



REQUEST FOR QUOTATION

Hiring of a Technology Provider for the Development, Hardware Integration, and Deployment of Virtual Reality (VR) Immersive Solutions under the Digital Economy Enhancement Project (DEEP)

Country:	Pakistan
Project Name:	Digital Economy Enhancement Project
Implementing Agency:	Ministry of Information Technology and Telecommunication
Loan No:	75140-PK
Project ID No:	P174402
RFQ/ STEP Ref. No.	PK-MOITT-571580-NC-RFQ

September 06, 2026

Section I

Invitation for Quotations

Country: Pakistan
Name of Project: Digital Economy Enhancement Project
Hiring of a Technology Provider for the Development, Hardware
Contract(s) Title: Integration, and Deployment of Virtual Reality (VR) Immersive
Solutions under the Digital Economy Enhancement Project (DEEP)
Loan No./Credit No.: 75140-PK
RFQ/ STEP Reference No.: PK-MOITT-571580-NC-RFQ

1. The Islamic Republic of Pakistan has received financing from the World Bank toward the Digital Economy Enhancement Project (DEEP) and intends to apply part of the proceeds toward payments under the Agreement for Hiring of a Technology Provider for the Development, Hardware Integration, and Deployment of Virtual Reality (VR) Immersive Solutions under the Digital Economy Enhancement Project (DEEP). This procurement process will be conducted in accordance with the Request for Quotations “RFQ” method as specified in the World Bank’s “Procurement in Investment Project Financing, Goods, Works, Non-Consulting and Consulting Services, Fifth Edition, September 2023” (“Procurement Regulations”) and is open to all eligible Bidders/ Firms/ Service Providers as defined in the Procurement Regulations and the procedures described herein.
2. Bidders are invited to submit their priced quotation(s) for the complete turnkey Development, Hardware Integration, and Deployment of Virtual Reality (VR) Immersive Solutions under the Digital Economy Enhancement Project (DEEP), including the purchased hardware and related services/software specified in this RFQ. The Agreement will be awarded to the Service Provider who meets all eligibility and qualification requirements, is substantially responsive to the RFQ, and offers the lowest evaluated total cost for the complete scope.
3. The quotations should be accompanied by necessary documentation and other printed material establishing eligibility and qualification of the bidders as required in the RFQ.
4. The complete RFQ document is available at Ministry of IT & Telecommunication website (<https://moitt.gov.pk/Tenders>). Interested eligible Bidders may obtain further information from the address given below during 10:00 AM – 03:00 PM (Monday to Friday) latest by three days till the deadline for quotations submission date.
5. The quotation(s) shall be submitted (in person or by post/ surface mail) by/ before 15:00 Hours September 21, 2026, as per the format given in the RFQ and marked as “Hiring of a Technology Provider for the Development, Hardware Integration, and Deployment of Virtual Reality (VR) Immersive Solutions under the Digital Economy Enhancement Project (DEEP)” addressed to:

Senior Procurement Specialist

Procurement and Contract Management Cell
Project Management Unit (PMU)
Digital Economy Enhancement Project (DEEP)
2nd Floor, TF Complex, G-9/4
Islamabad, Pakistan
Email: procurement.specialist@deep.moitt.gov.pk
Phone: 051-9106768

Section II

Instructions for Preparing Quotations

1. Scope of Procurement:

The Employer invites priced quotations for the complete turnkey Non-Consulting-Services solution comprising custom VR software, implementation services and the associated hardware component for the Hiring of a Technology Provider for the Development, Hardware Integration, and Deployment of Virtual Reality (VR) Immersive Solutions under the Digital Economy Enhancement Project (DEEP); details are provided in Section III Scope of the Services. The successful Bidder/Service Provider shall be expected to complete delivery of the complete turnkey solution (purchased hardware, custom software and services) within due time indicated as per the scope.

2. Eligibility to Quote: Bidder/Service Provider duly registered with tax authorities may be eligible to participate only if it also submits/provides:

- The Bidder/Service Provider shall be legally registered with the relevant statutory organization and shall have a minimum of five (05) years of operational existence. Documentary evidence of registration, along with valid NTN/GST registration and Active Taxpayer status with FBR, shall be submitted with the Quotation. Failure to provide the required documentary evidence shall result in rejection of the Quotation.
- The bidder shall provide documentary evidence of Average annual turnover of at least PKR 30 Million during the last three (03) completed financial years.
- Only one Quotation per firm is allowed for this procurement. All Quotations submitted in violation of this rule shall be rejected.
- The Quotation shall be received within the Due Date and Time duly signed and stamped.
- The Quotation shall be substantially responsive to the scope of work and other requirements of this RFQ.

3. Qualification & Technical Evaluation of the Firm/Service Provider:

The bidder / service provider shall demonstrate proven institutional experience in the design, development, integration and deployment of VR/interactive technology systems, touchscreen simulations, holographic presentation technology and technology-enabled experience-zone fabrication.

To qualify for award of the contract, a Firm/Service Provider shall meet the following qualifying criteria. Documentary evidence must be submitted for each criterion, failure to provide the required evidence will result in rejection of the quotation

VR / INTERACTIVE EXPERIENCE ZONE, HOLOGRAPHIC DISPLAY, FABRICATION & PRINT			
QUALIFICATION CRITERIA			
S. No.	Qualification Head	Minimum Requirement / Criteria	Documentary Evidence.
1. RELEVANT FIRM EXPERIENCE			
1.1	Large-Scale VR Deployment	The Bidder / Service provider must have successfully completed at least one (01) contract/project having a total contract value of not less than PKR 180 Million, which included substantial deployment of VR technology.	Contract / work order / completion certificate showing project scope and value.
1.2	Minimum Industry Experience	The Bidder / Service provider must have at least five (05) years of experience in the design and installation of Audio-Visual systems for VR, immersive technology or related interactive technology projects.	Firm profile, incorporation/ registration record and relevant project evidence.

