Standard Bidding Document

PROCUREMENT OF ENTERPRISE-LEVEL ERP IMPLEMENTATION, INTEGRATION, MIGRATION, HOSTING, TRAINING AND SUPPORT SERVICES
(Non-Consultancy Services)

National

Single Stage-Two Envelope

CORRIGENDUM # 1	CORR-P126601-001
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October 16, 2026

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PROCUREMENT NOTICE

PROCUREMENT OF NON-CONSULTANCY SERVICES

1. The **Islamabad Club (Islamabad Club)** has reserved Funds for the procurement planned for FY **2026-27**. The **Islamabad Club (Islamabad Club)** intends to apply part of the proceeds of this Fund to cover eligible payments under the contract for the "**PROCUREMENT OF ENTERPRISE-LEVEL ERP IMPLEMENTATION, INTEGRATION, MIGRATION, HOSTING, TRAINING AND SUPPORT SERVICES**" with the reference of **"P126601"**

2. The **Islamabad Club (Islamabad Club)** invites Bids through **EPADS v2.0** from eligible Bidders registered on **EPADS v2.0** for provision of Non-Consultancy Services.

3. **Single Stage-Two Envelope** Procedure of Principal Method of Procurement (i.e. Open Competitive Bidding) will be used by adopting **Least Cost Based Selection (LCBS)**Technique for the subject procurement, in line with the Public Procurement Rules, 2026 and any Regulations, and Instructions issued by the Authority (from time to time).

4. All Bids must be accompanied by a Bid Security described in Bid Security Section in Bidding Document in the form of **Pay Order, Banker's Cheque, Call at Deposit, Bank Guarantee** or Bid Securing Declaration on the prescribed format described.

5. E-Bidding documents, containing detailed terms & conditions, specifications and requirements etc. are available on **e-Pak Acquisition and Disposal System (EPADS)** at **https://epads.gov.pk/opportunities/federal/procurements/126601**.

6. The e-bids, prepared in accordance with the instructions in the e-Bidding documents, must be submitted through **EPADS v2.0** on or before **Monday, October 26, 2026 12:00 PM**. E-bids will be opened on the same day at **Monday, October 26, 2026 12:30 PM**. Manual submission of Bids shall not be entertained. Those vendors who have not yet registered on the new version of **EPADS v2.0,** may register themselves on **https://vendors.epads.gov.pk/**.

A tutorial to explain the registration process is available at **https://www.youtube.com/watch?v=MNW6T38v7tc**

In terms of Rules 65 of Public Procurement Rules, 2026 Grievance Redressal Committee (GRC) is notified for the subject procurement and notification copy is available on the procuring agency's website and also available on **EPADS v2.0** as well as Authority's website at (**www.ppra.gov.pk**).

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Instructions to Bidders

A. Introduction

1. **Scope of Bids**

1.1. The Procuring Agency (PA), as indicated in the **Bids Data Sheet (BDS)** invites Bids through **EPADS v2.0** for the provision of Non-Consultancy Services as specified in the BDS and **in Section Evaluation Criteria, Specifications & Schedule of Requirements**. The name, identification, and number of items/deliverables are provided in the **BDS**. **Single Stage-Two Envelope** procedure of the open competitive method shall be used. The successful Bidders will be expected to provide the services within the specified period and timeline(s) as stated in the **BDS**.

2. **Source of Funds**

2.1. Source of funds is referred in Clause-1 of Procurement Notice.

3. **Fraud & Corruption**

3.1. As defined under Rule 2(1)(x) of Public Procurement Rules, 2026.

4. **Eligible Bidders**

4.1. A bidder shall be eligible to participate in a procurement process, if it—

4.1.1. possesses the technical competence, financial resources, equipment and other physical facilities, personnel, managerial capability, experience and past performance necessary to complete the procurement contract,

4.1.2. has the legal capacity to enter into a procurement contract;

4.1.3. has not been declared bankrupt or, in the case of company or firm, insolvent or being wound up and its activities or affairs are suspended by a Competent Authority or by the Court of law;

4.1.4. is not under any legal proceedings which may result in bankruptcy or any other situation entailing the total or partial loss of the right to administer and dispose of the property;

4.1.5. has not been convicted by a final judgment of a Court of Law,

4.1.6. is not blacklisted by the procuring agency or cross-debarred by the Authority at the time of the submission of bid;

4.1.7. is not blacklisted or debarred at the time of the submission of bid by an international financial institution, international organizations, or other multilateral development Bank for the period defined by them; and

4.1.8. is not convicted in the case of a company, its owners and beneficial owners, directors or officers of a criminal offence related to-

4.1.8.1. its professional conduct; or

4.1.8.2. a prohibited practice within the period specified in the tender documents and has not, or in the case of a company, its owners and beneficial owners, directors or officers have not, been debarred from a procurement process in Pakistan.

4.2. Except as permitted under the Ordinance, rules and regulations, the procuring agency shall not establish a criterion for eligibility of a bidder that-

4.2.1. discriminates against or among a bidder or against categories of bidders; or

4.2.2. is not required for the performance of the procurement contract; or

4.2.3. is not related to the avoidance of management of legal, reputational or economic risk to the procuring agency unless it is in the national interest to do so, and the criteria is set out in the bidding documents.

5. **Qualification of the Bidder**

5.1. All Bidders shall provide Bid Forms, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary.

B. Bidding Documents

6. **Contents of Standard Bidding Document**

6.1. The Services required, bidding procedure, and terms and conditions of the contract are prescribed in the bidding document. In addition to the Invitation for Bids, the bidding document which should be read in conjunction with any addendum issued in accordance with **ITB 6.1** include:

Section I -Invitation to Bid
Section II Instructions to Bidders (ITB)
Section III Bid Data Sheet (BDS)
Section IV Evaluation Criteria, Specifications, Schedule of Requirements, and Technical Specifications.
Section V Fraud & Corruption
Section VI General Conditions of Contract (GCC)
Section VII Special Conditions of Contract (SCC)
Section VIII Contract Forms

6.2. The Bidder is expected to examine all instructions, requirements, forms, terms and specifications in the bidding documents. Failure to furnish all the information required in the bidding document will be at the Service provider’s risk and may result in the rejection of his bids.

7. **Clarifications**

7.1. Clarifications of the bidding documents may be requested in writing through EPADS v2.0 by any bidder up to three days prior to the deadline for the submission of bids.

The procuring agency shall respond promptly and in writing to any request by a bidder for clarification of the bidding documents and, in any event, no

later than two days prior to the deadline for the submission of bids or proposals.

Responses to requests for clarification shall be communicated simultaneously and in writing to all bidders participating in the procurement proceedings.

No bidder shall be allowed to alter or modify his bid after the bids have been opened however, the procuring agency may seek and accept clarification to the bid that do not change the substance of the bid, through EPADS v2.0.

7.2. Procuring Agency's response will be uploaded on the EPADS v2.0, including a description of the inquiry.

7.3. Should the Procuring Agency deem it necessary to amend the bidding document as a result of a clarification, it shall do so following the procedure under **ITB 8 .**

7.4. If indicated **in the BDS**, the bidder’s designated representative is invited at the bidder’s cost to attend a pre-bid meeting at the place, date and time mentioned **in the BDS**. During this pre-bid meeting, prospective bidder(s) may request clarification(s) regarding the schedule of requirements, the Evaluation Criteria or any other aspects of the bidding document.

7.5. Minutes of the pre-bid meeting, if applicable, including the text of the questions asked by bidders, and the responses given, together with any responses prepared after the meeting will be uploaded on EPADS v2.0. Any modification to the bidding document that may become necessary as a result of the pre-bid meeting shall be made by the Procuring Agency exclusively through the use of an Addendum pursuant to **ITB 8** .

7.6. To assist in the examination, evaluation and comparison of Bids of the Bidders, the Procuring Agency may, ask any Bidder for a clarification of its bid including breakdown of prices, through EPADS v2.0. Any clarification submitted by a bidder that is not in response to a request by the Procuring Agency shall not be considered.
No change in the prices or substance of the bid shall be sought, offered, or

permitted.

The alteration or modification in the bid which in any way affect the following parameters will be considered as a change in the substance of a bid:

7.6.1. evaluation & qualification criteria;

7.6.2. required scope of work or specifications;

7.6.3. all securities requirements;

7.6.4. tax requirements;

7.6.5. terms and conditions of bidding documents; and

7.6.6. change in the ranking of the bidders.

From the time of bid(s) opening to the time of contract award, if any bidder wishes to contact the procuring agency on any matter related to the bid, it should do so in writing or through electronic form that provides record of the content of communication.

8. **Amendment of Bidding documents**

8.1. Before the deadline for submission of bids, the procuring agency for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder or pre-bid meeting may modify the bidding documents by issuing addendum.

8.2. Any addendum issued including the notice of any extension of the deadline shall be part of the bidding document pursuant to **ITB 8 .1** shall be uploaded on EPADS v2.0 as well as Authority's website. The procuring agency shall promptly publish the addendum at the procuring agency's website indicated in the **BDS**:

Provided that the bidder who had either already submitted his bid, shall have the right to withdraw his already submitted bid and submit the revised bid, prior to the original or extended bid submission deadline.

8.3. To give prospective bidders reasonable time in which to take an addendum/corrigendum into account in preparing their bids, the Procuring

Agency may, at its discretion, extend the deadline for the submission of bids after record reason in writing:

Provided that the Procuring Agency shall extend the deadline for submission of bids, if such an addendum is issued within last three (03) days of the bid submission deadline.

C. Preparation of Bids

9. Documents Constituting the Bids

9.1. The bids prepared by the bidders shall constitute the following components: -

9.1.1. Forms of bid and Bid Prices completed in accordance with ITB 10 and 11;

9.1.2. Documentary evidence established in accordance with ITB 8 that services to be provided by the bidder are eligible services, and conform to the bidding documents;

9.1.3. Documentary evidence established in accordance with ITB 9 that the bidder is eligible and/or qualified for the subject bidding process;

9.1.4. Documentary evidence established in accordance with ITB 9.3 that the bidder has been authorized to provide the services;

9.1.5. Bid security or Bids Securing Declaration furnished in accordance with ITB 14; and

9.1.6. Any other document required in the BDS.

10. **Documents Establishing Eligibility of the Services and Conformity to bidding documents**

10.1. To establish the conformity of the Non-Consulting Services to the Bidding document, the bidder shall furnish as part of its bid the documentary evidence that services provided conform to the requirements.

10.2. Standards for the provision of the Non-Consulting Services are intended to be descriptive only and not restrictive.

11. **Documents Establishing Eligibility and Qualification of the Bidder**

11.1. Pursuant to ITB 8, the bidder shall furnish, as part of itsbid, all those documents establishing the bidder’s eligibility to participate in the bidding process and/or its qualification to perform the contract if its bid is accepted.

11.2. The documentary evidence of the bidder’s eligibility to bids shall establish to the satisfaction of the procuring agency that the bidder, at the time of submission of its bid, is from an eligible country.

11.3. The documentary evidence of the bidder’s qualifications to perform the contract if its bid is accepted shall establish to the satisfaction of procuring agency that:

11.3.1. the bidder has the financial, technical, provisions of services and supply/production capability necessary to perform the Contract, meets the qualification criteria specified in BDS.

11.3.2. that the bidder meets the qualification criteria listed in the Bids Data Sheet.

12. **Form of Bid**

12.1. **The bidder shall fill the Form of Bid furnished in the bidding documents. The Bid Forms must be completed without any alterations to its format and no substitute shall be accepted.**

13. **Bids Prices**

13.1. The Bids Prices quoted by the bidder in the Forms of Bid and in the price schedule shall conform to the requirements specified or exclusively mentioned hereafter in the bidding document.

13.2. All items in the Schedule of Requirements must be listed and priced separately in the Price Schedules. If a Price Schedule shows items listed but not priced and neither explicitly mentioned, their prices shall be construed

to be included in the prices of other items.

13.3. The Bid price to be quoted in the Forms of Bid in accordance with ITB 10 shall be the total price of the bid, excluding any discounts offered.

13.4. The bidder shall indicate on the appropriate Price Schedule, the unit prices (where applicable) and total bid price of the services, it proposes to provide under the contract.

13.5. Prices quoted by the bidder shall be fixed during the currency of the contract and not subject to variation on any account. A bid submitted with an adjustable price will be treated as non-responsive and shall be rejected pursuant to ITB 28, unless otherwise price adjustment is permissible under Conditions of the Contract.

14. **Price Adjustment**

14.1. Price adjustment shall not be applicable on the contract with less then 12 months period.

14.2. Procuring agency may increase the remuneration of the human resources involved in non-consultancy services upto maximum 15% on annual basis.

14.3. **Procuring agency shall incorporate the provisions to allow wage rate in compliance with Federal Government's minimum wage notification, subject to the condition that clause 11.2 shall not be applicable in that case.**

15. **Bids Currencies**

15.1. Prices shall be quoted in Pakistani Rupees unless otherwise specified in the BDS.

16. **Bid Validity Period**

16.1. Bid(s) shall remain valid for the period specified in the BDS after the bid submission deadline prescribed by the Procuring Agency. A Bid valid for a shorter period shall be rejected by the Procuring Agency as non-responsive.

17. **Bid Security or Bid Securing Declaration**

17.1. Unless otherwise specified in the BDS, the bidder shall furnish as part of its bid, in the amount and currency specified in the BDS or Bid Securing Declaration on the format provided in Form 9 The scanned copy of the Bids Security shall be uploaded in the EPADS v2.0 while submitting bid, whereas the original forms of Bid Security shall be submitted to the procuring agency before the bid submission deadline. The bidder who failed to submit the original bid security before the submission deadline shall be disqualified straightaway.

17.2. The Bid Security or Bid Securing Declaration is required to protect the Procuring Agency against the risk of Bidder’s conduct which would warrant the security’s forfeiture, pursuant to ITB 14.5

17.3. The Bid Security shall be payable promptly upon written demand by the Procuring Agency in case any of the conditions listed in 14.5 are invoked.

17.4. Unsuccessful Bidders’ Bid Security will be discharged or returned as promptly as possible after the award of contract, however in no case later than thirty (30) days after the expiration of the period of Bid Validity prescribed by the Procuring Agency pursuant to ITB 13. The Procuring Agency shall make no claim to the amount of the Bid Security, and shall promptly return the Bid Security document, whichever of the following that occurs earliest:

17.4.1. the expiry of the Bid Security;

17.4.2. the entry into force of a procurement contract and the provision of a Performance Guarantee, for the performance of the contract if such a guarantee, is required by the bidding document;

17.4.3. the rejection by the Procuring Agency of all Bids;

17.4.4. the withdrawal of the Bid prior to the deadline for the submission of bids, unless the bidding document stipulate that no such withdrawal is permitted.

17.5. The Bid Security may be forfeited or the Bid Securing Declaration executed:

17.5.1. if a bidder:

17.5.1.1. withdraws its bid during the period of bid validity as specified by the Procuring Agency, and referred by the bidder in the Forms of Bid, except as provided for in the ITBs; or

17.5.1.2. does not accept the correction of errors pursuant to ITB 23; or

17.5.2. in the case of a successful bidder fails:

17.5.2.1. **to sign the contract in accordance with ITB 32; or**

17.5.2.2. **to furnish Performance Guarantee in accordance with ITB 33.**

17.6. **The bid security shall be valid for a period specified in BDS. Bids with shorter bid security validity period shall be rejected straight away.**

18. **Alternative Bids by Bidders**

18.1. Alternatives will not be considered, unless specifically allowed for in the BDS.

18.2. When alternative times for completion are explicitly invited, a statement to that effect will be included in the BDS and the method of evaluating different time schedules will be described in Section V, Evaluation and Qualification Criteria.

19. **Withdrawal, Substitution, and Modification of Bids**

19.1. Before Bids submission deadline, any bidder may withdraw, substitute, or modify his bid after it has been submitted.

20. **Format and Signing of Bids**

20.1. The bidder shall prepare and submit his bid with due diligence after carefully reading all the terms and conditions before submission through EPADS v2.0.

D. Submission of Bids

21. **Submission of Bids through EPADS v2.0 before Dead deadline**

21.1. The Technical and Financial Bids as the case may be, shall be submitted in the due portion of the EPADS v2.0, before bid submission deadline. The bid submission option shall be automatically disabled once the deadline is over.

21.2. The Procuring Agency may, under exceptional circumstances and at its discretion, extend the deadline for the submission of bids by amending the Bidding Documents in accordance with ITB 8. In such a case, all rights and obligations of the Procuring Agency and the Bidders that were previously subject to the original deadline shall thereafter be subject to the revised deadline.

E. Opening and Evaluation of Bids

22. **Opening & Evaluation of Bids by the Procurement Cell**

22.1. As per Rule 10 of Public Procurement Rules, 2026
(PA to establish a Procurement Cell which shall carryout procurements a per Rule 10 of Public Procurement Rules, 2026)

23. **Opening & Evaluation of Bids by the Bid Evaluation Committee**

23.1. As per Rule 11 of Public Procurement Rules, 2026
(PA to constitute odd number Bid Evaluation Committee for the purpose of bid opening and evaluation of all procurements with an estimated value up to two billion rupees)

24. **Third Party Validation**

24.1. **In compliance with Rule 12** of Public Procurement Rules, 2026, the third-party validation committee or firm shall validate all procurements above five hundred million and up to two 2 billion rupees. The third-party validation shall be conducted at specifications, bidding documents preparation, technical (if any) & final evaluation stages.

25. **External Bid Evaluation Committee**

25.1. **As per Rule 13 of Public Procurement Rules, 2026,** procurements with an estimated value above two billion rupees shall be opened and evaluated by the Procuring Agency's notified External Bid Evaluation Committee.

26. **Opening of Bids**

26.1. The Procuring Agency will open all bids through EPADS, in the presence of bidders' or their representatives who choose to attend, and other parties with a legitimate interest in the bid proceedings at the place, on the date and at the time, specified in the **BDS**. The Bidders' representatives present shall sign attendance sheet as proof of their attendance.

26.2. The bids shall be opened one at a time, and the following read out and recorded: (a) the name of the bidder; (b) the presence of a bid security, if required; and (c) any other details as the procuring agency may consider appropriate.

26.3. No bid will be rejected at the time of bid opening except for bids whose bid security has not been provided to the procuring agency before submission deadline**.**

26.4. The procuring agency shall prepare minutes of the bid opening. The record of the bid opening shall include, as a minimum: the name of the bidder and the bid price, if applicable.

27. **Confidentiality**

27.1. Information relating to the examination, clarification, evaluation and comparison of bids and recommendation of contract award shall not be disclosed to bidders or any other person(s) not officially concerned with such process, until the time of the announcement of the respective evaluation report.

27.2. Any effort by a bidder to influence the procuring agency processing of bids or award decision may result in the rejection of his bid.

28. **Preliminary Examination of Bids**

28.1. Prior to the detailed evaluation of bids, the procuring agency will determine whether each bid:

28.1.1. meets the eligibility criteria defined in **ITB 3**;

28.1.2. has been prepared as per the format and contents defined by the procuring agency in the bidding document;

28.1.3. is accompanied by the required securities; and

28.1.4. is substantially responsive to the requirements of the bidding document.

28.2. The procuring agency will confirm that the documents and information specified under **ITB 7,8 and 9** have been provided in the bids. If any of these documents or information is missing, or is not provided in accordance with the Instructions to Bidders, the bid shall be rejected.

28.3. If a bid is not substantially responsive, it will be rejected by the procuring agency and may not subsequently be evaluated for complete technical responsiveness.

29. **Examination of Terms and Conditions, Technical Evaluation**

29.1. The procuring agency shall evaluate the technical aspects of the bids submitted in accordance with **ITB 21,** to confirm that all requirements specified in **Section V – Evaluation Criteria, Technical Specifications and Schedule of Requirements**,prescribed inthe bidding document have

been met without material deviation or reservation.

29.2. If after the examination of the terms and conditions and the technical evaluation, the procuring agency determines that the bid is not substantially responsive in accordance with **ITB 21,** it shall reject the bids.

30. **Correction of Errors**

30.1. Bids determined to be substantially responsive will be checked for any arithmetic errors. Errors will be corrected as follows: -

30.1.1. if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected, unless in the opinion of the procuring agency there is an obvious misplacement of the decimal point in the unit price, in which the total price as quoted shall govern and the unit price shall be corrected;

30.1.2. if there is an error in a total corresponding to the addition or subtraction of sub-totals, the sub-totals shall prevail and the total shall be corrected; and

30.1.3. where there is a discrepancy between the amounts in figures and in words, the amount in words will govern.

30.1.4. Where there is discrepancy between grand total of price schedule and amount mentioned on the Forms of bid, the amount referred in Price Schedule shall be treated as correct subject to elimination of other errors.

30.2. The amount stated in the bid will be adjusted by the procuring agency in accordance with the above procedure for the correction of errors and, with the concurrence of the bidder that shall be considered as binding upon the bidder. If the Bidder does not accept the corrected amount, his bid will then be rejected, and the Bid Security may be forfeited or the Bid Securing Declaration may be executed in accordance with **ITB 14.**

31. **Conversion to Single Currency**

31.1. As per Rule 42(2) of Public Procurement Rules, 2026.

32. **Evaluation of Bids**

32.1. The procuring agency shall evaluate bids in accordance with Rule 42 of Public Procurement Rules, 2026 and compare only those bids determined to be substantially responsive, pursuant to **ITB 21.**

32.2. In evaluating the Technical Bids of each Bidder, the Procuring Agency shall apply the evaluation criteria and methodologies specified in the **Bid Data Sheet (BDS)** and in accordance with the Statement of Requirements and Technical Specifications. No other evaluation criteria or methodologies shall be permitted.

32.3. **In case of tie of bids, the bidders shall be provided an opportunity to offer their best and final monetary offer through EPADS. However, in no case the rates shall be higher than the original financial bids.**

32.4. The Procuring agency/Employer's evaluation of a bid will take into account:

32.4.1. the bid price, excluding provisional sums and the provision, if any, for contingencies in the summary bill of quantities, but including day work items, where priced competitively;

32.4.2. price adjustment for correction of arithmetic errors in accordance with **ITB 30;**

32.5. converting the amount resulting from applying (a) and (b) above, if relevant, to a single currency in accordance with **ITB 31**;

32.6. The estimated effect of the price adjustment provisions of the Conditions of Contract, applied over the period of execution of the Contract, shall not be taken into account in bid evaluation.

32.7. If these bidding documents allow bidders to quote separate prices for different lots, and the award to a successful bidder of multiple lots, the methodology of evaluation to determine the lowest evaluated lot combinations in the Form of Bid, is specified in the **BDS.**

33. **Determination of Most Advantageous Bids**

33.1. Selection technique will be adopted for determining the Successful Bid in accordance with the criteria referred in the **BDS** or prescribed in the separate section titled as Evaluation Criteria.

34. **Abnormally Low Financial Bids**

34.1. Subject to sub-rule (2), a procuring agency may, in the procurement of goods, works and services, reject a bid if it has determined that the price, in combination with other constituent elements of the bid, is abnormally low in relation to the subject matter of the procurement such that it raises material concerns on the part of the procuring agency as to the ability of the bidder to perform the procurement contract satisfactorily for the offered price.

34.2. A procuring agency shall not reject a bid as abnormally low under sub-rule (1) unless the procuring agency—

34.2.1. requested through EPADS from the bidder a written clarification of bid, including a detailed price analysis of its bid price in relation to the subject matter of the procurement contract, scope, methodology, schedule, allocation of risks and responsibilities and any other requirements of the bidding documents; and

34.2.2. having taken into account the information provided by the bidder in response to a request under clause (a) and the information included in the bid, the procuring agency determines that the bidder has failed to demonstrate its ability to perform the procurement contract satisfactorily against the offered price.

34.3. The procuring agency shall promptly communicate to the bidder concerned its decision to reject the bid, including the reasons for the decision. The procuring agency may reinitiate the bidding process after communication of such decision.

34.4. Every abnormally low bid shall be investigated in order to determine the reason for submitting the bid including whether the bid was submitted in order to remove other bidders from competition.

34.5. In case it is established after investigation that the bidder submitted an abnormally low bid to remove other bidders from competition or to frustrate the bidding process, the procuring agency may blacklist the bidder in accordance with Rule 25(1)(d).

35. **Rejection of Bids**

35.1. As per Rule 45 of Public Procurement Rules, 2026

36. **Cancellation of procurement**

36.1. As per Rule 46 of Public Procurement Rules, 2026

37. **Single Responsive Bid**

37.1. The procuring agency may consider single responsive subject to underlying conditions of Rule 50 of Public Procurement Rules, 2026.

38. **Alternate Dispute Resolution (ADR)**

38.1. As per Rule 66 of Public Procurement Rules, 2026

39. **Arbitration Clause**

39.1. (Appointing Authority for the Arbitrator shall be Chief justice of Honorable Islamabad High Court OR Managing Director (PPRA) OR Secretary (Ministry of Law & Justice),

40. **Fee of the Arbitrator**

40.1. The fee shall be specified in PKR as detrmined by the Appointing Authority and shall be shared equally by each party.

41. **Socio-economic development**

41.1. As per Rule 63 of Public Procurement Rules, 2026, PA to encourage the inclusiveness of small and medium enterprises, and marginalized groups by according preferences in line with the notified policies of the Federal Government

42. **Environmental objectives**

42.1. As per Rule 64 of Public Procurement Rules, 2026, The procuring agency may seek to procure services with a reduced environmental impact throughout their life cycle when compared to services with the same primary function that may otherwise be procured.

F. Award of Contract

43. **Appointment of Contract Manager**

43.1. The procuring agency shall designate a Contract Manager for each procurement or class of procurement who shall manage the contract as per Rule 58 & 59 of Public Procurement Rules, 2026.

44. **Criteria of Award**

44.1. The procuring agency will award the Contract to the bidder whose bid has been determined to be substantially responsive to the bidding document and who has been declared as Successful Bid .

45. **Procuring Agency’s Right to reject All Bids**

45.1. The procuring agency reserves the right to reject all the Bids and to annul the procurement process at any time prior to acceptance of the bid(s), without thereby incurring any liability to the affected bidder(s).

45.2. Notice of the rejection of all bids shall be given promptly to all bidders that have submitted the bids. The procuring agency shall upon request communicate to any bidder the grounds for the rejection of his bid, but is not required to justify those grounds.

