



REQUEST FOR PROPOSAL

PROCUREMENT OF: [Provision of Facial Recognition Software (FRS) Solution on a Turnkey Basis]

**(PROVISION OF FACIAL RECOGNITION SOFTWARE, INSTALLATION, COMMISSIONING,
CONFIGURATION, TESTING, WARRANTY, 2-YEAR SUPPORT & MAINTENANCE)**

TWO STAGE – TWO ENVELOP BIDDING PROCEDURE

Purchaser: Federal Investigation Agency, Ministry of Interior, Government of Pakistan.
Project: Provision of Facial Recognition Software (FRS) Solution on a Turnkey Basis
Country: Islamic Republic of Pakistan
TENDER NO: 19/10/IBMS-II/FIA

**FEDERAL INVESTIGATION AGENCY (FIA)
MINISTRY OF INTERIOR, GOVERNMENT OF PAKISTAN**

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SECTION I – INSTRUCTIONS TO BIDDERS

A. GENERAL

1. Introduction

- 1.1. Bidders shall adhere to all the requirements of this ITB, including any amendments (if any) made in writing by the Federal Investigation Agency (FIA) (hereinafter referred to as the Purchaser). This ITB is conducted in accordance with the Government of Pakistan Public Procurement Rules, which can be accessed at <https://www.ppra.org.pk>
- 1.2. Any bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance to award a contract to any bidder as result of this ITB.
- 1.3. The Purchaser reserves the right to cancel the procurement process at any stage without any liability or any kind for the Purchaser, upon notice to the Bidders or publication of cancellation notice on the Purchaser website.

2. Source of Funds

- 2.1. The Purchaser has received an annual allocation of funds under the Public Sector Development Program (PSDP) in Financial Year 2022-23.
- 2.2. Payments by the Purchaser will be made only against the project milestones by the Bidder and after the acceptance of the same by the Purchaser.

3. Fraud and Corruption

- 3.1. The Purchaser enforces a policy of zero tolerance on fraud, corruption, collusion, unethical or unprofessional practices. Bidders shall not offer gifts or hospitality of any kind of FIA staff members.
- 3.2. All bidders must adhere to the Government of Pakistan Public Procurement Rules (PPRA) Code of Conduct, which may be found at <https://www.ppra.org.pk>

4. Eligible Bidders

- 4.1. A bidder should not be suspended, debarred or otherwise identified as ineligible by any Federal Government & Provincial Government Organizations in Pakistan. Bidders are, therefore, required to disclosed to the Purchaser whether they are subject to any sanction or temporary suspension imposed by these organizations.

B. PREPARATION OF BIDS

5. General Considerations

- 5.1. In preparing the bid, the bidders are expected to examine the ITB in detail. Material deficiencies in providing the information requested in the ITB may result in rejection of the bid.
- 5.2. The bidder will not be permitted to take advantage of any errors or omissions in the ITB. Should such errors or omissions be discovered, the bidders must notify the purchaser accordingly.

6. Cost of Preparation of Bid

- 6.1. The bidder shall bear all costs related to the preparation and/ or submission of the Bid, regardless of whether its bids is selected or not. The Purchaser shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.

7. Language

- 7.1. The bid, as well as any and all related correspondences exchanged by the Bidder and the Purchaser, shall be written in ENGLISH language.

8. Documents Comprising the Bid

- 8.1. The bid shall comprise of the following documents and related forms, are provided in this tender document.

- 8.1.1. *Documents establishing the eligibility and qualification of the bidder*
- 8.1.2. *Technical Bid*
- 8.1.3. *Financial Bid*
- 8.1.4. *Bid Security*
- 8.1.5. *Any attachment and/ or appendices to the Bid.*

9. Technical Bid Format and Content

- 9.1. The bidder is required to submit a Technical Bid, which shall comprise of:

- 9.1.1. *Technical Proposal Submission Form duly completed and signed by a person or persons duly authorized to bind the bidder to the bid;*
- 9.1.2. *Attachments*
 - 9.1.2.1. Attachments
 - 9.1.2.1.1. Bidders Eligibility – documents establishing to the Purchaser satisfaction the bidder eligibility to submit the proposal, including but not limited to documentary evidence that the bidder is legally incorporated in Pakistan.

- 9.1.2.1.2. Bidder Qualification – documentary evidence establishing to the Purchaser satisfaction that the bidder continues to meet the qualification requirements.
- 9.1.2.1.3. Intellectual Property
- 9.1.2.1.4. Conformity of the FRS Solution to the RFP documents
- 9.1.2.1.5. ISO Certifications – The bidder must be certified as ISO 9001:2015, ISO 27001:2013 and ISO 14001:2015 certified organization. Copy of ISO certifications should be attached.

10. Price Schedule

- 10.1. The price schedule shall be prepared using the Form provided in the Section IV of the tender document.
- 10.2. Any requirement described in the technical bid but not priced in the Price Schedule, shall be assumed to be included in the prices of other activities or items, as well as in the final total prices.

11. Bid Security

- 11.1. The bidder is required to submit bid security equivalent to 03% of the total bid value, which will be released after the award of the contract. The bid security shall be valid for a period of **90 days** from the date of submission of bid.
- 11.2. The bid security shall be included along with the financial bid. If the bid security is required by the ITB but is not found in the bid, the offer shall be rejected.
- 11.3. If the bid security amount or its validity period is found to be less than what is required by the Purchaser, the Purchaser shall reject the bid.

12. Bid Currency

- 12.1. All prices shall be quoted in the Pakistan Rupee (PKR).

13. Only One Bid

- 13.1. The bidder shall submit only ONE bid from its own name. The OEM is encouraged to participate in the tender process and submit the bid.

14. Bid Validity Period

- 14.1. The bids shall remain valid for the period of 90 days from the date of submission of bids. A bid valid for a shorter period may be rejected by the Purchaser and rendered non-responsive.
- 14.2. During the bid validity period, the bidder shall maintain its original bid without any charge including the availability of the key personnel, the proposed rates and the total price.

15. Extension of Bid Validity Period

- 15.1. In exception circumstances, prior to the expiration of the bid validity period, the Purchaser may request bidders in writing to extend the period of validity of their bids.
- 15.2. If the bidder agrees to extend the validity of the bids, it shall be done without any change to the original bid.
- 15.3. The bidder has the right to refuse to extend the validity of the bid, in which case, the bid shall not be further evaluated.