1.3	Similar Project Experience	The Bidder / Service provider must have successfully completed at least five (05) projects of similar nature involving the design and installation of Virtual Reality facilities, immersive Audio-Visual centers, VR experience centers, interactive technology centers or equivalent large-scale immersive technology installations. Three (03) International and Two(02) Public Sector	Contracts / work orders / completion certificates / client certificates / portfolio
2. HUMAN RESOURCE CAPACITY			
2.1	Project Managers – 2 Nos.	Two (02) Project Managers, each having a minimum of three (03) years of professional experience in designing, implementing and curating interactive display projects, including VR installations.	CVs / experience certificates / employment evidence shall be provided.
2.2	VR / Multimedia / Interactive Content Developers – Minimum 2 Nos.	The Bidder / Service provider shall maintain an in-house technical/content development team capable of developing and implementing VR and interactive digital experiences. The proposed VR development team must have at least three (03) years experience demonstrate experience in at least two (02) international projects and two (02) Government/Public Sector projects involving VR, immersive or interactive technology.	CVs / experience certificate/ employment evidence shall be provided.
2.3	In-House VR Production Team – Designers, 3D Modellers & Unreal Engine Developers	The Bidder / Service provider shall maintain in-house Designers, 3D Modellers and Unreal Engine Developers with demonstrated capability in the design, modelling, optimization, real-time development and deployment of custom VR and immersive interactive experiences.	CVs / employment evidence and relevant project references demonstrating in-house capability.
3. BOQ-SPECIFIC TECHNICAL CAPABILITY			
3.1	Interactive Touchscreen Simulation/ Gamified Application Experience	The Bidder / Service provider must have successfully developed and deployed at least two (02) custom touchscreen-based interactive applications, simulations or gamified digital experiences involving multi-step user journeys, real-time calculation/dashboard logic, guided operator flow or equivalent interactive functionality. At least one (01) deployment shall be for a Government/Public Sector or institutional client.	Contracts / work orders / completion certificates / client certificates, screenshots/video and software/project references.
4. SUBCONTRACTOR EXPERIENCE			
4.1	Bidder / Service provider's Own Experience and Resources	Subcontractor's experience and resources shall not be taken into account in determining whether the Bidder / Service provider meets the qualifying criteria. The Bidder / Service provider shall meet the qualification and human resource requirements through its own experience and in-house resources.	Bidder / Service provider shall meet the requirement through its own experience and in-house resources.

Apart from the above bidder shall also provide the following;

- i. Technical methodology covering R&D, VR architecture, software pipeline, hardware provisioning, deployment, commissioning and handover.

- ii. Creative treatment with proposed visual language, sample style-frames and user-flow logic for VR-01.
- iii. Approach for jointly defining and producing the remaining three scenarios after award.
- iv. Hardware datasheets, OEM/genuine-product evidence, warranty terms and serial-number handover methodology.
- v. Technical team CVs, employment evidence and project references against qualification criteria.
- vi. Demo/pilot plan for a client-designated site.
- vii. Training plan for two client-nominated employees.
- viii. Testing, QA, redundancy, hygiene, privacy, offline operation, source-file handover and support plan.

Note: All above criteria are minimum mandatory qualification requirements. Verifiable documentary evidence, CV / employment certificates shall be submitted with the quotation. Failure to meet any mandatory requirement or provide acceptable evidence may render the quotation non-responsive. Furthermore, Subcontractor's experience and resources shall not be taken into account in determining whether the Bidder meets the qualifying criteria. The Bidder shall meet the qualification and human resource requirements through its own experience and in-house resources.

4. Contents of RFQ Documents:

The RFQ comprises the documents listed below:

Section I	Invitation for Quotations
Section II	Instruction for Preparing Quotations
Section III	Scope of the Services/ Work
Section IV	Form of Quotation
Section V	Form of Contract
Section VI	Conditions of Contract Section
Annex-A	Fraud and Corruption

5. Documents Comprising the Quotation:

The Quotation submitted by the Firm/Service Provider shall comprise the following documents:

- (i) Form of Quotation (as per sample attached)
- (ii) Qualification and Experience Information
- (iii) Copies of valid taxation documents
- (iv) Declaration of Compliance: Signed statement confirming that all proposed staff meet the academic qualifications and experience requirements listed in Section III(C), and that the firm has no conflict of interest with MOITT/DEEP personnel.

6. Priced Quotation:

The Agreement shall be for the whole assignment, to procure the complete turnkey solution hardware, custom VR software and Non-Consulting Services of a Technology Provider for the Development, Hardware Integration, and Deployment of Virtual Reality (VR) Immersive Solutions under the Digital Economy Enhancement Project (DEEP) as detailed in Section III.

Prices shall be quoted entirely and only in Pak Rupees. The Bidder/Firm shall fill in the rates and prices for the hardware and services described in the Schedule of Requirements. All duties, taxes, and other levies payable by the Bidder/Firm under the Agreement shall be included in the rates, prices, and total price in the Quotation. The rates and prices shall remain fixed for the duration of the PO/Agreement and shall not be subject to any adjustment on any account.

The Bidder/Firm shall quote a lump-sum price for the entire scope described in the Schedule of Requirements, itemized per Section IV to make the hardware/services composition transparent. No mobilization advance will be paid. Payment shall be made only upon 100% completion of the works/services and satisfactory acceptance of all deliverables by the Employer.

7. Validity of Quotations.

The priced quotation shall remain valid for a period of 120 days from the closing date of submission of the Quotation specified in Clause 5 of Section I. The Employer may request the Firm/Service Provider to

extend the period of validity for a specified additional period. The Employer's request and the Bidder/Firm's response shall be made in writing. A Firm/Service Provider may refuse the request for extension of Quotation validity, in which case it may withdraw its Quotation without penalty. A Firm/Service Provider agreeing to the request will not be required or permitted to otherwise modify its Quotation.