46. **Procuring Agency’s Right to Vary Quantities at the Time of Award**

46.1. The procuring agency reserves the right, at the time of contract award, to increase or decrease not more than 15% of the original scope of related services originally specified in the Schedule of Requirements, provided that such variation does not exceed the percentage indicated in

the **Bid Data Sheet (BDS)**. This adjustment shall be made without any change in the unit price or other terms and conditions of the Bids and Bidding Documents.

47. **Notification of Award**

47.1. Prior to the award of contract, the procuring agency shall issue a Final Evaluation Report giving justification for acceptance or rejection of the bids.

47.2. Bidder whose bid has been accepted, will be notified for the award by the Procuring Agency prior to expiration of the Bid Validity period through EPADS. The Letter of Award will state the sum that the procuring agency will pay the successful bidder in consideration for the execution of the scope of works as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price).

47.3. The notification of award will constitute the formation of the Contract, subject to the condition that bidder furnish the Performance Guarantee in accordance with **ITB 33** and signing of the contract in accordance with **ITB 32.**

48. **Signing of Contract**

48.1. Promptly after notification of award, Procuring Agency shall send the successful bidder the draft agreement, incorporating all terms and conditions as agreed by the parties to the contract. The successful bidder and the procuring agency shall sign the contract.

49. **Performance Guarantee**

49.1. After the receipt of the Letter of Award, the successful bidder, within the specified time, shall deliver to the Procuring Agency a Performance Guarantee in the amount and in the form stipulated in the **BDS and SCC**, denominated in the type and proportions of currencies in the Letter of Acceptance and in accordance with the Conditions of Contract.

49.2. Failure of the successful bidder to comply with the requirement of **ITB 33.1** 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 ranked bidder or call for new bids.

50. **Advance Payment**

50.1. The Procuring Agency will provide an Advance Payment as stipulated in the Conditions of Contract, subject to a maximum amount, as stated in the **BDS**. The Advance Payment request shall be accompanied by an Advance Payment Guarantee in the form provided in Contract Forms.

51. **Arbitration**

51.1. The Arbitrator shall be appointed by mutual consent of the both parties as per the provisions specified in the **SCC**.

52. **Corrupt & Fraudulent Practices**

52.1. Procuring Agencies (including beneficiaries of Government funded projects and procurement) as well as Bidders/Contractors under Government financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts, and will avoid to engage in any corrupt and fraudulent practices.

G. Grievance Redressal & Complaint Review Mechanism

53. **Constitution of Grievance Redressal**

53.1. The Principal Accounting Officer or head of procuring agency or any authorized officer shall constitute a committee comprising of odd number of members completely outside the procuring agency from any other procuring agency or from the pool of experts maintained by the Authority and accessible through EPADS with necessary powers and authorizations, to address the complaints of bidders or parties that may occur prior to the entry into force of the procurement contract.

53.2. Any party may file a written complaint, two days prior to the proposal submission deadline, against the eligibility parameters, evaluation criteria or

any other terms and conditions described in the bidding documents, if found contrary to the provisions of the procurement regulatory framework, and the same shall be addressed by the GRC.

53.3. Any bidder or party feeling aggrieved by any act of the procuring agency after the submission of bid, may lodge a written complaint concerning his grievances within seven days of announcement of the technical evaluation report and five days after issuance of final evaluation report.

53.4. In case, the complaint is filed against the technical or final evaluation report, the GRC may suspend the procurement proceedings till the decision.

53.5. In case, the complaint is filed after the issuance of the final evaluation report, the complainant may not raise any objection on technical evaluation of the report:Provided that the complainant may raise the objection on any part of the final evaluation report in case where single stage-single envelope bidding procedure is adopted.

53.6. The GRC shall investigate and decide upon the complaint within ten days of its receipt.

53.7. Any bidder or party not satisfied with the decision of the GRC or if GRC fails to decide within ten days under sub-rule 6, may file an appeal before the Appellate Committee of the Authority, comprising odd number of members including an external member within ten days of communication of decision subject to depositing the prescribed fee and in accordance with the procedure determined by the Authority. The Appellate Committee of the Authority shall decide the appeal within 45 days from the receipt of the appeal. The Appellate Committee may suspend the process of award of contract to such period as deemed appropriate during the pendency of appeal. The decision of the Appellate Committee of the Authority shall be considered as final.

H. Blacklisting/ Debarment

55. **Procedure for Blacklisting/Debarment**

55.1. The procuring agency may initiate blacklisting proceedings against contractor/supplier in accordance with Rule-25 of the Public Procurement Rules, 2026 , Mechanism for Blacklisting, Debarment Regulations, 2026 and “procedure for filling and disposal of review petition under rule-25(6) of Public Procurement Rules, 2026.

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

Bid Data Sheet

Bids Data Sheet (BDS)

The following specific data for the procurement of Goods to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

BDS Clause Number
ITB Number
Amendments of, and Supplements to, Clauses in the Instruction to Bidders

A. Introduction

BDS Clause Number 1
ITB Number 1.1

Name of Procuring Agency: **Islamabad Club (Islamabad Club)**

The subject of procurement is: **PROCUREMENT OF ENTERPRISE-LEVEL ERP IMPLEMENTATION, INTEGRATION, MIGRATION, HOSTING, TRAINING AND SUPPORT SERVICES**

Expected commencement date: **Thursday, December 31, 2026**

BDS Clause Number 2
ITB Number 2.1

Financial year for the operations of the Procuring Agency: **2026-27**

Name and identification number of the Contract: **P126601**

BDS Clause Number 3
ITB Number 4.6

JV/Consortium or Association Allowed: **Yes**
Number of JV/Consortium Members: **3**

B. Bidding Documents

BDS Clause Number 4
ITB Number 7.1

The Bidders may seek clarifications through **EPADS v2.0**: Clarification Date: Friday, October 23, 2026
Pre-Bid Meeting: Monday, October 5, 2026 11:00 AM
Venue: Islamabad Club Main Murree Road, Kashmir Road

BDS Clause Number 5
ITB Number 8.1

Any addendum, in case issued, shall be published on **Islamabad Club (Islamabad Club)** website and on **EPADS v2.0**.

BDS Clause Number 6
ITB Number9.1

List of documents required along with the bid: **No**

BDS Clause Number 7
ITB Number 11.1

The qualification criteria to establish the supply / production capability of the bidder.

see Eligibility Criteria

BDS Clause Number 8
ITB Number 7.6

Services and Their related documents:
See section Required Services and Scope of Work

BDS Clause Number 9
ITB Number 13.1 & 13.2

Price schedule will be provided according to the format defined and acquired.
see section price schedule.

BDS Clause Number 10
ITB Number 7.6.2

Specifications:

see section of specifications.

C. Preparation of Bids

BDS Clause Number 11
ITB Number 13.5

The price shall be **Fixed**.

BDS Clause Number 12
ITB Number 15.1

Currency of the Bids shall be : **PKR**

BDS Clause Number 13
ITB Number 16.1

The Bids/Bid Validity period shall be: **120 Days**

BDS Clause Number 14
ITB Number 17.1

The amount of Bid Security shall be as defined in Bid Security Section for items and lots given in **BDS 6**
Instrument of Bid Security Shall be in the Name of : **Islamabad Club**
The Bid Security shall be in the form of: **Pay Order, Banker's Cheque, Call at Deposit, Bank Guarantee**

BDS Clause Number 15
ITB Number 17.3

The Bids security shall be valid for twenty-eight (28) days beyond the expiry of the Bids validity period specified in the bidding documents, for example the bid validity is 180 days so the bid security shall be valid for 180+28 = 208 days.

BDS Clause Number 16
ITB Number 18.1

Alternative Bids to the requirements of the bidding documents will not be permitted.

D. Submission of Bids

BDS Clause Number 17
ITB Number 21.1

Bid shall be submitted online on **EPADS v2.0** whereas hard copy of the bid security should be submitted to the following;

Islamabad Club Main Murree Road, Kashmir Road, Islamabad Capital Territory

Bids that are not submitted on EPADS v2.0 shall be disqualified.

The deadline for Bids submission is: **Monday, October 26, 2026 12:00 PM**

E. Opening and Evaluation of Bids

BDS Clause Number 18
ITB Number 26.1

The Bids opening shall take place on **EPADS v2.0**.

Day *:* ***Monday***

Date: ***Monday, October 26, 2026***

Time *:* ***12:30 PM***

BDS Clause Number 19
ITB Number 32.1

Selection technique adopted will be: **Least Cost Based Selection (LCBS)**
see Evaluation Criteria

F. Award of Contract

BDS Clause Number 20
ITB Number 49.1

The Performance guarantee shall: **10.00%**.

The Performance Guarantee shall be acceptable in the form of: **Pay Order, Banker's Cheque, Call at Deposit, Bank Guarantee**

BDS Clause Number 21
ITB Number 51.1

Arbitrator shall be appointed by mutual consent of the both parties.

G. Review of Procurement Decisions

BDS Clause Number 22
ITB Number 53.1

Grievence against this procurement shall be submitted online on **EPADS v2.0**.

Eligibility Criteria

Eligible Bidders: Individual / Individual Consultant, Sole Proprietorship, Partnership Firm, Company (Private Limited), Company (Public Limited), Company (Holding Company), Company (Limited by Guarantee), State Owned Enterprise (Private Limited), State Owned Enterprise (Public Limited)

Required Registration
FBR (NTN)
FBR (GSTN)

Eligibility Criteria	Document
Legal status Bidder / each JV member is legally registered and has capacity to contract in Pakistan. Documentary Evidence Certificate of incorporation/registration, partnership deed or equivalent.	Yes
Tax registration Bidder / each JV member has valid NTN and applicable sales tax registration and is compliant with applicable tax requirements. NTN/STRN certificates and active taxpayer evidence where applicable.	Yes
Pakistan presence Bidder/JV Lead Member has a registered office or established support presence in Pakistan. SECP/registration/lease/utility or equivalent evidence.	Yes
Right to implement proposed ERP Bidder/JV has the legal right and technical capability to implement, configure, customize, license/sub-license (where applicable), maintain and support the proposed ERP solution. OEM/principal authorization, partnership certificate, ownership declaration, open-source licensing statement or other legally sufficient evidence.	Yes

Vendor-neutral architecture compliance Proposed ERP is enterprise-grade, integrated, modular, scalable, web-enabled and supports RBAC, workflow approvals, audit trails, reporting, APIs/integration and data migration as required. Signed technical compliance declaration and solution architecture.	Yes
Scope compliance Bidder submits a clause-by-clause / module-by-module compliance matrix covering the complete Scope of Work and technical requirements. Annexure D completed, with proposal page references.	Yes
Hosting and data residency Where hosting is part of the offer, production data shall reside within Pakistan and the hosting arrangement shall meet the security, backup, DR, monitoring, availability and scalability requirements. Hosting proposal, data-center compliance evidence, SLA and undertaking.	Yes
JV documentationWhere bidding as JV/Consortium/Association, maximum three (03) members; signed JV agreement/letter of intent; Lead Member nominated; roles clearly allocated; joint and several liability accepted.JV agreement/LOI, Power of Attorney and Annexure F.	Yes
Integrity / conflict disclosure Bidder/JV submits required integrity pact/declarations and discloses actual or potential conflicts of interest. Signed prescribed forms / undertaking.	Yes

Evaluation Criteria

Least Cost Based Selection (LCBS)

Weightage

Technical Evaluation %
100

Technical Marks	100
Passing Marks	**70**
Corporate ERP implementation experience (Evidence: registration history and ERP contracts)	
Corporate ERP implementation experience (Evidence: registration history and ERP contracts) (Qualitative)(Doc Required) >07 years **(10)** >5-7 years **(8)** 3-5 years **(5)**	10

Similar completed ERP projects Projects must be evidenced by completion/performance certificates. (Qualitative)(Doc Required) Qualified Projects = 5 or above **(5)** Qualified Projects = 3-4 **(4)** Qualified Projects = 2 **(2)**	5
Comparable enterprise-scale projects with 100+ users (Qualitative)(Doc Required) One project with 100+ users / comparable enterprise scale **(10)** One project with 80+ users / comparable enterprise scale **(8)** One project with 50+ users / comparable enterprise scale **(5)**	10
Proposed ERP functional fit and scope compliance (Qualitative)(Doc Required) Scored on completeness of compliance with the 34-module scope, workflows, reporting, portal/mobile, billing/payment, integrations and operational requirements. Material non-compliance with a core requirement may render the bid non-responsive. **(28)**	28
Solution architecture, security and integration approach (Qualitative)(Doc Required) Architecture, APIs, RBAC, audit trail, encryption, integration strategy, performance/scalability, monitoring, backup/DR and deployment design. **(10)**	10

Implementation methodology and 280-day work plan (Qualitative)(Doc Required) Requirement analysis, FRD/SRS, BPR, configuration/customization, data migration, integration, testing, UAT, cutover, go-live and stabilization with realistic dependencies and milestones. **(10)**	10
Data migration and reconciliation methodology (Qualitative)(Doc Required) Data profiling, cleansing, mapping, trial migration, validation, reconciliation, rollback and acceptance controls. **(5)**	5
Key project team (Relevant experience and CV evidence required) (Qualitative)(Doc Required) Project Manager ; ERP Functional Lead ; Technical/Integration Lead ; Data Migration/DB Lead ; QA/Test Lead ; Training/Change Lead **(7)** Project Manager ; ERP Functional Lead ; Technical/Integration Lead ; Data Migration/DB Lead ; QA/Test Lead **(6)** Project Manager ; ERP Functional Lead ; Technical/Integration Lead ; Data Migration/DB Lead **(5)** Project Manager ; ERP Functional Lead ; Technical/Integration Lead **(4)** Project Manager ; ERP Functional Lead **(3)** Project Manager **(2)**	7

Training, knowledge transfer and documentation (Qualitative)(Doc Required) Role-based training plan, train-the-trainer, user/admin manuals, technical documentation, configuration register and API/interface documentation. **(5)**	5
Post-go-live support, SLA and local support capability (Qualitative)(Doc Required) Helpdesk/ticketing, escalation, response/resolution commitments, on-site/remote support, stabilization and warranty support. **(5)**	5
Technical presentation / solution demonstration (Qualitative)(Doc Required) Demonstration against pre-disclosed scenarios from this scope. Evaluation is limited to validating capabilities already offered in the written bid and shall not permit amendment of the bid. **(5)**	5

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

Required Services

Positions Without Lots :

Position	Delivery Schedule	Quantity	Bid Security
PROCUREMENT OF ENTERPRISE-LEVEL ERP IMPLEMENTATION, INTEGRATION, MIGRATION, HOSTING, TRAINING AND SUPPORT SERVICES	**Address:** Main Murree Road, Kashmir Road, Islamabad Capital Territory **Schedule:** 280 Days **Quantity:** 1/Qty	1/Qty	450000 PKR

Related Services :

No

Services Specifications

Positions Without Lots :

Position: PROCUREMENT OF ENTERPRISE-LEVEL ERP IMPLEMENTATION, INTEGRATION, MIGRATION, HOSTING, TRAINING AND SUPPORT SERVICES

Specifications / Requirements:

PLEASE FIND THE ATTACHED ANNEXURE

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

Scope of Work

Please find the attached Annexure

Brief Description

Please find the attached Annexure

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

Price Schedule

For Individual Positions

#	Position Title	Quantity	Unit Price (PKR)	Total Price (PKR)	Delivery Location	Delivery Period / Year	Country of Origin
1							
2							

For Lots

#	Lot Title	Total Lot Price (PKR)	Country of Origin
1	[Lot 1 Title]		

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

PUBLIC PROCUREMENT REGULATORY AUTHORITY
(PPRA)
EPADS

General Conditions of Contract

A. General

1. **Definitions**

1.1. Unless the context otherwise requires, the following terms whenever used in this Contract shall have the same meaning and shall be interpreted as indicated

1.1.1. “Applicable Law” means the laws and any other instruments having the force of law in the Government’s Country, or in such other country as may be specified in the Special Conditions of the Contract (SC), as they may be issued and in force from time to time;

1.1.2. “The Contract” means an agreement enforceable by law;

1.1.3. “The Contract Price” means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations;

1.1.4. “The Services” means the work to be performed by the Contractor pursuant to this Contract and as prescribed in the Specifications and Schedule of Activities included in the Contractor’s Bid;

1.1.5. “Ancillary Services” means those services ancillary to the provision of Services, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training, and other such obligations of the Contractor covered under the Contract;

1.1.6. “GCC” means the General Conditions of Contract contained in this section;

1.1.7. “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented;

1.1.8. **“**Day” means calendar day unless indicated otherwise;

1.1.9. “Effective Date” means the date on which this Contract comes into force and effect;

1.1.10. “The Contractor” means the individual or corporate body whose Bids to provide the Services has been accepted by the Procuring Agency;

1.1.11. “The Project Site,” where applicable, means the place or places named in Bid Data Sheet and technical Specifications;

1.1.12. “Government” means the Government of Pakistan;

1.1.13. “Local Currency” means the currency of Pakistan;

1.1.14. “In Writing” means communicated in written form with proof of receipt;

1.1.15. “Completion Date” means the date of completion of the Services by the Contractor as certified by the Procuring Agency;

1.1.16. “Foreign Currency” means any currency other than the currency of the country of the Procuring Agency;

1.1.17. “Party” means the Procuring Agency or the Contractor, as the case may be, and “Parties” means both of them;

1.1.18. "Service" means any object of procurement other than goods or works;

1.1.19. “Subcontractor” means any entity to which the Bidder subcontracts any part of the Services.

2. **Applicable Law**

2.1. The contract shall be governed and interpreted in accordance with the laws of Pakistan, unless otherwise specified in SCC.

3. **Language**

3.1. The Contract as well as all correspondence and documents relating to the Contract exchanged between the Contractorand the Procuring Agency, shall be written in the **English language** unless otherwise stated in the **SCC** . Supporting documents and printed literature that are part of the Contract may be in another language provided these are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Contract, this translation shall govern.

4. **Notices**

4.1. Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, telex, telegram, or facsimile to such Party at the address specified in the **SCC**.

5. **Location**

5.1. The Services shall be performed at such locations as the Procuring Agency may approve and as specified in **SCC.**

6. **Authorized Representatives / Authority of Member in charge**

6.1. Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Procuring Agency or the Contractor may be taken or executed by the officials specified in the **SCC**.

B. Commencement, Completion, Modification, and Termination of Contract

7. **Effectiveness of Contract**

7.1. This Contract shall come into effect on the date the Contract is signed by both parties and such other later date as may be stated in the **SCC.**

8. **Commencement of Services**

8.1. The Contractor shall confirm availability of required resources and begin carrying out the Services not later than the number of days after the Effective Date specified in the **SCC.**

9. **Program schedule**

9.1. Before commencement of the Services, the Contractor shall submit to the Procuring Agency for approval a Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Program as updated.

10. **Starting Date/Expiration Date**

10.1. The Contractor shall start carrying out the Services Five (05) days after the date the Contract becomes effective, or at such other date as may be specified in the **SCC.**

10.2. Unless terminated earlier pursuant to Clause **GCC 14** hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the **SCC.**

11. **Entire Agreement**

11.1. This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.

12. **Modification**

12.1. Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any modification(s) or variation(s) made by the other Party.

12.2. In cases of any modification(s) or variation(s), the prior written consent of the Procuring Agency is required.

13. **Force Majeure**

13.1. **Definition**
For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Contractor and which makes a Contractor’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

13.2. **No Breach of Contract**
The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract in so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

13.3. **Extension of Time**

Any period within which a Contractor shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

13.4. **Payments**

During the period of their inability to perform the Services as a result of an event of Force Majeure, the Contractor shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.

14. **Termination**

14.1. **By the Procuring Agency**

The Procuring Agency may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (e) of this Clause. In such an occurrence the Procuring Agency shall give at least thirty (30) calendar days' written notice of termination to the Contractor in case of the events referred to in (a) through (d); at least sixty (60) calendar days' written notice in case of the event referred to in (e);

14.1.1. If the Contractor fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension;

14.1.2. If the Contractor becomes (or, if the Contractor consists of more than one entity, if any of its members becomes) insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary;

14.1.3. If the Contractor fails to comply with any final decision reached as a result of arbitration proceedings;

14.1.4. If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;

14.1.5. If the Procuring Agency, in its sole discretion and for any reason whatsoever, decides to terminate this Contract;

14.2. **By the Contractor**

The Contractor may terminate this Contract, by not less than thirty (30) calendar days' written notice to the Procuring Agency, in case of the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause.

14.2.1. If the Procuring Agency fails to pay any money due to the Contractor pursuant to this Contract and not subject to dispute within thirty (30) calendar days after receiving written notice from the Contractor that such payment is overdue;

14.2.2. If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;

14.2.3. If the Procuring Agency fails to comply with any final decision reached as a result of arbitration;

14.2.4. If the Procuring Agency is in material breach of its obligations pursuant to this Contract and has not remedied the same within thirty (30) days (or such longer period as the Bidder may have subsequently approved in writing) following the receipt by the Procuring Agency of the Contractor's notice specifying such breach.

C. Obligations of the Contractor

15. **General**

15.1. **Standard of Performance**

15.1.1. The Contractor shall perform the Services and carry out the Services with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Contractor shall always act, in respect of any matter relating to this Contract or to the Services, as a faithful adviser to the Procuring Agency, and shall at all times support and safeguard the Procuring Agency's legitimate interests in any dealings with the third parties;

15.1.2. The Contractor shall employ and provide such qualified and experienced Experts and Sub-Contractors as are required to carry out the Services.

15.2. **Law Applicable to Services**

The Contractor shall perform the Services in accordance with the Contract and in accordance with the Law of Pakistan and shall take all practicable steps to ensure that any of its Experts and Sub-Bidders, comply with the Applicable Law.

16. **Conflict of Interests**

16.1. **Contractor Not to Benefit from Commissions and Discounts**

The remuneration of the Contractor shall constitute the Contractor's sole remuneration in connection with this Contract or the Services, and the Contractor shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Contractor shall use their best efforts to ensure that the Personnel, any Subcontractors, and agents of either of them similarly shall not receive any such additional remuneration.

16.2. **Contractor and Affiliates Not to be Otherwise Interested in Project**

The Contractor agree that, during the term of this Contract and after its termination, the Contractor and its affiliates, as well as any Subcontractor and any of its affiliates, shall be disqualified from providing Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.

16.3. **Prohibition of Conflicting Activities**

Neither the Bidder nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any of the following activities:

16.3.1. during the term of this Contract, any business or professional activities in the Government's country which would conflict with the activities assigned to them under this Contract;

16.3.2. during the term of this Contract, neither the Contractor nor their Subcontractors shall hire public employees in active duty or on any type of leave, to perform any activity under this Contract;

16.3.3. after the termination of this Contract, such other activities as may be specified in the **SCC.**

17. **Insurance to be Taken Out by the Contractor**

17.1. The Contractor(a) shall take out and maintain, and shall cause any Subcontractors to take out and maintain, at its (or the Sub-contractors', as the case may be) own cost but on terms and conditions approved by the Procuring Agency, insurance against the risks, and for the coverage, as shall be specified in the **SCC**; and (b) at the Procuring Agency's request, shall provide evidence to the Procuring Agency showing that such insurance has been taken out and maintained and that the current premiums have been paid.

18. **Contractor's Actions Requiring Procuring Agency's Prior Approval**

18.1. The Contractor shall obtain the Procuring Agency's prior approval in writing before taking any of the following actions:

18.1.1. appointing such members of the Personnel not provided by the Contractor;

18.1.2. changing the Program of activities; and

18.1.3. any other action that may be specified in the **SCC.**

19. **Reporting Obligations**

19.1. The Contractor shall submit to the Procuring Agency the reports and documents in the numbers, and within the periods as prescribed by the Procuring Agency.

20. **Liquidated Damages**

20.1. **Payments of Liquidated Damages**
The Contractor shall pay liquidated damages to the Procuring Agency at the rate per day stated in the **SCC** for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount defined in the **SCC**. The Procuring Agency may deduct liquidated damages from payments due to the Contractor. Payment of liquidated damages shall not affect the Contractor's liabilities.

20.2. **Correction for Over-payment**
If the Intended Completion Date is extended after liquidated damages have been paid, the Procuring Agency shall correct any overpayment of liquidated damages by the Contractor by adjusting the next payment certificate. The Contractor shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in **SCC.**

20.3. **Lack of performance penalty**

If the Contractor has not corrected a Defect within the time specified in the Procuring Agency's notice, a penalty for Lack of performance will be paid by the Contractor. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as specified in the Contractor

21. **Performance Guarantee**

21.1. Within the time stipulated in the acceptance letter from the Procuring Agency, the successful Bidder shall furnish the Performance Guarantee in shape and amount **specified in SCC.**

21.2. The proceeds of the Performance Guarantee shall be payable to the Procuring agency as compensation for any loss resulting from the Service Provider failure to complete its obligations under the Contract.

21.3. The Performance Guarantee shall be denominated in the currency of the Contract, or in a freely convertible currency acceptable to the Procuring agency and shall be in the acceptable form as specified in **SCC**.

21.4. The Performance Guarantee will be discharged by the Procuring agency and returned to the Service Provider 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 otherwise **specified in SCC.**

22. **Sustainable Procurement**

22.1. The Contractor shall conform to the sustainable procurement contractual provisions, if and as specified in the **SCC.**

D. Contractor's Personnel

23. **Description of Personnel**

23.1. The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Contractor's Key Personnel. The Key Personnel listed by title as well as by name are hereby approved by the Procuring Agency.

24. **Removal and / or Replacement of Personnel**

24.1. Except as the Procuring Agency may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Contractor, it becomes necessary to replace any of the Key Personnel, the Contractor shall provide as a replacement a person of equivalent or better qualifications.

24.2. If the Procuring Agency finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Contractor shall, at the Procuring Agency's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Procuring Agency.

24.3. The Contractor shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

E. Obligations of the Procuring Agency

25. **Change in the Applicable Law**

25.1. If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Contractor, then the remuneration and reimbursable expenses otherwise payable to the Contractor under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred in the **SCC.**

26. **Services and Facilities**

26.1. The Procuring Agency shall make available to the Contractor and the Experts, for the purposes of the Services and free of any charge, the services, facilities and property described in the Terms of Reference, at the times and in the manner specified in the Terms of Reference.

26.2. In case that such services, facilities and property shall not be made available to the Contractor, the Parties shall agree on (i) any time extension that it may be appropriate to grant to the Contractor for the performance of the Services, (ii) the manner in which the Contractor shall procure any such services, facilities and property from other sources, and (iii) the additional payments, if any, to be made to the Contractor as a result thereof.