16. Pre-Bid Meeting

- 16.1. When appropriate, a pre-bid meeting will be conducted on TUESDAY 27-09-2022 @ 11:00 AM IBMS FIA HQRS and intimated to all bidders through official email. All bidders are encouraged to attend. Non-participation/ attendance, however, shall not result in disqualification of an interested bidder.

17. Clarification of Bid (from the Bidders)

- 17.1. Bidder may require clarifications on any of the ITB documents not later than 07 days before the submission of bid. Any request for clarification must be sent in writing through email/ courier mail to the Purchaser.
- 17.2. The Purchaser will provide the responses to clarifications in writing through email/ courier mail.

18. Alternative Bid(s)

- 18.1. Alternative bids shall not be considered.

19. Format and Signing of Technical and Financial Proposals

- 19.1. The bidder shall prepare an original and a copy of the Proposals clearly marking each one as: **Technical Proposal – Original. Technical Proposal – Copy; Financial Proposal – Original, and Financial Proposal – Copy.** In the event of any discrepancy between them, the original shall govern.
- 19.2. The original and a copy of the bids, each consisting of the documents listed in the ITB, shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the bidder.
- 19.3. The proposal shall contain no interlineations, erasures, or overwriting, except to correct errors made by the bidder, in which case such corrections shall be initialed by a person signing the proposal.

20. Submission, Sealing and Marking of Proposals

20.1. The bids are to be submitted in person; the following procedure shall apply:
20.1.1. *The bidder shall submit the bid in two separate sealed envelopes: One envelope containing the **Technical Part** and the other the **Financial Part**. These two envelopes shall be enclosed in a sealed outer envelope and clearly marked **Technical and Financial Proposal – Original**.*

20.1.2. *In addition, the bidder shall prepare copies of the Proposal(s), in the number specified in Section 19.1 above. Copies of the Technical Part shall be placed in a separate sealed envelope marked **Technical Proposal – Copies**. Copies of the Financial Part shall be placed in a separate sealed envelope marked **Financial Proposal – Copies**. The bidder shall place both of these envelopes in a separate sealed outer envelope marked **Technical and Financial Proposal – Copies**. In the event of any discrepancy between the original and the copies the original shall prevail.*

21. Deadline for Bid Submission

21.1. Complete Technical and Financial bids must be received by 19th October 2022 by 11:00am. The bidders shall submit their bids at the following address:

**The Project Director (IBMS)
FIA Headquarters, Sector G-9/4
Islamabad.**

21.2. The Purchaser shall only recognize the bids, which are received on the date & time mentioned in point 21.1 above. Bids received after the bid submission date and time shall not be considered by the Purchaser.

22. Late Proposals

22.1. Any bid received by the Purchaser after the Bid submission deadline, will be rejected and returned unopened to the bidder.

23. Opening of Technical Bid

23.1. The Purchaser will open the technical bid in the presence of the Committee formed by the Purchaser.

23.2. The bidders name, the conditions of the envelope labels/ seals, the number of folders/ files and all other such details as the Purchaser may consider appropriate, will be announced at the opening. No bid shall be rejected at the opening stage, except for late submissions, in which case, the bid shall be returned unopened to the bidders.

24. Confidentiality

24.1. Information related to the evaluation of the Technical Part/ Bid, shall not be disclosed to bidders or any other persons not officially concerned with the RFP

process until the Notification of evaluation of the Technical Part in accordance with the ITB.

24.2. Any efforts by a bidder to influence the Purchaser in the evaluation of the bids may result in the rejection of its bid.

24.3. Notwithstanding ITB, from the time of bid opening to the time of Contract award, if any Bidder wishes to contact the Purchaser on any matter related to the tender process, it should be do so in writing.

25. Evaluation of Technical Bids

25.1. The Purchaser will conduct its evaluation on the basis of bids received.

25.2. The evaluation will be done as per instructions attached as **Annex-A**

25.3. Evaluation of technical bids shall be undertaken in the following steps:

25.3.1. Preliminary examination including eligibility

25.3.2. Qualification assessment (if pre-qualification was not done)

25.3.3. Evaluation of technical bids

25.4. The bidder's evaluation of technical bids will be carried out using criteria mentioned in Section II – Evaluation and Qualification Criteria.

25.5. The evaluation team shall review and evaluate the technical bids on the basis of their responsiveness to the Technical Requirements and Technical Specifications and other documentation provided applying the procedure indicated in the ITB.

26. Notification of Evaluation of Technical Part/ Proposal

26.1. Following the completion of the evaluation of the technical part of the bids, the Purchaser shall make the notification in writing to the bidder(s), whose bids are considered successful and conformity to the technical requirements and specifications.

26.2. Moreover, the Purchaser will notify to the un-successful bidder(s) whose bids are substantially responsive, non-conformity to the technical requirements and specifications, therefore, stands rejected along with grounds of rejections.

27. Eid Opening of Financial Part/ Proposal

27.1. The Financial Part/ Proposal/ Bid will be opened in public by the Purchaser in the presence of committee formed by the Purchaser. Each envelope marked **Financial Part** will be inspected to conform that it has remained sealed and unopened. These envelopes shall then be opened by the Purchaser.

28. Evaluation of Financial Bid

28.1. The Purchaser will evaluate the financial bid of the bidders on the basis of following criteria:

28.1.1. Arithmetical check and ranking of bidders who passed minimum technical bid score;

28.1.2. Evaluation of prices

28.1.3. The Purchaser shall correct arithmetical errors on the following basis:

28.1.3.1. Where there are errors between the total of the amounts given under the column for the price breakdown and the amount given under the Total Price, the former shall prevail and the latter will be corrected accordingly.

28.1.3.2. If there is a discrepancy between words and figures, the amount in words shall prevail.

29. Purchasers Right to Accept Any Bid, and to Reject Any or All Bids

29.1. The Purchaser reserve the right to accept or reject any bid, and to cancel the tender process and reject all bids at any time prior to contract award, without thereby incurring any liability to bidders, in case of cancellation, all bids submitted and specifically, bid securities, shall be promptly returned to the bidders.