8. Language of the Quotation:

All documents relating to the RFQ, Quotations and PO shall be in the English language.

9. Process to be Confidential:

Information relating to the examination, clarification, evaluation and comparison of quotations and recommendation for the award shall not be disclosed until the award to the successful Bidder/Service Provider has been announced.

10. Evaluation and Comparison of Quotations:

The Employer will award the Contract Agreement to the Firm/Service Provider whose Quotation has been determined to be substantially responsive to the RFQ and who has offered the lowest evaluated priced quotation for the entire turnkey scope of the Solution. In evaluating the quotations, the Employer will determine for each Quotation the evaluated priced quotation by adjusting the price quotation, making any correction for arithmetic errors, as follows, where there is a discrepancy between amounts in figures and in words, the amount in words will govern.

- Where there is a discrepancy between amounts in figures and in words, the amount in words will govern.
- Where there is a discrepancy between the hardware/services resulting from the per-item rate and the quantity, the per-item rate as quoted will govern.
- If a Firm/Service Provider refuses to accept the correction, its Quotation will be rejected.
- Employer's Right to Accept any Quotation and to Reject any or all Quotations: the Employer reserves the right to accept or reject any quotation, and to cancel the process of competition and reject any or all quotations, at any time prior to the award of the PO, without assigning any reason and without incurring any liability to the affected Firm/Service Provider(s).
- Employer's Right to Increase or Decrease Quantities: The Employer reserves the right to increase or decrease quantities of hardware/tasks/services during the validity of the Quotations and resulting Agreement (if any).
- Interpretation: the Employer is not responsible for any wrong interpretation of any clause of this document.

Section III

A. Scope of the Services/ Works

The scope of work for the Development, creative direction¹ Hardware Integration, and Deployment of Virtual Reality (VR) Immersive Solutions under the Digital Economy Enhancement Project (DEEP) is described below:

Sr. No.	Category / Item	Detailed Technical Specification / Scope	Unit	Qty.	Mandatory Deliverables / Acceptance Requirements
A. VIP INTERACTIVE EXPERIENCE					
1	VIP Interactive Touchscreen Simulation	High-end interactive touchscreen installation demonstrating before-vs-after service journey through a guided simulation/game. Example journey may include university application prerequisites such as identity/family document retrieval, degree attestation, bank payment and university fee payment. Dashboard shall calculate time consumed, travel distance, waiting/time wasted and number of steps, followed by a simplified unified digital dashboard comparison. Hardware to be minimum 49-inch multi-touch android professional display or multi touch display with high-performance PC and concealed wiring. Touch Kiosk: Display size: 49 inch (minimum), Multi touch, Resolution: FHD, Connectivity: Ethernet & Wifi, Brightness: 700 nits	Set	1	Custom software with reset mode, guided operator mode and summary comparison screen. Must complete smoothly during VIP demonstration; backup laptop/application image available.
B STANDALONE VIRTUAL REALITY SIMULATION SOLUTION					
22	R&D / Experience Engineering	Discovery workshops, service-journey analysis, UX research, interaction architecture, prototype planning, device benchmarking, comfort testing and technical feasibility assessment.	Lot	1	Approved discovery/R&D outputs, requirement validation, journey maps, experience architecture and technical feasibility/prototype plan.
33	VR Headsets	Supply of ten (10) new Meta Quest 3 standalone VR headsets or approved equivalent, minimum 128 GB class storage, 6DoF inside-out tracking, colour passthrough capability, integrated audio and applicable OEM warranty.	Unit	10	Ten (10) new, genuine and fully operational standalone VR headsets; make/model and datasheets to be submitted; serial-number register and OEM warranty

¹ The VR solution shall present a premium, institutional and future-facing digital service experience rather than a generic entertainment game. The visual language should combine realistic public-service environments with a clean digital transformation layer. Deep emerald and neutral dark surfaces, luminous green data pathways, controlled white typography, subtle gold accents, Pakistan-inspired digital motifs, volumetric lighting, spatial UI, restrained particles and high-clarity information graphics are preferred.

					documents to be handed over at acceptance.
44	VR Accessories, Charging, Hygiene & Protective Storage Package	Controllers/hand-tracking capability as supported, facial-interface spares, hygiene covers, charging accessories/docks, protected transport/storage cases and all cables/adapters required for operation.	Lot	1	Complete operational accessory package for the ten (10) headsets, including charging, hygiene, storage/transport and all required cables/adapters. Exact configuration shall be demonstrated as sufficient for full operation.
55	Custom VR Master Application & Modular Scenario Framework	Unity/Unreal Engine or equivalent real-time engine; OpenXR-compatible architecture; standalone/offline execution; modular scenario loader; deterministic reset; operator/admin mode; version-controlled release builds.	Lot	1	Prototype/PoC, alpha build, beta build and final production build; stable offline operation; operator/admin and reset functions demonstrated and accepted.
66	VR-01 University Admission Journey	Develop the defined University Admission Journey as a complete VR scenario demonstrating conventional multi-step service processes and a simplified digital-service comparison, including KPI dashboard for simulated time, distance, waiting time, visits and task count.	Scenario	1	Approved script/task map/storyboard and fully functional VR-01 scenario integrated into the master application.
77	Additional VR Scenarios ²	Develop three (03) additional complete VR scenarios to be jointly finalized by the Procuring Agency and selected bidder during the R&D/storyboard approval phase.	Scenario	3	Approved scripts/task maps/storyboards and three fully functional additional scenarios integrated into the master application. Bidder shall quote for all three scenarios.
88	3D Content Production	Optimized real-time environments, characters/avatars where approved, PBR materials, LOD strategy, light baking/runtime optimization, spatial UI, animations, VFX and performance-budget compliance for standalone VR.	Lot	1	Optimized production-ready 3D assets and environments operating reliably on the supplied standalone VR hardware.
99	Interaction & Gamification	Task sequencing, progress indicators, KPI calculations, before/after metrics, guidance cues, success/failure states, controller/hand interactions and rapid session reset.	Lot	1	Complete interaction logic, KPI dashboard/gamification and rapid reset functionality tested across all four scenarios.
1010	Device Provisioning	Uniform firmware/build baseline, device naming, kiosk/restricted mode	Lot	1	All production devices configured to a