F. Payments to the Contractor

27. **Contract Price**

27.1. The price payable shall be in Pakistani Rupees unless otherwise specified in the **SCC**.

28. **Terms and Conditions of Payment**

28.1. Payments will be made to the Contractor according to the payment schedule stated in the **SCC** and as per actual invoice submitted by the Contractor.

28.2. Unless otherwise stated in the **SCC**, the advance payment shall be made against the provision by the Contractor of a bank guarantee for the same amount, and shall be valid for the period stated in the **SCC.** Any other payment shall be made after the conditions listed in the **SCC** for such payment have been met, and the Contractor have submitted an invoice to the Procuring Agency specifying the amount due.

29. **Quality Control Identifying Defects**

29.1. The principle and modalities of Inspection of the Services by the Procuring Agency shall be as indicated in the **SCC.** The Procuring Agency shall check the Contractor's performance and notify him of any Defects that are found. Such checking shall not affect the Contractor's responsibilities. The Procuring Agency may instruct the Contractor to search for a Defect and to uncover and test any service that the Procuring Agency considers may have a Defect. Defect Liability Period is as defined in the **SCC**.

30. **Correction of Defects, and Lack of Performance Penalty**

30.1. The Procuring Agency shall give notice to the contractor of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.

30.2. Every time notice a Defect is given; the contractor shall correct the notified Defect within the length of time specified by the Procuring Agency's notice.

30.3. If the contractor has not corrected a Defect within the time specified in the Procuring Agency's notice, the Procuring Agency will assess the cost of having the Defect corrected, the contractor will pay this amount, and a Penalty for Lack of Performance.

31. **Settlement of Disputes Amicable Settlement**

31.1. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

32. **Dispute Settlement**

32.1. **Arbitration**

32.1.1. **Alternate Dispute Resolution (ADR),** After coming into force of the procurement contracts, disputes, between the parties to the contract may be settled by one or more alternate dispute resolution methods including
Arbitration. Where an Alternate Dispute Resolution process other than Arbitration may not lead to an amicable settlement of dispute, Arbitration shall be resorted to.

32.1.2. The procuring agency shall specify mechanism for the appointment of an arbitrator expressly in the contract and the competent authority who shall appoint the arbitrator.

32.1.3. The laws of Pakistan shall apply to an arbitration unless specifically agreed to otherwise in the contract.

Special Conditions of Contract

SECTION VIII. SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the Conditions of Contract. The corresponding clause number of the GCC is indicated in parentheses.

Number of GC Clause

Amendments of, and Supplements to, Clauses in the General Conditions of Contract

Definitions

The Procuring Agency is: Islamabad Club (Islamabad Club), Procurement Officer Islamabad Club Main Murree Road, Kashmir Road, Islamabad Capital Territory

Contractor is:

The title of the subject procurement is:PROCUREMENT OF ENTERPRISE-LEVEL ERP IMPLEMENTATION, INTEGRATION, MIGRATION, HOSTING, TRAINING AND SUPPORT SERVICES

Number of GC Clause 2

Applicable/Governing Law:

The Contract shall be interpreted in accordance with the laws of Islamic Republic of Pakistan

Number of GC Clause 3

Language:

The language of the Contract, all correspondence and communications to be given, and all other documentation to be prepared and supplied under the Contract shall be in **English.**

Number of GC Clause 4

Notices:

The addresses for the notices are:

Procuring Agency:

Islamabad Club (Islamabad Club), Procurement Officer
Islamabad Club Main Murree Road, Kashmir Road, Islamabad Capital Territory
+92-314-531-7545
arslan.javed@islamabadclub.org.pk

Contractor/ Bidder:

[Name, address and telephone number].

The Contractor/ Bidder’s Representative(s)

[Name, address, telephone number and e-mail address]

Number of GC Clause 6.1

The Authorized Representatives are:

For the Procuring Agency:

Islamabad Club (Islamabad Club), Procurement Officer
Islamabad Club Main Murree Road, Kashmir Road, Islamabad Capital Territory
+92-314-531-7545
arslan.javed@islamabadclub.org.pk

For the Bidder:

Name: ……

Designation: ……..

Address: ……..

Number of GC Clause 7

Effectiveness of the contract

The Contractor/Bidder shall be effective within ….. days from the date of signature of the Contract by both parties

Number of GC Clause 8

Commencement of Contract:

The Contractor/ Bidder shall provide Non-Consultancy Services from the effective date of contract.

Number of GC Clause 10.2

Expiration of Contract:

The time period shall be …….

Number of GC Clause 14

Termination

In the event of termination of the contract due to any reason as already defined in the General Conditions of Contract, the Bidder shall be responsible for providing to the Authority the Goods till the time of alternate arrangements.

Number of GC Clause 16

Conflict of Interest:

The Procuring Agency reserves the right to determine on a case-by-case basis whether the Bidder should be disqualified from providing goods or services due to a conflict of a nature described in Clause GCC 16**.**

Number of GC Clause 20

Liquidated Damages

If the Bidder fails to provide services as required under the contract or in case of any data loss/data breach or any incident compromising the data security or other such failures related to any services, the Bidder shall pay to the Procuring Agency as Liquidated Damages at a rate of **0.10%** to **10.00%** of the Contract value, in accordance with the extent of performance failure & the cost of investigating such incidents as judged by the Authority.

Number of GC Clause 21

Performance Guarantee:
Instrument of Performance Guarantee shall be in the Name of : **Islamabad Club**

The amount of performance guarantee shall be 10.00% of the contract price in acceptable form of Pay Order, Banker's Cheque, Call at Deposit, Bank Guarantee

Number of GC Clause 27

Currency of Payment:

All the payment to be released to the contractor/Bidder shall be in Pakistani Rupees.

Number of GC Clause 28

Payment terms:

Payment will be made to the Bidder against the procured Goods and services according to the actual invoice or running bills submitted by the Bidder against the services provided within the time given in the conditions of the contract.

Number of GC Clause 29

Identifying Defects:

The Authority reserves the right at any time to inspect the premises of the provider to inspect the goods and monitor the goods being provided.

Inspections & Tests Requirements

For being Brand New, bearing relevant reference numbers of the equipment (Certificate from supplier)

For Physical Fitness having No Damages (Certificate from supplier)

For the Country of Origin as quoted by the Supplier (Certificate from manufacturer)

For conformance to specifications and performance parameters, through Prior to delivery inspection (Inspection Report by Procurement Committee / Inspection Team)

For successful operation at site after complete installation, testing and commissioning of the equipment (Installation, Testing and Commissioning Report by Procurement Committee / Inspection Team)

Delivery & Documents

Copies of the Supplier's invoice showing Goods' description, quantity, unit price, and total amount;

Original and two copies of the usual transport document (for example, a negotiable bill of lading, a non-negotiable sea waybill, an inland waterway document, an air waybill, a railway consignment note, a road consignment note, or a multimodal transport document) which the buyer may require to take the goods;

Copies of the packing list identifying contents of each package;

Insurance Certificate;

Manufacturer's or Supplier's Valid Warranty Certificate;

Inspection Certificate issued by the Nominated Inspection Agency (if any), and the Supplier's Factory Inspection Report;

Certificate of Origin.

The above documents would be required even if the equipment has already been imported and is available with the supplier ex-stock

Number of GC Clause 31

Following is the guidance for Dispute Resolution

i. If any dispute of any kind whatsoever shall arise between the Authority and the Bidder in connection with or arising out of the Contract, including without prejudice to the generality of foregoing, any question regarding its existence, validity, termination and the execution of the Contract – whether during developing phase or after their completion and whether before or after the termination, abandonment or breach of the Contract – the parties shall seek to resolve any such dispute or difference by mutual diligent negotiations in good faith within 14 (fourteen) days following a notice sent by one Party to the other Party in this regard**.**

ii. At future of negotiation the dispute shall be resolved through mediation and mediator shall be appointed with the mutual consent of the both parties**.**

iii. At the event of failure of mediation to resolve the dispute relating to this contract such dispute shall finally be resolved through binding Arbitration by sole arbitrator in accordance with Arbitration Act 1940. The arbitrator shall be appointed by mutual consent of the both parties**.** The Arbitration shall take place in Islamabad, Pakistan and proceedings will be conducted in English language.

iv. The cost of the mediation and arbitration shall be shared by the parties in equal proportion however the both parties shall bear their own costs and lawyer's fees regarding their own participation in the mediation and arbitration. However, the Arbitrator may make an award of costs upon the conclusion of the arbitration making any party to the dispute liable to pay the costs of another party to the dispute**.**

v. Arbitration proceedings as mentioned in the above clause regarding resolution of disputes may be commenced prior to, during or after completion of the contract.

Notwithstanding any reference to the arbitration herein, the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree that the Authority shall pay the Bidder any monies due to the Bidder.

Arbitrator's fee:

The fee shall be specified in Pak Rupees, as determined by the Arbitrator, which shall be shared equally by both parties**.**

Appointing Authority for Arbitrator:

By the Mutual Consent or in accordance with the provisions of Arbitration Act, 1940, in case the parties fail to reach a consensus on the name of sole arbitrator, any party may submit an application to the Chief Justice Islamabad High Court for appointment of sole arbitrator. The Chief Justice IHC may appoint a former judge of any High Court or Supreme Court as the sole arbitrator to resolve the dispute between the parties.

Rules of procedure for arbitration proceedings:

Any dispute between the Authority and a Bidder who is a national of the Islamic Republic of Pakistan arising in connection with the present Contract shall be referred to adjudication or arbitration in accordance with the laws of the Islamic Republic of Pakistan including Arbitration Act 1940, however above provision shall prevail in referring the case to the Arbitrator.

Place of Arbitration and Award:

The arbitration shall be conducted in English language and place of arbitration shall be at Islamabad. The award of the arbitrator shall be final and shall be binding on the parties.

Bid Securing Declaration

Form 9: Bid Securing Declaration

Date: *[insert date (as day, month and year)]*

Bid No.:***P126601***

To: **Islamabad Club (Islamabad Club), Procurement Officer Islamabad Club Main Murree Road, Kashmir Road, Islamabad Capital Territory**

We, the undersigned, declare that:

We understand that, according to your conditions, Bids must be supported by a Bid Securing Declaration.

We accept that we will be blacklisted and henceforth cross debarred for participating in respective category of public procurement proceedings for a period of (not more than) six months, if fail to abide with a bid securing declaration, however without indulging in corrupt and fraudulent practices, if we are in breach of our obligation(s) under the Bid conditions, because we:

1. have withdrawn or modified our Bid during the period of Bid Validity specified in the Form of Bid;

2. Disagreement to arithmetical correction made to the Bid price; or

3. having been notified of the acceptance of our Bid by the Procuring Agency during the period of Bid Validity, (i) failure to sign the contract if required by Procuring Agency to do so or (ii) fail or refuse to furnish the Performance Security or to comply with any other condition precedent to signing the contract specified in the Bidding Documents.

We understand this Bid Securing Declaration shall expire if we are not the successful

Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) twenty-eight (28) days after the expiration of our Bid.

Contract Form

SECTION IX: CONTRACT FORMS

THIS AGREEMENT made the _____ day of _____ 20_____ between **Islamabad Club (Islamabad Club), Procurement Officer Islamabad Club Main Murree Road, Kashmir Road, Islamabad Capital Territory**

(hereinafter called "the Procuring Agency") of the one part and *[name of Bidder]* of *[city and country of Bidder]* (hereinafter called "the Bidder") of the other part:

WHEREAS the Procuring Agency invited Bids for provision of goods, viz., **PROCUREMENT OF ENTERPRISE-LEVEL ERP IMPLEMENTATION, INTEGRATION, MIGRATION, HOSTING, TRAINING AND SUPPORT SERVICES (*P126601*)** and has accepted a Bids by the Bidder for the provision of Services in the sum of *[contract price in words and figures]* (hereinafter called "the Contract Price").

NOW THIS CONTRACT WITNESSETH AS FOLLOWS:

1. In this Contract 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 Contract, In the event of any ambiguity or conflict between the Contract Documents listed below, the order of precedence shall be the order in which the Contract Documents are listed below:-

1. This form of Contract;
2. the Form of Bids and the Price Schedule submitted by the Bidder;
3. the Schedule of Requirements;
4. the Technical Specifications;
5. the Special Conditions of Contract;
6. the General Conditions of the Contract;
7. the Procuring Agency's Letter of Acceptance; and
8. [*add here: any other documents*]

3. In consideration of the payments to be made by the Procuring Agency to the Bidder as hereinafter mentioned, the Bidder hereby covenants with the Procuring Agency to provide the Goods related services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

4. The Procuring Agency hereby covenants to pay the Bidder in consideration of the provision of Goods and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Contract 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)

Witness to the signatures of the Procuring Agency:

……

Signed, sealed, delivered by _____the _____ (for the Procuring Agency)

Witness to the signatures of the Bidder: ……

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

Integrity Pact

Integrity Pact

DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC. PAYABLE BYTHE SUPPLIERS OF GOODS, SERVICES & WORKS IN CONTRACTS WORTH RS.10.00 MILLION OR MORE

Contract Number: Contract Value: Contract Title:

Dated:

[Name of Supplier] 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 Pakistan or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt business practice.

Without limiting the generality of the foregoing [Name of Supplier] represents and warrants that it has fully declared the brokerage, commission, fee etc. paid or payable to anyone and not given or 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 consultations fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.

[Name of Supplier] 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 GoP and has not taken any action or will not take any action to circumvent the above declaration, representative or warranty.

[Name of Supplier] accepts full responsibility and strict liability for making and false declaration, not making full disclosure, misrepresenting fact 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 GoP under any law, contract or other instrument, be voidable at the option of GoP.

Notwithstanding any rights and remedies exercised by GoP in this regard, [Name of Supplier] agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an amount equivalent to ten time the sum of any commission, gratification, bribe, finder's fee or kickback given by [Name of Supplier] 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 GoP.

Performance Guarantee Form

Performance Guarantee Form

To: **Islamabad Club (Islamabad Club), Procurement Officer Islamabad Club Main Murree Road, Kashmir Road, Islamabad Capital Territory**

WHEREAS *[name of Bidder]* (hereinafter called "the Bidder") has undertaken, in pursuance of Contract No. *[reference number of the contract]* dated *[insert date]* for provision of Non-Consultancy Services*(*hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Bidder shall furnish you with a Bank Guarantee by a reputable bank for the sum specified therein as security for compliance with the Bidder's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Bidders guarantee:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Bidder, up to a total of *[amount of the guarantee in words and figures]*, and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the Contract and without cavil or 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: *[insert date]*

Signature and seal of the Guarantors

_____

[name of bank or financial institution]

_____

[address]

_____

[date}

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

Annexure

BILL OF QUANTITIES

Financial Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **BILL OF QUANTITIES** (page number: 76)

COMPLETE DOCUMENT

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **COMPLETE DOCUMENT** (page number: 79)

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

Procurement Forms

Past Experience and Completed Contracts

ERP implementation &Similar projectsexperience

ERP implementation experience

1.Lead bidder / Lead JV member has at least five (05) years of demonstrable experience in enterprise ERP implementation, configuration, integration and support.

Completion or performance certificates

Similar projects

2.Bidder/JV has successfully completed at least three (03) enterprise ERP implementation projects during the last seven (07) years; at least one shall be enterprise-wide with 100 or more users or comparable organizational scale **(Completion or performance certificates & client references.)**

Project value / complexity

At least one similar completed ERP project with contract value of PKR 15 million or above, or equivalent complexity demonstrably comparable to this scope.

Completion or performance certificates & client references.

See Form Under Additional Forms and Documents: **Past Experience and Completed Contracts** (page number: 224)

Historical Contract Non-Performance, and Pending Litigation and Litigation History

Debarment / blacklisting

Bidder and every JV member is not debarred/blacklisted/cross-debarred under applicable public procurement rules or by an international organization/country in a manner making it ineligible.

Signed undertaking plus verification by PA.

See Form Under Additional Forms and Documents: **Historical Contract Non-Performance, and Pending Litigation and Litigation History** (page number: 225)

Average Annual Turnover

Financial capacity

Average annual turnover of at least PKR 50 million during the last three audited financial years. For a JV, aggregate turnover may be considered, provided the Lead Member demonstrates at least 50% of the threshold.

Audited financial statements.

See Form Under Additional Forms and Documents: **Average Annual Turnover** (page number: 227)

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

PUBLIC PROCUREMENT REGULATORY AUTHORITY
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EPADS

Additional Forms and Documents

Annexure K - **Bill of Quantities / Financial Proposal Schedule**

Bidders shall quote the complete cost of the required scope. All one-time and recurring charges, licenses/subscriptions, third-party components, hosting, implementation, migration, integrations, training, support and taxes must be transparently identified. Any required item not separately priced shall be deemed included in another quoted line item and shall not be chargeable later unless approved through formal change control.

Sr	Description	Unit	Qty	Unit Price (PKR)	Tax (PKR)	Total (PKR)	Remarks / Recurring
1	ERP software license/subscription for production use, sufficient to support the complete required ERP scope with a common evaluation baseline of 160 production users.	Licensing Package	1				Bidder shall clearly state the licensing model (named/concurrent/unlimited/subscription/perpetual/open-source/other), number of users covered, and all applicable one-time and recurring charges. Evaluation baseline: 160 production users.
2	ERP implementation, configuration,	Lot	1				One-time

	customization and project management						
3	Requirement analysis, FRD/SRS, process mapping and solution blueprint	Lot	1				One-time
4	Data migration, cleansing, transformation, validation and reconciliation	Lot	1				One-time
5	Interfaces/APIs and third-party integrations in approved scope	Lot	1				One-time
6	Reports, dashboards, forms, notifications and workflow automation	Lot	1				One-time
7	Member web portal / mobile integration and digital channel enablement in scope	Lot	1				One-time
8	Testing, UAT support, cutover, go-live and stabilization	Lot	1				One-time
9	End-user, super-user and administrator training / knowledge transfer	Lot	1				One-time
10	Documentation: user/admin/technical/API/ configuration/runbooks	Lot	1				One-time
11	Production hosting / cloud infrastructure within Pakistan	Year	1				Annual recurring

12	Backup, disaster recovery, monitoring and security services	Year	1				Annual recurring
13	Post-go-live warranty/support - Year 1	Year	1				State whether included in implementation price
14	Annual support & maintenance - Year 2 (optional/if required)	Year	1				Annual recurring
15	Annual support & maintenance - Year 3 (optional/if required)	Year	1				Annual recurring
16	Any mandatory third-party licenses/components not included above	Lot	1				Itemize in attachment
17	Other mandatory cost required for full compliance	Lot	1				Specify; "Nil" if none

Grand Total for Financial Evaluation: PKR _____ inclusive/exclusive of taxes as configured in EPADS. The Grand Total shall represent the **Total Evaluated Cost for three (03) years**, comprising all one-time implementation costs plus all mandatory recurring costs for the three-year evaluation period.

PROCUREMENT OF ENTERPRISE-LEVEL ERP IMPLEMENTATION, INTEGRATION, MIGRATION, HOSTING, TRAINING AND SUPPORT SERVICES

(Non-Consultancy Services)

Single Stage - Two Envelope

Contents

1. Section I - Mandatory Eligibility / Qualification Criteria
2. Section II - Technical Evaluation Criteria
3. Section III - Required Services and Schedule of Requirements
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5. Section V - Special Conditions of Contract (SCC)
6. Section VI - Bid and Contract Forms
7. Annexure A - Detailed Functional Scope of Work (retained from supplied scope)
8. Annexure B - Scope Compliance Matrix
9. Annexure C - Proposed ERP Solution, Licensing and Technology Declaration
10. Annexure D - Key Personnel and Team Composition
11. Annexure E - Similar ERP Project Experience
12. Annexure F - JV / Consortium Information and Responsibility Matrix
13. Annexure G - Hosting, Security, Backup, DR and SLA Compliance
14. Annexure H - Implementation Milestones and Acceptance Matrix

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

Section I - Mandatory Eligibility / Qualification Criteria

Ref	Criterion	Minimum Requirement	Documentary Evidence
M-01	Legal status	Bidder / each JV member is legally registered and has capacity to contract in Pakistan.	Certificate of incorporation/registration, partnership deed or equivalent.
M-02	Tax registration	Bidder / each JV member has valid NTN and applicable sales tax registration and is compliant with applicable tax requirements.	NTN/STRN certificates and active taxpayer evidence where applicable.
M-03	Pakistan presence	Bidder/JV Lead Member has a registered office or established support presence in Pakistan.	SECP/registration/lease/utility or equivalent evidence.
M-04	Right to implement proposed ERP	Bidder/JV has the legal right and technical capability to implement, configure, customize, license/sub-license (where applicable), maintain and support the proposed ERP solution.	OEM/principal authorization, partnership certificate, ownership declaration, open-source licensing statement or other legally sufficient evidence.
M-05	Vendor-neutral architecture compliance	Proposed ERP is enterprise-grade, integrated, modular, scalable, web-enabled and supports RBAC, workflow approvals, audit trails, reporting, APIs/integration and data migration as required.	Signed technical compliance declaration and solution architecture.
M-06	Scope compliance	Bidder submits a clause-by-clause / module-by-module compliance matrix covering the complete Scope of Work and technical requirements.	Annexure D completed, with proposal page references.
M-07	Hosting and data residency	Where hosting is part of the offer, production data shall reside within Pakistan and the hosting arrangement shall meet the security, backup, DR, monitoring,	Hosting proposal, data-center compliance evidence, SLA and undertaking.

		availability and scalability requirements.	
M-08	JV documentation	Where bidding as JV/Consortium/Association, maximum three (03) members; signed JV agreement/letter of intent; Lead Member nominated; roles clearly allocated; joint and several liability accepted.	JV agreement/LOI, Power of Attorney and Annexure H.
M-09	Integrity / conflict disclosure	Bidder/JV submits required integrity pact/declarations and discloses actual or potential conflicts of interest.	Signed prescribed forms / undertaking.

Section II - Technical Evaluation Criteria

Only bids satisfying all Mandatory Eligibility / Qualification Criteria will be scored. Maximum technical score is 100. Minimum qualifying score is 70. Financial proposals of bidders scoring below 70 or failing any mandatory criterion shall not be opened. No undisclosed criterion shall be used.

Ref	Technical Criterion	Marks	Scoring Method / Evidence
T1	Corporate ERP implementation experience	10	3-5 years: 5; >5-7 years: 8; >7 years: 10. Evidence: registration history and ERP contracts.
T2	Similar completed ERP projects	5	2 qualifying projects: 2; 3-5: 4; >5: 5. Projects must be evidenced by completion/performance certificates.
T3	Comparable enterprise-scale project(s)	10	One project with 50+ users / comparable enterprise scale: 5; One project with 80+ users / comparable enterprise scale: 8; One project with 100+ users / comparable enterprise scale: 10
T4	Proposed ERP	28	Scored on completeness of

	functional fit and scope compliance		compliance with the 34-module scope, workflows, reporting, portal/mobile, billing/payment, integrations and operational requirements. Material non-compliance with a core requirement may render the bid non-responsive.
T5	Solution architecture, security and integration approach	10	Architecture, APIs, RBAC, audit trail, encryption, integration strategy, performance/scalability, monitoring, backup/DR and deployment design.
T6	Implementation methodology and 280-day work plan	10	Requirement analysis, FRD/SRS, BPR, configuration/customization, data migration, integration, testing, UAT, cutover, go-live and stabilization with realistic dependencies and milestones.
T7	Data migration and reconciliation methodology	5	Data profiling, cleansing, mapping, trial migration, validation, reconciliation, rollback and acceptance controls.
T8	Key project team	7	Project Manager 2; ERP Functional Lead 1; Technical/Integration Lead 1; Data Migration/DB Lead 1; QA/Test Lead 1; Training/Change Lead 1. Relevant experience and CV evidence required.
T9	Training, knowledge transfer and documentation	5	Role-based training plan, train-the-trainer, user/admin manuals, technical documentation, configuration register and API/interface documentation.
T10	Post-go-live support, SLA and local support capability	5	Helpdesk/ticketing, escalation, response/resolution

			commitments, on-site/remote support, stabilization and warranty support.
T11	Technical presentation / solution demonstration	5	Demonstration against pre-disclosed scenarios from this scope. Evaluation is limited to validating capabilities already offered in the written bid and shall not permit amendment of the bid.

LCBS Financial Evaluation: After technical qualification, the Financial Proposals of technically qualified bidders shall be opened through EPADS v2.0. Financial comparison shall be based on the **Total Evaluated Cost for a common three (03)-year evaluation horizon**, comprising all one-time implementation costs and all mandatory recurring costs for the three-year period. The lowest evaluated substantially responsive bid shall be considered for award, subject to arithmetic correction, applicable taxes, complete scope compliance and other provisions of the bidding document.