C. AWARD OF CONTRACT

30. Award Criteria

30.1. Prior to expiration of the bid validity period, the Purchaser shall award the contract to the qualified and eligible bidder that is found to be responsive to the **Section III – Requirements of Facial Recognition Software** and has offered the lowest price.

31. Notification of Award

31.1. Prior to the expiration of the Bid validity period, the Purchaser shall notify the successful bidder in writing that its bid has been accepted.

32. Signing of Contract

32.1. Within 15 days from the date of the receipt of the Contract, the successful bidder shall sign and date the contract and return it to the Purchaser.

33. Performance Security

33.1. A performance security equivalent to 10% of the total bid value shall be provided by the bidder within maximum of 28 days of the contract signature by both parties.

34. Procurement Related Complaints

34.1. The procedure for making a Procurement related complaint to the Purchaser should be in writing.

SECTION II – EVALUATION AND QUALIFICATION CRITERIA

EVALUATION OF TECHNICAL PART

Any effort by Solution Provider to influence the Proposal Evaluation Committee in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the Solution Provider's Proposal.

Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.

The total technical points assigned to each Proposal in the Evaluated Proposal Formula will be determined by adding and weighting the scores assigned by an evaluation committee to technical features of the Proposal in accordance with the criteria set forth below.

- a) During the evaluation process, the evaluation committee will assign each feature a whole number defined in the evaluation criteria below.

Evaluation Criteria

Preliminary Examination Criteria

Bids will be examined to determine whether they are complete and submitted in accordance with **ITB** requirements as per below criteria on a **YES/NO** basis:

- Appropriate Signatures
- Power of Attorney
- Minimum Bid documents provided (as mentioned in **Instruction to Bidders (ITB)**)
- Bid Validity
- Bid Security submitted as per ITB requirements with compliant validity period
- List of documents mentioned below under the Mandatory Eligibility Criteria as Eligibility.

Mandatory Eligibility Criteria

Mandatory Eligibility of the bidder will be evaluated on a **PASS/ FAIL** basis.

Subject	Criteria	Document Submission Requirement	Evaluation Score
Mandatory Eligibility			Mandatory Requirements PASS/ FAIL Basis
Legal Status	The bidder firm MUST be registered with the Security & Exchange Commission of Pakistan (SECP) company registration certificate at least for the last 3 years.	Bidder Information Form Certification of Incorporation	
Eligibility	The Bidder MUST not be suspended, nor debarred by any Federal & Provincial Governments of Pakistan in accordance with ITB.	Bidder Information Form Eligibility and Qualification Form	
Bankruptcy	The bidder MUST not be declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the bidder that could impair its operations in the foreseeable future	Undertaking on Judicial/ eStamp paper regarding Bankruptcy.	
Relevant Registrations and Certifications	The bidder MUST be registered with: a). Federal Board of Revenue for the National Tax Number (NTN) and Sales Tax Registration Number (STRN); The bidder MUST be an ISO 9001:2015; ISO 27001:2013 and ISO 14001:2015 certified organization.	Bidder Information Form Copy of NTN, STRN and ISO certifications must be attached.	

Subject	Criteria	Document Submission Requirement	Evaluation Score
OEM Support	The Bidder MUST be Facial Recognition Software OEM and have presence in Pakistan. Direct Support from the OEM is desirable.	<p>Bidder Information Form</p> <p>The bidder must provide an undertaking on the Company's letterhead that the bidder is the actual OEM for Facial Recognition Software having its registered office in Pakistan.</p>	

Technical Evaluation Criteria

Technical Evaluation of the bids will be evaluated on a scoring basis as per score mentioned in the below table. The bidder **MUST** obtain **70% marks** in the technical bid evaluation stage, which is mandatory for the qualification of bidder to be eligible for the next stage i.e., financial bid opening & evaluation. If a bidder does not qualify technically, its financial bid will not be opened and returned unopened/ sealed to the bidder.

Subject	Criteria	Document Submission Request	Evaluation Score
Technical Evaluation			
Key Personnel	<p>Following key personnel MUST be part of the project team:</p> <ol style="list-style-type: none"> Product Owner Project Manager/ Scrum Master Machine Learning (ML) Ops Software Development Engineers Database Expert System Administration/ Security Expert Computer Hardware Expert Training Expert QA Expert Documentation Specialist 	<p>CVs of proposed Key Personnel</p> <ol style="list-style-type: none"> Proposal Forms: Personnel Capabilities Candidate Summary 	15
History of	Non-Performance of a contract did not	Eligibility and	05

Subject	Criteria	Document Submission Request	Evaluation Score
Technical Evaluation			
Non-Performing Contracts	occur as a result of Solution Provider default for the last 3 years.	Qualification Form	
Litigation History	No consistent history of court/ arbitral award decisions against the Bidder for the last 3 years.	Eligibility and Qualification Form	05
Previous Experience	The Bidder(s) have previous experience of at 02 Facial Recognition Projects of similar nature and successfully implemented over the last 02 years.	Eligibility and Qualification Form Purchaser Order(s)/ Completion Certificates to be attached.	10
Technical Evaluation	<p>The technical bid shall be evaluated on the following parameters:</p> <p><input checked="" type="checkbox"/> Full compliance of offered services to the technical specification and required requirements [Must meet the requirements (Y/N)]</p> <p><input checked="" type="checkbox"/> Satisfactory implementation and completion of 02 contracts of similar nature and complexity (Facial Recognition Software – FRS) over the last 02 years. Provide two satisfactory performance/ completion certificates. [Must meet the requirements (Y/N)].</p> <p><input checked="" type="checkbox"/> Appropriateness of the Delivery Time to Project Schedule. [Must meet the requirements (Y/N)]</p>	<p>Responsiveness Checklist</p> <p>Technical Capabilities</p>	25
	<p><u>Technical Solution</u></p> <ul style="list-style-type: none"> The bidder MUST explain the understanding of the Facial Recognition Software Solution to be integrated with Integrated Border Management System (IBMS) as outlined in the Section III – Requirements of Facial Recognition Software, as under: <ul style="list-style-type: none"> Already successfully carried out POC of desired software features i.e., 1:1 face verification and 1:N face identification at the customers premise and produced desirable results; Full conformance of FRS Technical Solution Requirements stipulated in the 		

