliance with specific protocols, security standards, safety regulations, or environmental guidelines.

4.1.2 Inspections following delivery:

The supplier must ensure the inspections upon delivery and unpacking of the Information Technologies and other Goods as mentioned below:

- a. **External Physical Condition:** The supplier must inspect the external physical condition of the delivered goods. Check for any visible damage, dents, scratches, or signs of mishandling during transportation. Ensure that the packaging is intact and undamaged.
- b. **Quantity Verification:** The supplier must verify the quantity of items delivered against the purchase order or packing list. Ensure that the correct number of items has been received and there are no discrepancies.
- c. **Verification of Model and Serial Numbers:** The supplier must match the model and serial numbers of the delivered goods with the information provided in the RFP. Confirm that the delivered items are the ones specified in the order.
- d. **Functionality Testing:** The supplier must conduct functional testing of the delivered goods to ensure they are in proper working condition. This may involve powering on the devices, checking basic operations, and verifying the functionality of key features.



- e. **Compliance with Specifications:** The supplier must compare the delivered goods against the specified technical specifications outlined in the RFP. Ensure that the items meet the required specifications, configurations, or performance metrics.
- f. **Documentation and Accessories:** The supplier must verify that all necessary documentation, including user manuals, warranties, and certificates, are provided along with the delivered goods. Additionally, check for the presence of any required accessories, cables, or peripherals that should accompany the items.
- g. **Compliance with Packaging and Labeling Requirements:** The supplier must ensure that the packaging and labeling of the delivered goods comply with relevant industry standards and shipping regulations. This includes proper labeling of fragile items, correct handling instructions, and adherence to any specific packaging guidelines.
- h. **Compliance with Safety and Regulatory Standards:** The supplier must confirm that the delivered goods meet applicable safety and regulatory standards. This may involve checking for appropriate safety markings, certifications, and compliance with environmental or electrical regulations.]

4.2 Pre-commissioning Tests

4.2.1 In addition to the Supplier's standard check-out and set-up tests, the Supplier (with the assistance of the Purchaser) must perform the following tests on the System and its Subsystems before Installation will be deemed to have occurred and the Purchaser will issue the Installation Certificate(s)

a) **Visual Inspection:**

Test: Visual inspection of all hardware components.
 Test Conditions: Proper lighting, access to all components, inspection checklist.
 Success Criteria: No visible physical damage, all components installed correctly, no loose connections.

b) **Component Verification:**

Test: Verification of hardware component specifications against design documentation.
 Test Conditions: Access to specifications and design drawings.
 Success Criteria: All components match specifications in terms of model numbers, dimensions, and other details.

c) **Functional Testing:**

Test: Individual functional tests for each hardware component
 Test Conditions: Power supply, control interface (if applicable), functional testing setup.
 Success Criteria: Each component performs its basic function as expected

d) **Power-Up Test:**

Test: Power up the entire system and monitor power consumption and voltage levels.
 Test Conditions: Power source, appropriate safety measures.
 Success Criteria: Power consumption within specified range, voltage levels within acceptable limits.



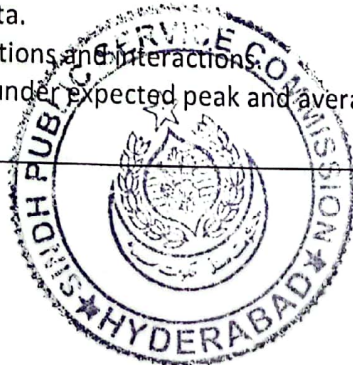
- e) **Calibration:**
 - Test: Calibration of measurement devices and sensors.
 - Test Conditions: Calibration equipment, manufacturer's guidelines.
 - Success Criteria: Measurement instruments provide accurate readings within defined tolerances.
- f) **Instrumentation Verification:**
 - Test: Verification of measurement instrument accuracy.
 - Test Conditions: Testing environment with controlled conditions, calibrated reference standards.
 - Success Criteria: Measurement instruments provide readings within an acceptable range of the reference standard.
- g) **Wiring and Connection Test:**
 - Test: Testing the integrity of wiring and connections.
 - Test Conditions: Multimeter, continuity tester.
 - Success Criteria: No open circuits, proper insulation, and resistance values within specified limits.
- h) **Safety System Testing:**
 - Test: Testing safety devices and interlocks.
 - Test Conditions: Controlled setup to simulate triggering conditions, safety protocols.
 - Success Criteria: Safety mechanisms activate as intended, triggering alarms, or shutting down components.
- i) **Load Testing:**
 - Test: Testing hardware performance under specific loads.
 - Test Conditions: Load testing equipment, controlled load conditions.
 - Success Criteria: Hardware components perform effectively and safely under specified loads.
- j) **Environmental Testing:**
 - Test: Testing hardware performance under specific environmental conditions.
 - Test Conditions: Controlled environmental conditions (temperature, humidity, etc.).
 - Success Criteria: Hardware operates within specified tolerances under the simulated environmental conditions.