Section III - Required Services and Schedule of Requirements

Sr #	Service / Deliverable	Quantity	Delivery / Period
1	Enterprise ERP implementation for the complete approved scope	1 Lot	Within 280 calendar days
2	Requirement analysis, FRD/SRS, process mapping and approved implementation blueprint	1 Lot	Early project phase
3	ERP configuration, customization and workflow automation	1 Lot	As per approved plan
4	Data migration, cleansing, validation and reconciliation	1 Lot	Before UAT/go-live
5	Interfaces and integrations, including payment/POS/digital channels where	1 Lot	Before final UAT

	applicable		
6	Reporting, dashboards, audit trail and management information	1 Lot	Before UAT
7	Testing, UAT support, cutover and go-live	1 Lot	Within implementation period
8	User/admin/technical training and documentation	1 Lot	Before and during go-live
9	Production hosting, backup, DR, security monitoring and connectivity (if included)	Annual	From production readiness
10	Post-go-live stabilization, warranty and support	Minimum 12 months	After go-live / acceptance as defined in SCC

Section IV - Technical Requirements and Implementation Guidelines

#	**Requirement**
1. Requirements & Blueprint	Conduct stakeholder workshops; document AS-IS/TO-BE processes; deliver FRD, SRS, process workflows, solution blueprint, role/user matrix and gap register. No material development/configuration shall proceed without approval of the relevant baseline deliverable.
2. ERP Architecture	Modular, scalable, maintainable architecture; responsive web interface; configuration preferred over unnecessary customization; documented source/configuration management; environment separation for development/test/UAT/production.
3. Workflow & Approvals	Configurable department-wise and multi-level approvals, delegation where approved, rejection/resubmission, approval history and auditability.
4. Security & Access	RBAC, least privilege, strong authentication, MFA for privileged/remote access where supported, password controls, secure APIs, activity logs, audit trails, session/security controls and encryption in transit/at rest for

	sensitive data.
5. Database & Data Management	Sound schema design, data integrity, indexing/query optimization, backup and recovery, documented ERD/data dictionary and supported database technology. No specific database engine is mandated unless needed for interoperability.
6. Data Migration	Data discovery, profiling, cleansing, mapping, migration scripts/tools, trial migrations, reconciliation, exception handling, business owner sign-off and rollback approach.
7. Integration	Secure and documented APIs/interfaces for the integrations in scope, including POS, payment channels, member web/mobile channels, notifications and any approved third-party systems. Interface ownership and error handling shall be defined.
8. Hosting / Data Residency	Production hosting and data within Pakistan where required by the PA; secure connectivity; redundant storage; automated daily backups; minimum 30-day backup retention; DR in geographically separated location; documented RPO/RTO; minimum 99.9% monthly availability target excluding approved maintenance.
9. Performance	Support concurrent usage and transaction loads appropriate to Club operations; performance testing before go-live; no material degradation under agreed load; capacity must be scalable.
10. Training & Documentation	End-user, departmental super-user and administrator training; user manuals, administrator manuals, technical/configuration documentation, API/interface documentation and operational runbooks.
11. Deployment & Go-Live	Detailed implementation, migration, cutover and rollback plans; go-live support; hypercare/stabilization period; issue register and daily/weekly status governance during critical phases.
12. Support & Maintenance	Ticketing/helpdesk, escalation matrix, preventive monitoring, bug fixes, security patches, performance support and agreed enhancement/change process.
13. Change Control	Any requirement beyond approved baseline shall follow documented change request, impact assessment, cost/time analysis and formal

	approval. No chargeable change shall be undertaken without written authorization.
14. Ownership & Deliverables	Provide all project deliverables, configured solution, PA-owned custom developments/source code where contractually applicable, database scripts, deployment/configuration packages, integration artefacts, documentation and administrator credentials. Third-party proprietary components remain subject to their disclosed license terms.
15. Final Acceptance	Final acceptance requires completion of approved scope, successful UAT, validated migration, verified reports/interfaces, documentation/training completion, security/backup/DR verification and stable production operation for the acceptance/stabilization period.

Section V - Special Conditions of Contract (SCC)

Ref	Clause	Special Condition
SCC-1	Definitions / Subject	The subject procurement is Enterprise-Level ERP Implementation, Integration, Migration, Hosting, Training and Support Services for Islamabad Club. "ERP Solution" includes all software, configurations, custom developments, interfaces, documentation and services within the awarded scope.
SCC-2	Governing Law	Laws of the Islamic Republic of Pakistan and applicable public procurement framework.
SCC-3	Language	English.
SCC-4	Contract Effectiveness	Contract becomes effective upon signature by both parties and fulfillment of conditions precedent, including performance guarantee where required.
SCC-5	Implementation Period	280 calendar days from effective date / Notice to Proceed, unless formally extended under the Contract.
SCC-6	Performance Guarantee	10% of Contract Price in the form permitted by BDS/EPADS; validity to cover the required contractual period.
SCC-7	Project Governance	Contractor shall provide a Project

		Manager and maintain an approved project plan, RAID log (risks, assumptions, issues, dependencies), change register, weekly progress report and steering/governance reporting.
SCC-8	Acceptance	Deliverables shall be accepted only after documented review/testing and written acceptance by authorized PA representatives. Silence or operational use does not automatically constitute acceptance.
SCC-9	UAT	UAT shall be performed against approved scenarios and acceptance criteria. Contractor shall correct defects attributable to the solution and re-submit for testing at no additional cost.
SCC-10	Data Migration	Contractor is responsible for migration tooling, mapping, validation and reconciliation. Business owners will validate migrated data. No production cutover shall occur without agreed reconciliation and backup/rollback readiness.
SCC-11	Data Ownership	All Islamabad Club data, master data, transactional data, migrated data, configuration data created for the Club and project records remain the property of Islamabad Club. Contractor shall not use or disclose such data except to perform the Contract.
SCC-12	Confidentiality & Privacy	Contractor and all subcontractors/JV members shall protect confidential and personal information, restrict access to authorized personnel, and notify the PA promptly of any suspected or confirmed breach.
SCC-13	Security Incident	Security incidents affecting PA data or services shall be reported immediately and in any event within four (04) hours of confirmation, with containment, root-cause, recovery and corrective-action reporting.
SCC-14	Hosting & Residency	Where hosting is provided, production data and primary production environment shall be hosted within Pakistan unless the PA gives explicit

		written approval otherwise. Hosting shall meet the agreed security, backup, DR and availability SLA.
SCC-15	Backup & DR	Daily automated backups with at least 30-day retention; periodic restore tests; documented DR plan with agreed RPO/RTO; DR tests at least annually during support term or as directed by PA.
SCC-16	Availability SLA	Target monthly production service availability: 99.9%, excluding approved scheduled maintenance. SLA credits/LDs may apply as stated in the SLA schedule, without limiting other contractual remedies.
SCC-17	Support SLA	Priority P1/Critical: response 30 minutes, workaround/restore target 4 hours; P2/High: response 1 hour, resolution target 8 business hours; P3/Medium: response 4 business hours, resolution target 2 business days; P4/Low: response 1 business day, resolution through agreed release plan. Final SLA may be refined in contract without reducing the bid commitment.
SCC-18	Warranty / Defect Liability	Minimum 12-month post-go-live warranty/support period for defects in delivered configuration/customization/integration, commencing from production go-live or provisional acceptance as defined in the contract.
SCC-19	Source Code / Custom Developments	Custom code specifically developed and paid for by the PA shall be delivered with build/deployment instructions and version-control export. Pre-existing bidder/OEM intellectual property and third-party components remain owned by their respective owners but must be fully disclosed and licensed for the contracted use.
SCC-20	Vendor Lock-In / Exit	Contractor shall provide reasonable exit assistance, data export in open/common formats, current configuration and documentation, and credential handover on expiry/termination. PA data shall not

		be withheld due to commercial disputes.
SCC-21	Subcontracting	No material subcontractor may be introduced or replaced without prior written approval. Contractor remains fully responsible for subcontracted work. JV members are not treated as undisclosed subcontractors.
SCC-22	Change Requests	Changes to approved scope require written CR describing requirement, rationale, impact, effort, price and schedule. No CR changes the Contract until formally approved by authorized PA officials.
SCC-23	Payment	Milestone payments shall be made only against accepted deliverables and valid invoices, subject to applicable deductions/taxes. Recurring hosting/license/support charges shall be separately identified.
SCC-24	Liquidated Damages	Delay attributable to the Contractor may attract liquidated damages at 0.5% of the delayed milestone/contract value per week or part thereof, capped at 10% of Contract Price, subject to final PA legal/procurement approval and without double recovery for the same event.
SCC-25	Service Credits / SLA Failure	Persistent or material SLA failures may result in service credits, corrective action plan, escalation, or other remedies stated in the Contract. Service credits do not excuse repeated non-performance.
SCC-26	Audit / Verification	PA or its authorized auditors may review project records, security controls, hosting evidence, licenses, support records and compliance relevant to the Contract, subject to reasonable confidentiality and security procedures.
SCC-27	Business Continuity	Contractor shall maintain continuity arrangements for key personnel, support channels, source/configuration repositories and hosted services to avoid single-person or single-site dependency.

SCC-28	Termination Assistance	Upon expiry/termination, Contractor shall provide data exports, backups, documentation, configuration, current issue list, integration details and reasonable transition support for the period specified by the PA.
SCC-29	Dispute Resolution	Good-faith negotiations, followed by mediation where agreed, and then arbitration in Islamabad under applicable Pakistani arbitration law. Parties shall continue undisputed performance during dispute resolution.
SCC-30	Order of Precedence	Signed Contract/Agreement; Letter of Acceptance; SCC; approved clarifications/addenda; Scope/Technical Requirements; accepted Technical Proposal; BOQ/Financial Proposal; GCC; other contract documents, unless final contract specifies otherwise.

Section VI - Bid and Contract Forms

- Form of Technical Bid / Bid Submission Letter
- Form of Financial Bid / Price Schedule
- Bid Security / Bid Securing Declaration in EPADS-prescribed format
- Performance Guarantee in EPADS-prescribed form
- Integrity Pact, where applicable
- Power of Attorney for authorized signatory
- JV/Consortium Agreement or Letter of Intent and Power of Attorney for Lead Member
- Past Experience / Completed Contracts Form
- Historical Contract Non-Performance / Pending Litigation Form
- Current Contract Commitments Form
- Key Personnel CV Form
- Manufacturer/OEM/Principal authorization or legal-right declaration, where applicable

Annexure A - Detailed Functional Scope of Work

This document defines the Scope of Work for ERP Implementation. The scope includes implementation of ERP requirements, business modules, process automation, workflow

management, reporting, dashboards, role-based access control, system integrations, data migration, and operational enhancements. The ERP solution shall streamline organizational processes, improve transparency, enhance service delivery, enable real-time information access, and provide a centralized platform for managing administrative, financial, operational, and member-related activities. The successful bidder shall ensure compliance with business requirements, security standards, data confidentiality, scalability, and long-term system sustainability. The Scope includes 34 main modules and general instructions for vendor.

SR#	MAIN MODULE	OVERVIEW
1	**Finance & Accounting**	The Finance & Accounting module shall provide a centralized financial management system to manage all accounting, financial transactions, reporting, and control activities of the organization. The system shall support General Ledger, Accounts Payable, Accounts Receivable, Cash & Bank Management, Expense Management, Budget Management, and financial reconciliation. It shall integrate with Member Billing, Purchase, Inventory, Payroll, Asset Register, POS, and all operational modules for automatic financial postings and real-time reporting. The module shall maintain audit trails, approval workflows, tax handling, and secure financial records while providing management reports including financial statements, ledgers, revenue analysis, expense reports, and department-wise financial summaries.
SUB MODULE		***Descriptions /Features/Requirements***
Chart of Accounts Management		The system shall: • Chart of Accounts Configuration o Support configurable multi-level Chart of Accounts hierarchy. o Allow creation, modification, and classification of accounts. o Support account grouping and account hierarchy management. • Account Classification & Mapping o Support account categorization including Assets, Liabilities, Income, Expenses, Costs, Budget, General Fund, and other financial categories. o Allow mapping of accounts with operational modules including Accounts Payable, Accounts Receivable, Inventory, Sales, and other ERP modules.

	Like attach financial account to; Revenue Heads, Supplier Accounts, Bank Accounts, Inventory Item Categories o Support Budget Head mapping with the Budget Management module. o This ensures automatic posting from integrated modules. • Financial Dimensions Management o Support financial dimensions including cost centers, income centers, departments, sections, and projects. o Enable tracking and reporting by organizational units and activities. • Fiscal & Accounting Period Management o Allow configuration of financial years and accounting periods. o Support period opening, closing, and control mechanisms. • Revenue & Business Unit Management o Support multiple revenue streams, departments, and business units. o Allow individual and consolidated revenue reporting. • Financial Reporting & Analysis o Provide account-wise and group-wise financial reporting. o Support revenue, expense, and financial performance analysis.

General Ledger	The system shall provide a centralized financial accounting platform to manage, record, and control all financial transactions, including: • Transaction Integration & Accounting Entries o Automatically generate accounting entries from all integrated ERP modules. o Ensure real-time posting of financial transactions to the General Ledger. • Journal Management o Support manual and system-generated journal vouchers. o Support recurring and scheduled journal entries. o Support adjustment, correction, and reversing journal entries. • Accruals & Financial Adjustments o Support accrual accounting and provision entries. o Allow adjustment entries for accurate financial reporting. • Inter-Department & Cost Allocation o Support inter-department, inter-section, and cost center transactions. o Enable allocation and transfer of expenses and revenues. • Financial Period & Year-End Management o Support accounting period control. o Support year-end closing and opening balance carry forward. • Audit & Control o Maintain complete audit trails for all transactions, including user, date, time, and modification history. o Support financial controls and approval workflows. • Reporting & Analysis o Provide General Ledger reports, trial balance, account statements, and financial summaries.

Accounts Payable	The system shall provide a comprehensive supplier and payable management solution, including: • Integration & Transaction Management o Integrate with Procurement, Inventory, HRIS, and other relevant ERP modules. o Automatically generate payable transactions from operational modules. • Supplier & Invoice Management o Maintain supplier master data and supplier ledgers. o Process and manage supplier invoices. o Support Goods Receipt Note (GRN)-based invoice verification and matching. • Voucher & Accounting Management o Generate Journal Vouchers (JVs) for payable transactions. o Generate Payment Vouchers (PVs). o Financial Templates & Automation ▪ Provide configurable templates for different types of payable journal vouchers. ▪ Expense Groups • Create and manage expense groups. • Define reusable expense classifications. ▪ Transaction Templates • Create reusable debit/credit posting templates. • Link templates to groups. • Support recurring and standardized transactions. ▪ Payroll Categories & transaction template management. • Employee scale-based templates.

	• Allowance and deduction templates. • Department-wise payroll mappings. • Payroll COA assignments. ▪ Payroll JV Templates • Create payroll Journal Voucher templates. • Configure debit/credit posting rules. • Generate monthly payroll JVs automatically. • Payment Processing & Controls o Support payment processing workflows and authorization controls. o Support cheque, bank transfer, and electronic payment methods. o Apply payment approval controls before processing. • Tax & Compliance Management o Support withholding tax calculation and deductions. o Maintain tax-related payable records and reporting. • Approval Workflow & Controls o Support multi-level approval workflows for Journal Vouchers and Payment Vouchers. o Maintain complete audit trails for approvals and modifications. • Reporting & Analysis o Provide supplier-wise, and aging payable reports. o Allow reporting of individual as well as consolidated payables.
Account Receivable	The system shall provide a centralized receivable management solution and integrate with all revenue-generating modules to manage billing, invoicing, collections, and financial postings, including: • Receivable Integration & Billing Management

	○ Integrate with all operational modules generating receivables. ○ Automatically generate customer/member invoices and receivable transactions. ○ Maintain customer/member ledgers and outstanding balances. ○ Support debit and credit adjustments. • Membership Management Receivables The system shall support receivables from: ○ Membership entrance fees. ○ Membership subscriptions. ○ Monthly and other recurring subscriptions. ○ Monthly member billing. ○ Additional member charges (UMD, services, etc.). ○ Affiliated member charges. ○ E-card and related service charges. • Sports & Recreation Services Receivables The system shall support billing for sports facilities, subscriptions, services, and lessons for members, families, affiliated members and guests, including: ○ Badminton, Billiards, Bridge, Swimming Pools, Cricket, Cricket Academy, Futsal, Futsal Academy, Gyms, Spa, Squash, Table Tennis, Tennis, Yoga, Physiotherapy, Golf, Riding, Polo • Food & Beverage Receivables The system shall support revenue capture from: ○ Restaurant Dining Sales (À la carte & Buffet) ○ Events & Party Sales ○ Catering / Banquet Revenue ○ Takeaway & Home Delivery Sales

	○ Patisserie / Bakery Sales ○ Tuck Shop Sales ○ Other Food & Beverage Revenue • Other Services & Facility Receivables The system shall support billing for: ○ Room Reservation Sales ○ Conference Room Sales ○ Cinema Sales ○ Auditorium Bookings ○ Event Bookings ○ Laundry Services ○ Business Center Services ○ Library Fines ○ Tombola Sales • Accounting & Journal Management ○ Automatically generate receivable Journal Vouchers (JVs). ○ Provide configurable templates for different types of receivable JVs. ○ Support automatic posting to General Ledger. • Approval Workflow & Controls ○ Support multi-level approval workflows for Journal Vouchers. ○ Maintain complete audit trails for receivable transactions and approvals. • Reporting & Analysis ○ Provide member/customer-wise receivable reports. ○ Provide aging analysis and outstanding receivable reports. ○ Support individual and consolidated receivable reporting.

Budget Management	The system shall provide comprehensive budget planning, allocation, monitoring, and control capabilities, including: • Budget Structure & Head Management o Creation and management of budget heads, categories, and sub-categories. • Budget Planning & Preparation o Financial year-wise budget preparation and consolidation. o Budget sections and department-wise budget planning. • Department / Section Budget Management o Department and section setup and management. o Allocation of budgets to departments and operational sections. o Monitoring of allocated vs. utilized budgets. • Project Budget Management o Project master list management. o Project-wise budget creation and allocation. o Tracking of project budget consumption. • Budget Committees & Approval Workflow o Management of budget committees. o Budget review, approval, and authorization workflows. • Budget Control & Monitoring o Budget availability checking against transactions. o Variance analysis between approved budget and actual expenditure. o Budget utilization reporting. • Financial Year Management & Closing o Financial year opening and closing processes. o Budget rollover and year-end budget closure.

	• Budget Reports & Analytics o Budget allocation reports. o Department/project-wise utilization reports. o Budget variance and performance reports.
Expense Management	The system shall provide a controlled expense creation and approval workflow to manage non-goods-based expenses representing liabilities payable by the club. • Expense Creation & Management o The system shall allow authorized users to create and manage expense requests o Create non-goods-based expense requests through the payable system. • Maintain expense details including: o Expense category / head, Description, Vendor / Payee details, Amount, Budget head, Department / Section, Cost center, Project (where applicable) • Allow modification of expense requests before final approval. • Maintain complete expense history and tracking. o Expense Status Management ▪ In Progress, Approved, Completed o Expense Approval Workflow ▪ The system shall support configurable multi-level approval workflows for expense authorization. ▪ The system shall allow: ▪ Routing expenses through defined approval hierarchy. ▪ Approval, rejection, and return for correction. ▪ Forwarding expense requests between approval levels. ▪ Maintaining approval history and comments. o After final approval:

	▪ Expense status shall be changed to Completed. ▪ Approved expense shall be locked for further changes. ▪ Expense shall become available for JV processing. • Journal Voucher Integration o The system shall integrate approved expenses with the General Ledger module. o The system shall: ▪ Allow only Completed expenses to be included in JV. ▪ Display approved expenses separately during JV creation. ▪ Allow grouping of approved expenses based on vendor/payee requirements. • Audit & Controls The system shall maintain: o Complete audit trail of expense creation and approvals. o User-wise activity tracking. o Approval history. o Expense modification records. o Date and time stamps.
Financial Reporting	The system shall provide comprehensive financial reporting and analysis capabilities to support management decision-making, statutory requirements, and financial controls, including: • Generate standard financial statements including: o Balance Sheet / Statement of Financial Position o Income Statement / Profit & Loss Statement o Trial Balance o Chart of Accounts List

		○ Chart of Accounts Activity ○ Cash Flow Statement ○ Statement of Changes in Equity / Funds ○ Member/customer outstanding reports ○ Collection analysis reports ○ Expense & Payable Reporting ○ Expense analysis reports ○ Supplier payable reports ○ Payable aging reports ○ Payment analysis reports ○ Budget vs Actual reports ○ Budget utilization reports ○ Variance analysis by department, section, and project ○ Department wise Income and expense summaries ○ Comparative financial analysis ○ Period-wise financial trends ○ Financial transaction reports ○ Tax-related reports ○ Complete audit trail reports ○ Allow users to create customized financial reports. ○ Support drill-down from summarized reports to transaction-level details. ○ Provide dashboards and graphical financial insights.
2	**Member & Billing**	The Member & Billing Management module shall manage complete membership operations including member registration, profile management, family records, membership categories, and status management. The system shall maintain member history, documents,

	Management	communication details, and digital member authentication. It shall manage monthly bills, subscriptions, facility usage charges, service transactions, payments, and outstanding dues. The module shall provide statements, invoices, payment tracking, reminders, and member transaction history. It shall integrate with Finance, POS, Sports, Room Reservation, Events, and other ERP modules for seamless club operations.
SUB MODULE		***Descriptions /Features/Requirements***
Membership Category & Classification Management		The system shall support configuration and management of membership structures, including: • Manage membership categories, types, and classifications. • Configure membership entrance fees, subscription charges, and applicable rates category-wise. • Define membership privileges and eligibility rules. • Configure facility access rights based on: o Membership category, Membership type, Member status • Define service eligibility, restrictions, and usage limits. o Support category-wise pricing and billing rules
Member Master Management		The system shall maintain complete member information and lifecycle records, including: • Maintain complete member profiles and master records. • Manage: o Member personal information, Membership details, Contact information, Identification details, Membership history • Manage family members and dependents. • Maintain member status: o Active, Absentee, Suspended, Expired, Terminated/ Cancelled • Maintain member documents and attachments. • Maintain complete audit trails of member record creation and changes.

Membership Lifecycle Management	The system shall manage the complete membership lifecycle, including: • Process new membership applications. • Support membership approval workflows. o Manage: Membership activation, Renewal, Transfer, Exchange, Suspension, Termination • Maintain membership movement history. • Manage membership entrance fees and subscription charges.
Membership E-Card & Access Management	The system shall provide electronic membership card management, including: • Generate and manage member E-Cards. • Support auto-printing of E-Cards based on: o Membership category o Membership type o Defined templates • Integrate E-Cards with: o Point of Sale (POS) o Service usage systems o Access control systems • Authenticate members through E-Cards for club facilities and services. • Manage card issuance, replacement, blocking, and status o According to status, Active, Stop, Debit, Credit
Member Billing & Receivables Management	The system shall provide integrated member billing and receivable management, including: • Billing Generation o Generate membership invoices and recurring monthly bills. o Manage: ▪ Monthly subscriptions

	▪ Other subscriptions ▪ Additional member charges ▪ Service-based charges • Automated Billing Integration o Integrate with all receivable-generating modules. o Automatically post due bills from: ▪ Sports facilities ▪ Food & Beverage ▪ Accommodation ▪ Events ▪ Other club services • Adjustments & Outstanding Management Support: o Debit adjustments, Credit adjustments, Credit billing, Arrears management, Outstanding balance management ▪ Membership fee installment ▪ Cheque Return ▪ Tennis Tea Group
Payment & Collection Management	The system shall support: • Member payment recording. • Payment allocation against bills. • Payment status tracking. • Complete payment history and audit trail. Support payment channels including: • Cash, Cheque, Bank transfer, Online payment gateways (Debit Credit Cards), Digital payment methods (e.g., 1Link or equivalent)

	Integration with Point of Sale (POS) systems. • Generate service charges at the time of usage. • Issue receipts for services utilized. • Maintain transaction history.
Member Bill Dispatch & Notifications	The system shall support: • Monthly bill generation and dispatch. • Email-based bill delivery. • Printable monthly bills. • Mobile application notifications for: o Due bills, Outstanding amounts, Payment reminders, Transactional Notifications via Mobile App. Support configurable billing reminders as per club policies.
Billing Period Closing	The system shall support: • Monthly billing closing. • Period-wise billing controls. • Locking of finalized billing periods. • Reopening through authorized approvals.
Reports & Analytics	The system shall provide comprehensive reports including: • Membership Reports o Member Master Report o Membership Category Wise Report o Member Status Report o New Membership Report o Membership Renewal Report o Membership Expiry Report

		○ Family Member / Dependent Report ○ Member Card / E-Card Report ○ Member Facility Access Report ○ Membership Exchange ○ Membership Transfer ○ Tax Certificate • Billing & Receivable Reports ○ Monthly Billing Report ○ Subscription Billing Report ○ Member Statement of Account ○ Outstanding Receivable Report ○ Receivable Aging Report ○ Defaulting Member Report ○ Payment Collection Report ○ Debit/Credit Adjustment Report ○ Credit Billing Report ○ Arrears Report • Management Reports ○ Membership Growth Analysis ○ Revenue by Membership Category ○ Member Utilization Report ○ Facility Usage Analysis
3	**Affiliated Member**	The Affiliated Member Management module shall manage reciprocal and affiliated club members, including registration, verification, validity period, and access privileges. The system shall maintain affiliated club information, member details, visit records, and

	Management	applicable facility rights. It shall support introductory letters, service usage tracking, and billing of applicable charges such as dining, accommodation, sports, and other club facilities. The module shall maintain transaction history, payment records, and integrate with Finance, Member Management, and operational ERP modules for efficient affiliated member services
SUB MODULE		***Descriptions /Features/Requirements***
Affiliated / Reciprocal Club Management		The system shall provide a centralized solution to manage affiliated clubs, reciprocal arrangements, affiliated members, facility access, service usage, and transactions. • Maintain complete master records of affiliated and reciprocal clubs. • Manage affiliated club profiles including: o Club name and details, Contact information, Affiliation status, Agreement details, Validity period, Terms and conditions • Reciprocal Agreement Management • Manage reciprocal arrangements between clubs. o Configure:,Member privileges, Facility access rights, Usage restrictions, Applicable service rules, Visit limitations • Service & Rate Configuration o Define eligible services according to reciprocal agreements. o Configure applicable rates/charges for affiliated members. o Manage special rates, discounts, and restrictions where applicable.
Affiliated Member Master Management		The system shall provide affiliated member registration and management, including: • Member Profile Management o Maintain complete affiliated member profiles and records. o Manage members club-wise. Maintain: ▪ Member personal information ▪ Affiliated club details ▪ Membership information

	• Family & Dependent Management ○ Support family member and dependent registration. ○ Link dependents with the primary affiliated member. • Member Status Management ○ Maintain affiliated member status: ▪ Active, Inactive, Suspended, Terminated/Cancelled • Affiliated Membership Identification, Manage: ○ Affiliated membership numbers ○ E-Cards ○ Identification documents
Visit Registration & Access Management	The system shall support affiliated member visit management, including: • Register affiliated member visits. • Maintain visit history. • Manage introductory letters and verification. • Record visit purpose and validity. • Track facility usage during visits. **E-Card / Access Control Integration** • Integrate affiliated members with E-Card/access control systems. • Authenticate affiliated members before facility usage. • Control access based on: ○ Reciprocal agreement ○ Member status ○ Approved privileges
Facility & Service Usage Management	The system shall manage affiliated member access and usage of club facilities, including:

	• Sports & Recreation Facilities ○ Sports activities, Recreation facilities, Coaching / lessons, Other sports services • Food & Beverage Services ○ Restaurant services, Café/outlet services, Catering/event services • Events & Bookings ○ Event participation, Venue usage, Facility bookings • Accommodation Services ○ Room reservations, Stay-related services • Other Club Services ○ Any additional services permitted under reciprocal agreements. • The system shall support on-the-spot charging and payment collection for affiliated members,
Reports & Analytics	The system shall provide reports including: Affiliated Club Reports • Affiliated Club Master Report • Reciprocal Agreement Report • Club Validity / Expiry Report • Club Privilege & Access Report Affiliated Member Reports • Affiliated Member Master Report • Club-wise Member Report • Member Status Report • Family / Dependent Report • Member Visit Report

		• E-Card Report • Facility Access Report Usage & Revenue Reports • Facility Usage Report • Service Utilization Report • POS Transaction Report • Affiliated Member Sales Report • Club-wise Usage Analysis • Revenue by Affiliated Club
4	**Riding Management System**	The Riding Management System shall provide a centralized platform for managing club riding facilities, horse management, riding activities, subscriptions, and member services. The system shall manage riding members, horses, riding schedules, instructors, training sessions, and horse medical. It shall support riding slot allocation, lesson management, horse assignment, charges calculation, and member-wise activity tracking. The module shall maintain complete riding history, attendance records, payments, and service utilization. It shall integrate with Member & Billing Management, Finance, Notification System, and other ERP modules for efficient management of riding operations**.**
SUB MODULE		***Descriptions /Features/Requirements***
Riding Playing Rights Management		**Playing Right Member Master Management** The system shall maintain complete records of riding right members, including: • Register non-IC riding members. • Maintain member profile details: o Name , Contact details , Identification details , Membership / Playing Right number , Registration date , Validity period • Maintain member status: o Active, Inactive, Suspended, Expired **Riding Right Subscription Management**

	The system shall support management of riding rights, including: • Define riding right categories/types. • Configure: o Subscription period , Start date , End date , Applicable charges , Usage limits (if applicable) • Maintain riding right history. • Support renewal and extension of riding rights. **Rider Eligibility & Access Control** The system shall validate rider eligibility before allowing riding services. • The system shall check: o Active riding right status, Validity period, Applicable permissions. • Facility access rights. The system shall prevent riding access for: o Expired playing rights, Suspended members, Unauthorized users. **Integration with Riding Operations** The system shall integrate with Riding Management module for: o Horse allocation,Riding schedule,Riding sessions,Riding charges, Service usage tracking.
Horse Master Management	The system shall provide a comprehensive Riding Management solution to manage horse profiles, riding activities, member services, horse allocation, lessons, billing, and operational reporting. The system shall provide complete horse lifecycle management, including: • Maintain complete horse profiles and records. • Manage horse ownership: o Club-owned horses, Member-owned horses • Maintain horse information including:

	○ Horse name, Horse number/tag, Age, Gender, Breed/cast, Image, Color, height, and general description, Ownership details • Maintain horse status: ○ Available, Unavailable, Under medication, Sold, Deceased, Other status • Maintain horse responsibility period: ○ In date, Out date • Maintain asset code for club-owned horses. Maintain member reference for member-owned horses.
Horse Category & Riding Configuration	The system shall support riding classification management, including: • Configure riding categories: ○ Child Riding, Adult Riding • Configure riding rules based on: ○ Rider category, Age, Horse availability, Riding duration
Stable Management	The system shall support horse stable management, including: • Maintain stable master information. • Assign horses to stables. ○ Maintain: Stable number, Allocation start date, Allocation end date • Maintain stable waiting list for members. • Track stable allocation history. • Stable Charges for members' horse
Saddle & Equipment Management	The system shall manage horse equipment allocation, including: • Maintain saddle master information. • Assign saddle/equipment to horses. ○ Maintain: Saddle number, Asset code, Assignment duration • Track equipment usage history.