Subject	Criteria	Document Submission Request	Evaluation Score
Technical Evaluation			
	<p>Section III of the tender document</p> <ul style="list-style-type: none"> ○ High Level Design of <ul style="list-style-type: none"> ▪ Facial Recognition Software Architecture and its integration with IBMS Software but not limited to <ul style="list-style-type: none"> • Compute/ Server; • Data Storage; • Data Backup and Migration; • Data Encryption Protocol ○ Workflow/ Process Flows <p>The technical approach and the methodology the bidder would adopt for implementing the task to deliver the expected output(s).</p>		
Project Management Approach & Methodology	<ul style="list-style-type: none"> • Standard (PRINCE2/ PMP) approach & methodology <ul style="list-style-type: none"> ○ Work/ Project Plan in GANTT Chart format with clearly defined milestones ○ Site Wise Implementation Plan ○ Reporting Mechanism 	<p>Implementation Schedule</p> <p>Site Table</p> <p>Table of Holidays and Other</p>	10
Quality Assurance and Testing	<p>The bidder MUST demonstrate a comprehensive quality assurance standard and stipulates the following testing plan of the FRS Software:</p> <ul style="list-style-type: none"> • Inspection • Pre-Commissioning Test • Operational Acceptance Test 		10
Training	<p>The bidder MUST provide a comprehensive training services plan in its proposal as per following:</p> <ul style="list-style-type: none"> • User • Technical • Management 		10
Warranty, Support &	<p>The bidder MUST provide a comprehensive proposal on warranty,</p>		10

Subject	Criteria	Document Submission Request	Evaluation Score
Technical Evaluation			
Maintenance	support and maintenance: <ul style="list-style-type: none"> • Warranty including warranty defect repair • Support & Maintenance including technical support: <ul style="list-style-type: none"> ○ User Support/ Hot line ○ Technical Assistance ○ Post Warranty, Maintenance Services ○ Team involves during warranty & post warranty, support & maintenance period 		
TECHNICAL BID SCORE			100

The bidder **MUST** obtain **70 marks (70%) in the technical bid evaluation stage**. Upon its technical qualification, the bidders financial bid will be opened.

EVALUATION OF FINANCIAL PART

The following factors and methods will apply:

- a) **Supply and Installation Cost(One Time Cost)**–The cost should be mentioned in PKR for the supply, installation, Commissioning, Testing, System Integration, Warranty, Support & Maintenance cost to achieve the operational acceptance of the FRS system.
- b) **Recurrent Cost** – Since the operation and maintenance of the system being procured form a major part of the implementation, the resulting recurrent costs will be evaluated according to the principles given hereafter, including the cost of FRS Software recurrent cost for the post warranty period.
- c) **Time Schedule** – Time to complete deployment of the FRS solution from the effective date of the deployment for determining time for completion of pre-commissioning activities shall be between 04 months minimum and 08 months maximum.

The quoted price **MUST** be DDP (Delivered, Duty Paid) Islamabad as per INCOTERMS 2022.

The **total 100 marks** of financial Part/ Proposal/ Bid. Out of 100 marks, the bidders need to secure **30 marksonly if its bid is financially lowest to other bidders**. Otherwise, 0 marks will be awarded to the bidder.

SECTION III – REQUIREMENTS OF THE FACIAL RECOGNITION SOFTWARE (FRS) SOLUTION

TECHNICAL REQUIREMENTS - PROVISION OF FACIAL RECOGNITION SOFTWARE (FRS) SOLUTION AND RELATED SERVICES

The menace of illegal travel documents, human smuggling on entry/ exit of undesirable elements has created a major imbalance in our internal and external societal dynamics and tarnished Pakistan's image globally. Crime feeds upon the inability of states to ensure reliable identity/ credible travel documents for its citizens and visas for foreigners entering its borders, and is compounded by the absence of systems enabled to detect fraudulent movement at immigration points. The problem is especially pronounced in Pakistan, bringing into question the nation's credibility in the community of nations.

In order to address these impediments, the Federal Investigation Agency (FIA) has developed integrated Border Management System (IBMS), which is a national level system of critical nature and being vital component to support FIA immigration to keep an eye on all incoming and outgoing international travellers on the basis of FIA Act 1974 and Foreigners Registration Act 1964. Moreover, it is part of National Action Plan (NAP) to support Law Enforcement Agencies (LEAs) & Intelligence Agencies in fight against terrorism, illegal trafficking, and over stay of foreign nationals in Pakistan.

Keeping given above in view, the Federal Investigation Agency (FIA) envisaged to integrate more advance biometric feature such as Facial Recognition Software (FRS) with the Integrated Border Management System (IBMS) to keep track record of foreigner's arriving Pakistan and Pakistani Nationals departing from Pakistan. In regards to this, FIA requires the **facial recognition software-as-a-service (SaaS) in the form of API to be deployed at premise**, which will integrate with the core IBMS application for the verification and identification of traveller's travelling in/out of Pakistan.

The software application service of FIA workflow should be capable to perform wide range of architectural configurations to suite local deployment conditions and requirements, including across multiple servers and multiple sites of FIA. Since the FRS will function as a service. Therefore, we may call it Software-as-a-Service (SaaS) and FRS service provider is responsible for handling everything from keeping the FRS up with machine learning (ML) technology to managing and supporting high end servers for the processing of the images.