² The final solution shall contain a total of four (04) VR scenarios within a modular master application. Only VR-01 is defined at tender stage. The remaining three scenarios shall be developed after R&D and consultation between the Procuring Agency and the selected bidder, and shall be finalized through approved scripts, task maps and storyboards.

		as supported, offline content cache, administrator recovery, synchronized application versioning and documented update process.			consistent baseline, application version and documented administrator/recovery process.
1111	Deployment & Commissioning	Installation/configuration at Procuring Agency-designated site, full functional test, device pairing, charging validation, content verification, operator checks and signed commissioning checklist.	Lot	1	Complete deployment, QA, commissioning and signed commissioning/site acceptance checklist.
1212	Functional Demo / Pilot	One functional demonstration/pilot at the Procuring Agency premises or any client-designated event/location, including setup, operation and incorporation of agreed feedback into the final solution.	Lot	1	Working pilot demonstrated and agreed observations incorporated before final acceptance.
1313	Training	Hands-on training of two (02) nominated employees covering startup/shutdown, headset preparation, application launch/reset, charging, hygiene, basic troubleshooting, recovery and escalation procedures.	Lot	1	Training completed for two nominated employees with SOP/quick-reference documentation.
1414	Final Turnkey Handover	Complete handover of all hardware, serial-number register, source project files, source 3D assets, UI assets, final builds, SOPs, system/technical documentation, warranty records, administrator credentials, asset register and recovery procedures.	Lot	1	Complete usable handover of hardware, software, source files, credentials, asset register and warranty documentation; purchased hardware becomes the property of the Procuring Agency after acceptance.

B. Scope of Work

B-1 VIP Interactive Experiences

i. VIP Interactive Touchscreen Simulation

Design, supply, install and commission a high-end multi-touch interactive simulation demonstrating the “before vs. after” digital service journey. The simulation shall cover representative processes such as document retrieval, degree attestation and fee/payment steps, with a dashboard comparing time, travel distance, waiting time and number of steps. Minimum 49-inch professional multi-touch Android display or equivalent multi-touch display with high-performance PC, including concealed wiring.

B-2 Operations & Support

i. Installation, Rehearsal & Dismantling

Provide complete transportation, installation, software commissioning, booth finishing, testing, walkthrough and rehearsal, event-day technical/operational support, dismantling and restoration of the venue upon completion.

C. Standalone Virtual Reality Simulation Solution

- ii. **R&D / Experience Engineering:** Undertake discovery workshops, requirement validation, service-journey analysis, UX research, interaction architecture, prototype planning, device benchmarking, comfort testing and technical feasibility assessment.
- iii. **Purchased VR Headsets:** Supply ten (10) new Meta Quest 3 standalone VR headsets or approved equivalent, minimum 128 GB class storage, 6DoF inside-out tracking, colour passthrough capability,

integrated audio and applicable OEM warranty. All contracted hardware shall be supplied on a purchase basis and shall become the property of the Procuring Agency after acceptance; rental or hire-only supply shall not be accepted.

- iv. **VR Accessories:** Provide the complete controllers/hand-tracking-supported accessory, facial-interface spare, hygiene, charging, protected storage/transport, cable and adapter package required for operation of the ten production headsets.
- v. **Custom VR Master Application:** Develop an OpenXR-compatible standalone/offline modular VR application using Unity/Unreal Engine or equivalent real-time engine, with modular scenario loading, deterministic reset, operator/admin mode and version-controlled release builds.
- vi. **Required Scenario Framework:** Deliver four (04) complete VR scenarios in total. VR-01 shall be the University Admission Journey defined in this RFQ. VR-02, VR-03 and VR-04 shall remain open at tender stage and shall be jointly finalized during R&D through Procuring Agency-approved scripts, task maps and storyboards. No separate price adjustment shall arise solely because the three scenarios are finalized after award; the bidder shall quote for all four scenarios.
- vii. **Content, Interaction and Device Provisioning:** Provide optimized real-time 3D environments/assets, spatial UI, animation/VFX, KPI and gamification logic, supported controller/hand interaction, rapid session reset, consistent device provisioning, offline content cache, administrator recovery and synchronized application versioning.
- viii. **Deployment, Commissioning and Pilot:** Configure and commission the complete system at the Procuring Agency-designated site/location, perform functional and charging tests, content verification and operator checks, and conduct one functional demo/pilot with agreed feedback incorporated before final acceptance.
- ix. **Training:** Provide hands-on training to two (02) nominated Procuring Agency employees on normal operation, preparation, launch/reset, charging, hygiene, first-line troubleshooting, recovery and escalation.
- x. **Final Handover:** Hand over all hardware and accessories, serial-number register, source project files, source 3D/UI assets, production builds, technical documentation, SOPs, asset register, administrator credentials, recovery procedures and warranty records in complete usable form.