Groom Management	The system shall support horse grooming management, including: • Maintain groom (employee) information. • Assign groom to horses. o Maintain: Groom assignment period, Horse assignment history • Support groom charges where applicable.
Horse Feeding Management	The system shall support horse feeding schedules, including: • Maintain horse food items. • Assign food plans to horses. o Maintain: Food type, Feeding duration, Start date, End date • Generate feeding schedules. • Food Charges for members' horse
Horse Medical Management	The system shall maintain complete horse medical records, including: • Maintain medical treatment history. • Record: o Disease/illness details, Symptoms, Treatment, Cure/remedies, Vaccination details, Remarks • Maintain illness period: o Start date, End date • Track horse medical status and availability. • Medication charges for member horse
Riding Session Management & Horse Allocation	The system shall manage riding operations, including: • Register riding requests. • Allocate horses automatically based on configured rules. • Maintain daily horse availability schedule. The system shall consider:

	• Horse availability, Riding category, Rider eligibility, Horse schedule, Maximum riding duration Support: • Auto allocation of available horses. • Rider selection where multiple horses are available. • Member-owned horse usage tracking. The system shall maintain: • Riding start time • Riding end time • Horse allocation history • Rider details
Riding Shift Management	The system shall support riding shift configuration: • Configure riding shifts: ○ Morning, Evening Maintain: • Shift start time, Shift end time • Effective dates • Maximum riding duration • Horse rest duration
Riding Tariff Management	Configure rates for: • Member adult riding • Member child riding • Affiliated Member adult riding • Affiliated Member child riding • Non-member adult riding

	• Non-member child riding • Guest riding • Groom charges Support: • Rate effective dates • Duration-based charging • Maximum riding duration rules
Member Validation & Facility Access	The system shall integrate with Membership Management. For members: • Retrieve member details through membership card/E-card. • Verify: o Membership status, Facility eligibility, Member validity If membership is: • Cancelled, Expired, Suspended, Facility access disabled The system shall apply applicable non-member rules. For family members: Validate age. Apply riding duration rules accordingly.
Riding Lessons Management	The system shall support riding lesson management, including: • Configure riding lessons: o Lesson type, Charges, Number of classes, Validity period, Start and end dates • Register members for lessons. • Maintain: Lesson attendance, Class history, Completion status
Riding Items Sales	The system shall support riding-related item sales, including: • Maintain riding item master.

	• Categorize items by selling price. • Process sales and billing through POS. • Maintain sales history.
Reports & Analytics	The system shall provide: **Horse Reports** • Horse List Report • Horse Ownership Report • Horse Status Report • Horse Availability Report • Horse Allocation Report **Stable & Equipment Reports** • Stable Allocation Report • Stable Waiting List Report • Saddle Assignment Report **Medical Reports** • Horse Medical Summary Report • Vaccination Report • Treatment History Report **Riding Reports** • Daily Riding Report • Rider Activity Report • Horse Usage Report • Riding Schedule Report • Riding Duration Report

		Revenue Reports • Riding Income Detailed Report • Riding Income Summary Report • Horse-wise Income Report • Rider-wise Revenue Report • Riding Item Sales Report
5	**Polo Management System**	The Polo Management System shall provide a centralized platform for managing polo club activities, facilities, players, horses, memberships, and related operations. It shall maintain polo horse records, activity history, training sessions, and participation details. The module shall manage polo facility bookings, subscriptions, charges, and service usage with integration to Member & Billing Management and Finance modules. It shall provide reports related to horse utilization and revenue while ensuring efficient management of polo operations.
SUB MODULE		**Descriptions /Features/Requirements**
Polo Member & Category Management		The system shall support management of different polo user categories, including: Polo User Types The system shall manage: • IC Members (Principal / Family) ○ Polo subscribed members, Non-polo subscribed members • Polo Playing Right Member • Member Guests The system shall: • Maintain user classification. • Configure different privileges and rates based on user category. • Maintain member status and eligibility. **Polo Membership Management**

	The system shall provide complete polo membership lifecycle management, including: **Membership Types** Support: Individual Polo Membership, Family Polo Membership **Membership Duration** Configure: Monthly membership, Annual membership The system shall: • Generate membership validity based on selected membership type. • Automatically calculate membership start and end dates. • Maintain membership history. **Polo Family Membership Management** The system shall support polo family membership management, including: Eligibility Rules, only principal members shall be allowed to apply for polo family membership. Family membership may include: • Principal Member, Spouse, Children below configured age limit The system shall apply rules: • Children below 12 years: o Apply configured discounted rate. • Children between 12 and configured age limit: o Apply standard membership charges. • Children above configured age limit: o Not included in family polo membership. o Charged as Member Guests or allowed separate membership. o The system shall maintain family member eligibility.
Polo Membership Fee Configuration	The system shall support configurable polo membership charges. Configure:

	• Monthly membership fee, Annual membership fee Based on: • User type, Membership type, Individual / Family membership, Age category The system shall support: • Effective date-based rates. • Future rate changes. • Membership fee revision history. **Polo Membership Conversion Management** The system shall support membership conversion scenarios, including: • Individual Polo Membership → Family Membership • Family Membership → Individual Membership The system shall: • Validate existing membership status. • Apply conversion rules. • Maintain remaining membership period. • Adjust charges according to conversion date. Support: • Conversion during active membership. • Conversion for next membership period. Maintain conversion history.
Polo Services Management	• Polo Rate Management o The system shall support service-wise rate configuration. o Different rates for different user categories. ▪ IC Member, IC Family Member, Polo Playing Rights Member, Member Guest

	○ Effective date-based tariff management. ○ The system shall maintain polo service master and charges. ○ Services include: ▪ Arena, Beginners training , Complete shoeing charges, Focused match training , Groomer's accommodation, Practice match, Horse charges, Horse clipping charges, Horse treatment charges, Laboure charges for horse shoeing, Mullein charges, Miscellaneous charges, Penalty for misconduct, Polo balls sales, Polo boarding on boundary wooden planks, Polo family membership conversion percentage, Polo family membership fee annual, Polo family membership fee monthly, Polo green fee, Polo ground bookings, Polo hospitality box, Polo lesson charges, Polo new stable charges non full livery, Polo patron charges , Polo stable charges , Shed charges in paddock, Tournament fee , Any Other service • Polo Sales & POS Integration ○ The system shall support polo-related sales through POS, including: ▪ Polo balls sales., Grass sales, Other polo merchandise/items. ○ The system shall: ▪ Generate sales transactions, Apply applicable rates, Issue receipts, Maintain sales history.
Polo Lessons Management	The system shall support polo lesson management including: • Configure polo lessons. • Define: ○ Lesson charges, Number of sessions, Validity period, Start and end dates • Register members for lessons. • Maintain: ○ Lesson history, Attendance, Completion status
Reports & Analytics	• The system shall provide reports including: • Membership Reports

		○ Polo Member Master Report ○ Polo Membership Status Report ○ Membership Category Report ○ Individual Membership Report ○ Family Membership Report ○ Membership Expiry Report ○ Membership Conversion Report • Service Usage Reports ○ Polo Service Usage Report ○ Member-wise Polo Activity Report ○ Facility Utilization Report ○ Daily Polo Activity Report • Revenue Reports ○ Polo Revenue Summary Report ○ Service-wise Revenue Report ○ Member Category-wise Revenue Report ○ Polo Membership Revenue Report ○ Polo Sales Report ○ Tournament Revenue Report
6	**Golf Management System**	The Golf Management System shall design to handle complete golfer lifecycle operations, including member registration, categorization, subscriptions, and playing rights management. It supports various golfer types such as club members, PGF/affiliated members, reciprocal players, and guests, with detailed master records and status tracking. The system manages subscription plans, validity periods, renewals, and historical records of playing rights. A configurable tariff system allows automatic charging for golf course usage, facilities, and related services based on golfer category and usage rules. Integrated billing ensures accurate and automated application of charges during transactions. The

	module also delivers comprehensive reports on membership, activity, and revenue. In addition, it maintains full audit trails to ensure transparency, compliance, and control.
SUB MODULE	**Descriptions /Features/Requirements**
Golf Membership & Golfer Management	The system shall manage different categories of golfers including: • IC Members Golf Subscribers • IC Members Non- Golf Subscribers • Golf Playing Right Members • PGF / Affiliated Golf Members • Reciprocal Club Members • Members Guests The system shall: • Maintain golfer master profiles. o Manage: Membership details, Playing rights, Contact information, Identification details, Validity period • Maintain golfer status: • Active, Inactive, Suspended, Expired
Golf Subscription & Playing Rights Management	The system shall support golf subscription management including: • Monthly subscriptions • Playing rights subscriptions Configure: • Subscription type, Validity period, Charges, Renewal rules The system shall: • Track subscription history. • Support renewal and extension. • Maintain playing rights validity.
Golf Service Tariff	The system shall provide a configurable Golf Service Tariff Management module to define,

Management	maintain, and apply charges for all golf-related services based on golfer category, facility usage, and applicable rules. The system shall support configuration of tariffs for: • Golf Course Usage Charges o Green Fee Charges, Hole Charges, 9 Hole Charges, 18 Hole Charges, Additional Hole Charges, Coupon / Round-based charges, o Charges after utilization of allocated rounds/coupons • Golf Facility Charges ▪ Golf Cart Charges, 9 Holes, 18 Holes, Weekday / Weekend, Member / Non-Member, Veteran / non-veteran rates o Golf Range / Bucket Charges ▪ Day Charges, Night Charges, • Golf Membership Related Charges o Golf Subscription Charges o Playing Right Charges o PGF / Affiliated Member Charges o Reciprocal Club Charges o Membership-based facility usage charges • Additional Golf Services Charges o Hole-in-One Charges, Golf Tournament Fees, Golf Tag Charges, Parking Charges, Locker Charges, Other golf-related services The system shall allow tariff configuration based on: • Golfer category: o Club Member o IC Member o PGF Member

	○ Playing Right Member ○ Reciprocal Club Member ○ Non-Member / Guest • Usage parameters: ○ Day / Night, Weekday / Weekend, Number of holes, Service duration, Usage frequency • Special rules: ○ Age-based discounts, Gender-based discounts, Membership-based discounts The system shall maintain: • Effective date-wise tariff rates. • Rate revision history. • Automated application of applicable rates during billing/POS transactions. • Integration with member validation and golf facility usage records.
Reports & Analytics	The system shall provide: • Membership Reports ○ Golf Member Master Report ○ Playing Rights Report ○ Subscription Report ○ Expiry Report ○ Renewal Report ○ PGF Member Report ○ Non-Member Report • Golf Activity Reports ○ Daily Golf Activity Report ○ Player Usage Report

	○ Course Utilization Report ○ Round Played Report ○ Hole Usage Report ○ Revenue Reports • Golf Revenue Summary Report ○ Service-wise Revenue Report ○ Green Fee Revenue Report ○ Cart Revenue Report ○ Bucket Revenue Report ○ Locker Revenue Report ○ Tournament Revenue Report ○ Discount Analysis Report
7	**Room Reservation & Accommodation Management System** The Room Reservation Management Module will automate and integrate all activities related to club guest room management including room availability, reservation, allocation, check-in, stay management, billing, payments, checkout, housekeeping coordination, reporting, and financial integration. The module will support reservations for club members, their guests, official visitors, and other authorized users while ensuring proper control according to club booking policies.
SUB MODULE	***Descriptions /Features/Requirements***
Room Master & Configuration Management	The system shall: • Maintain room master records including: ○ Room numbers, Room categories/types, Room capacity • Manage room status: ○ Available, Reserved, Occupied, Blocked, Maintenance / Out of Service • Configure room tariffs, taxes, and applicable charges.

Reservation Management	The system shall: • Create and manage room reservations. • Support: o Advance booking, Walk-in booking, Member/guest reservations Maintain reservation details: • Guest information, Arrival/departure dates, Room category, Number of rooms, Stay duration, Reservation status Support: • Confirmation, Modification, Cancellation, Extension, Room transfer, Room replacement **Guest Check-in / Check-out Management** The system shall: • Register guests, Allocate rooms, Maintain check-in/check-out records, Generate guest folio, Date wise occupied rooms folio. Support: • Early check-in, Late checkout, No-show management, Cancellation charges **Room Allocation & Availability Management** The system shall provide: • Real-time room availability. • Automatic/manual room allocation. • Room interchange between reservation • Future occupancy view. Maintain: • Room occupancy status. • Room movement history. • Room blocking details.

	Room Services & Charges Management The system shall manage: • Room services • Additional services • Miscellaneous charges • Early/Late Check-In/Check-Out Charges • Previous Night Charges Support posting of charges to room guest folio from: • F&B, Other club services, POS systems
Billing & Payment Management	The system shall integrate with Accounts Receivable and Finance modules. Support: • Advance receipts, Payment receipts, Final settlement, Outstanding balances, Bill Transfer • Support immediate payment collection o Generate: Guest invoices, Statements of account **Tariff** The system shall support configurable rates based on: • Room category • Member / Guest type Maintain: • Effective dates, Rate history **Day Closing** • System shall support reservation day closing. • Controls: o Close previous operational day.

	○ Lock completed transactions. ○ Generate daily operational summaries.
Waiting List Management	The system shall provide waiting list facility when rooms are unavailable. Features: • Create waiting request. • Maintain waiting priority. • Search waiting requests. • Convert waiting request into reservation when room becomes available. • Generate regret/confirmation communication.
Housekeeping Integration	The system shall integrate with housekeeping module. Functions: • Auto mark room as not ready after checkout. • Housekeeping clearance. • Room ready status update. • Room availability synchronization. Reports: • Room cleaning time., Room readiness monitoring.
Reports & Analytics	The system shall provide: **Reservation Reports** • Reservation Summary • New arrivals. • Departure list. • Waiting list. • Future Reservations

		• Cancellation Report • No Show Report **Occupancy Reports** • Room Availability Report • Occupancy Report • Room Utilization Report • Category-wise occupancy. **Financial Reports** • Room Revenue Report • Service Revenue Report • Payment Report • Outstanding Balance Report **Operational Reports** • Check-in Report • Check-out Report • Room Transfer Report • Room Blocking Report
8	**Catering & Food & Beverage Sales Management System**	The F&B Outlet & Location Management module in the Club ERP provides a centralized solution to manage all food and beverage operations across multiple outlets, including restaurants, à la carte services, buffets, catering, bakeries, tuck shops, and refreshment points. It enables location-wise configuration and outlet-level sales tracking for better operational control. The system supports comprehensive menu and item management with configurable pricing, tax settings, and availability controls, along with multi-menu support across outlets. Integrated POS functionality ensures smooth order processing, KOT generation, billing, and authorization-based bill edits. Member billing integration allows seamless posting of charges to member accounts as well as cash and credit sales handling. The module provides detailed sales, revenue, and consumption reports across items, outlets, and members for better insights. It is also fully integrated with Accounts Receivable, General Ledger, and Inventory for

	accurate financial and stock control
SUB MODULE	***Descriptions /Features/Requirements***
F&B Outlet & Location Management	The system shall provide a centralized Food & Beverage (F&B) Sales Management solution to manage restaurants, outlets, food items, sales transactions, member billing, POS operations, and revenue reporting. The system shall support multiple F&B outlets including: • Restaurants • À la carte outlets • Buffet services • Catering / Banquet services • Patisserie / Bakery • Tuck Shops • Other food outlets • Cinema / refreshment outlets The system shall maintain: • Outlet master • Location-wise configuration • Outlet-wise sales tracking
Menu & Item Management	The system shall support: • Food and beverage item master. • Item categories and classifications. • Menu management. Maintain: • Item name, Category, Rate, Tax configuration, Availability status, Auto KOT Printing Support:

	• Multiple menus by outlet., Different pricing structures.
POS Management	The system shall integrate with POS for daily sales processing. Support: • Sales order creation. • KOT generation. • Bill generation. • Bill editing with authorization. • Item-wise quantity and amount tracking. • Number of covers/guests. • Outlet-wise sales recording.
Sales Reporting & Analytics	The system shall provide: **Daily Sales Reports** • Daily Food Sales Summary • Location-wise Food Sales Summary • Outlet-wise Sales Summary • Item-wise Sales Report • Category-wise Sales Report **Member Sales Reports** • Member Daily Sales Sheet • Member Combined Sales Sheet • Member Credit Sales Sheet • Member Sales Summary (Date-wise) • Member Sales Summary (Location-wise) **Payment Based Reports**

		• Location-wise Cash\Credit Sales Summary **Revenue & Control Reports** The system shall provide: • Outlet revenue report. • Item quantity and amount report. • Sales comparison report. • Cash vs credit sales report.
9	**EVENT & PARTY BOOKING MANAGEMENT SYSTEM**	The Event Location / Venue Master Management module in the Club ERP provides a centralized platform to manage all club events, including banquets, conferences, parties, and auditorium bookings. It covers the complete event lifecycle from availability checking, booking, confirmation, menu planning, execution, and billing. The system supports both member and non-member bookings with proper validation, status tracking, and prevention of scheduling conflicts. It maintains detailed venue information such as capacity, timings, charges, and booking rules with real-time availability display. Event orders are generated and shared with relevant departments like F&B, operations, and management for seamless coordination. The module automatically calculates total event costs including food, beverages, services, taxes, and advances. It also supports controlled amendments, approvals, and maintains full audit history of all changes. Integrated reporting and connectivity with Finance, F&B, Membership, and Inventory ensure complete operational and financial control.
SUB MODULE		***Descriptions /Features/Requirements***
Event Location / Venue Master Management		The system shall facilitate event management activities for: • Club members, Affiliated members The system shall maintain complete details of all club venues. Examples: o Banquet halls, Multipurpose halls, Auditoriums, Conference rooms o Outdoor areas like Riding Lawn, Polo Lawn, Lakeside Lawn, Back Lawn, Gazebo o Other club facilities like Golf Hall, Golf Terrace etc. • For each venue the system shall maintain:

	○ Venue name, Location, Capacity, Available timings, Applicable charges, Tax rules, Service charges, Undertaking, ○ Booking restrictions ▪ Wedding and related events • The system shall provide real-time availability checking before booking. Users shall be able to search availability based on: ○ Date range, Venue/location, Shift, Function type, Contacts Details • Available booking status shall be displayed as: ○ Available, Tentatively booked, Confirmed booking, Blocked • The system shall prevent: ○ Double booking, Overlapping events, Unauthorized reservations
Event / Party Booking Management	The system shall support creation of new event bookings. The booking process shall include: • Member Booking ○ The system shall capture: ▪ Membership number, Member name, Membership status, Contact details, Address, Phone numbers, Nature of Events , No. of Persons ○ The system shall validate: ▪ Active membership, Facility eligibility, Payment restrictions • Affiliated-Member Booking ○ The system shall support external bookings. ▪ Information captured: ▪ Name, Affiliated Club /Organization name, Contact person, Address, Telephone, Mobile, Email • Booking Status Management ○ The system shall support following booking statuses:

	○ Tentative Booking, Used when: ▪ Venue is reserved temporarily. ▪ Final confirmation is pending. ○ Confirmed Booking, Used when: ▪ Event details are finalized. ▪ Menu and services are confirmed. ▪ Advance requirements are fulfilled. ○ Cancelled Booking ▪ Used when event is cancelled, the system shall maintain: Cancellation date, User, Reason, Financial impact • Function Details Management ○ The system shall maintain complete event details: ▪ Function date, Start time, End time, Shift, ▪ Function type, Examples: ▪ Lunch, Dinner, Hi-Tea, Seminar, Meeting, Annual event, Conference, Cultural event, Official, Farewell, get-together, Birth Day, Family Event etc. ▪ The system shall calculate: ▪ Duration ▪ Applicable charges ▪ Resource requirements • Party / Banquet Management ○ For party bookings, the system shall manage: ▪ Guest Information, Expected number of persons, Actual attendance, Special requirements, Event category, Remarks • Event Order Management

	• The system shall generate a complete Event Order after confirmation. o Event Order shall include: ▪ Event details, Venue details, Date/time, Member information, Menu details, Services required, Special instructions o The Event Order shall be shared with: ▪ Kitchen, Food & Beverage Department, Operations, Accounts and cost controller, Management • Menu Management o The system shall maintain banquet menus. ▪ Menu categories ▪ Food items ▪ Item rates ▪ Packages ▪ Fixed menus o Users shall be able to: ▪ Select menu items, Add items, Modify quantities • Price difference shall automatically calculate when menu items change. • Food & Beverage Management Integration o The module shall integrate with F&B operations. ▪ The system shall manage: ▪ Food Items, Appetizers, Main courses, Desserts, Beverages, BBQ o Beverage Management ▪ Support: ▪ Item selection, Quantity, Rate calculation o Service Management

	▪ Support additional services: ▪ Decoration, Sound system, Lighting, Equipment, Other arrangements like Multimedia, Rental or tentages etc. • Event Cost Calculation o The system shall automatically calculate: o Food Cost ▪ Number of persons × Menu rate o Beverage Cost ▪ Quantity × Rate o Service Charges ▪ Based on configured percentage. o Taxes ▪ Based on applicable tax rules. o Total Event Charges ▪ System shall calculate: ▪ Subtotal ▪ Taxes ▪ Service charges ▪ Advance received ▪ Balance payable • Advance Payment Management o The system shall record advances received. o Payment methods: ▪ Debit/ Credit Card, Cheque, Member account, Bank • The system shall maintain:

	○ Receipt number, Date, Amount, Received by, Payment mode • Advance rules: ○ Example: ▪ Minimum advance percentage requirement like 75% ▪ Venue-specific advance policy
Auditorium / Conference Booking Management	The system shall support auditorium bookings. • Features: ○ Venue selection, Event type, Number of attendees, Date, Time duration, Required services • The system shall calculate: ○ Venue charges, Service charges, Taxes, Total bill • Service Booking Management ○ Users shall be able to add services: ○ Examples: ▪ Audio system, Projector, Decoration, Furniture, Security, Cleaning, Tentages ▪ For each service shall be maintained: ▪ Quantity, Rate, Remarks • Event Modification / Amendment Management The system shall allow controlled modification of confirmed events. ○ Changes include: ▪ Menu change, Quantity change, Service addition, Venue modification ○ The system shall generate: ▪ Amendment history ▪ Revised event order

	• Booking Rules & Approval Control The system shall support configurable rules: o Examples: ▪ Cut-off dates, Advance payment requirements, Maximum booking limits, Restricted dates o Authorized users shall be able to override rules with proper approval. o All overrides shall be logged. • Event Calendar / Reservation Chart o The system shall provide graphical calendar view. o The calendar shall show: ▪ Available venues, Tentative bookings, Confirmed bookings, Blocked dates o Users shall be able to: ▪ Search bookings, Open booking details, Modify reservations • Billing Management o The system shall generate event bills. o Billing includes: ▪ Food charges, Beverage charges, Services, Venue charges, Taxes, service charges o Billing options: ▪ Credit, Credit Card, Member account charging , digital payments
Reports	• Booking Reports o Daily event bookings o Future bookings o Cancelled events o Tentative bookings