TECHNOLOGICAL AND METHODOLOGICAL REQUIREMENTS

1. **Real Time Facial Verification & Identification:** The proposed FRS shall perform the following functions:
 - a. **1:1 Face Verification** – only on arrival counters and applicable on foreign nationals entering into Pakistan. The foreigner's live image/ photo (ICAO Standard) will be matched with the image provided to the visa authorities. It will be a real-time matching and result should be displayed on screen less than equal to 2 seconds. The matching threshold under this function greater than equals to 95%.
 - b. **1:N Face Identification** – only on departure counters and applicable on Pakistan Nationals travelling/ departing abroad. At the time of departure, live photo image of Pakistan National (ICAO Standard) will be captured and matched with the N database ($N \leq 1,000,000$), which is being managed by the FIA. The matching threshold under this function greater than equals to 90%. It will be a real-time matching and result should be displayed on screen less than equal to 2 seconds.
 - c. **Integration with CCTV** – The proposed solution shall have the capability to integrate with any IP CCTV camera. The solution should provide advanced technological features to perform facial recognition on the live video feed. The proposal solution provides the following features:
 - i. Facial detection & recognition on live video feed;
 - ii. 1:1 face verification
 - iii. 1:N face identification
 - iv. N:N identification
 - v. Crowd count
 - vi. Auto & manual enrolment of the suspect
 - vii. Bulk enrolment
 - viii. Static Image Search
 - ix. ID Card & Passport Reader
 - x. Business Analytics Reporting including predictive analysis etc.
 - d. **Mobile Device Terminal/ Application** – The proposed solution should have a mobile application (**both Android and iOS platform**), which must be integrated with the web-version of the application and IBMS application. The said application will be operated in a closed environment through active directory authentication.
 - e. **Web Terminal/ Web Application** – The proposed solution shall function as a web application and MUST be integrated with the core IBMS application

through API as a centralized web-application, which will be accessed through web application on client's computer. The proposal solution shall offer logical algorithms and user-friendly, simple graphical user interface making it easy to perform the facial matching.

- f. **Reporting Engine** – The proposed solution MUST have a reporting engine, which functions in a centralized environment. Machine Learning (ML) based reporting engine is desirable, which enables the decision maker to take decisions based on the predictive analysis and other reports etc.

2. Centralized Control Room

The proposed Facial Recognition System should be centrally deployed with following the feature sets:

a. **Enrolment**

- i. Auto enrolment
- ii. Manual enrolment
- iii. Bulk enrolment

b. **Real-time face recognition and matching results**

- i. 1:1 face verification
- ii. 1:N face verification
- iii. Blacklist/ Stop list database
- iv. Matching result of blacklist/ stop list (total person detected count)
- v. Notification & alerts

c. User Rights & Privileges

d. **Dashboard & Reports**

The proposed solution should have a business analytics spice and it shall also be available to the client end regarding matching w.r.t drag and drop dataset collection. Moreover, the user level reports should be available in the reporting dashboard.

3. Accurate Face Recognition in Live Environment

The proposed solution should be service-intensive maximum to provide a cost-effective and less tedious deployment model for FIA. Please note that the face detection will be formed for

- a. Facial extraction
- b. Comparison of facial features between an individual and dataset image for better matching accuracy with less error rate.

4. Mandatory Features of the Face Recognition System

The proposed FRS Solution MUST support the following business functions

- a. Face Capture and key point detection
- b. Face Registration & Removal
- c. 1:1 Face Verification
- d. 1:N Face Identification
- e. Image Analysis
- f. Illumination Analysis
- g. Face Mask Detection
- h. User Authentication
- i. User Logs
- j. User Rights & Privileges
- k. Notification/ Alerts
- l. Cyber Security Triad (CIA)
- m. Business Analytics
- n. Reporting

5. Capturing of IRIS with Facial Recognition Software

The proposed FRS solution should have capability to capture the IRIS at the time of arrival of the passenger, which will be matched during the departure of the passenger from the airport. Moreover, the IRIS will be used for the forensic purpose, in case the passenger is found in the blacklist/ stop list etc. The IRIS will be used as a Value-Added Service (VAS) provided by the bidder. The purpose of this feature is to further strengthen IBMS and immigration process based on the international standards and technologies. The solution provider MUST provide this integrate-able feature in the proposal. Failing to address this feature in the proposal will lead to bid rejection.

6. System Administration and Management Function

The proposed FRS Solution MUST provide for the following management, administration, and security features at the overall System level in an integrated fashion.

1. Installation, Configuration and Change Management
2. Operational Monitoring, Diagnostics, Troubleshooting
3. User Administration and Access Control; User and Usage Monitoring and Audit Trails
4. System and Information Security and Security Policies
5. Back-up and Disaster Recovery

7. System Integration with IBMS:

The proposed FRS Solution API MUST be integrated with the existing IBMS application, and generates real-time matching results including but not limited to:

- a. 1:1 Face Verification

- b. 1:N Face Identification
- c. N:N Face Identification

The bidder must specify in its technical proposal as to how technical and functional level of integration with the FRS solution.

8. Project Management

The Project Management Plan including Implementation Schedule summarize when and where Installation, and Operational Acceptance should take place for all Subsystems and/or major components of the System, and for the overall System itself – as well as any other major Contract milestones.

The target dates need to be realistic and achievable in light of the capacity of both the average Bidder and the Purchaser to carry out their respective contract obligations.

The timings stated in the Implementation Schedule should be specified in weeks from Contract Effectiveness. This will ease the Proposal Evaluation processes.

The Site Table(s) catalog the physical location of the site(s) where the FRS Solution is to be supplied, installed, and operated. The site(s) would be the Purchaser's Headquarters in Islamabad and International Airports, Land Borders and/ or Seaports etc., The Bidder in its Proposal MUST specify the following information for the accurately costs estimation related to:

- a. Delivery and insurance;
- b. Installation, including cabling and inter-building communications, etc.;
- c. Perform support services, such as warranty defect repair, maintenance, and other technical support services; and
- d. Other related Service obligations the successful Bidder will have to perform under the Contract, including related travel and subsistence costs.

The bidder may warrant the site(s) during the period they are preparing their Proposals. Please note that necessary network infrastructure is already in place at the project site(s). If requires, the Purchaser will install/ upgrade the existing network infrastructure at the project site(s).

9. Testing and Quality Assurance

The proposed FRS solution MUST provide a detail plan & procedure to be adopted regarding FRS Solution inspection, pre-commissioning and operational testing in its proposal.

10. Training

The Bidder MUST provide a comprehensive training services plan as to how the bidder enables the Purchaser by imparting training on FRS Solution w.r.t its usage/ operational, administration etc.

11. Data Conversion and Migration (if required)

The Bidder MUST provide a comprehensive plan to perform the Data Conversion and Migration Service.

12. Documentation Requirement

The Bidder MUST provide the list of end-user and technical documentations to be provided during the execution phase of the project in its proposal.