4.3 Operational Acceptance Tests

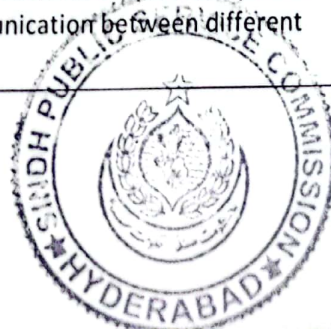
4.3.1 The successful implementation of the Digitalization of Recruitment System of SPSC, System relies on rigorous testing to ensure that the software, hardware, and servers meet specified requirements and perform optimally. The Purchaser (with the assistance of the Supplier) are required to conduct the following operational acceptance tests as part of their bid submission:

a) **System Performance Test**

- Test: Measure the system's performance and responsiveness under various user loads and scenarios
- Test Conditions: Representative test data.
Simulated user transactions and interactions.
The system operating under expected peak and average



- loads.
- Success Criteria: Response times for critical operations shall not exceed as defined in SRS (System Requirement Specification) document under peak load.
The system shall remain stable and responsive without any significant slowdowns or crashes during the test.
- b) Scalability Test**
- Test: Evaluate the system's ability to handle increased workloads and transactions.
- Test Conditions: Incremental increases in user load.
Dynamic allocation of resources (e.g., servers, memory) to simulate scalability.
- Success Criteria: The system shall handle a load increase of [Y%] from the baseline without any degradation in response time.
Resource allocation shall be efficient, with minimal impact on system performance during scaling.
- c) Data Integrity Test**
- Test: Verify that data integrity is maintained throughout various system operations.
- Test Conditions: Input test data with variations.
System operations that involve data manipulation, storage, and retrieval.
- Success Criteria: Data integrity checks shall pass for all operations, ensuring that data is accurately stored and retrieved without corruption.
- d) Disaster Recovery Test**
- Test: Test the effectiveness of the disaster recovery mechanisms and procedures.
- Test Conditions: Simulated failure scenarios, such as server crashes, data corruption, etc.
Activation of disaster recovery protocols.
- Success Criteria: The system shall successfully recover from simulated failures as defined in SRS (System Requirement Specification) document, with minimal data loss and service disruption.
- e) User Acceptance Test (UAT) Verification**
- Test: Verify that the system meets user requirements and expectations.
- Test Conditions: User-defined test scenarios and scripts.
Inclusion of end-users in the testing process.
- Success Criteria: All UAT scenarios shall be executed without critical defects.
End-users shall validate that the system meets their operational needs and expectations.
- f) Integration Test**
- Test: Test the integration of software, hardware, and servers for seamless operation.
- Test Conditions: Full system setup with interconnected components.
Data flow and communication between different



- elements.
- Success Criteria: All integrated components shall function cohesively without communication errors or data loss.
- g) **Security Test**
- Test: Assess the security of the system against unauthorized access and vulnerabilities.
- Test Conditions: Security assessment tools and penetration testing techniques.
- Success Criteria: Simulated attacks to identify potential vulnerabilities. No critical security vulnerabilities shall be identified during testing. The system shall maintain data confidentiality, integrity, and availability during simulated attacks.

Vendors are required to provide detailed documentation of each test, including methodologies, results, and actions taken to address any issues. The acceptance of the system will be contingent upon the successful completion of these operational acceptance tests, as per the specified success criteria.