C. Applicable General Technical Notes / Conditions

In addition to the Detailed Technical Specification / Scope and Mandatory Deliverables set out in the table above, the following General BOQ / Technical Notes apply to this RFQ:

No.	Requirement	Notes
1	Scope completeness	The quoted scope shall cover the complete end-to-end solution, including all required design and technical coordination, software/content development, equipment and accessories, fabrication and production, transportation, installation, integration, configuration, testing, commissioning, demonstration/pilot, rehearsal, event-day operation, training, dismantling and site restoration, as applicable under the Scope of Services and Schedule of Requirements.
2	Site verification	Bidder shall verify site dimensions, access, power, rigging/load limitations and fire/safety requirements before final shop drawings.
3	Approvals	All creative, fabrication, software UX, stage layouts, graphics and content must be approved by the Procuring Agency before production/deployment.
5	Equivalent equipment	Where a class/specification is stated, equivalent or better equipment may be offered subject to documented compliance and approval.
6	Electrical safety	All power distribution shall include proper grounding, MCB/RCD protection, taped/covered cable routes, cable ramps in public paths and safe separation of power/data.
7	Structural / rigging safety	All suspended/ground-supported structures and scenic elements shall use safe rated hardware, ballast/anchoring and secondary safety where applicable.
8	Fire safety	Fabrication materials, drapes and scenic finishes in public/event areas shall comply with venue fire-safety requirements. Emergency exits shall remain unobstructed.
9	Rehearsal	A full integrated technical rehearsal / dry run is mandatory before the live event. Technology shall not be considered accepted until demonstrated in the actual venue.

No.	Requirement	Notes
10	Venue protection	No drilling, permanent fixing or modification of venue surfaces without written approval. Contractor shall restore any temporary installation areas at completion.
11	Quantities	Dimensions/quantities stated as minimum or tentative shall be validated against final approved layout. Any approved variation must be documented before execution.
12	Purchased hardware ownership	All hardware identified in the Schedule of Requirements as purchased hardware shall be new/genuine where stated, supplied on a purchase basis, accepted as part of the turnkey solution and transferred to the Procuring Agency. Rental/hire-only supply of contracted purchased hardware is not acceptable.
13	Hardware/software compatibility	The Bidder shall be responsible for end-to-end compatibility and integration between the supplied VR hardware, accessories, custom VR application, production builds and all four scenarios.
14	Hardware documentation	The Bidder shall provide make/model offered, technical datasheets, serial-number register and applicable OEM warranty documentation for purchased hardware as part of delivery and handover.

C-1 Strategic Frameworks and Agreements

- **SOW (Scope of Work document):** Detailing the coverage of design, production, integration, testing and deployment work.
- **SOPs (Standard Operating Procedures):** Operational guidelines for content/design approval, coordination with MoITT, technical handling and escalation.
- **SLAs (Service Level Agreements):** Setting service standards for turnaround times, quality benchmarks, and escalation mechanisms during the pre-event, event-day and warranty/support periods.

D. Reporting and Coordination

- The Bidder/ Service Provider shall commence the Services on the Start Date and execute the complete scope in accordance with the approved work plan and implementation schedule, covering R&D, design and content development, VR software development, equipment provision, fabrication and production, integration, deployment, testing, commissioning, demonstration/pilot, training and final handover, and shall complete the Services by the Required Completion Date.
- At the commencement of the assignment, the Service Provider shall submit a detailed work plan and implementation schedule identifying key activities, deliverables, dependencies, review/approval stages, deployment activities and completion timelines. Any subsequent update to the schedule shall be coordinated with and approved by the Employer's designated focal person.
- The Service Provider shall coordinate with the Employer during the R&D and requirements-finalization stage for confirmation of user journeys, VR scenarios, content, interaction flows, layouts and other requirements requiring Employer input before proceeding with development or production.
- All concepts, designs, layouts, storyboards, scripts, technical submittals, equipment details, software/UX, 3D content, interactive content, holographic content, branding/print artwork, fabrication drawings and mock-ups, as applicable, shall be submitted to the Employer's designated focal person for review and approval before final production, fabrication, configuration or deployment.
- The Service Provider shall ensure proper coordination of all software, hardware, displays, accessories, fabricated installations, AV systems and other requirements so that the complete end-to-end solution is fully integrated, compatible and operational at the designated location(s).
- The Service Provider shall provide periodic progress updates covering the status of key activities and deliverables, approvals required, deployment readiness and any matter that may affect the agreed completion schedule. Any anticipated delay or implementation issue shall be promptly communicated to the Employer together with the proposed corrective action.
- Delivery, installation and deployment activities shall be planned and coordinated in advance with the Employer, including site access, installation arrangements, configuration, testing, commissioning, rehearsal/demonstration and other operational requirements.
- The Service Provider shall coordinate testing, commissioning and demonstration/pilot activities with the Employer and shall rectify any deficiency identified during such activities before requesting final acceptance.

- ix. The Service Provider shall coordinate the training of the Employer's nominated personnel and the final handover of the software, equipment, accessories, source files, editable assets, documentation, SOPs, credentials, warranty records and other deliverables required under the Scope of Services.
- x. Review, comments or approval by the Employer shall not relieve the Service Provider of responsibility for the completeness, accuracy, quality, compatibility, integration and satisfactory performance of the end-to-end solution.
- xi. The Service Provider shall designate a single point of contact (Project/Account Manager) responsible for overall coordination, progress reporting, approvals, deployment arrangements and communication with the Employer throughout the Contract period.

E. Confidentiality

All designs, concepts, files, data, source code and intellectual property developed under this engagement shall remain the sole property of MOITT and DEEP. The Service Provider may not use, share, reproduce, or distribute any such material without prior written consent of the Employer. This clause shall survive the termination of the Contract.

Duration of the Assignment

The engagement shall run from the date of contract signing through completion of design/R&D, software development, supply of purchased hardware, integration, testing, deployment, commissioning, functional demo/pilot, training and final handover, aligned with the approved schedule. Specific commencement and completion dates shall be confirmed at contract signing.