13. Project Team

The Bidder MUST provide a project technical team to cover the Purchaser's anticipated Project Execution and Post-Operational Acceptance Technical Assistance Activities Requirements with the roles and skill levels that are specified below.

The minimum expected quantities of inputs by the Bidder's technical support team are specified in the relevant System Inventory Tables for Recurrent Cost Items.

- a) Product Owner
- b) Project Manager/ Scrum Master
- c) Machine Learning (ML) Ops
- d) Software Development Engineers
- e) Database Expert
- f) System Administrator/ Security Expert
- g) Computer Hardware Expert
- h) Training Expert
- i) Documentation Specialist

14. Warranty, Support and Maintenance Services

1. The Bidder MUST provide the warranty, support and maintenance services plan in its proposal. The Purchaser wants that the Bidder warrants its FRS solution for a period of 01 year (minimum) & 03 years (maximum) and provide support & maintenance services for a period of 03 years (minimum) & 05 years (maximum). This would ease Purchaser during proposal evaluation. Warranty of the FRS Software will be started from the date of GO-LIVE.

Please note that the support & maintenance period shall start after the warranty period.

KEY FUNCTIONS AND DELIVERABLES

Key Requirements	Deliverables
<i>1:1 Face Verification and 1:N Face Identification</i>	<ul style="list-style-type: none"> a. Face Capture and key point detection b. Face Registration & Removal c. 1:1 Face Verification d. 1:N Face Identification e. Image Analysis f. Illumination Analysis g. Face Mask Detection h. User Authentication i. User Logs j. User Rights & Privileges k. Notification/ Alerts l. Cyber Security Triad (CIA) m. Business Analytics Reporting
<i>Performance Requirements</i>	<ul style="list-style-type: none"> a. Each relevant throughput and/ or response times for specific business processes and procedures; b. Describe in business process terms, the relevant conditions under which the FRS must achieve these performance standards
Trainings	<ul style="list-style-type: none"> a. User b. Technical c. Management
System Integration	<ul style="list-style-type: none"> a. Existing System b. Technical and Functional level of integration with IBMS
Project Team	<ul style="list-style-type: none"> a. Product Owner b. Project Manager/ Scrum Master c. Machine Learning (ML) Ops d. Software Development Engineers e. Database Expert f. System Administrator/ Security Expert g. Computer Hardware Expert h. Training Expert i. Documentation Specialist

The Bidder MUST provide a comprehensive configuration model in its technical proposal as to how the FRS Solution will function in an integrated manner with the IBMS. Moreover, how data collection, processing, matching and data replication & storage will take place. NIST compliance is mandatory.

SECTION IV – BID FORMS

Technical Proposal Submission Form

Instructions to Bidders

INSTRUCTIONS TO BIDDERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE DOCUMENT

Place this letter of proposal in the first envelope – TECHNICAL PART

The bidder must prepare the Letter of Proposal on stationery with its letterhead clearly showing the bidders complete name and business address.

Note: All italicized text in black font is to help the bidders in preparing this form and bidder shall delete it from the final document.

Date of Proposal Submission Date: [Date to be inserted]

RFP No: [RFP Reference Number to be inserted]

To: [Name and Address of the Purchaser]

Dear Sir or Madam:

We, the undersigned bidder, hereby submit our proposal, in two parts namely:

- a) The Technical Part; and
- b) The Financial Part.

Having examined the RFP documents, we the undersigned, offer to supply, install and achieve operational acceptance of and support the FRS Solution under the tender process in full conformity with the said RFP document.

We undertake, if our Proposal is accepted, to commence work on FRS Solution and achieve Installation & Operational Acceptance within the respective timelines stated in the RFP document.

We, hereby, certify that the Software offered in this proposal and to be supplied under the Contract/ tender process (i) either is owned by us, or (ii) if not owned by us, is covered by a valid license from the proprietor of the Software.

We, hereby, certify that meet the eligibility requirements and have no conflict of interest.

We, along with any of our subcontractors, suppliers, consultants, manufacturers, or service providers for any part of the contract, are not subject to, and not controlled by any entity or individual that is subject to, a temporary suspension or a debarment imposed by the Federal & Provincial Governments of Pakistan.

We, hereby, certify that we have taken steps to ensure that no person acting for us or on our behalf engages in any type of Fraud and Corruption.

We, agree to abide by this Proposal, which in accordance with the tender document, consists of this letter (Technical Part) and the enclosures listed below, for a period of **90 days** from the date fixed for submission of bids as stipulated in the RFP document, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.

Until the formal final contract is prepared and executed between us, this Proposal together with your written acceptance thereof included in your Letter of Acceptance, shall constitute a binding contract between us.

**Name of the Authorized Person
of the bidder to sign the Proposal**

**Title/ Designation of the Person
signing the Proposal**

**Signature of the Person
signing the Proposal**

Date Signed

Enclosures:

1. Bidders Eligibility
2. Bidders Qualification
3. Intellectual Property
4. Conformity of the FRS Software to the RFP documents.

[if appropriate, specify further attachments or other enclosures]

Financial Proposal Submission Form

Instructions to Bidders

INSTRUCTIONS TO BIDDERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE DOCUMENT

Place this letter of proposal in the second envelope – FINANCIAL PART

The bidder must prepare the Letter of Proposal on stationery with its letterhead clearly showing the bidders complete name and business address.

Note: All italicized text in black font is to help the bidders in preparing this form and bidder shall delete it from the final document.

Date of Proposal Submission Date: [Date to be inserted]

RFP No: [RFP Reference Number to be inserted]

To: [Name and Address of the Purchaser]

Dear Sir or Madam:

We, the undersigned bidder, hereby submit the second part of our proposal, the Financial Part.

Having examined the RFP documents, we the undersigned, offer to supply, install and achieve operational acceptance of and support the FRS Solution under the tender process in full conformity with the said RFP document, for the total sum of:

[Grand Total of Local Currency in Words]

[Grand Total of Local Currency in Figures]

The above amounts are in accordance with the Price Schedules attached herewith and made part of this Proposal.

If our Proposal is accepted, we undertake to provide a performance security in the form, in the amounts, and within the times specified in the RFP documents.

We, agree to abide by this Proposal, which in accordance with the tender document, consists of this letter (Technical Part) and the enclosures listed below, for a period of **90 days** from the date fixed for submission of bids as stipulated in the RFP document, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.