F. SERVICE SPECIFICATIONS – RECURRENT COST ITEMS

5.1 Warranty Defect Repair

- 5.1.1 The Supplier MUST provide the robust warranty package to ensure the smooth operation and reliability of the entire system.
- a) **Warranty Coverage Period**
The warranty coverage period shall extend for a duration of **3 Years** from the date of system acceptance and deployment.
- b) **Response Time**
The vendor commits to responding to reported defects within **4 Hours** of receiving a formal defect report.
- c) **Problem-Resolution Performance Standards**
The vendor shall adhere to the following problem-resolution performance standards:
- i. **Critical Defects:**
The vendor shall resolve critical defects within **8 Hours** of initial response.
 - ii. **Major Defects:**
The vendor shall resolve major defects within **3 days** of initial response.
 - iii. **Minor Defects:**
The vendor shall resolve minor defects within **5 days** of initial response.
- d) **Modes of Service**
The vendor shall provide the following modes of service for defect resolution:
- i. **On-Site Service:**



i. On-Site Service:

For critical and major defects, the vendor shall provide on-site service within 8 Hours of acknowledging the defect.

On-site service includes the dispatch of skilled technicians to diagnose and repair the defect at the project site.

ii. On-Call Assistance:

For minor defects or issues that can be resolved remotely, the vendor shall offer on-call assistance within 8 Hours of receiving the defect report.

On-call assistance involves troubleshooting and providing guidance over the phone or through remote support tools.

iii. Return to Warehouse Service:

If necessary, the vendor may request the return of defective hardware or components to their warehouse for repair.

The vendor shall repair and return the hardware within 7 days from the date of receipt at the warehouse.

iv. Replacement Option:

If a defect cannot be repaired within the specified timeframes, the vendor shall provide a replacement unit of equal or better specifications.

e) Additional Considerations

i. Notification and Tracking:

The vendor shall establish a dedicated defect reporting channel that is available 24/7.

The vendor shall provide the customer with a unique tracking number for each defect report, enabling the customer to track the status of the resolution process.

ii. Communication:

The vendor shall provide regular updates to the customer regarding the status of defect resolution, including any potential delays or changes to the estimated resolution time.

iii. Documentation:

The vendor shall maintain comprehensive records of defect reports, responses, actions taken, and resolutions achieved.

iv. Renewal and Extension:

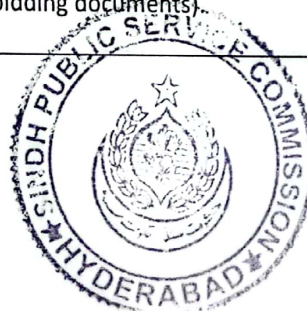
Upon the expiration of the initial warranty period, SPSC have the option to extend the warranty for an additional period.

v. Escalation Procedure:

If a defect remains unresolved beyond the specified resolution time, the vendor shall provide an escalation process for the SPSC to engage higher-level support.

5.2 Technical Support

- 5.2.1 The Supplier MUST provide the following services under the Contract or, as appropriate under separate contracts (as specified in the bidding documents).

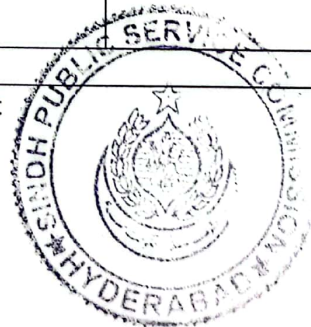


Annual Support & Maintenance

- The first-year post deployment support shall be free of charge.
- Under Support & Maintenance, the suppliers shall offer back-to-back support for 3 years. This support shall include, providing the solution to the day-to-day problems that may be encountered due to any of the constituents of the System Software, System Hardware, Application Software, and Data, etc. It may also include minor changes/configurations and customizations in the software
- For continued onsite support, the suppliers shall deploy a full-time team
- Expert members to carry out software customization and change management work.
- Resources to support optimal operations of the Digitalization of Recruitment System of SPSC (number of resources, skill set, and their job descriptions to be proposed by the supplier).

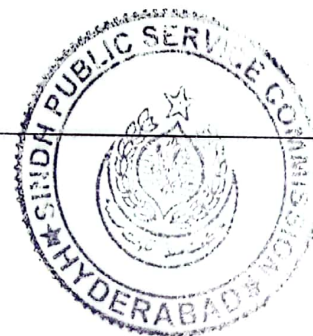
Priority Levels for Response & Resolution of Service Request

Priority Level	1 – Critical / High Severity	2 – Medium Severity	3 - Low Severity
Priority Levels Definition	Affect a large number of users or customers, interrupt business, and affect service delivery. These incidents almost always have a financial, operational, regulatory and reputational impact	Affect a few staff and interrupt work to some degree. Businesses may be slightly affected or inconvenienced.	Are those that do not interrupt users or the business and may have a worked around. Services to users and business can be maintained.
Initial Response / Acknowledgment by supplier	The supplier will provide an initial response via telephone or email within one (1) hour.	The supplier will provide an initial response via telephone or email within four (4) hours.	The supplier will provide an initial response via telephone or email within one (1) day.
Supplier Targeted Resolution Time	Resolution of Severity 1 problems will be done within 24 hours.	Resolution of Severity 2 problems will be provided within 72 hours.	Resolution of Severity 3 problem will be provided within 120 hours.