		• Financial Reports o Advance received report o Event revenue report o Outstanding balances • Operational Reports o F&B activity report o Event order report o Venue utilization report
10	**Business Center Management System**	The Business Center Management System in the Club ERP centralizes all business center services such as printing, photocopying, scanning, internet usage, typing, fax, courier, workstation and E-CARD printing facilities. It maintains a service master with categories, rates, and availability for accurate service management. The system supports transactions for members, guests, affiliated members, and room guests with full usage tracking. Integrated POS enables service selection, billing, and multi-mode payments including cash, card, and member charging. It is fully integrated with Accounts Receivable for credit sales and financial control. The module also provides comprehensive sales and revenue reports for operational and financial analysis
SUB MODULE		***Descriptions /Features/Requirements***
Business Center Management System		• Business Center Service Management The system shall support management of business center services including: o Printing Services, Photocopy Services, Scanning Services, Internet / Computer Usage, Typing / Documentation Services, Fax Services, Courier Services, Workstation Charges, Other Business Center Services, E-Card printing o The system shall maintain: ▪ Service master, Service rates, Availability status • Business Center POS Sales Management o The system shall provide POS-based sales processing. ▪ Support: Service selection, Quantity entry, Rate calculation, Discount

		application, Bill generation, Receipt printing
Sales Reports & Analytics		The system shall provide: • Daily Sales Reports o Business Center Daily Sales Report o Service-wise Sales Report • Member Sales Reports o Member Daily Sales Sheet o Member Credit Sales Report o Member Sales Summary • Revenue Reports o Business Center Revenue Summary o Date-wise Sales Summary o Category-wise Sales Report o Official Account Sales Report
11	**Purchase Management System**	The Purchase Management System shall provide an integrated end-to-end procurement solution covering item master management, supplier management, requisitions, approvals, purchase orders, receiving, inventory, budgeting, and financial integration. It maintains a centralized item master with structured categorization, specifications, unit and packaging details, and controlled activation. The system manages supplier profiles, pricing, contracts, and performance with full approval workflows and rate history control. Purchase requisitions and orders are processed through configurable multi-level approval hierarchies with strict budget checking and tracking. Goods Receipt Notes (GRN) ensure accurate receiving with partial deliveries, stock updates, and automatic linkage to accounts payable. It also supports fixed asset and maintenance procurement with full lifecycle tracking and capitalization. The module shall fully integrate with inventory and finance systems for real-time stock visibility, payable processing, and budget control. Comprehensive reporting and audit controls ensure transparency, compliance, and complete procurement governance. For organizations managing food operations, housekeeping supplies, engineering items, and general procurement, additional features such as annual rate contracts, expiry tracking for

		perishable items, vendor prequalification, and PPRA-compliant approval workflows should be included.
SUB MODULE		***Descriptions /Features/Requirements***
Purchase Master Data Management		The system shall support centralized management of procurement master data including: • Item Master Management o Maintain centralized item master with unique item codes. o Support item categorization hierarchy: ▪ Store, Department, Category, Group/Sub Category o Maintain item specifications including: ▪ Item description, Unit of Measurement (UOM), Packing, Brand, Quantity per pack, Item specifications o Support item classification: ▪ Regular Items, Routine Items, Fixed Assets ▪ Maintain item status and activation/deactivation controls. ▪ Support item duplication control and item comparison. o Unit & Packaging Management ▪ Maintain: Units of measurement, Packing types, Conversion factors o Support item identification based on: ▪ UOM, Packing, Brand, Specifications o Minimum and maximum stock levels o Reorder rules

	○ Stock availability checks before procurement ○ Warehouse and store management The system shall provide supplier management including: ○ Supplier Vendor master database ▪ Company information, Contact details, Tax information, Payment terms, Contract details ○ Vendor categorization (Food, Housekeeping, Engineering, General Supplies) ○ Vendor evaluation and performance tracking ○ Vendor prequalification records ○ Vendor contracts and agreements ○ Tax and registration documents management ○ Multiple suppliers against one item. ○ Supplier-wise item pricing. ○ Supplier rate validity management. ○ Contract Management ▪ Annual supply contracts ▪ Service contracts ▪ Contract expiry alerts ▪ Price revision tracking
Item Price & Supplier Approval Management	The system shall provide controlled price management: • Maintain item price history. • Maintain supplier quotation/rates. • Support effective date wise pricing. • Approval workflow for: ○ New item prices, Price revisions, Supplier changes, Contract changes

	• Maintain complete approval trail. • Prevent purchasing against unapproved prices.
Purchase Requisition Management (PR)	The system shall support electronic purchase requisition processing. • Department-wise purchase requests • Approval workflow based on authority matrix • Budget availability check • Emergency purchase requests • Tracking of request status • Regular Purchase Requisition o Select required items from approved item master. o Define: ▪ Quantity, Required date, Remarks, Department, Budget head • Routine Purchase Requisition o Support fast-track procurement for approved routine items. o Maintain predefined routine item controls. o Support PAR level-based procurement. • Budget Integration & Control The system shall integrate procurement with Budget Management Module. o Support: ▪ Budget head mapping. ▪ Department budget allocation. ▪ Project budget allocation. ▪ Budget availability checking. ▪ Budget reservation against PR.

	▪ Budget consumption tracking. o The system shall prevent/control procurement exceeding approved budgets. • Request for Quotation (RFQ) o Generate RFQs from approved requisitions o Send RFQs to multiple suppliers o Comparative statement (bid comparison) o Supplier quotation history o Technical and commercial evaluation • Purchase Approval Workflow o The system shall support configurable approval hierarchy including: ▪ Department approval. ▪ Procurement review. ▪ Budget verification. ▪ Management approval. ▪ Final authorization. o Features: ▪ Approval levels configurable. ▪ Forward / Return / Reject options. ▪ Remarks and approval history. ▪ Complete audit trail.
Purchase Order Management (PO)	The system shall support: • Automatic PO creation from approved RFQs • PO approval workflow • Blanket Purchase Orders / Annual Contracts

	• Rate contracts for frequently purchased items • Supplier-wise PO generation. • Multiple items in single PO. • PO modification control. • PO status tracking: • Statuses: o Draft/Unsent, Pending Approval, Approved, Sent to Supplier/Ordered, Partially Received, Fully Received, Closed, Cancelled
Goods Receipt Note (GRN)	The system shall support receiving process: • Generate GRN against approved PO. • Capture: o Supplier invoice, Delivery challan, Received quantity, Accepted quantity, Rejected quantity, Remarks • Support partial receiving. • Support over/under receiving control. • Support Quality inspection process • Short supply and damaged goods reporting • Update inventory automatically. • Trigger payable processing after GRN approval
Repair & Maintenance Requisition	The system shall support maintenance procurement: • Create maintenance requests. • Link request with assets. • Maintain asset-wise repair history. • Supplier quotation and approval. • Generate maintenance PO.

	• Track maintenance lifecycle.
Fixed Asset Procurement	The system shall support: • Fixed asset identification during purchasing. • Asset category mapping. • Asset code generation. • Warranty management. • Asset capitalization integration. • Asset expiry/disposal approval.
Purchase & Accounts Payable Integration	The system shall integrate with Accounts Payable Module. Support: • PO based invoice processing. • GRN based invoice verification. • Automatic payable creation. • Supplier ledger update. • Payment processing.
Store & Inventory Integration	The system shall support: • Multiple store management. • Store-wise item control. • Item receiving and issuance integration. • Store-wise stock availability visibility. • Integration with Inventory Management System. • Support stock-based procurement decisions.
Purchase Reports	The system shall provide: • Procurement Reports

	○ Purchase Requisition Report ○ Pending PR Report ○ Approved PR Report ○ PR Status Report ○ PR Aging Report • Purchase Order Reports ○ Purchase Order Register ○ Supplier-wise PO Report ○ Pending PO Report ○ PO Aging Report ○ Cancelled PO Report • Supplier Reports ○ Supplier Master Report ○ Supplier Item Rate Report ○ Supplier Contract Expiry Report ○ Supplier Performance Report ○ Contract utilization reports • Receiving Reports ○ GRN Register ○ GRN Pending Report ○ Over Receiving Report ○ Under Receiving Report • Item Reports ○ Item Master Report ○ Category Wise Item Report

		○ Store Wise Item Report ○ Item Consumption Report ○ Routine Item Report • Financial Reports ○ Purchase Summary ○ Department Wise Purchase Report ○ Budget Consumption Report ○ Purchase spend analysis ○ Project Wise Purchase Report ○ Savings and cost reduction reports ○ Procurement lead time analysis
12	**Inventory Management System**	The Inventory Management System in the Club ERP shall provide a centralized solution to manage stock control, store requisitions, item issuance, and real-time inventory tracking. It shall support electronic Store Requisition (SR) processing with multi-level approvals from users, department heads, and storekeepers. The system shall ensure controlled issuance of inventory with validation of stock levels, FIFO processing, and partial issue handling. It shall enable department-wise inventory control along with gate pass integration for internal and external item movement. Real-time stock monitoring shall include minimum/maximum levels, reorder alerts, and complete inventory ledger maintenance. Food cost and consumption tracking shall be managed through integration with POS and recipe management systems. The system shall provide comprehensive reporting on stock status, transactions, and cost analysis. The module shall be fully integrated with procurement, finance, POS, and other ERP components for seamless operations.
SUB MODULES		**Descriptions /Features/Requirements**
Store Requisition (SR) Management		The system shall provide electronic Store Requisition creation and approval workflow. • Users shall be able to create Store Requisitions (SRs) for required inventory items. ○ SR shall include: ▪ SR Number, Requesting Department, Section, Requesting User, SR

	Date, SR Type, Location, Internal / External Bond Type, Reason / Remarks, Required Items, Required Quantity • SR Types: o System shall support configurable SR types including: ▪ A La Carte ▪ Buffet ▪ Party ▪ Pastry Shop ▪ Grocery ▪ General Consumption ▪ Other Department Requirements • SR Approval Workflow: o The system shall support multi-level approval: ▪ 1. Requisitionist ▪ Create SR, Save draft, Modify SR, Send for approval ▪ 2. Department Head ▪ Review SR, Modify quantity, Approve / Reject, Forward to Store ▪ 3. Store Keeper ▪ View approved SR, Issue inventory items • The system shall maintain complete approval trail and history.
Inventory Issue Management	The system shall provide controlled issuance of inventory items against approved SRs. • Features: o Search SR by: ▪ SR Number, Department, Section, Date Range, Status

	• Issue items against approved requisitions. o System shall validate: ▪ Available stock quantity, Requested quantity, Minimum stock level, Partial issuance rules • Issuance Processing: o The system shall support: ▪ Support First –in, First Out (FIFO) issuance ▪ Full issuance ▪ Partial issuance ▪ Pending issuance tracking • Issuance record shall include: o SR Number, Item Details, Issued Quantity, Balance Quantity, Issued By, Issued Date, Receiving Person, Remarks
Integration with Gate Pass Management	System shall support inventory movement outside club premises. • Gate Pass Types: o Internal Movement o External Issue o Supplier Returnable Gate Pass o Staff Non-returnable Gate Pass • Gate Pass shall include: o Item Details, Quantity, Recipient, Purpose, Expected Return Date, Approval Reference
Department / Section Inventory Control	System shall maintain department wise inventory control. Features: • Department creation

	• Section mapping • Store assignment • Inventory movement permissions • Internal / External movement control • Each department section shall have configurable inventory access rights.
Stock Balance Management	System shall maintain real-time stock position. • Features: o Current balance, Available quantity, Reserved quantity, Minimum stock alert, Maximum stock alert, Reorder notification • Reports: o Items below minimum level o Items at reorder level o Items exceeding maximum level o Non-moving items • Inventory Ledger • The system shall maintain complete inventory transaction history. • Ledger shall include: o Opening Balance, o Goods Receipt o Stock Transfer o Store Issue o Adjustment o Closing Balance • Search options: o Item wise, Category wise, Store wise, Date range wise

Food Cost Management	• The system shall support food cost calculation through integration between: o Inventory Issue o Recipe Management o POS Sales • The system shall calculate: o Food Consumption Cost o Item Cost o Sales Value o Gross Profit o Cost Percentage • Reports: o Food Cost Report o Location wise consumption o Category wise cost analysis • Recipe Management o System shall provide recipe creation and costing. o Features: ▪ Recipe creation, Ingredient mapping, Quantity definition, Portion size, Recipe cost calculation o Recipe shall include: ▪ Finished Product, Ingredients, Quantity, Unit, Cost, Total Recipe Cost, Selling Price o System shall automatically update recipe cost based on latest inventory rates. • Inventory Consumption Analysis o System shall provide consumption monitoring.

	○ Reports: ▪ Issued Quantity vs Sold Quantity ▪ Consumption by department ▪ Location wise consumption ▪ Buffet consumption ▪ Party consumption ▪ Food wastage analysis
Inventory Reports	System shall provide comprehensive reporting: • Stock Reports ○ Item Balance Report ○ Stock Valuation Report ○ Current Stock Report ○ Expiry Report • Transaction Reports ○ SR Report ○ Issuance Report ○ Partial Issued SR Report ○ Item Movement Report • Financial Reports ○ Inventory Valuation ○ Consumption Cost ○ Food Cost Report ○ Cost vs Sales Report • Audit Reports

		○ User Activity Log ○ Approval Trail ○ Stock Adjustment History
13	**Gate Pass Management System**	The Gate Pass Management System in the Club ERP shall provide a centralized and controlled mechanism for managing all movement of inventory, assets, materials, and food items in and out of club premises. It shall ensure that every item movement shall be properly authorized through a structured multi-level approval workflow involving departments, management, and security. The system shall support multiple gate pass types including repair & maintenance, replacement, disposal, rejection, task movement, issue-in, and cooked food movement. It shall maintain full tracking of returnable and non-returnable items with proper status updates and return monitoring. The system shall integrate with inventory, fixed assets, purchase, maintenance, and security modules for seamless operations. Security verification shall be mandatory for all item movements before release. It shall maintain a complete audit trail of all transactions, approvals, and movements for accountability. The module shall also provide comprehensive reports for monitoring item flow, returns, and operational control.
SUB MODULE		**Descriptions /Features/Requirements**
Gate Pass Types / Modes		The system shall support the following gate pass modes: • Repair & Maintenance (R&M) ○ Purpose: ▪ Used when any club item requires repair, servicing, calibration, or maintenance outside club premises. ○ Applicable For: ▪ Fixed Assets, Non-Fixed Assets ○ Process: ▪ Concerned department shall initiate gate pass request. ▪ A valid Maintenance Request (MRS) must exist before creating a gate pass. ▪ System shall validate and allow gate pass creation only against approved/valid MRS.

	▪ Gate pass shall be forwarded to the concerned Department Head. ▪ Department Head shall review and forward to: ▪ Finance Manager: shall have authority to: Approve, Reject ▪ Only approved gate passes shall become available to Security Department. o Return Condition: ▪ Items are marked as returnable. ▪ Expected return tracking shall be maintained. • Replacement o Purpose: ▪ Used when an item is sent outside for replacement due to damage, warranty, defect, or exchange. o Applicable For: ▪ Fixed Assets, Non-Fixed Assets o Process: ▪ Department creates replacement gate pass. ▪ Item details shall be fetched from: • Asset Register (for fixed assets) • Inventory Item Master (for non-fixed assets) ▪ Approval workflow shall be initiated. ▪ After approval, Security Department shall process movement. o Return Condition: ▪ Replacement items shall be tracked. ▪ Original item and replacement item relationship shall be maintained. • Undo / Roll Back

	○ Purpose: ▪ Used for reversing previous asset movement transactions. ○ Applicable: ▪ Fixed Assets, Non-Fixed Assets ○ Process: ▪ User creates Undo gate pass. ▪ System shall display previous movement details. ▪ Authorized users approve reversal. ▪ Asset status/location shall be updated accordingly. • Disposal ○ Purpose: ▪ Used for permanent removal of unusable or expired items. ○ Applicable: ▪ Fixed Assets, Non-Fixed Assets ○ Process: ▪ Department initiates disposal request. ▪ Item details shall be verified. ▪ Approval workflow shall be completed. ▪ After approval, item shall be removed from active inventory/assets. ○ System Update: ▪ Fixed asset status → Disposed ▪ Inventory quantity → Reduced ▪ Disposal history maintained • Reject

	○ Purpose: ▪ Used when received items are rejected before acceptance from supplier. ○ Applicable: ▪ Fixed Assets, Non-Fixed Assets ○ Process: ▪ Store/Purchase department identifies rejected item. ▪ Gate pass shall be created. ▪ Supplier return details recorded. ▪ Security verifies outgoing movement. • Issue In ○ Purpose: ▪ Used for movement of items to departments/sections located outside the main club premises. ○ Applicable: ▪ Fixed Assets, Non-Fixed Assets ○ Examples: ▪ External club sections, Remote operational areas ○ Process: ▪ Department creates issue gate pass. ▪ Approval completed. ▪ Security verifies movement. ▪ Item location is updated. • Task Movement ○ Purpose: ▪ Used for temporary movement of items for operational tasks.

	○ Examples: ▪ Events, Sports activities • Maintenance work ○ Outdoor activities ○ Applicable: ▪ Fixed Assets, Non-Fixed Assets ○ Process: ▪ User creates task-based gate pass. ▪ Destination and expected return date recorded. ▪ Approval workflow completed. ▪ Security allows movement. ○ Return: ▪ Items must be returned and gate pass closed. • Cooked Food Movement ○ Purpose: ▪ Used for controlled movement of prepared food items. ○ Applicable: ▪ Food Items ○ Process: ▪ Authorized department prepares gate pass. ▪ Food details and quantity recorded. ▪ Approval completed. ▪ Security verifies dispatch.
Gate Pass Classification	The system shall classify gate passes based on:

	• Returnable Gate Pass o Used when items are expected to return. o Examples: ▪ Repair & Maintenance, Replacement, Temporary Task Movement o Features: ▪ Expected return date, Return status, Pending return report, Overdue return alerts • Non-Returnable Gate Pass o Used when items permanently leave club premises. o Examples: ▪ Disposal, Rejection, Issuance o Features: ▪ Permanent movement record, Inventory/asset adjustment
Gate Pass Workflow	Standard workflow: User / Concerned Department • Department Head Approval • Management Review/ Approval • Security Verification • Gate Pass Execution • Closure / Return Update
Reports	System shall provide: • Gate Pass Reports o Gate Pass Register o Department Wise Gate Pass Report o Date Wise Gate Pass Report

		○ Pending Approval Report ○ Approved Gate Pass Report ○ Rejected Gate Pass Report • Item Movement Reports ○ Item Movement History ○ Asset Movement Report ○ External Movement Report ○ Return Pending Report ○ Returned Item Report • Security Reports ○ Daily Gate Pass Report ○ Incoming Items Report ○ Outgoing Items Report ○ Vehicle Movement Report
14	**Repair & Maintenance Request Slip (MRS) Management and Maintenance Schedule Management**	It is a module designed to manage and control all repair, maintenance, and service requests raised by different departments/sections. It provides a centralized mechanism for users to report faults, breakdowns, repair requirements, and maintenance activities related to fixed assets, non-fixed assets, equipment, infrastructure, and other club facilities. The module enables users to create maintenance requests electronically, route them through defined approval workflows, assign tasks to internal maintenance teams, track progress, and maintain complete history of maintenance activities. This module also used to plan, schedule, and monitor preventive and periodic maintenance activities for assets, equipment, and other maintainable items. It helps the organization ensure timely maintenance, reduce breakdowns, improve asset life, and maintain operational continuity. The module allows users to define maintenance plans based on item/asset requirements and predefined frequencies such as monthly, quarterly, semi-annually, annually, or custom schedules.

SUB MODULE	*Descriptions /Features/Requirements*
Maintenance Request Creation	The system shall generate a unique MRS number automatically for each maintenance request. • The MRS shall capture complete request details including: o Request date and time o Requesting department and section o Requestor information o Maintenance location o Area/block/floor details (where applicable) o Maintenance category o Complaint description o Required action o Related asset/equipment details o Trail
Maintenance Category Management	• The system shall allow users to select the relevant maintenance category against each request. • The system shall support configurable maintenance categories including but not limited to: o Electrical, Plumbing, Civil Works, HVAC, Mechanical, Carpentry, Furniture, Kitchen Equipment, IT Equipment, General Maintenance
Asset Linking	• The system shall allow maintenance requests to be linked with registered assets. • The system shall provide the facility to select: o Asset code, Asset description, Asset location, Asset department • The system shall maintain complete maintenance history against each asset.
Maintenance Request	The system shall provide configurable approval workflow for maintenance requests.

Workflow	• The workflow shall include: o Requestor Level ▪ The user shall be able to: • Create new MRS, Save draft request, Submit request for approval, View request status o Department Head Level ▪ The Department Head shall be able to: • Review submitted requests, Verify requirement, Return request for modification o Maintenance Department Level ▪ The Maintenance Department shall be able to: • View Received requests • Assign maintenance resources • Convert approved requests into Maintenance Orders/Purchase Order o The system shall maintain request status throughout the maintenance lifecycle. ▪ The following statuses shall be available: • Draft/Unsent, Submitted, Open/ In Progress, Fixed, Partially Fixed, Not A Problem, Cannot Fixed o The system shall provide functionality to convert approved Maintenance Request Slips into Maintenance Work Orders. ▪ The following information shall be transferred automatically: • Request details, Location, Asset information
Maintenance Reports	• The system shall provide reports including: o Maintenance Request Register o Department-wise Maintenance Requests

	○ Pending Request Report ○ Rejected Request Report ○ Aging Report ○ Asset Maintenance History ○ Maintenance Cost Report
Maintenance Schedule Management	The system shall provide functionality to create and maintain preventive maintenance schedules for items, equipment, and assets. • A Maintenance Schedule shall contain complete information required to plan, execute, and monitor future maintenance activities. • The system shall maintain: ○ Schedule Number (Auto Generated) ○ Schedule Creation Date ○ Item Details ○ Asset Details (where applicable) ○ Maintenance Type ○ Maintenance Frequency ○ Maintenance Responsibility ○ Maintenance Duration ○ Alert Configuration ○ Maintenance History / Trail • Item Management for Maintenance Schedule ○ The system shall allow users to associate items with maintenance schedules. ○ Items shall be categorized into the following types: ▪ Fixed Asset Items ▪ Items having a registered asset code shall be treated as fixed assets.

	▪ The system shall maintain: ▪ Asset Code, Asset Description, Asset Category, Asset Location, Asset History, ▪ Examples: Kitchen Equipment, Generator, HVAC Equipment, Gym Equipment, Electrical Equipment ▪ Non-Asset Items Associated with Projects / Assets ▪ The system shall allow scheduling maintenance for items that do not have an independent asset code but are part of another asset or project. ▪ Examples: ▪ Components, Installed parts, Project-related equipment ▪ Non-Fixed Asset Items ▪ The system shall allow maintenance scheduling for items that are neither fixed assets nor associated with any other asset. ▪ Examples: ▪ Consumable equipment ▪ General maintenance items • Item Category Management for Schedule o The system shall allow maintenance schedules to be categorized according to item/asset categories. o Existing asset categories shall be available for selection. o Examples: ▪ Kitchen Equipment ▪ Electrical & Gas Equipment ▪ Gym Equipment ▪ Tube Well & Overhead Tanks ▪ Mechanical Equipment

	▪ Other Categories • Location Management for Schedule o The system shall provide location mapping for maintenance items. o Location selection shall be mandatory for items having asset codes. ▪ The system shall maintain: ▪ Building, Area, Floor, Room, Department Location • Maintenance Schedule Type o The system shall allow users to define maintenance frequency. o Schedule types shall include: ▪ Daily, Weekly, Monthly, Quarterly, Half-Yearly, Annual, Bi-Annual, User Defined Frequency o Each maintenance schedule shall be linked with one defined schedule type. • Maintenance Responsibility o The system shall allow users to define whether maintenance will be performed internally or externally. ▪ Internal Maintenance ▪ The system shall allow selection of: ▪ Maintenance Department ▪ Technician / Team ▪ External Maintenance ▪ The system shall allow selection of: ▪ Vendor / Contractor ▪ Service Provider Details • Maintenance Duration Management o The system shall allow users to define expected maintenance duration.

