



COMPETITIVE & LIVABLE CITY OF KARACHI
INVESTMENT DEPARTMENT
GOVERNMENT OF SINDH



REQUEST FOR QUOTATION

REF: No. PK-SID- 425746-GO-RFQ

***HIRING OF TECHNOLOGY FIRM TO
DESIGN, DEVELOP, IMPLEMENT AND
SUPPORT THE CLICK KAROBAR MOBILE
APPLICATION***

ISSUE DATE: 27th May, 2024

M/S -----

1. The Government of Sindh (the Client) has received financing from World Bank (the Bank) in the form of a credit towards the cost of Competitive and Livable City of Karachi (CLICK). The Project Director, Project Implementation Unit, CLICK, Karachi the implementing agency of the Client, intends to apply a portion of the proceeds of this credit to eligible payments under the Purchase Order/ Contract for which this RFQ is issued.
2. The Project Director, Project Implementation Unit- CLICK now invites quotations for design, develop, implement and support the CLICK Karobar mobile application, form SRB registered reputed Firms as per the scope of work given below.
3. The quoted rates must be including all taxes and levies However, in case GST is applicable, kindly mention it separately.
4. The received quotations will be evaluated as per 'RFQ' method of procurement in accordance the World Bank Procurement Regulations for IPF Borrowers 2020 available on www.worldbank.org.
5. The quotation with complete details of bidder's experience and profile may be addressed and submitted to the office of Project Director (PIU) CLICK on the address below by **11th June 2024** by 3-00 PM.
6. The quotation must be valid for at least 30 days from the submission date.
7. All applicable taxes as per the federal and provincial regulations shall be levied and the bidder responsible for paying them. The quotes should be inclusive of all such taxes. However, the GST (If applicable) should be mentioned separately.
8. The deliverable against the required services shall be subject to inspection and approval of Senior Automation Specialist-CLICK.
9. Payment Schedule: Payment shall be made with in 30 days of completion of task / deliverable duly verified by Senior Automation Specialist-CLICK.
10. All Payments will be made through Cross Cheque within 15 days of receipt of Bill (Invoice) duly supported with deliverable completion certificate duly verified by Senior Automation Specialist-CLICK.
11. 7.5% of the invoiced amount would be retained as performance security for one year from completion of job.

Project Director (CLICK))
Sindh Investment Department
Government of Sindh
Address: First Floor, Block,
FTC Building, Shara-e-Faisal Karachi,
Telephone: +92-21-99207512-14:

CLICK KAROBAR Mobile Application is an initiative for investors providing useful information about setting up new business, pre-requisites / requirement for obtaining licenses, registrations, permits, and certificates related to their business activities. This initiative responds to the increasing demand for efficient and user-friendly services, ensuring that individuals can seamlessly interact with various government departments and provide valuable feedback for improvements.

KEY FEATURES:

The **Mobile Application** will provide a unified access point for investors and businesses, providing up to date information, enabling users to view the transparent process, documents, and associated fees required for any business-related approval within a single platform of **CLICK KAROBAR Mobile Application**.

INFORMATION FEATURE:

Users should find it convenient to access the contact details of the department, along with a video tutorial demonstrating how to obtain the service, including the location & contact details of the department.

APPLICATION REQUIREMENT:

The Mobile App will have the option to provide the list of documents required for the submission of the relevant request

DOCUMENT REQUIREMENT:

Users can easily download all the forms required for the submission of the relevant request.

BUSINESS APPLICATION:

The Mobile App will enable individuals to complete their prerequisites and will be able to get easy assistance before going for the submission of their application to the relevant office

By embarking on **CLICK KAROBAR Mobile Application** development project, we aim to revolutionize the way government institutions communicate necessary information with their users and citizens. Our commitment to innovation and efficiency aligns with the

overarching goal of creating a digital ecosystem that fosters economic growth and ease of doing business by keeping them informed

OVERALL OBJECTIVE OF THE CONSULTANCY

The overall objective of this initiative is to empower and support businesses to invest in Sindh remotely the development and implementation of a user-friendly mobile app. This app, under the Click initiative, aims to streamline processes related to licenses, registrations, permits, and certificates, ultimately fostering economic growth and simplifying business interactions with government departments.