5.3 Requirements of the Supplier's Technical Team

- 5.3.1 The Supplier MUST provide a technical team to cover the Purchaser's anticipated Post-Operational Acceptance Technical Assistance Activities Requirements (e.g., modification of the Information System to comply with changing legislation and regulations) with the roles and skill levels that are specified below. The composition / requirement of technical team, qualification and experience would be the same as mentioned in 2.7 above.

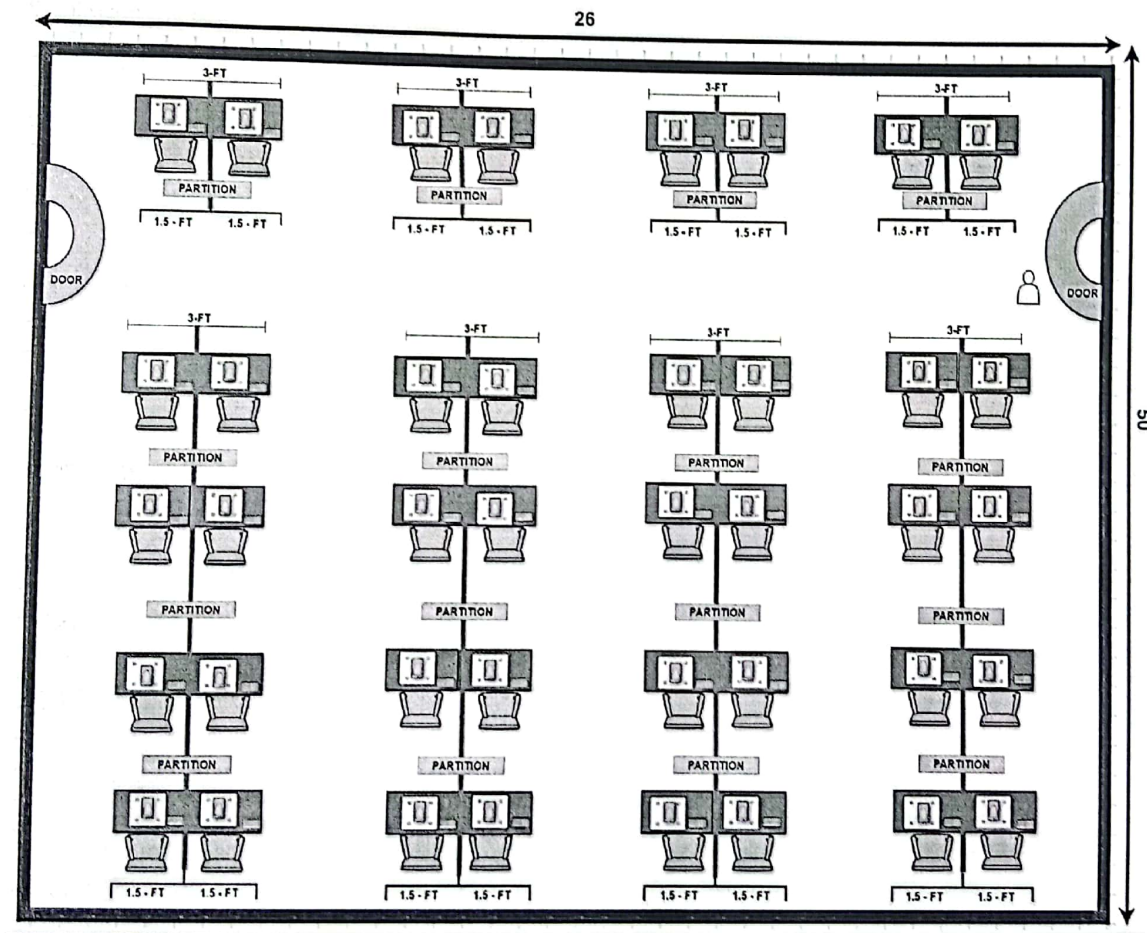


PART-XI
PROCUREMENT OF IT EQUIPMENT
CBT KIOSKS FOR TABLET/THIN-CLIENTS

1. Examination Hall Seating Plan

Following is a typical seating plan in the examination halls.