Until the formal final contract is prepared and executed between us, this Proposal together with your written acceptance thereof included in your Letter of Acceptance, shall constitute a binding contract between us.

**Name of the Authorized Person
of the bidder to sign the Proposal**

**Title/ Designation of the Person
signing the Proposal**

**Signature of the Person
signing the Proposal**

Date Signed

Enclosures:

1. Signature Authorization
2. Bid Security (if and as required)
3. Price Schedule

[if appropriate, specify further attachments or other enclosures]

Technical Proposal Checklist Form

Note:The bidder should expand and (if appropriate) modify and complete the following table.

Sr. No.	Description	Include (Y/N)	Page No.
1	Technical Proposal Submission Form		
2	Signature Authorization		
3	Bidders Eligibility		
4	Bidders Qualification		
5	Intellectual Property		
6	Conformity to the FRS Solution to the RFP documents		
7	-----		

Authorized Signature of the Bidder

Financial Proposal Checklist Form

Note:The bidder should expand and (if appropriate) modify and complete the following table.

Sr. No.	Description	Include (Y/N)	Page No.
1	Financial Proposal Submission Form		
2	Signature Authorization		
3	Bid Security		
4	Price Schedule		

Authorized Signature of the Bidder

Bidder Information Form

Date of Proposal Submission Date:[19.10.2022]
RFP No19/10/IBMS-II/FIA]

1	Bidder Legal Name:
2	Bidders actual or intended Country of Registration:
3	Bidder Year of Registration:
4	Bidder Legal Address in Country of Registration:
5	<p>Bidders Authorized Representative Information:</p> <p>Name: Address: Telephone/ Fax Numbers: Email Address:</p>
6	<p>Attached are copies of the original documents of:</p> <ul style="list-style-type: none"><input type="checkbox"/> Copy of Certificate of Incorporation along with Article & Memorandum of Association duly signed and stamped by the authorized representative of the bidder.<input type="checkbox"/> Copy of NTN and STRN certificate duly signed and stamped by the authorized representative of the bidder.

Authorized Signature of the Bidder

Personnel Capabilities

Key Personnel

Name of the Bidder:

The bidder should provide the names and details of the suitably qualified Personnel to perform the Contract.

1.	Title of position: ...	
	Name of candidate:	
	Duration of appointment:	<i>[insert the whole period (start and end dates) for which this position will be engaged]</i>
	Time commitment: for this position:	<i>[insert the number of days/week/months/ that has been scheduled for this position]</i>
	Expected time schedule for this position:	<i>[insert the expected time schedule for this position (e.g. attach high level Gantt chart)]</i>
2.	Title of position: ...	
	Name of candidate:	
	Duration of appointment:	<i>[insert the whole period (start and end dates) for which this position will be engaged]</i>
	Time commitment: for this position:	<i>[insert the number of days/week/months/ that has been scheduled for this position]</i>
	Expected time schedule for this position:	<i>[insert the expected time schedule for this position (e.g. attach high level Gantt chart)]</i>
3.	Title of position: ...	
	Name of candidate:	
	Duration of appointment:	<i>[insert the whole period (start and end dates) for which this position will be engaged]</i>
	Time commitment: for this position:	<i>[insert the number of days/week/months/ that has been scheduled for this position]</i>
	Expected time schedule for this position:	<i>[insert the expected time schedule for this position (e.g. attach high level Gantt chart)]</i>
4.	Title of position:	

	Name of candidate	
	Duration of appointment:	<i>[insert the whole period (start and end dates) for which this position will be engaged]</i>
	Time commitment: for this position:	<i>[insert the number of days/week/months/ that has been scheduled for this position]</i>
	Expected time schedule for this position:	<i>[insert the expected time schedule for this position (e.g., attach high level Gantt chart)]</i>
6...	Title of position:	
	Name of candidate	
	Duration of appointment:	<i>[insert the whole period (start and end dates) for which this position will be engaged]</i>
	Time commitment: for this position:	<i>[insert the number of days/week/months/ that has been scheduled for this position]</i>
	Expected time schedule for this position:	<i>[insert the expected time schedule for this position (e.g. attach high level Gantt chart)]</i>

Authorized Signature of the Bidder

Candidate Summary

Name of Bidder:

Position		Candidate <input type="checkbox"/> Prime <input type="checkbox"/> Alternate
Candidate information	Name of candidate	Date of birth
	Professional qualifications	
Present employment	Name of Employer	
	Address of Employer	
	Telephone	Contact (manager / personnel officer
	Fax	email
	Job title of candidate	Years with present Purchaser

Summarize professional experience over the last twenty years, in reverse chronological order. Indicate particular technical and managerial experience relevant to the project.

From	To	Company/Project/ Position/Relevant technical and management experience

Authorized Signature of the Bidder

Eligibility and Qualification Form

Name of Bidder: [insert name of the bidder]

Date of Proposal Submission Date: [Date to be inserted]

RFP No: [RFP Reference Number to be inserted]

History of Non-Performing Contracts

<input type="radio"/> Non-performing contracts did not occur during the last 3 years			
<input type="radio"/> Contract(s) not performed in the last 3 years			
Year	Non-Performed Portion of Contract	Contract Identification	Total Contract Amount (in PKR)
		Name of Client: Address of Client: Reason(s) for non-performance:	

Litigation History(including pending litigation)

<input type="radio"/> No litigation history for the last 3 years			
<input type="radio"/> Litigation history as indicated below			
Year of Dispute	Amount in Dispute (in PKR)	Contract Identification	Total Contract Amount (in PKR)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

Previous Relevant Experience

Please list only previous similar assignments successful in the last 2 years.

Project Name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of Activity and Status	Type of Activities Undertaken

Technical Solution Conformance Checklist

Note:The bidder MUST fill this table and place it on the top of the technical solution. Failing to fill and place technical solution conformance checklist table in the technical part of the bid may lead to the rejection of the bid.