3.1 SUB-OBJECTIVES:

- 1) Create a UI/UX of **CLICK KAROBAR Mobile Application** which is user friendly with every aspect.
- 2) Enable relevant information about Sindh Departments, RLCOs and associated Licenses/Permits.
- 3) Feedback mechanisms to capture suggestion and potential investment leads
- 4) Ensure compatibility across devices and platforms.
- 5) Ensure compliance with data privacy regulations.
- 6) Consider all the regulation and Sindh Govt has issues, including the Sindh Cloud First Policy
- 7) Mobile App will be created for both Android & IOS platforms
- 8) Extensive Quality Assurance
- 9) Support for Bug Fixes
- 10) Hosting of Mobile Application
- 11) Data Structure
- 12) Periodic Maintenance and Security Patches

4. SCOPE OF WORK

The scope of work for the Mobile App to develop a user-friendly mobile app under the **CLICK KAROBAR Mobile Application** initiative to facilitate and support businesses across the globe

Functionality:

Provide a centralized platform to get all the information to apply for the licenses, registrations, permits, and certificates for businesses.

Collaboration:

Collaborate with technology firms for the end-to-end development

Timeline:

Complete the project within the specified time frame, covering design, development, testing, and deployment phases.

Deliverables:

Deliver a fully functional and user-tested mobile app, along with comprehensive documentation covering the app's architecture, features, and guidelines. Additionally, provide regular reports on user feedback and implement necessary updates.

Risk Management:

Identify potential risks such as technical challenges, user adoption issues, or regulatory hurdles.

Develop and implement mitigation strategies to address identified risks.

Monitoring and Evaluation:

Establish mechanisms for ongoing monitoring of app performance and user satisfaction.

Conduct periodic evaluations to assess the app's impact on business processes and support for entrepreneurs.

This scope of work aims to guide the development of the mobile app, ensuring it aligns with the objectives of empowering businesses and facilitating efficient interactions with government processes.

6. DELIVERABLES AND TIMELINES

Sr. No.	Deliverable	Timelines (from the date of contract signing)
1.	UI/UX Design/Mockup	With in One (1) week
2.	Android & IOS Mobile APP Development	With in Two (2) weeks
3.	QA & Testing	With in Three (3) weeks
4-	Go-Live and Support	With in Four (4) weeks

7. DURATION OF THE ASSIGNMENT

The total duration of the assignment will be Four weeks.

PRICE SCHEDULE

S.NO	DISCRIPTION	Unit	Quoted Amount (<u>Lump-Sum</u>)
1	Communication / Awareness Gallery	Comprehensive Solution	
2	Promotion, Product launches, News and Announcement		
3	Information about Sindh Departments and RLCOs		
4	Quick Search about License / Permit / Registration / Certificate		
5	Procedure for Issuing License / Permit / Registration / Certificate		
6	Requirements / Prerequisites to obtain Services		
7	Download Forms		
8	Video Tutorials		
9	Customer Feedback		
10	Investor Lead Management		
11	Extensive Quality Assurance		
12	Support for bug Fixes		
13	Hosting of Mobile Application		
Add Taxes (If any)			
Grand Total value including all taxes			

UNDERTAKING TO BE SIGNED BY THE BIDDER

We hereby declare that:

- (a) All the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification by the Client and/or may be sanctioned by the Bank.
- (b) Proposal shall be valid for 30 days
- (c) We have no conflict of interest.
- (d) We confirm our understanding of our obligation to abide by the Bank's policy in regard to corrupt and fraudulent practices.
- (e) We undertake to observe the laws against fraud and corruption, including bribery, in force in Pakistan.
- (f) Our Proposal is binding upon us and subject to any modifications resulting from the Contract negotiations.
- (g) We undertake, if our Proposal is accepted and the Contract is signed, to initiate the Services related to the assignment no later than 10 days from the date of contract.
- (h) We understand that CLICK-SID is not bound to accept any Proposal that the CLICK-SID receives.
- (i) We have fully understood the required services and other conditions of this document and the contents of the draft contract.
- (J) We have the technical competence experience and management of technological tasks such as website maintenance with total quality IT Solution provision.

Authorized Signature {In full and initials}: _____

Name and Title of Signatory: _____

Name of company