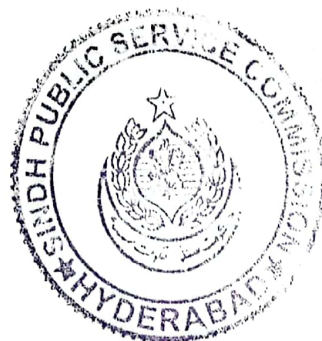
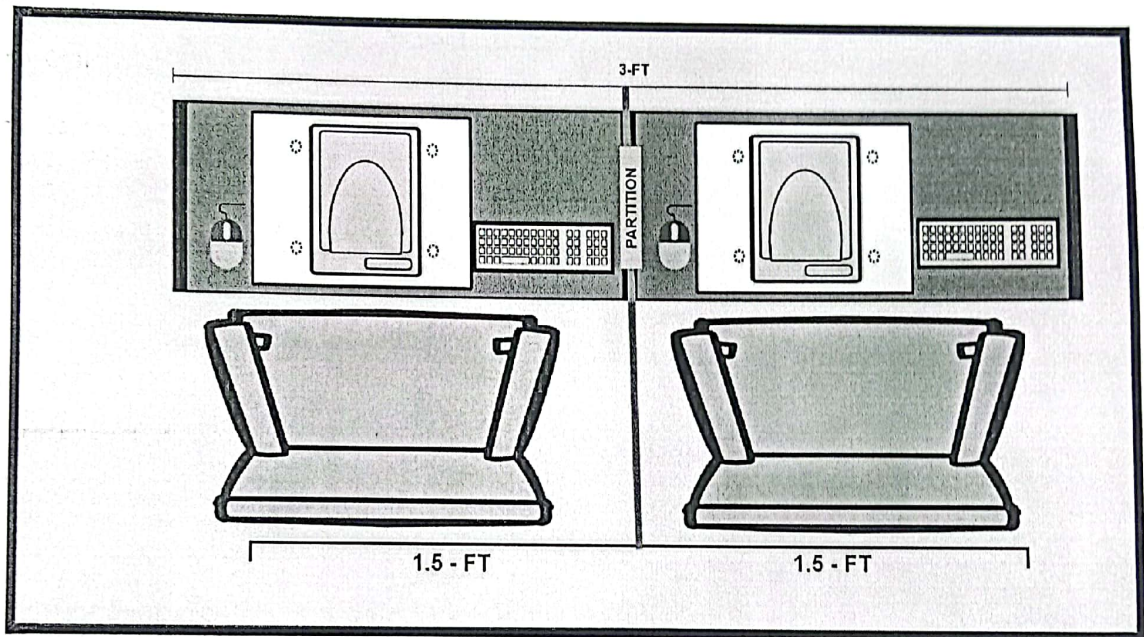
- The size of each examination hall is approx. 26' x 50'.
- Optimum utilization of space and people movement must be considered. We expect that around 100+ stations to be designed and installed in one examination hall.
- Each examination hall must have its own Access Point (AP) and dedication connection with data center.
- Each examination hall must have its own UPS Backup.



2. CBT Kiosk Specifications

Following is the breakdown of the design of each Kiosk (couple)

- Chair is not required in the quotation and is not part of deliverables.
- Each Kiosk must contain:
 1. Power Connections
 2. Network Cable (in addition to Wifi coverage)
 3. Keyboard / Mouse
 4. Glass Top
 5. Removable Cover (Hard) over the whole desktop area to cover devices.