F. Payment Details

a. Payment Schedule:

- Payment shall be made upon 100% completion of the works/ services and satisfactory acceptance of all deliverables under this RFQ by the Employer.
- The service provider shall submit a detailed completion report with evidence of all BOQ deliverables.
- The service provider shall submit a signed acceptance certificate from the employer confirming that the Minimum Service Levels and Technical Acceptance requirements (as defined in this Section III) have been met with satisfactory quality and scope of work and resolution of all identified defects.
- Payment will be made through cross cheque or direct bank transfer after deduction of applicable withholding taxes, following formal written acceptance by the Employer.

G. Warranty and Post-Deployment Support (where applicable)

The Firm shall provide post-deployment support, where applicable, in respect of all purchased hardware, accessories, software, applications, systems and deliverables supplied or developed under this RFQ, in accordance with the applicable warranty and contractual obligations.

- i. The Service Provider shall be responsible for rectifying any defect, deficiency, malfunction or non-conformity identified in the Services, custom VR software, Solution Hardware, equipment, accessories, installation, integration or any other part of the end-to-end solution.
- ii. The Employer shall notify the Service Provider of any such defect identified during implementation, testing, commissioning, acceptance or the applicable warranty/defect liability period. The Service Provider shall rectify the defect or repair or replace the affected hardware, equipment or accessories, as applicable, at no additional cost to the Employer and within the reasonable period specified by the Employer.
- iii. For Solution Hardware and associated equipment, the applicable OEM/manufacture warranty shall be provided to the Employer together with the relevant warranty documentation. For custom VR software and related applications, the Service Provider shall provide bug fixing, defect correction and resolution of functional or performance issues during the applicable warranty/support period specified in Section III.
- iv. All defect rectification and warranty obligations shall be performed at no additional cost to the Employer and in accordance with the requirements specified in Section III of the RFQ.

H. Hardware & Fabricated Infrastructure

- i. All VR hardware, accessories, interactive/holographic displays and other equipment provided under the Contract shall be supported by the applicable OEM/manufacturer warranty, with relevant warranty documentation provided at handover.
- ii. Any defect in the hardware, accessories, displays, fabricated infrastructure, software, installation, integration, finishing or workmanship identified during deployment, testing, commissioning, pilot/demo or acceptance shall be rectified, repaired, replaced or reconfigured, as applicable, at no additional cost to the Employer.
- iii. The Service Provider shall provide necessary technical support, configuration assistance and troubleshooting during installation, integration, deployment, commissioning, pilot/demo, training and final acceptance.

I. Systems & Software (VR Application, Device Provisioning & Interactive Systems)

The Service Provider shall be responsible for:

- i. Bug fixing, error correction, compatibility fixes and performance optimization of the custom VR application, all four VR scenarios, interaction logic, spatial UI, device deployment builds and other interactive applications/software provided under the end-to-end solution.
- ii. Rectification of functional or performance issues, including application launch/reset failures, tracking or interaction issues, software instability, build/version mismatch, content errors, configuration and device-provisioning issues identified during testing, commissioning, pilot/demo or acceptance.
- iii. Necessary configuration, compatibility and minor software corrections to ensure stable standalone/offline operation, proper integration and consistent performance across the supplied systems and equipment prior to final acceptance.
- iv. Provision of the final approved software builds, editable source/project files, 3D/UI assets, configuration files and related technical documentation required under the Scope of Services at final handover.
- v. Provision of necessary administrator credentials, recovery procedures and deployment/configuration information to enable the Employer to operate and manage the delivered systems following final acceptance.

J. Technical Acceptance

Acceptance of the Services shall be based on the following, as applicable:

- i. Completion of all BOQ items, including existing scope items and the complete Turnkey Standalone VR Simulation Solution, in accordance with the approved specifications, quantities and acceptance requirements.
- ii. Successful integrated testing and commissioning of the complete solution, including supplied VR hardware/accessories, custom VR master application, all four approved scenarios, 3D content, interaction/gamification logic, device provisioning and any other applicable BOQ components.
- iii. Successful functional demo/pilot and commissioning with no unresolved critical defects affecting normal operation or acceptance.
- iv. Stable real-time performance of all four approved VR scenarios on each production device, including reliable launch, interaction and reset, with core simulation capable of offline operation unless specifically approved otherwise.
- v. Submission of the complete asset/equipment register, serial numbers, make/model details, applicable OEM warranty records, source project files, source 3D/UI assets, final builds, SOPs, technical documentation, administrator credentials and recovery procedures.
- vi. Formal written acceptance by the Employer following successful delivery, integration, deployment, commissioning, pilot/demo, training and complete turnkey handover.

K. Schedule of Requirements / BOQ Price Schedule

The Bidder/Firm shall quote a fixed, all-inclusive price against the complete Bill of Quantities reproduced in Section III and the itemized Price Schedule in Section IV. The Price Schedule shall

separately identify purchased goods/hardware and services/software/implementation items, while the sum of all Total Price entries shall constitute one Total Evaluated Quotation Price for the complete turnkey contract.

Sr. No.	Description of Turnkey Goods and Services	Details	Price (PKR)
1.	Complete Development, Hardware Supply/Integration, and Deployment of Virtual Reality (VR) Immersive Solutions under DEEP	Details provided in Section III above (Scope / Schedule of Requirements / Bill of Quantities)	

Quoted Amount in Words:

Section IV
Form of Quotation

Date: _____

To: _____

We offer to provide and complete the turnkey Development, Hardware Integration, and Deployment of Virtual Reality (VR) Immersive Solutions under the Digital Economy Enhancement Project (DEEP), including all purchased goods/hardware, custom software/services, integration, deployment, commissioning, demonstration, training and handover requirements, in accordance with the Conditions of Contract accompanying this Quotation for the Contract Price of _____ (amount in words and numbers) (_____). We propose to complete the goods and services described in the Contract within a period of _____ (words and number) _____ calendar days from the Start Date.

