



COMPETITIVE & LIVABLE CITY OF KARACHI
INVESTMENT DEPARTMENT
GOVERNMENT OF SINDH



REQUEST FOR QUOTATION

**DESIGN, DEVELOPMENT, IMPLEMENTATION &
SUPPORT OF THE SINDH BUSINESS FACILITATION
CENTRE SYSTEM (SBFCS)**

REF: No. PK-SID-530222-GO-RFQ

ISSUE DATE: 31.12.2025

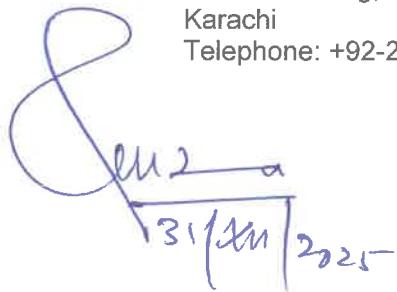
M/S _____

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 the Competitive and Livable City of Karachi (CLICK) Project. 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 from firm registered with the relevant tax authorities, for design, development, implementation and support of the Sindh Business Facilitation Centre System (SBFCS) as per the scope of work given below.
3. The deliverables must be completed within 16 weeks from the date of this work order.
4. The quoted rates must be inclusive of all applicable taxes and levies. However, in case SST / GST is applicable, it should be clearly mentioned separately in the quotation and on the Price Schedule.
5. The received quotations will be evaluated as per the 'RFQ' method of procurement in accordance with the World Bank Procurement Regulations for IPF Borrowers 2020, available on the World Bank website.
6. The quotation, along with complete details of the bidder's profile, relevant renovation experience, and supporting documents, may be addressed and submitted to the office of the Project Director (PIU) – CLICK at the address given below, on or before 12th January 2026 by 03:00 PM.
7. The quotation must remain valid for at least thirty (30) days from the date of submission.
8. The deliverables against the required works shall be subject to inspection and approval of Senior Automation Specialist–CLICK.
9. All payments will be made through crossed cheque within thirty (30) days of receipt of the Contractor's invoice, duly supported with completion certificates verified by the Senior Automation Specialist–CLICK.

10. Retention / Performance Security: @ 7.5% of the invoiced amount shall be retained as performance security till 29th May 2026. The retained amount will be released upon satisfactory performance duly verified by Senior Automation Specialist-CLICK.



Project Director (CLICK) 31/12
Sindh Investment Department
Government of Sindh
Address: First Floor, Block B ,
FTC Building, Shahra-e-Faisal,
Karachi
Telephone: +92-21-99207512-14



31/12/2025

SCOPE OF WORK

Sindh Business Facilitation Centre System (SBFCS)

The SBFCS is a unified digital system designed to facilitate citizens, entrepreneurs, and investors seeking business-related services in Sindh. The system will operate as the central digital engine of the Business Facilitation Centre (BFC), enabling:

- Appointment scheduling
- Virtual queue management
- SBFC service operations
- Business transparency dashboards
- Real-time analytics
- Government system integrations
- Secure, scalable hosting and maintenance

1. Appointment Booking & Virtual Queue Management

The vendor will develop a complete scheduling and queue management system enabling citizens to:

1.1 Online Appointment Booking

- Book appointments by service category (registration, licensing, certificate, tax, etc.)
- Select department/counter
- View real-time available time slots
- Reschedule or cancel appointments
- CNIC & mobile OTP verification
- User dashboard for appointment history

1.2 Virtual Queue Management System

- Auto-generation of walk-in tokens (kiosk/reception)
- Token assignment for scheduled appointments
- Counter-wise, department-wise queues
- Priority queues (women, PWD, senior citizens)
- Counter operator features: Call, Transfer, Hold, Cancel

1.3 Real-Time Queue Display

- Token display for LED screens at BFC
- Broadcasting of alerts and service messages
- Live wait-time view

1.4 Notifications

- Appointment confirmation
- Reminders (24h & 1h)
- Queue alerts for walk-ins
- SMS, Email, Push Notifications

1.5 Admin & Operator Console

- Manage counters, timings, working days, categories
- Staff scheduling
- Audit logs & activity history

1.6 Queue & Appointment Reports

- Peak hours & traffic analysis
- No-show analysis
- Service time averages
- Departmental workload analysis

2. Business Information Dashboard (BID)

A real-time analytics dashboard for Investment Department & SBFC management.

2.1 Business Registration & Facilitation Metrics

- Daily/weekly/monthly/annual registration counts
- Sector-wise distribution
- Region-wise comparison (Division → District → Tehsil)
- In-progress, completed, rejected case stats

2.2 Economic Indicators

- Growth trends
- Sector contributions
- Licensing/NOC issuance analytics

2.3 S-BOSS Service Performance

- SLA compliance
- Counter efficiency reports
- Daily/weekly service performance heatmaps

2.4 Public Transparency Dashboard

- Aggregated statistics for public visibility
- Open-data style reporting

2.5 Interactivity

- Filters
- Drill-down
- Exportable charts

3. Integrations & Technical Requirements

The application must integrate with:

3.1 Required Integrations

- **S-BOSS** (primary data source)
- **SMS Gateway**
- **Email Gateway (SMTP/API)**
- **Queue Display System**

- **LED screen communication API**
- **Calendar Sync** (Google/Outlook)

3.2 Optional Integrations

- NADRA CNIC/biometric
- WhatsApp API
- Payment gateway
- GIS Maps

3.3 Hosting & Infrastructure

- Tier-3 Data Centre or cloud as per Sindh Cloud First Policy
- Dev/Staging/Production environments
- CI/CD pipelines

3.4 Security Requirements

- SSL/TLS
- OWASP Top 10 compliance
- Password hashing
- JWT/OAuth 2.0
- Database encryption

3.5 Backup & Recovery

- Hourly incremental
- Daily full
- Weekly archived
- RPO: ≤ 30 mins
- RTO: ≤ 120 mins

4. Deliverables & Timelines

Sr.	Deliverable	Timeline (from contract signing)
1	UI/UX Design & Mockups	Within 2 weeks
2	Web + Mobile App Development	Within 6 weeks
3	QA, Security Testing & Integrations	Within 12 weeks
4	UAT + Training	Within 13 weeks
5	Go-Live & Deployment	Within 14 weeks
6	Hypercare Support	Within 16 weeks

Total Duration: 12–14 Weeks

5. Duration of Assignment

The total assignment duration will be **16 weeks**, including development, testing, deployment, UAT, and Hypercare support.

PRICE SCHEDULE

S. No.	Description	Unit	Quoted Amount (PKR) – Lump Sum
1	Appointment Booking Module	LS	
2	Virtual Queue Management System	LS	
3	Real-Time Display Integration	LS	
4	Admin & Operator Consoles	LS	
5	Business Information Dashboard	LS	
6	S-BOSS API Integration	LS	
7	SMS/Email Gateway Integration	LS	
8	Web Application	LS	
9	UAT & Training	LS	

Add Taxes (if any):

Grand Total (PKR) including all taxes: _____