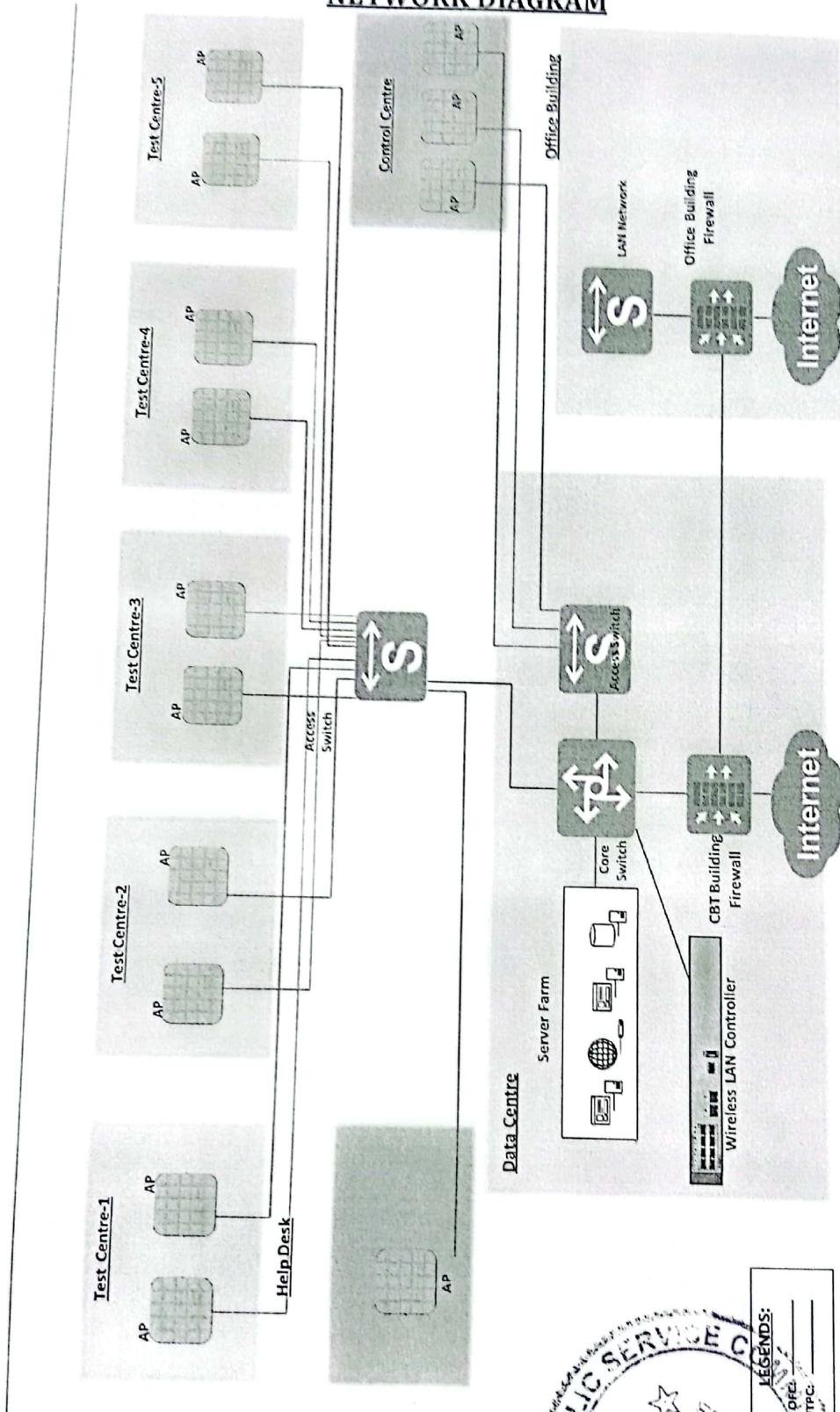
PART-XII
PRICE SCHEDULE

S. No	Items/Quantity	Total Cost (PKR) (Without Tax)	Total Cost (PKR) (With Tax)
1.	IT Equipment As specified in Part –IX		
2.	Software for Computer-Based Testing (CBT) and Establishment of CBT Center With Training and Source Code As specified in PART-X Business Requirements Document and SCOPE OF WORK		
3.	Service Level Agreement (Per Year) For Software for Computer-Based Testing (CBT)		
4.	Procurement Of IT Equipment CBT Kiosks For Tablet/Thin-Clients As specified in Part –XII		
	Total Cost		

Secretary
Sindh Public Service Commission
Head Office, Sindh Public Service Commission
ThandiSarak, Hyderabad
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PART-XIII
ANNEXURES - A
NETWORK DIAGRAM



ANEXURES - B
DOCUMENTS FOR EXAMINATION SYSTEM

1. MCQ Paper (Sample):

Objective MCQ paper sample

Page No. 19

PAPER TYPE: A

SINDH PUBLIC SERVICE COMMISSION, HYDERABAD.

PRE-INTERVIEW WRITTEN TEST FOR THE POST OF _____ (BPS-16) MALE/FEMALE IN
LOCAL GOVERNMENT DEPARTMENT, GOVERNMENT OF SINDH.