Sr. No	Technical Solution Requirements	Compliance (YES/NO)	Cross Reference/ Remarks

Implementation Schedule Table

GANTT Chart

ID	Activities	Site/ Site Code	Start Date	End Date	Dependencies	Remarks

Desired Installation and Acceptance Dates

ID	Activities	Site/ Site Code	Delivery (Bidder to specify in the Preliminary Project Plan)	Installation (weeks from effective date)	Acceptance (weeks from Effective Date)	Remarks

Site Table

[specify: the detailed information regarding the site(s) at which the System is to be operated]

Site Code	Site Name	City/ Town/ Region	Primary Street Address	Date of Installation

Price Schedules

The Price Schedules is divided into following schedules as follow:

1. Grand Summary Cost Table
2. Supply and Installation Cost Summary Table
3. Recurrent Cost Summary Table

Grand Summary Cost Table

Name of Bidder: [insert name of the bidder]

Date of Proposal Submission Date: [Date to be inserted]

RFP No: [RFP Reference Number to be inserted]

Sr. No.	Description	Total Amount in PKR
1	Supply and Installation Cost (<i>from Supply and Installation Cost Summary Table</i>)	
2	Recurrent Cost (<i>from Recurrent Cost Summary Table</i>)	
3	Grand Total	

Amount in Words: [specify the amount in words]

Note:

1. The bidders **MUST** include local taxes i.e., withholding tax (WHT) and general sales tax (GST) before quoting the Grand Total Cost of the FRS Solution. Local Taxes must be indicated in this table.
2. Each page of Financial Part of the Bid **MUST** be signed and stamped by the bidder.

Authorized Signature of the Bidder

Supply and Installation Cost Summary Table

Note: The bidder can modify (if appropriate) and complete the following table. The supply and installation cost **MUST** be calculated as per the Purchasers requirements stipulated in the Section III of the tender document.

Name of Bidder: [insert name of the bidder]
Date of Proposal Submission Date: [Date to be inserted]
RFP No: [RFP Reference Number to be inserted]

Note: All prices MUST be quoted in Pak Rupee (PKR).

Sr. No.	Description	UOM	Qty	Unit Price	Total Price
A	Facial Recognition Software Cost				
1	Provision of Facial Recognition Software (Turnkey Solution as mentioned in Section III –Requirements of Facial Recognition Software. The proposal solution API will be used for the 1:1 face verification, 1:N face identification and should have capability of capturing IRIS as well).	Nos	Lumpsum		
B	Services Cost				
2	Installation, Commissioning, Configuration and Testing Cost	Job	1		
3	Project Management Services	Job	1		
4	Training Services	Job	1		
5	Warranty Services	Job	1		
6	Support & Maintenance	Job	1		
TOTAL					

Amount in Words: [specify the amount in words]

Authorized Signature of the Bidder

RecurrentCost Summary Table

Note: The bidder can modify (if appropriate) and complete the following table. The recurrent cost **MUST** be calculated as per the Purchasers requirements stipulated in the Section III of the tender document.

Name of Bidder: [insert name of the bidder]
Date of Proposal Submission Date: [Date to be inserted]
RFP No: [RFP Reference Number to be inserted]

Note: All prices MUST be quoted in Pak Rupee (PKR).

Sr. No.	Description	UOM	Qty	Unit Price	Total Price
1	Recurrent Cost Item such as Extended Warranty, Support & Maintenance of FRS Software				
2	Software Customization (if required)				
3	Software License Update & Renewal				
TOTAL					

Amount in Words: [specify the amount in words]

Authorized Signature of the Bidder

Manufacturer Authorization Letter

Note: In case of bidder is not OEM and submitting bid on behalf of OEM then the bidder needs to submit the Manufacturer Authorization Letter (MAL). The said authorization MUST be written on the letter of the Software OEM/ Manufacturer and be signed by a person with the proper authority to sign documents that are binding on the Manufacturer.

RFP Title and Number: [insert RFP title and its number]

To: [The Purchaser: Purchaser Officer to receive the Manufacturer Authorization]

WHEREAS, [**Name of the Manufacturer**] who are official producer/ manufacturer of **Facial Recognition Software** and having production facility at [insert address of manufacturer] do hereby authorize [insert name of bidder or Joint Venture] located at [insert address of bidder or Joint Venture] (hereinafter the bidder) to submit a proposal and subsequently negotiate and sign a contract with you for resale of the Facial Recognition Software produced by us:

We hereby confirm that, in case the RFP results in a Contract between you and the bidder, the above listed product will come with our full standard warranty.

Name of Officer

Title of Officer

Signature

Date: (dd/mm/yyyy)

Duly authorized to sign the authorization for on behalf of [insert: Name of Manufacturer]

[add Corporate Seal (where appropriate)]

Bid Security (Bank Guarantee)

[The bank shall fill in this Bank Guarantee Form in accordance with the instructions indicated.]

[Guarantor letterhead or SWIFT identifier code]

Beneficiary: [Purchaser to insert its name and address]

RFP No.: [Purchaser to insert reference number for the Request for Proposal (RFP)]

Date: _____ [Insert date of issue]

BID GUARANTEE No.: [Insert guarantee reference number]

WHEREAS, [name and address of bidder] (hereinafter referred the **bidder**) has submitted a bid to the Purchaser dated [insert date and time] to execute Facial Recognition Software Project (hereinafter referred the **bid**).

AND WHEREAS, it has been stipulated by you that the bidder shall furnish you with a Bank Guarantee by a recognized bank for the sum equivalent to 02% of the total bid value specified therein as security if the bidder:

- a) Fails to sign the Contract after the FIA has awarded it;
- b) Withdraws its bids after the date of the opening of the bids;
- c) Fails to comply with FIA variation of requirement, as per ITB instructions; or
- d) Fails to furnish Performance Security that FIA may require as a condition to rendering the contract effective.

AND WHEREAS, we have agreed to give the bidder such Bank Guarantee.

NOW THEREFORE, we hereby affirm that we are the Guarantor and responsible to you on behalf of the bidder, up to a total of [amount of guarantee] [in words and numbers], such sum being payable in the types and proportions of currencies in which the Price Bid is payable, and we undertake to pay you upon your written demand and without 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 for the sum specified therein.

This guarantee shall be valid up to **expiry of contract** or after the final date of validity of bids.

SIGNATURE AND SEAL OF THE GUARANTOR BANK [stamp with official seal of the bank]

Signature: _____

Name: _____

Title: _____

Date: _____

Name of the Bank

and address: _____