This Quotation and your written acceptance will constitute a binding Contract between us. We understand that you are not bound to accept the lowest or any Quotation you receive.

We hereby confirm that this Quotation complies with the Validity of the Quotation required by the proposal documents.

Authorized Signature: _____

Name and Title of Signatory _____

Name of Firm/Service Provider: _____

Address: _____

Phone Number _____

Fax Number, if any _____

Price Schedule (Bill of Quantities)

The Bidder shall quote the unit price and total price (in Pak Rupees, inclusive of all duties, taxes and levies) against each item of the Schedule of Requirements below. The sum of all Total Price entries shall constitute the Bidder's lump-sum priced quotation for the entire scope of Tender. In case of a discrepancy between the unit price and the total price for an item, the unit price shall govern in case of discrepancy between amounts in figures and words, the amount in words shall govern.

Sr. No.	Description / Item	Unit	Qty.	Unit Price (PKR)	Total Price (PKR)
1	VIP Interactive Touchscreen Simulation	Set	1		
2	Holographic Souvenir for Chief Guest	No.	1		
3	Experience Zone Booth Design & Fabrication	Lot	1		
4	Media Walls - 20 ft x 10 ft	No.	4		
5	Flex Printing - 320 GSM	Sq. Ft.	10000		
6	Event Booklet Printing	Copies	500		
7	Entrance Welcome Branding with Chief Guest Cutout	Set	1		
8	VIP Stalls - 15 ft W x 10 ft D	No.	5		
9	PakID / Digital ID Life-Size Cutouts	No.	4		
10	Installation, Rehearsal & Dismantling	Lot	1		
11	R&D / Experience Engineering	Lot	1		
12	Standalone VR Headset - purchased hardware (Meta Quest 3 or approved equivalent)	Unit	10		
13	VR accessories, charging, hygiene and protective storage package	Lot	1		
14	Custom VR master application and modular scenario framework	Lot	1		
15	VR-01 University Admission Journey	Scenario	1		
16	Additional VR scenarios to be jointly finalized during R&D	Scenario	3		
17	3D environment modelling, PBR assets, animation, VFX and optimization	Lot	1		
18	Spatial UI/UX, KPI dashboard, task logic and gamification	Lot	1		
19	Device provisioning, offline build deployment, admin/recovery mode and version control	Lot	1		
20	Functional demo/pilot at client-designated site/event/location	Lot	1		
21	Deployment, system configuration, QA, commissioning and acceptance testing	Lot	1		
22	Training of two (02) Procuring Agency employees	Lot	1		
23	Source files, technical documentation, SOPs, credentials, asset register and warranty handover	Lot	1		
	Total Price in PKR (all inclusive)				

Section V
Form of Contract Agreement

AGREEMENT

This Agreement, made the _____ day of _____ 20____, by and between

(name and address of Employer hereinafter called “the Employer”) and

(name and address of Service Provider hereinafter called “the Firm/Service Provider”) of the other part.

Whereas the Employer is desirous that the Firm/Service Provider provide and complete the turnkey scope for Hiring of a Technology Provider for the Development, Hardware Integration, and Deployment of Virtual Reality (VR) Immersive Solutions under the Digital Economy Enhancement Project (DEEP), including purchased goods/hardware and related services/software, integration, deployment, commissioning, training and handover, under Contract No. PK-MOITT-571580-NC-RFQ (hereinafter called “the Goods and Services”), and the Employer has accepted the Quotation submitted by the Firm/Service Provider as per the agreed terms and conditions.

(name and identification number of Contract hereinafter called “the Goods and Services”)

Now this Agreement witnessed as follows:

1. In this Agreement, words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract hereafter referred to, and they shall be deemed to form and be read and construed as part of this Agreement.
2. In consideration of the payments to be made by the Employer to the Firm/Service Provider as hereinafter mentioned, the Firm/Service Provider hereby covenants with the Employer to execute and complete the Services and remedy any defects therein in conformity in all respects with the provisions of the Contract.
3. The Employer hereby covenants to pay the Firm/Service Provider in consideration of the complete Goods and Services, including purchased VR hardware and the associated turnkey services/software, 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.
4. The Contract shall be subject to provisions of World Bank Anticorruption Guidelines as per Attachment hereto (Annex-A).

In Witness whereof the parties thereto have caused this Agreement to be executed the days and year first before written

The Common Seal of

was hereunto affixed in the presence of:

Signed, Sealed, and Delivered by the

in the presence of:

Binding Signature of Employer: _____

Binding Signature of Firm/Service Provider: _____

Section VI Conditions of Contract (CC)

1. Definitions: Boldface type is used to identify the defined terms

(a) The Contract is the Contract between the Employer and the Firm/Service Provider to supply the purchased Goods and execute and complete the Services specified in the Schedule of Requirements and other sections of the Contract. The name/identification number of the Contract is given in the Invitation to Quotation.

(b) The Firm/Service Provider is a person or corporate body whose Quotation to supply the Goods and carry out the Services has been accepted by the Employer.

(c) **The Firm/Service Provider's Quotation** is the completed document (Invitation to Quotation together with attachments) submitted by the Service Provider to the Employer.

(d-1) Purchased Goods/Hardware means the VR headsets, accessories and any other items expressly identified in Section III as being supplied on a purchase basis for ownership by the Employer after acceptance.

(d) **The Contract Price** is the price stated in the Quotation and thereafter as adjusted in accordance with the provisions of the Contract.

(e) **Days** are calendar days; **months** are calendar months.

(f) A Defect is any part of the Goods or Services that does not conform to the Contract, including defective or non-compliant purchased hardware, software, integration, documentation or other deliverables.