, May, 2023

Time: 10:00 a.m. to 11:00 a.m. ROLL NO. _____ Maximum Marks: 100

QUESTION PAPER

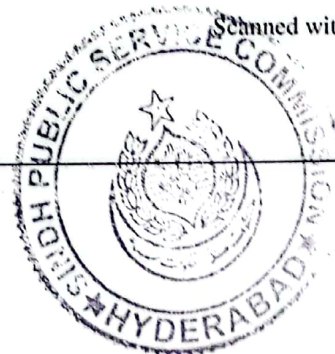
GENERAL INSTRUCTIONS:

- Attempt all Questions. *Each wrong answer will result in deduction of half (0.5) mark.*
- Write your Roll Number, Name, Father's Name & Centre and sign your answer Sheet within the space provided. **Ensure Type of Paper (A, B, C & D) is marked on answer sheet falling which candidate will be disqualified.**
- Do not write the above details anywhere else on the Answer sheet. Doing so will render the candidates disqualified.
- Follow instructions on the Answer sheet to mark your responses correctly, Answer carefully by filling one of the appropriate blank cells provided in the Answer sheet with **Black/Blue ball pen** only. **Please keep your marking within the Cell being attempted to avoid Multiple Cell markings.**
- FOLLOWING BE AVOIDED TO PREVENT ANSWERS BEING CONSIDERED WRONG.**
(A) Multiple Marking. (B) Marking out of Cell. (C) Use of Eraser/Correcting fluid.
- Return your Question Paper and Answer sheet after completion of the Paper.

MOST IMPORTANT:- ANY CANDIDATE FOUND IN POSSESSION OF MOBILE PHONE OR ANY SIMILAR DEVICE IN THE EXAMINATION HALL WILL BE EXPELLED FROM THE EXAMINATION HALL. QUESTION PAPER IS PART OF ANSWER SHEET FOR ASSESSMENT PURPOSE. NO CANDIDATE IS ALLOWED TO CARRY QUESTION PAPER/ANSWER SHEET OUT OF THE EXAMINATION HALL.

01	Grand Trunk (G.T) Road was for the first time constructed by: (A) Babur (B) Sher Shah Suri (C) Akbar (D) Humayun
02	The Battle of Plassey was fought in 1757 between: (A) Hindus and Muslims (B) Humyun and Shersha (C) Aurangzeb and Mahratta's (D) Lord Clive and Nawab Siraj-ud-Daula
03	The Partition of Bengal was made in 1905, It was annulled in (A) 1909 (B) 1910 (C) 1911 (D) 1912
04	Muhammad Ali Jinnah joined All India Muslim League in the year: (A) 1914 (B) 1916 (C) 1918 (D) 1913
05	The main demand of simla Muslim Deputation accepted In Minto Morley Reforms of 1906 was about: (A) Separate Muslim State (B) Separate Muslim Education (C) Separate Electorates (D) Separation of Sindh from Bombay
06	Gandhi-Jinnah talks were held in 1944 at Bombay to discuss: (A) Issues of ensuing Elections (B) issues of forming Government (C) Partition of India Issues (D) Hindu Muslim riots Issues
07	How many canals take off from Sukkur Barrage: (A) 5 (B) 6 (C) 7 (D) 8
08	Durand Agreement was concluded in: (A) 1893 (B) 1895 (C) 1897 (D) 1899
09	Day and night are equal throughout the globe when sun is above: (A) Poles (B) Equator (C) Tropic of cancer (D) Tropic of Capricorn
10	The species which we belong to is: (A) Homosaplen (B) Homoerectus (C) Australopithecus rebustus (D) None of these
11	Biological Death of patient means death of tissues of: (A) Braln (B) Lungs (C) Heart (D) Kidney
12	Nervous system is affected by the shortage of: (A) Oxygen (B) Sulphur (C) Carbon (D) Sodium
13	The image formed on the retina of the eye is: (A) Real and upright (B) Real and inverted (C) virtual and upright (D) Real and enlarged
14	Which of the following countries has the largest area in the World? (A) Canada (B) China (C) USA (D) Russia
15	Which of the following countries leads in the production of tea? (A) Pakistan (B) India (C) Myanmar (D) None of these
16	Which of the following countries leads in the production of Chromite? (A) South Africa (B) China (C) Canada (D) None of these