	○ The duration shall be recorded in days. ○ The system shall calculate: ▪ Planned Start Date ▪ Planned Completion Date/Days ▪ Expected Maintenance Period • Maintenance Schedule Alerts ○ The system shall provide automatic alerts for upcoming maintenance activities. ○ Alerts shall be generated before the scheduled maintenance date. ▪ Default alert period:3 days before due date ○ Alert Communication Channels ▪ The system shall support multiple alert methods: ▪ Email Notifications ▪ System Login Alerts / Dashboard Notifications ○ User Specific Alert Configuration ▪ The system shall allow configuration of alert recipients based on item responsibility. ▪ Users can define different recipients for different maintenance schedules. ▪ Example: ▪ Generator maintenance alerts → User A and User B ▪ HVAC maintenance alerts → User A and User C ○ Maintenance Alert Control ▪ The system shall allow users to configure additional alert parameters. ▪ Minimum Maintenance Days ▪ The user can define minimum maintenance duration. ▪ The system shall not generate overdue alerts during the defined

	maintenance period. ▪ Additional Grace Days ▪ The system shall allow extra days after scheduled completion. ▪ If maintenance is not completed within: ▪ Planned duration ▪ Additional grace period ▪ the system shall generate daily overdue alerts. • Maintenance Status Monitoring o The system shall maintain maintenance schedule status. o Statuses include: ▪ Scheduled, Due, In Progress, Completed, Overdue, Cancelled • Maintenance Schedule Trail / History o The system shall maintain complete history of maintenance activities performed against each item. o The trail shall include: ▪ Previous maintenance date ▪ Maintenance performed by ▪ Maintenance type ▪ Maintenance duration ▪ Completion date ▪ Technician/vendor details ▪ Maintenance remarks ▪ Cost details (if available)
Maintenance Schedule Reports	The system shall provide reports including: • Schedule Reports

		○ Maintenance Schedule Register ○ Upcoming Maintenance Schedule ○ Due Maintenance Report ○ Overdue Maintenance Report • Asset Reports ○ Asset-wise Maintenance History ○ Category-wise Maintenance Schedule ○ Location-wise Maintenance Report • Performance Reports ○ Completed vs Pending Maintenance ○ Maintenance Compliance Report ○ Vendor Performance Report
15	**Asset Register Management**	Asset Register Management is a module used to maintain a complete and centralized record of all fixed assets owned, controlled, or managed by the organization. It provides detailed information of assets throughout their complete lifecycle, including acquisition, allocation, movement, maintenance, depreciation, verification, and disposal. The module enables the organization to record, classify, monitor, and control assets with their operational, financial, and maintenance information.
SUB MODULE		**Descriptions /Features/Requirements**
Asset Master / Register Information		• The system shall maintain complete asset details including: ○ Asset Identification, Asset Code, Asset Name, Asset Description, Asset Category / Class, Asset Type, Make / Model, Serial Number, Barcode / QR Code (if applicable) ○ Purchase & Acquisition Details, ○ The system shall maintain acquisition information:

	▪ Purchase Date, Supplier / Vendor, Purchase Reference Number, Purchase Order / Invoice Details, Acquisition Cost, Installation Cost, Additional Expenses, Total Asset Cost, Asset Classification • System shall support asset categorization such as: o Kitchen Equipment,Electrical & Gas Equipment, HVAC Equipment, Gym Equipment, Furniture & Fixtures, IT Equipment, Vehicles, Machinery, Building & Infrastructure, Other Fixed Assets • Asset Location & Custodian Management o The system shall allow mapping of assets with: ▪ Department, Section, Location /Room / Area, Asset Custodian, Responsible Employee o The system shall maintain complete history of: ▪ Location changes, Department transfers, Custodian changes, Asset movements
Asset Depreciation Management	• Depreciation Management is a component used to calculate and maintain the reduction in asset value over its useful life according to defined depreciation rules. o The system shall support automated depreciation calculation based on configured policies. o Depreciation Information o The system shall maintain: o Depreciation Method o Depreciation Rate o Useful Life o Depreciation Start Date o Depreciation Frequency o Salvage / Residual Value o Depreciation Amount o Accumulated Depreciation

	○ Net Book Value (NBV) • Depreciation is calculated based on remaining asset value. System shall provide: ○ Yearly depreciation calculation ○ Depreciation posting period ○ Depreciation adjustment ○ Depreciation reversal (authorized users only) ○ The system shall generate depreciation entries for integration with Finance / General Ledger.
Asset Lifecycle Management	The system shall manage complete asset lifecycle: • Asset Acquisition ○ Asset creation, Cost recording, Supplier information • Asset Allocation ○ Assign department/location/custodian • Asset Maintenance ○ Link with Maintenance Management System, Maintain repair history, Record maintenance cost • Asset Transfer ○ Internal movement, Location change, Custodian change • Asset Verification ○ Physical verification, Asset condition checking, Audit trail • Asset Disposal ○ Disposal request, Approval workflow, Disposal value, Disposal date, Final asset status update
Reports	• System shall provide: • Asset Reports ○ Complete Asset Register

	○ Asset Category Wise Report ○ Department Wise Asset Report ○ Location Wise Asset Report ○ Custodian Wise Asset Report • Financial Reports ○ Asset Cost Report ○ Depreciation Report ○ Accumulated Depreciation Report ○ Net Book Value Report ○ Asset Valuation Report • Operational Reports ○ Asset Movement Report ○ Asset Maintenance History ○ Asset Verification Report ○ Disposal Report ○ Asset Life Expiry Report • Depreciation reports ○ Category Wise Depreciation Report ○ Item Wise Depreciation Report
16	**Laundry Management System** The Laundry Management System shall manage laundry operations exclusively for Club Members, Member Families, Guests, Affiliated Club Members and Room Service Laundry. The system shall facilitate laundry order creation, service selection, rate calculation, billing, and posting of charges into the relevant member accounts. The module will maintain laundry items, categories, service types, rate groups, and transaction history.
SUB MODULE	**Descriptions /Features/Requirements**

Laundry Item Master	System shall maintain complete laundry item information. • Laundry Item Details: o Item Code, Item Name, Category, Gender/Customer Type, Unit, Status • Laundry Item Categories: o Gentlemen, Ladies, Children, Household • Laundry Item Category Management o System shall allow creation and maintenance of laundry categories. o Features: ▪ Category Code, Category Name, Description, Active / Inactive Status
Laundry Services Management	• System shall maintain laundry service types. • Examples: o Washing, Dry Cleaning, Ironing, Pressing, Stain Removal, Special Treatment • Service configuration: o Service Code, Service Name, Applicable Items, Status
Laundry Rate Management	• Laundry Rate Group o System shall maintain different rate groups. ▪ Examples: ▪ Member Rate, Guest Rate, Room Service Rate, Affiliated Club Rate o Rate Group shall define applicable charges for laundry services. • On Account Rate Group o System shall maintain special rate groups for account-based customers. o Applicable for: ▪ Member Account, Affiliated Club, Corporate / On Account Customers, Room Service

		• Laundry Items Rate ○ System shall allow defining item-wise rates. ○ Rate configuration: ▪ Item, Service, Rate Group, Amount, Effective Date
Reports		• Laundry Sales Reports ○ Daily Laundry Sales ○ Monthly Laundry Sales ○ Date Wise Laundry Bills ○ Customer Wise Laundry Charges • Item Reports ○ Item Wise Laundry Consumption ○ Service Wise Laundry Report ○ Category Wise Laundry Report • Financial Reports ○ Laundry Revenue Summary ○ Rate Group Wise Revenue
17	**Library Management System**	The Library Management System shall manage complete library operations of the club including library item cataloguing, member access, book issuance, return, reservation, fine calculation, reminders, and reporting. The system shall be integrated with Membership Management System for member verification

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		and account information. The system will support different types of library materials: 1. Books 2. CD/DVD 3. Periodicals The system shall follow DDC (Dewey Decimal Classification) based Library Management System for classification and cataloguing.
SUB MODULE		***Descriptions /Features/Requirements***
Library Configuration		System shall maintain library configuration: • Issue Period • Maximum Allowed Items • Fine Rules • Reminder Rules • Reservation Rules
Library Item Type Management		• System shall maintain different item types: ○ Book ○ CD/DVD ○ Periodicals
Library Item Management		• Library Item Master ○ System shall maintain complete details of library items. ○ Item Information: ▪ Item Code, Accession Number, Title, Sub Title, Volume, Author, Sub Authors, Editor, Director, Producer, Publisher, Edition, Publication Year, ISBN, Language, Item Type, Category, Keywords, Library Section, Shelf Location, New Book Check, DDC Classification Number, Subject Headings (min. 3 options), Price, Pages, Tags, Binding (hard/soft), Status

	• DDC Based Classification ◦ System shall provide Dewey Decimal Classification support. ▪ Classification details:DDC Code,Category, Sub Category, Subject, Shelf Reference • Author Management ◦ System shall maintain author details: ▪ Author Code, Author Name, Author Mark, Country, Description ▪ Multiple authors can be linked with one item. • Publisher & Language Management ◦ System shall maintain: ▪ Publisher, Publisher Name, Publication Year, Address, Contact Details • Language ◦ Examples: ▪ English, Urdu, Arabic, Other Languages • Source of Item ◦ Donated by; Member, Non-Member, Organization ◦ Purchased
Library Issuance and Return Management	• Issue Library Item ◦ System shall allow issuance of items to club members. ▪ Issuance Details: ▪ Accession No., Issue Number, Member ID, Member Name, Family Member (if applicable), Item, Issue Date, Due Date, Issued By ▪ Validation: ▪ Member must be active ▪ Item must be available

	▪ Maximum issue limit shall be checked ▪ Not reference Books • Library Return Management o System shall manage item return process. ▪ Return Details: ▪ Accession No., Return Number, Issue Reference, Member, Item, Return Date, Condition, Remarks o System shall update: ▪ Item Availability ▪ Member History ▪ Fine Calculation (if apply)
Library Reservation Management	• System shall allow members to reserve unavailable items. o Reservation Details: ▪ Member, Member Status, Mobile No., Address, Item, Reservation Date, Priority, Status; Pending, Available, Issued, Cancelled
Fine Management	• System shall calculate library fines automatically. o Fine criteria: ▪ Late Return, Lost Item, Damaged Item o Fine Setup: ▪ Fine Per Day, Grace Period, Maximum Fine Limit o Fine Details: ▪ Member, Item, Issue Date, Due Date, Return Date, Delay Days, Fine Amount
Reminder Management	• System shall generate reminders for overdue items. o Reminder methods: ▪ Email, Mobile App Notification

	○ Reminder Information: ▪ Member, Item, Due Date, Reminder Date, Reminder Status
Blacklist Management	• System shall maintain blacklisted members. ○ Criteria: ▪ Lost books, Excessive fines, Unreturned items ○ Blacklist Details: ▪ Member, Reason, Date, Approved By, Status
Reports	• Member Fine Report ○ Details: Member, Item, Fine Amount, Paid / Pending Status • Category Wise Reports, Reports by: ○ Item Category, Author, Publisher, Language, DDC Classification • Issuance History Report ○ Member Wise History ○ Item Wise History ○ Date Range History • Inventory Reports ○ Available Items Report ○ Issued Items Report ○ Lost Items Report ○ Damaged Items Report ○ Reserved Items Report

18	**Human Resource Information System**	The HRIS module in the Club ERP shall provide a centralized solution to manage complete employee lifecycle and workforce operations. It shall maintain employee profiles, employment history, documents, departments, designations, and organizational structures. The system shall automate attendance, shift, leave, and approval workflows with accurate tracking and	

	(HRIS)	reporting. It shall support payroll processing including salaries, allowances, deductions, recoveries, and employee benefits. The module shall manage overtime, loans, advances, service charges, appraisals, training, and medical records. It shall provide comprehensive HR reports, analytics, and management dashboards for decision-making. The system shall maintain audit trails and controlled access for employee-related transactions. It shall integrate with finance, banking, biometric, and other ERP modules for efficient HR management.
SUB MODULE		***Descriptions /Features/Requirements***
Employee Profile & Master Data Management		• To maintain a complete digital employee repository containing personal, professional, administrative, and historical information. • The system shall maintain: • Employee Master Information o Employee code generation, Employee name and personal details, CNIC / identification details, Date of birth, Gender, Religion, State/ Province, Contact information, Residential address, Emergency contact details, Photograph, Employee documents o Employee Family information ▪ Spouse, Children, Parents o Employee Experience o Employee Qualification • Employment Information o Joining date, Confirmation date, Contract Start Date, Contract End Date, Employment type, Employee category, Grade / scale, Designation, Department, Section o Employment status ▪ Employment status shall include: • Active, Absentee, Suspended, Resigned, Retired, Terminated, Contract Closed, Expired • Employee History o The system shall maintain:

	▪ Department transfer history, Designation changes, Salary revisions, Promotions, Increment history, Status changes
Department and Sections Management	• **Department Management** o The system shall provide department configuration. o Features: ▪ Department creation ▪ Department hierarchy ▪ Department head assignment ▪ Department-wise employee mapping ▪ Department activation/deactivation ▪ Reports: • Department employee strength • Department hierarchy report • **Department Section Management** o The system shall support sub-level organizational management. o Features: ▪ Section creation ▪ Department-section relationship ▪ Section head assignment ▪ Section-wise manpower tracking
Designation Management	• The system shall manage employee positions. o Features: ▪ Designation creation, Job title management, Grade mapping, Position hierarchy, Designation history • Reports:

	○ Designation-wise employee list ○ Position occupancy report
Pay Scale / Grade Management	The system shall maintain salary structures. Features: • Pay scale definition, Salary range, Grade-wise benefits, Scale revision history, Employee scale assignment
Employee Document Management	The system shall provide electronic document storage. Documents include: • Appointment letters, Contracts, Educational certificates, Identification documents, Experience certificates, Other HR documents Features: • Upload documents, Search documents, Expiry alerts
Attendance Management System	To automate employee attendance monitoring and working hour calculation. The system shall support: • Attendance Capture ○ Biometric device integration, Manual attendance entry, Attendance import, Attendance correction • Shift Management ○ Shift creation, Shift assignment, Rotational shifts, Duty roster, Split duty management • Attendance Processing ○ System shall calculate: ▪ Working hours, Late arrivals, Early departures, Absences, Missing punches, Short hours • Attendance Approval ○ Workflow for: ▪ Attendance adjustment, Missing attendance, Duty changes

	• Reports: o Daily attendance o Monthly attendance o Late arrival report o Absentee report o Employee monthly days o Department attendance summary
Leave Management System	To manage employee leave lifecycle. The system shall support: • Leave Configuration o Leave types, Leave rules, Leave entitlement, Leave carry forward • Leave Process o Leave application, Approval workflow, Leave cancellation, Leave adjustment • Leave Calculation o System shall calculate: Available balance, Used leave, Remaining balance • Reports: o Employee leave statement o Leave balance report o Leave utilization report
Payroll Management System	To automate payroll processing and salary generation. Scope • The system shall support: o Salary Structure, Basic salary, Allowances, Benefits, Deductions, Recoveries, Payroll Processing • The system shall perform:

	○ Attendance-based salary calculation, Payable days calculation, Salary generation, Payroll approval, Payroll closing • Allowance Management ○ Configurable: Fixed allowances, Variable allowances, Employee-specific allowances • Deduction Management ○ Support: Tax deduction, Loan recovery, Advances, Other deductions • Payroll Output ○ System shall generate: Salary sheets, Salary slips, Bank transfer files, Payroll summaries
Ex-Gratia & Leave Encashment Management	Ex-Gratia Management The system shall support: • Ex-Gratia policy configuration, Eligibility criteria, Ex-Gratia calculation, Distribution management Reports: • Ex-Gratia summary • Employee Ex-Gratia statement • Department-wise Ex-Gratia report Leave Encashment System shall support: • Leave balance calculation, Encashable leave calculation, Payment processing Reports: • Encashment summary • Employee-wise encashment report
Overtime Management	• To control and process employee overtime. ○ System shall support:

	▪ Overtime request, Supervisor approval, Overtime hours calculation, Overtime payment, Compensatory leave o Reports: ▪ Employee overtime statement ▪ Department overtime summary ▪ Overtime payment report
Service Charges Distribution Management	• To manage distribution of club service charges among employees. • System shall support: o Service charge rules, Employee eligibility, Distribution criteria, Department/group allocation, Adjustment handling, Approval process • Reports: o Service charge summary o Employee-wise distribution o Bank transfer report
Loan & Advance Management	• To manage employee financial advances. • Scope: o Loan request, Approval workflow, Loan schedule, Installment calculation, Recovery processing, Outstanding tracking • Reports: o Employee loan statement o Recovery report o Outstanding loan report
Employee Appraisal / Performance Management	• To manage employee performance evaluation. • The system shall support: o Appraisal cycle setup, Performance criteria, KPI definition, Goal assignment, Employee evaluation

	• Evaluation process: o Employee self-assessment, Supervisor review, Management approval • Reports: o Employee performance history o Department performance summary
Training Management	To manage employee learning and development. • The system shall maintain: o Training programs, Training calendar, Employee nomination, Trainer details, Training expenses, Training completion records • Reports: o Training history o Employee skill development report
Employee Medical Management	To manage employee healthcare records and claims. **Scope:** System shall support: • Employee medical profile, Medical treatment history, Indoor treatment, Outdoor treatment, Medical claims, Approval workflow, Reimbursement tracking Reports: • Medical history • Medical claim report • Department medical expense summary
HR Reports & Analytics	The system shall provide: • Workforce Reports o Employee strength report

	○ Department-wise manpower ○ Vacancy report ○ Turnover report • Payroll Reports ○ Payroll register ○ Salary comparison ○ Allowance/deduction analysis • Attendance Reports ○ Attendance summary ○ Absenteeism analysis • Management Dashboard ○ Total workforce ○ Attendance trends ○ Payroll analysis ○ HR KPIs
19 **Sports Subscription & Charges Management System**	The Sports Subscription & Charges Management Module will manage club sports facilities, subscriptions, usage, charges, billing, and member eligibility. The module will provide a centralized platform to manage sports activities offered by the club and automate the charging mechanism for members, affiliated members, guests, and other authorized users. The system shall integrate with the Member Management, Billing, Finance, and Accounts modules to ensure accurate posting of sports-related charges into member accounts.
SUB MODULE	**Descriptions /Features/Requirements**
Sports Facilities Management	The system shall maintain a master record of all sports facilities and activities available at the club. The system shall support configuration of different sports categories including but not limited to:

	• **Indoor Sports** o Squash, Badminton, Table Tennis, Billiard, Bridge • **Outdoor Sports** o Tennis, Cricket, Futsal, Basket Ball • **Health & Fitness Facilities** o Swimming Pool, Gym, Spa, Yoga, Children Play Area, Physiotherapy • **Academies / Training Programs** o Cricket Academy, Futsal Academy, Yoga Classes, Other Sports Coaching Programs • Any other new sport
Sports Facility Configuration	The system shall allow authorized users to configure sports facilities with following information: • Sports Facility Name, Sports Category, Location / Venue, Facility Status (Active / Inactive), Allowed Users, Subscription Required (Yes / No), Usage Charges Applicable (Yes / No), Monthly Charges, Time Slot Availability, Capacity / Maximum Users, Applicable Rules & Restrictions
Member Eligibility Management	The system shall allow defining eligibility criteria for sports facilities. Eligible users may include: • Primary Members, Spouse, Family Members, Affiliated Club Members, Member Guests, Temporary Members, Non-Members (if allowed) The system shall maintain: • Member Sports Entitlement, Subscription Status, Validity Period, Expiry Date, Suspension / Blocking Status
Sports Subscription Management	The system shall provide subscription management functionality. Users shall be able to: • Create new sports subscription • Renew existing subscription

	• Cancel subscription • Suspend subscription • Activate subscription Subscription details shall include: • Member ID, Facility Name, Subscription Type, Start Date, End Date, Charges, Discount / Waiver (if applicable), Payment Status
Sports Charges Management	The system shall manage different types of sports-related charges. Charge types may include: • Subscription Charges ○ Monthly Subscription • Usage Based Charges ○ Per Hour Charges, Per Session Charges, Court/ Facility Charges, Coaching Charges • Training / Academy Charges ○ Academy Fee, Coaching Fee, Training Package • Additional Charges ○ Equipment Charges, Late Fee, Penalty Charges
Rate Management	The system shall provide configurable rate management. Rates can be defined based on: • Facility, Member Type, Age Group, User Category, Subscription Type, Duration
Guest Sports Usage Management	The system shall support sports facility usage by guests. Guest management shall include: • Member Guest Registration, Guest Identification, Facility Selection, Visit Date, Charges Calculation • Posting Charges to Member Account The system shall maintain guest usage history.

Sports Booking / Slot Management	The system shall provide facility booking management. Features: • Facility availability calendar • Time slot booking • Member booking • Guest booking • Cancellation • Rescheduling • Conflict checking
Sports Membership Rules	The system shall support configurable rules: • Subscription expiry rules • Guest restrictions • Blacklisting • Facility restrictions • Age restrictions
Reports	The system shall provide following reports: • **Subscription Reports** ○ Active Sports Subscribers ○ Expired Subscriptions ○ New Subscriptions ○ Renewal Report ○ Subscription Revenue Report • **Usage Reports** ○ Facility Usage Report

		○ Daily Sports Activity Report ○ Member Wise Usage Report ○ Guest Usage Report ○ Time Slot Utilization Report • **Financial Reports** ○ Sports Charges Summary ○ Facility Wise Revenue ○ Member Wise Charges ○ Monthly Revenue Report • **Management Reports** ○ Most Used Facility Report ○ Low Utilization Facility Report ○ Sports Participation Summary ○ Member Activity History
20	**Tombola Management & Sales System**	The Tombola Management System will facilitate the complete lifecycle of club tombola activities including event creation, ticket/book management, sales processing, prize distribution, lucky draw management, and financial reconciliation. The system shall support different types of tombola events including: • Regular Tombola, Super Tombola The system will integrate with the club member management and accounts system for member identification, billing, and revenue tracking
SUB MODULE		***Descriptions /Features/Requirements***
Tombola Event Management		This module manages tombola events organized by the club. **Features:** The system shall allow authorized users to create tombola events with following information:

	• Tombola Number • Event Date • Tombola Type o Regular Tombola, Super Tombola • Event Status: o Active, Closed, Cancelled **Event Financial Configuration** The system shall maintain: • Opening Balance, Closing Balance, Sponsor Amount, Club Amount, Lucky Dip Amount, Total Sales Amount The system shall automatically calculate: • Total Collection, Prize Distribution Amount, Club Revenue Share, Forward Amount
Tombola Type Management	To configure different categories of tombola events. **Tombola Types** **Regular Tombola** Standard club tombola event. **Super Tombola** Special event with enhanced prizes and different rules. The system shall allow configuration of: • Ticket rules, Prize rules, Ball sequence, Amount distribution
Tombola Book Management	Manage tombola ticket books and sheets. **Book Management** System shall maintain: • Book Number, Ticket Range, Book Status, Sale Status Book Status:

	• Available, Issued, Sold
Ticket / Sale Management	Manage tombola ticket sales. The system shall support following sale types: • Full Sheet: Complete tombola sheet sale. • Half Sheet: Half portion ticket sale. • Pair: Combination ticket sale. • Single: Individual ticket sale.
Member Sales Management	System shall capture: • Member info, Ticket Type, Ticket Quantity, Amount, Payment Mode
Tombola Game Management	Manage individual games within a tombola event. A tombola event may contain multiple games. Example: • Game 1, Game 2, Game 3 Each game shall have: • Game Number, Game Title, Sequence, Prize Rules, Winning Conditions
Game Rule Management	Configure winning rules for each game. The system shall support: • Line Prizes, House Prize, Complete ticket completion prize., Game Prize • Special game winning prize. o Lucky Dip, Random winner selection. • Prize Amount Distribution o Configure how collected amount is distributed. Configured percentage share. o The system shall support following amount types: ▪ Club Amount, Lucky Dip, Game Prize

	• Ball Rule Management ○ Configure tombola ball calling rules. ○ The system shall maintain: Ball Number, Ball Sequence • Game Rules ○ Control order of games during tombola event ○ Tombola Draw Management
Sponsor Management	Manage sponsored tombola events. System shall maintain: • Sponsor Name, Sponsor Amount, Sponsor Contribution Sponsor amount shall be included in event financial summary.
Reports	**Tombola Sales Summary Report** Contains: • Event Details, Total Sales, Club Amount, Sponsor Amount, Lucky Dip Amount, Prize Amount **Ticket Sales Report** Shows: • Ticket Number, Member Name, Sale Type, Amount, Date **Game Wise Prize Report** Contains: • Game Name, Prize Type, Winner, Amount **Lucky Dip Report** Shows: • Lucky Dip Winners, Ticket Numbers, Prize Amount **Collection Report** Includes:

		• Cash Collection, Member Account Posting, Total Revenue
21	**Email & Mobile App Based (Push) Notification Management System**	The Notification Management System will provide a centralized communication platform for Islamabad Club members through **Mobile App Notifications and Email Services** The system will be used for: • General club announcements • Event updates • Facility information • Service alerts • Transaction-based notifications • Payment reminders • Membership alerts • Operational communications
SUB MODULE		***Descriptions /Features/Requirements***
Notification Channels		• The system shall support multiple communication channels: • **Mobile App Push Notifications** o Used for: ▪ Real-time member communication ▪ Booking confirmations ▪ Transaction alerts ▪ Service updates ▪ Reminders ▪ Features: • Instant delivery, Read/unread status, Notification history, User-wise delivery tracking

	• **Email Notifications** o Used for: ▪ Official communication ▪ Detailed transaction information ▪ PDF statements ▪ Notices ▪ Reports ▪ Payment reminders o Features ▪ HTML email templates ▪ Attachments support ▪ Delivery status tracking • **Member General Information Notifications** o To communicate general information to club members. o System shall allow authorized users to send notifications regarding: ▪ Club announcements ▪ Facility updates ▪ Service changes ▪ Maintenance notices ▪ Operational information ▪ Emergency alerts ▪ Notification Target: • All Members, Active Members, Specific Member Groups, Individual Members
Notification	• Events Notifications

Management	○ The system shall support notifications related to club events. ○ Examples: ▪ Event announcement, Registration opening, Event reminder, Event cancellation, Venue/time changes, Event Notification Details: Event name, Date, Time, Venue, Description, Registration link • Monthly Bill Notification ○ Purpose ○ Notify members regarding monthly bills. ○ Mobile App Notification ○ System shall generate notification containing: ▪ Billing month, Total amount, Due date, Outstanding balance, Payment option ○ Email Notification ▪ System shall send: Bill details, PDF bill attachment, Account summary ○ Payment Due Reminder Management/ Bill Reminder Notification, System shall generate reminders: First reminder, Second reminder, Final Notice, Suspension Notice • Membership Expiry Notifications • Transaction Based Notifications ○ The system shall generate automatic notifications against each club transaction. ○ Each notification shall contain: ▪ Transaction Type, Reference Number, Date, Service / Facility Name, Location, Amount, Member Details, Payment Status ▪ Examples: ▪ Room Reservation, Sports usage and Booking, Food & Beverage, Laundry, Riding, Polo, Golf, Business Center ▪ Library

		▪ Library Notifications ▪ Due Date Reminder, Overdue Reminder, Reservation Notification
Notification Template Management		Admin users shall manage notification templates. • Template Features: o Create templates, Update templates, Activate/deactivate templates • Templates may contain: o Member Name, Member Number, Transaction Number, Amount, Date, Service details
Notification History & Tracking		System shall maintain complete notification history. History includes: • Notification Type, Member, Channel, Date/time sent, Delivery status, User who initiated notification
Reporting		**Notification Summary Report** Displays: • Notification type, Date, Number of members, Delivery status **Member Notification History** Displays: • Member, Notification received, Date, Channel, Status **Failed Notification Report** Displays: • Failed notifications, Reason, Retry status
22	**Digital Signage / Digital Screen**	This module will provide a centralized digital display interface to communicate club information, promote facilities, and enhance member engagement through screens installed at different club locations.

	Management System	
SUB MODULE		***Descriptions /Features/Requirements***
Display		**Features** • System shall display: o Islamabad Club logo and branding. o Welcome messages for members and guests. o Promotional messages for: ▪ IC Mobile Application ▪ Club Website ▪ Digital services • System shall support configurable dashboard content including: o Text messages, Images, Announcements, Promotional banners • System shall allow automatic content rotation based on defined sequence and duration.
Event Promotion Management		To digitally promote club events and activities through full-screen event displays. **Features** The system shall provide: • Event slideshow management. • Full-screen event promotion. • Multiple images against a single event. • Event information display including: o Event Name, Event Date, Event Time, Venue, Description, Registration information • System shall automatically display: o Upcoming events, Active events, Event reminders

	• Administrator shall be able to configure: ◦ Display start date, Display end date, Display priority, Sequence order
Cinema Schedule Display Management	To display cinema schedules and promote movie bookings. **Features** System shall display: • Movie posters, Movie title, Show timings, Today's screening schedule, Upcoming movie schedules. Each movie display shall include: • Movie Name, Poster/Image, Show Date, Show Time, Booking Availability System shall automatically refresh cinema schedules from cinema reservation module.
Video Advertisement Management	To display promotional and informational videos on digital screens. **Features** System shall support: • Uploading promotional videos. • Managing video playlist. • Playing videos in full-screen mode. Videos may include: • Club promotional campaigns • Membership awareness • Facility introduction • Service announcements • Commercial advertisements System shall support: • Video duration control, Display sequence, Activation / Deactivation After video completion system shall automatically move to next content item.

Ticker Management Module	To manage scrolling announcements displayed at the bottom/top of digital screens. **Features** User shall be able to create and manage ticker messages. System shall support ticker categories: • Events, Sports Facilities, Food & Beverage Outlets, Services, General Announcements, Club Rules, Emergency Messages For each ticker message system shall maintain: • Message Title, Message Description, Category, Start Date, End Date, Status, Display Sequence System shall: • Display only active tickers. • Automatically remove expired announcements. • Manage ticker priority. Allow editing and updating existing messages.
Sports & Facility Information Display	To provide real-time information about club facilities. System shall display: • Facility availability, Booking information, Timings, Special announcements Examples: • Swimming Pool timings, Gym timings, Sports facility schedules, Venue closures, Special activities
Booking & Transaction Information Display	To display real-time club activities. System shall integrate with ERP modules and display: • Daily bookings, Function schedules, Venue reservations, Event activities Information may include: • Booking date, Facility name, Location, Time slot
Content	To automate digital screen content rotation.

Scheduling Management	System shall provide: • Content priority management., Display duration configuration., Start/end scheduling., Multiple screen support. Administrator can define: • What content appears, When content appears, How long content appears, Continuous Display Cycle
Reporting	System shall provide reports: **Content Reports** • Active displayed content • Expired content • Scheduled content **Event Reports** • Events displayed • Display duration • Event promotion history **Advertisement Reports** • Video play history
Member Web portal and Member Mobile Apps. (Android and iOS) **From module 23 to 34**	
The Member Portal and Mobile Application module shall provide a centralized digital platform for club members to access services and interact with club management. It shall integrate with Membership, Billing, Accounts, Reservations, Sports, Events, Complaints, and other ERP modules. The system shall support secure member registration, authentication, profile management, and online service requests. Members shall be able to view bills, statements, make payments, reserve facilities, and register for events through web and mobile applications. It shall provide digital communication through announcements, notifications, complaints, and feedback management. The system shall support online food ordering, cinema reservations, and other club service bookings. It shall maintain transaction history, approval workflows, and audit trails for transparency and control. The module shall provide	

reporting and analytics to improve member experience and operational efficiency.		
23	**Member Registration & Authentication Management**	This module provides secure online access to club members through web portal/mobile application. It manages member account creation, verification, login, and password recovery. • Account Creation o Members can create online accounts using registered membership information. o System shall verify member details against club database. o Registration shall require: o Member Number o CNIC/NIC (where applicable) o Registered Email Address o Email Verification Management • System shall verify member email registration status. o If email is not registered: o Member request shall be generated. o Club authorized user shall verify and update email. o System shall notify member after successful registration. • Login Management o Members can login using assigned credentials. o System shall provide secure authentication. o Access shall be restricted according to member status. • Forgot Password o Members can regenerate password through verification process. o System shall send new credentials through registered email. o Password reset history shall be maintained. • Security Controls

		○ Login trail, Password change history, Failed login attempt tracking User session management
24	**Member Profile Management**	To allow members to view and manage their personal information digitally. • **Profile View** ○ Members can view: Personal information, Contact details, Family details, Membership information • **Profile Update Request** ○ Members can submit changes for: ▪ Address, Contact information, Limited personal details, Communication preferences • **Approval Workflow** ○ Profile changes shall be forwarded to concerned club officials. ○ Authorized users shall verify and update official records. • **Notification** ○ System shall generate: Email alerts, Push notifications for profile update requests.
25	**Rooms Reservation Request**	To facilitate online accommodation/reservation requests by members. **Scope** **Reservation Request Creation** Members can submit: • Room category, Arrival date, Departure date, Number of persons, Guest/member details, Contact information, Remarks **Request Processing** Club staff can: • View requests, Verify availability, Approve requests, Reject requests, Modify

		reservation details **Notifications** System shall send: • Request submission confirmation, Approval notification, Rejection notification **Reports** • Reservation request list • Approved reservations • Pending requests • Cancelled requests
26	**Member Billing & Statement Management**	To provide members online access to financial information. **Scope** **Monthly Bills** Members can view: • Monthly bills, Outstanding balances, Charges details, Adjustments, Payments **Account Statement** System provides: • Debit transactions, Credit transactions, Payment history, Balance summary **Online Payment Integration** System shall support: • Online bill payment ○ 1Bill/1Link, Debit/Credit Card, Other Digital methods • Payment confirmation • Transaction history **Reports**

		• Member outstanding report • Payment history • Billing summary
27	**Member Communic ati-on Manageme nt**	To provide digital communication between club and members. **Scope** **News & Announcements** Club users can publish: • Notices, Announcements, Circulars, Important information **Member Notification** System supports: • Email notifications, General Mobile/Push Notifications, Transactional Mobile/Push Notifications from all modules • Portal alerts **Communication History** Maintain: • Notification date, Recipient details, Message history **Outlet Timings:** View operating hours for each outlet category-wise, including weekday-specific opening and closing times. **Contact Us:** Access outlet contact information, including phone numbers and email addresses, for quick communication.
28	**Complaint Manageme nt System**	To digitally manage member complaints and service requests. **Scope** **Complaint Registration** Members can submit complaints related to:

		• Facilities, Departments, Services, Maintenance issues Complaint may include: • Description, Images/attachments, Category **Complaint Workflow** System shall: • Assign complaint to relevant department • Complaint shall automatically escalate to next level if remained unresolved by the assigned level in prescribed department • Track status • Maintain complaint trail Statuses: • Submitted, Assigned, In Progress, Resolved, Closed **Reports** • Complaint summary • Department wise complaints • Pending complaints • Resolution time report
29	**Suggestions & Feedback Management**	To collect member suggestions and feedback for service improvement. **Scope** **Feedback Submission** Members can submit: • Suggestions • Service feedback • Recommendations **Management Review**

		Club users can: • Review feedback • Assign responsible department • Record action taken **Reports** • Feedback summary • Category wise feedback • Pending actions
30	**Events & Activities Management**	To provide online access to club events and activities. **Scope** **Event Publishing** Club users can manage: • Event title, Description, Date/time, Venue, Images, Participant limit **Member Booking** Members can: • View events, Register, Reserve passes **Reports** • Event participation • Booking summary • Attendance report
31	**Sports Facility Booking Management**	To provide online sports facility reservations. **Scope** Members can:

		• View available facilities • Check available time slots • Reserve sports facilities Facilities may include: • SPA, Futsal, Other club activities **Admin Features** • Configure sports facilities ○ Create slots, Define charges, Block slots, Manage bookings **Reports** • Sports utilization • Booking history • Revenue report
32	**Visitor management System**	The system shall facilitate **reciprocal club visits and member/guest entrance management** by allowing members to request introductory letters, select reciprocal clubs and specify visit duration, while maintaining request, issuance and visit history. It shall also support member verification, guest pre-registration, QR/digital passes, on-arrival registration, configurable guest rules, entry/exit tracking and complete audit trails for members, guests and other authorized visitors.
SUB MODULE		***Descriptions /Features/Requirements***
	Reciprocal Club Visit (Introductory Letter)	To facilitate members visiting reciprocal clubs. **Scope** Members can: • Request introductory letters, Select reciprocal club, Specify visit duration System shall: • Generate request, Process Letter, Maintain history Reports:

		• Reciprocal requests • Issued letters • Visit history
	Member and Guest Entrance / Visit Management System	It shall support member verification through membership cards, QR codes, digital IDs or other approved methods and validate membership status and access privileges at Club entry points. Members shall be able to pre-register guests through the Club mobile app or portal, with provision for a unique guest reference, QR code or digital visit pass. The system shall also support on-arrival guest registration and link each guest with the sponsoring member. It shall record visit details, entry/exit time, purpose and vehicle information where required. Guest limits, visit frequency, restrictions and approvals shall be configurable as per Club policy. The system shall maintain complete visit history and audit trails and support temporary visitors, vendors, contractors, official guests and event visitors
33	**Cinema Management & Reservation System**	The Cinema Management & Reservation System shall provide a complete digital solution for managing club cinema operations, including movie management, screening schedules, seat allocation, online reservations, counter bookings, ticketing, payments, and reporting. The system shall enable members to view available movies, reserve seats online, and allow authorized club users to manage cinema activities efficiently.
SUB MODULE		***Descriptions /Features/Requirements***
Movie Management Module		To maintain complete information of movies displayed in the club cinema. **Scope** The system shall allow authorized users to: **Movie Creation** Create and maintain movie records including: • Movie title, Movie category/genre, Language, Duration, Release year, Director/production information, Movie description, Movie poster/image, Trailer/media links/ Images/Banners, Age classification (if applicable) • Status: o Active, Inactive, Archived **Movie Management**

	Users can: • Add new movies, Update movie details, Remove expired movies, Activate/deactivate movies **Movie Library** System shall maintain historical records of: • Previously screened movies, Current running movies, Upcoming movies
Cinema Hall & Seat Configuration Management	To configure cinema infrastructure and seating arrangement. **Scope** System shall support: **Cinema Hall Setup** Maintain: • Cinema hall details, Hall capacity, Screen information, Seating layout **Seat Configuration** Admin can configure: • Seat numbers, Rows, Seat categories, Seat availability **Seat Status** System shall manage: • Available seats, Reserved seats, Blocked seats, Sold seats
Movie Schedule	To manage movie show schedules. Authorized users can create screening schedules: • Movie selection, Cinema hall, Show date, Start time, End time, Seat availability, Booking opening date, Booking closing date, Book Seats (Member/Guest) System shall prevent: • Double scheduling, Time conflicts, Overlapping shows
Ticket Rate Management	To define cinema ticket pricing.

	System shall allow configuration of rates based on: • Movie, Show timing, Seat category, Member type Rates may include: • Member charges, Guest charges System shall maintain: • Effective date, Rate history
Member Online Reservation Module	To allow members to reserve cinema tickets online. Members can: • View running movies, View show timings, Select show, Select seats, Confirm booking Reservation information: • Member details, Movie, Show timing, Seats selected, Number of tickets, Charges, Guest Reservation, • Charges shall be applied according to configured rules. • Cancel booking • Mobile notification • Email notification
Cinema Counter Booking Module/ Box-Office	To allow cinema staff to create bookings on behalf of members. Counter staff can: • Search member, Select movie/show, Allocate seats, Book and print ticket, Collect payment, Cancel booking System shall maintain: • Booking user, Booking date/time
Reporting & Analytics	To provide cinema operational reports. **Reports** **Booking Reports**

	• Daily booking report • Monthly booking report • Movie wise booking • Show wise booking **Revenue Reports** • Ticket sales summary • Payment collection report • Revenue by movie • Revenue by date range **Occupancy Reports** • Hall utilization/Occupancy • Seat occupancy percentage • Available vs sold seats **Member Reports** • Member booking history • Guest ticket report **Cancellation Reports** • Cancelled tickets
34 **Online Food Ordering System (Takeaway & Home Delivery)**	The Online Food Ordering System shall provide Islamabad Club members with a digital platform to order food items from club through the mobile application/web portal. The system will support **Takeaway** and **Home Delivery** services, enabling members to browse menus, place orders, and track order status.
SUB MODULE	***Descriptions /Features/Requirements***
Member Food	To allow members to order food online without visiting the Club.

Ordering Module	Members shall be able to: • Login through Member Portal / Mobile App • Browse available food menus • Select food items • Add items to cart • Place order • Select delivery method: ○ Takeaway, Home Delivery
Menu Management Module	To manage food items displayed for online ordering. Authorized users can manage: **Food Categories** Examples: • Chinese, Pakistani, Continental, Fast Food, Desserts, Beverages **Food Items** System shall maintain: • Item name, Description, Category, Images, Price, Availability status, Preparation time, • **Item Status** • Available, Temporarily unavailable, Discontinued
Shopping Cart Management	To manage selected food items before order confirmation. Member can: • Add items, Remove items, Change quantity, Add special instructions System shall calculate: • Item quantity, Item price, Total amount, Applicable charges
Order Placement Management	To create and process member food orders.

	Order information includes: • Order Number, Member details, Contact information, Selected items, Quantity, Total amount, Order type, Delivery address, Remarks Order types: • Takeaway Order ○ Member selects: Pickup time • Home Delivery Order ○ Member provides: Delivery address, Contact number, Preferred delivery time **Order Modification & Cancellation** • To manage changes after order placement. ○ Members may: Cancel order (before preparation), Modify order (based on policy) • System shall maintain: ○ Cancellation reason, User, Date/time trail **Notification Management** To provide real-time order updates. • Notifications through: Mobile App, Email • Events: ○ Order received, Order accepted, Ready for pickup, Delivery dispatched, Completed
Kitchen Order Management	To allow kitchen staff to process online orders. Kitchen users can view: • New orders, Pending orders, Preparation queue Order workflow: • In Preparation, Ready, Delivered / Picked Up, Cancelled
Reports &	Order Reports

Analytics	• Daily food orders • Monthly order summary • Member wise orders Sales Reports • Food sales summary • Item wise sales • Category wise sales • Revenue report Operational Reports • Pending orders • Cancelled orders
General ERP Implementation Instructions & Technical Requirements for ERP Vendor / Development Organization	

- **Web Portal & Mobile Application Integration (for modules 23 to 34)**
    - ERP shall integrate with: Member Web Portal, Android and iOS Mobile Application and all data shall synchronize with ERP in real time.
- **POSs Integration**
    - System shall support integration with applicable POS systems.
        - FBR compliant invoicing, Sales verification, Returns/cancellations, Transaction logging, Generate service charges at the time of usage, Issue receipts for services utilized, Notifications and Alerts.
    - **Support payment collection through:**
        - Digital payments: 1LINK, Banks, Online payment gateways, other digital methods, Debit/Credit Card, POS machine, Charged to Card, Cheque, Cash, Other available payment methods.

- **Billing Configuration**
    - Support billing and transaction in all modules for: Members, Member family, Member guests, Affiliated Members, Rooms Guests, Non-Member (if Applicable), And also Maintain: Customer details, Member identification, Service usage history.

- **Member E-Card Integration**
    - ERP shall support member card integration in all relevant modules for:
        - Member, Member Family and dependents, Affiliated Member authentication, and also Authentication of Membership verification, Facility access, Billing identification.

- **Reporting Integration**
    - Central reporting system shall provide:
        - Operational reports, Financial reports, Member activity reports, Facility utilization reports, Other on Demand Reports, Revenue analysis, Audit reports, Reports shall support: Search filters, Date range, Export, Printing.

Annexure B - Scope Compliance Matrix

The bidder shall complete this matrix and additionally provide requirement-level references against every detailed requirement in Annexure C. “Partial” or “Deviation” responses must describe the limitation, proposed workaround and any cost/schedule impact. Unstated deviations will not be accepted after award.

#	Module	Compliance	Delivery Method	Reference	Comments
1	Finance & Accounting	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
2	Member & Billing Management	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
3	Affiliated	Fully / Partial	Standard /	Proposal	Comments

	Member Management	/ Deviation	Configuration / Customization / Third-party	Page / Demo Reference	
4	Riding Management	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
5	Polo Management	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
6	Golf Management	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
7	Room Reservation Management	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
8	Catering / F&B Outlet & Location Management	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
9	Event / Venue Management	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
10	Business Center Management	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
11	Purchase Management	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
12	Inventory Management	Fully / Partial / Deviation	Standard / Configuration	Proposal Page / Demo	Comments

			/ Customization / Third-party	Reference	
13	Gate Pass Management	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
14	Repair & Maintenance Management	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
15	Asset Register Management	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
16	Laundry Management	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
17	Library Management	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
18	Human Resources Information System (HRIS)	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
19	Sports Subscription & Charges Management	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
20	Tombola Management	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
21	Email & Notification Management	Fully / Partial / Deviation	Standard / Configuration /	Proposal Page / Demo Reference	Comments

			Customization / Third-party		
22	Digital Display Management	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
23	Member Web Portal / Mobile Access	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
24	Member Profile Management	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
25	Online Room Requests / Reservations	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
26	Member Financial Information / Statements	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
27	Member Communication	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
28	Complaint / Service Request Management	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
29	Suggestions & Feedback	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
30	Events & Activities Access	Fully / Partial / Deviation	Standard / Configuration / Customization	Proposal Page / Demo Reference	Comments

			/ Third-party		
31	Sports Facility Reservations	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
32	Visitor management System	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
33	Cinema Management & Reservation	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments
34	Online Food Ordering	Fully / Partial / Deviation	Standard / Configuration / Customization / Third-party	Proposal Page / Demo Reference	Comments

Annexure C - Proposed ERP Solution, Licensing and Technology Declaration

Item	**Provision / Requirement**
ERP product / platform name	
Version / edition proposed	
Solution owner / principal / community project	
Bidder relationship / legal right to implement and support	
License model (named/concurrent/unlimited/subscription/perpetual/open-source/other)	Bidder to specify, including applicable terms, restrictions and recurring charges.
Required ERP Production User Baseline	160 users. Bidder shall confirm that the quoted solution and licensing arrangement covers the complete requirement of 160 production users.
Database technology	
Application architecture / framework	
Hosting model and provider	
Primary data center location in Pakistan	
DR location	
Mobile applications / platforms	
API / integration standards	

Reporting / BI technology	
Source code/customization ownership model	
Third-party components and dependencies	
Upgrade policy / supported version lifecycle	
Exit/data export method	

Annexure D - Key Personnel and Team Composition

Role	Name	Qualification	Relevant Exp.	ERP Projects	Organization	CV Ref
Project Manager	Name	Qualification	Relevant Years	ERP Projects	Employment/JV Member	CV Page Ref
ERP Functional Lead	Name	Qualification	Relevant Years	ERP Projects	Employment/JV Member	CV Page Ref
Finance Functional Consultant	Name	Qualification	Relevant Years	ERP Projects	Employment/JV Member	CV Page Ref
HR/Payroll Functional Consultant	Name	Qualification	Relevant Years	ERP Projects	Employment/JV Member	CV Page Ref
Operations/Club Modules Functional Consultant(s)	Name	Qualification	Relevant Years	ERP Projects	Employment/JV Member	CV Page Ref
Technical / Solution Architect	Name	Qualification	Relevant Years	ERP Projects	Employment/JV Member	CV Page Ref
Integration/API Lead	Name	Qualification	Relevant Years	ERP Projects	Employment/JV Member	CV Page Ref
Data Migration / Database Lead	Name	Qualification	Relevant Years	ERP Projects	Employment/JV Member	CV Page Ref
QA / Test Lead	Name	Qualification	Relevant Years	ERP Projects	Employment/JV Member	CV Page Ref
Security / Infrastructure Lead	Name	Qualification	Relevant Years	ERP Projects	Employment/JV Member	CV Page Ref
Training / Change Management	Name	Qualification	Relevant Years	ERP Projects	Employment/JV Member	CV Page Ref

Lead						
Support Lead	Name	Qualification	Relevant Years	ERP Projects	Employment/JV Member	CV Page Ref

Annexure E - Similar ERP Project Experience

#	Client	Project	Scope	Value	Scale	Dates	Evidence
1	Client / Organization	Project & ERP Product	Scope / Modules	Contract Value (PKR)	Users / Scale	Start / Completion	Completion Evidence / Contact
2	Client / Organization	Project & ERP Product	Scope / Modules	Contract Value (PKR)	Users / Scale	Start / Completion	Completion Evidence / Contact
3	Client / Organization	Project & ERP Product	Scope / Modules	Contract Value (PKR)	Users / Scale	Start / Completion	Completion Evidence / Contact
4	Client / Organization	Project & ERP Product	Scope / Modules	Contract Value (PKR)	Users / Scale	Start / Completion	Completion Evidence / Contact
5	Client / Organization	Project & ERP Product	Scope / Modules	Contract Value (PKR)	Users / Scale	Start / Completion	Completion Evidence / Contact
6	Client / Organization	Project & ERP Product	Scope / Modules	Contract Value (PKR)	Users / Scale	Start / Completion	Completion Evidence / Contact

Annexure F - JV / Consortium Information and Responsibility Matrix

Item	**Provision / Requirement**		
JV Name			
Lead Member			
Member 2			
Member 3 (if any)			
Authorized Lead Representative			
JV Agreement / LOI Reference			
Power of Attorney Reference			
JV Member	**Primary Responsibilities / Modules**	**Resources / Capability Contributed**	**Authorized Signatory**
Lead Member			
Member 2			

Member 3			

JV Declaration: Each member accepts joint and several liability for performance of the Contract. No member will withdraw, be substituted, or materially change its allocated role without prior written approval of the Procuring Agency and only to the extent permitted by applicable procurement rules and the Contract.

Annexure G - Hosting, Security, Backup, DR and SLA Compliance

Requirement	Minimum	Bidder Response / Evidence
Hosting within Pakistan	Mandatory	Location and evidence
Data center standard	Tier III or higher / equivalent demonstrable resilience	Certificate/evidence
Compute	Minimum 16 vCPU, scalable to 32 vCPU or performance-equivalent sizing	Proposed sizing
Memory	Minimum 128 GB scalable or performance-equivalent sizing	Proposed sizing
Storage	Minimum 512 GB enterprise SSD/NVMe, online-expandable	Proposed sizing
Storage resilience	RAID-10 equivalent or cloud/distributed replicated fault tolerance	Mechanism
Backup	Automated daily; minimum 30-day retention; point-in-time recovery where supported	Schedule
DR	Geographically separate site/zone; documented RPO/RTO	RPO/RTO
Availability	Minimum 99.9% monthly production uptime target	SLA
Encryption	TLS in transit and encryption at rest for sensitive data	Controls
MFA	Required for privileged/remote administrative access where technically supported	Method
Monitoring	24x7 infrastructure/application monitoring and proactive alerting	Tools/process
Scalability	Compute/memory/storage scale-up with minimal interruption	Method

Support	24x7 critical-incident escalation; ticketing, phone/email/web support	Escalation matrix

Annexure H - Implementation Milestones and Acceptance Matrix

Milestone	Deliverable	Indicative Payment	Target
M1	Mobilization, kickoff, detailed plan and governance	10%	Within 15 days
M2	Requirements, FRD/SRS, process maps, solution blueprint and gap register	15%	Within 60 days
M3	ERP configuration/customization and first integrated build	20%	Within 140 days
M4	Remaining integrations, reports and migration trial(s)	20%	Within 200 days
M5	System/integration/performance/security testing and UAT-ready release	10%	Within 230 days
M6	UAT completion, production migration, training and go-live	15%	Within 265 days
M7	Stabilization, documentation handover and provisional/final acceptance package	10%	Within 280 days

Past Experience / Contracts

Contracts over *[insert amount]* during the last three years:				
Procuring Agency	Value	Year	Goods/Services Supplied	Country of Destination

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

Historical Contract Non-Performance, and Pending Litigation and Litigation History

[The following table shall be filled in for the Applicant and for each member of a Joint Venture]

Applicant's Name: *[insert full name]*
Date: *[insert day, month, year]*
Joint Venture Member Name: *[insert full name]*
IFP No. and title: *[insert IFP number and title]*
Page *[insert page number]* of *[insert total number]* pages

☐ Not debarred due to deviation from commitment of Bid Securing Declaration-☐ Not debarred due to non-performance			
Year	**Non-performed portion of contract**	**Contract Identification**	**Total Contract Amount (current value, currency, exchange rate and PKR equivalent)**
[insert year]	*[insert amount and percentage]*	Contract Identification: *[indicate complete contract name/ number, and any other identification]* Name of Procuring Agency: *[insert full name]* Address of Procuring Agency: *[insert street/city/country]* Reason(s) for nonperformance: *[indicate main reason(s)]*	*[insert amount]*
Pending Litigation, in accordance with Section III, Qualification Criteria and Requirements			
☐ Pending litigation in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.3 as indicated below.			

Year of dispute	**Amount in dispute (currency)**	**Contract Identification**	**Total Contract Amount (currency), ~~US$~~ PKR Equivalent (exchange rate)**

[insert year]	*[insert amount]*	Contract Identification: [indicate complete contract name, number, and any other identification] Name of Procuring Agency: *[insert full name]* Address of Procuring Agency: *[insert street/city/country]* Matter in dispute: *[indicate main issues in dispute]* Party who initiated the dispute: *[indicate "Procuring Agency" or "Supplier"]* Status of dispute: *[Indicate if it is being treated by the Adjudicator, under Arbitration or being dealt with by the Judiciary]*	*[insert amount]*

☐ No consistent history of court/arbitral award decisions in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.4.

☐ Consistent history of court/arbitral award decisions in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.4 as indicated below.

Year of award	**Outcome as percentage of Net Worth**	**Contract Identification**	**Total Contract Amount (currency), PKR Equivalent (exchange rate)**
[insert year]	*[insert percentage]*	Contract Identification: [indicate complete contract name, number, and any other identification] Name of Procuring Agency: *[insert full name]* Address of Procuring Agency: *[insert street/city/country]* Matter in dispute: *[indicate main issues in dispute]* Party who initiated the dispute: *[indicate "Procuring Agency" or "Supplier"]* Court/ arbitral award decision: *[Indicate if the award decision was against the Applicant or any member of a joint venture.]y]*	*[insert amount]*

Average Annual Turnover (Annual Sales Value)

[The following table shall be filled in for the Applicant and for each member of a Joint Venture]

Applicant's Name: *[insert full name]*
Date: *[insert day, month, year]*
Joint Venture Member Name: *[insert full name]*
IFP No. and title: *[insert IFP number and title]*
Page *[insert page number]* of *[insert total number]* pages

Annual Turnover Data			
Year	**Amount** **Currency**	**Exchange rate*** **(If applicable)**	**PKR equivalent**
[indicate calendar year]	*[insert amount and indicate currency]*		
		Average Annual Turnover **	

* Refer ITA for date and source of exchange rate.

** Total PKR equivalent for all years divided by the total number of years. See Section III, Qualification Criteria and Requirements, ITA.