1 of 2



17	Hallucination can be caused by the:	(A) Nicotine	(B) Aspirin	(C) Caffeine	(D) LSD
18	Meningitis is a disease which affects the:	(A) Kidney	(B) Brain	(C) Liver	(D) Heart
19	Chlorofluorocarbons (CFC) is used in which of the following products:	(A) Television	(B) Tube lights	(C) Refrigerators	(D) Neon sign
20	Galvanized iron sheets are coated with:	(A) Tin	(B) Zinc	(C) Lead	(D) Chromium
21	Which of the following elements is not radioactive:	(A) Zirconium	(B) Thorium	(C) Uranium	(D) Platinum
22	Albert Einstein was a:	(A) Physicist	(B) Physician	(C) Chemist	(D) Biologist
23	Radiation activity is measured by:	(A) Coulomb	(B) Ohm	(C) Becquerel	(D) All of these
24	The smallest Ocean in the world is:	(A) Atlantic Ocean	(B) Indian Ocean	(C) Pacific Ocean	(D) Arctic Ocean
25	What is Acoustics?	(A) Science of waves	(B) Science of sound	(C) Science of light	(D) Science of radiography
26	Pakistan's territorial waters are spread over _____ nautical miles.	(A) Twelve	(B) Fifteen	(C) Thirteen	(D) Twenty
27	Which agency in January 2022 ranked Pakistan as 140 out of 180 countries in corruption perception:	(A) World Bank	(B) IMF	(C) Asian Development Bank	(D) Transparency International
28	The headquarters of I.L.O of UNO is located at:	(A) Geneva	(B) Washington	(C) New York	(D) Paris
29	Bundestag is the federal parliament of _____.	(A) Norway	(B) France	(C) Denmark	(D) Germany
30	International Consortium of Investigative Journalists (ICIJ) is based at _____.	(A) London	(B) Berlin	(C) Washington	(D) Geneva
31	On November 08, _____ became the first Chinese woman to walk in space.	(A) Wang yapping	(B) Liu yang	(C) Cheng dong	(D) Tang Hangbo
32	When was Privatization Commission constituted?	(A) 1990	(B) 1992	(C) 1996	(D) 1991
33	What percentage of national medical demands is met by the local pharmaceutical industry?	(A) 65 percent	(B) 58 percent	(C) 80 percent	(D) 70 percent
34	What is the secretariat of Nuclear Command Authority Known as?	(A) NCA	(B) NACTA	(C) SPD	(D) DCC
35	What is nuclear-tipped cruise missile of Pakistan called?	(A) Hatf	(B) Babur	(C) Ghaznavi	(D) Shaheen
36	How many subscribers are of Facebook globally?	(A) 2.9 billion	(B) 3.5 billion	(C) 1.7 billion	(D) 3.1 billion
37	What is the population of Ukraine?	(A) 52.4 million	(B) 36.8 million	(C) 39.2 million	(D) 41.3 million
38	The currency of turkey is:	(A) Dollar	(B) Lira	(C) Euro	(D) Pound
39	The Capital of Myanmar is:	(A) Naypyidaw	(B) Phnompenh	(C) Lalitpur	(D) Jarkot
40	How many countries participated in Islamic summit held in Lahore in 1974?	(A) 28	(B) 19	(C) 41	(D) 37
41	Synonym of Arrogant is:	(A) Conceited	(B) Humble	(C) Progressive	(D) Noble
42	Synonym of Embezzle is:	(A) Remunerate	(B) Clear	(C) Balance	(D) Misappropriate
43	Synonym of Incredulous is:	(A) Dishonest	(B) Honest	(C) Reliable	(D) Unreliable
44	Synonym of Enigma is:	(A) Question	(B) Puzzle	(C) Answer	(D) Content
45	Synonym of Illicit is:	(A) Illegal	(B) Improper	(C) Prohibited	(D) All of these
46	Antonym of Frivolous is:	(A) Trivial	(B) Silly	(C) Petty	(D) Wise
47	Antonym of Prodigal is:	(A) Spendthrift	(B) Squandering	(C) Thrifty	(D) Wanton
48	Antonym of Dexterous is:	(A) Inexpert	(B) Acute	(C) Active	(D) Able
49	The Idiom "Hitting the Nail on the Head" means:	(A) Performing as a task with exactness	(B) Hurting someone without letting him know	(C) taking a very dangerous risk	(D) scold someone for his mistake
50	The idiom "A bolt from blue" means:	(A) Good news	(B) Unexpected misfortune	(C) Expected misfortune	(D) sudden news

*** BEST OF LUCK ***

2 of 2

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