(g) **The Required Completion Date** is the date on which it is required that the Service Provider shall complete the Services. The Required Completion Date may be revised only by the Employer by issuing an extension time or an acceleration order in writing.

(h) Scope of Goods and Services/Work means the purchased hardware/goods, services, software, tasks, deliverables, integration, commissioning, training and handover requirements included in the Quotation and any modification or addition made or approved by the Employer.

2. Language and Law. The Contract shall be in the English language. The law governing the Contract shall be the applicable law(s) of the Government of Islamic Republic of Pakistan.

3. Communications. Communications between parties that are referred to in these Conditions shall be effective only when made in writing. A notice shall be effective only when it is delivered.

4. Firm/Service Provider's Risks. The risks of personal injury, death, and loss or damage to property and adjacent property (including, without limitation, the Supplies, materials and equipment) are solemnly to Service Provider's risks.

5. Equipment and Purchased Goods for the Assignment. The purchased goods/hardware specifically identified in Section III shall be supplied by the Firm/Service Provider under this Contract and shall become the property of the Employer after acceptance. Any tools, temporary equipment or other resources required to perform the assignment, but not identified as purchased goods/hardware for the Employer, shall be provided by the Firm/Service Provider at its own cost.

6. Contractual Arrangements and Supervision. The Service Provider will be hired under the terms as stipulated in the RFQ document including the resulting contract (if any) and supervised by the Project Director for the purpose of delivering, evaluating and accepting the above outputs, within the agreed time frame. Employer shall provide necessary support to the Service Provider to execute the assignment during the duration of the Contract.

These shall include:

- i. Access to relevant project documents and information necessary for execution of the assignment.
- ii. Contact details of personnel relevant to the assignment.

7. Logistics: Where/ if applicable, Service provider shall manage entire logistics including boarding/ lodging as defined in the Scope of Services/ Work.

8. Goods and Services to be completed by the Completion Date. The Firm/Service Provider shall commence execution on the Start Date and shall supply, develop, integrate, deploy, commission and complete the Goods and Services in accordance with the approved work schedule, as updated with the approval of the Project Director, and complete all obligations by the Required Completion Date.

9. Defects. The Employer shall give notice to the Firm/Service Provider of any Defect in the Goods or Services identified before completion/final acceptance or during any applicable warranty obligation. The Firm/Service Provider shall correct, repair, replace or otherwise remedy the notified Defect within the reasonable time specified by the Employer. If the Firm/Service Provider does not remedy the Defect within the time specified, the Employer may assess the cost of having the Defect remedied and recover the amount from sums due or otherwise in accordance with the Contract.

10. **Payments.**

- a. **Payment Schedule:** Payment shall be made upon 100% completion of the Goods and Services, delivery and acceptance of all purchased hardware, successful commissioning/pilot/training, complete handover, and satisfactory acceptance of all deliverables under this RFQ by the Employer.
- b. **Payment Method:** All payments will be made through cross cheque or direct bank transfer after deduction of applicable withholding taxes.

11. **Taxes.** The Service Provider is responsible for all taxes in accordance with the laws of Islamic Republic of Pakistan.

12. **Force Majeure:** Either party may terminate the Contract by giving a thirty (30) days' notice to the other for events beyond that party's control, such as Wars and acts of God such as earthquakes, floods, fires, etc.

13. **Resolution of Disputes.** The Employer and the Service Provider shall make every effort to resolve amicably by direct negotiations any disagreement or dispute arising between them under or in connection with the Contract. In case of further disagreement either party can take the matter to arbitration in accordance with the Arbitration Act of 1940.

Annex-A
Fraud and Corruption
(Text in this Appendix shall not be modified)

1. Purpose

- 1.1 The Bank's Anti-Corruption Guidelines and this annex apply with respect to procurement under Bank Investment Project Financing operations.

2. Requirements

- 2.1 The Bank requires that Borrowers (including beneficiaries of Bank financing); bidders (s/proposers), consultants, contractors and suppliers; any sub-contractors, sub-consultants, service providers or suppliers; any agents (whether declared or not); and any of their personnel, observe the highest standard of ethics during the procurement process, selection and contract execution of Bank-financed contracts, and refrain from Fraud and Corruption.

- 2.2 To this end, the Bank:

- a. Defines, for the purposes of this provision, the terms set forth below as follows:
 - i. "Corrupt practice" is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
 - ii. "Fraudulent practice" is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;
 - iii. "Collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
 - iv. "Coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
 - v. "Obstructive practice" is:
 - (a) deliberately destroying, falsifying, altering, or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Bank investigation into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or
 - (b) acts intended to materially impede the exercise of the Bank's inspection and audit rights provided for under paragraph 2.2 e. below.
- b. Rejects a proposal for award if the Bank determines that the firm or individual recommended for award, any of its personnel, or its agents, or its sub-consultants, sub-contractors, service providers, suppliers and/ or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;
- c. In addition to the legal remedies set out in the relevant Legal Agreement, may take other appropriate actions, including declaring misprocurement, if the Bank determines at any time that representatives of the Borrower or of a recipient of any part of the proceeds of the loan engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices during the procurement process, selection and/or execution of the contract in question, without the Borrower having taken timely and appropriate action satisfactory to the Bank to address such practices when they occur, including by failing to inform the Bank in a timely manner at the time they knew of the practices;
- d. Pursuant to the Bank's Anti-Corruption Guidelines and in accordance with the Bank's prevailing sanctions policies and procedures, may sanction a firm or individual, either indefinitely or for a stated period of time, including by publicly declaring such firm or individual ineligible (i) to be awarded or otherwise benefit from a Bank-financed contract, financially or in any other manner;³ (ii) to be a nominated⁴ sub-contractor, consultant, manufacturer or supplier, or service provider of an otherwise eligible firm being awarded a Bank-financed contract; and (iii) to receive the proceeds of any loan made by the Bank or otherwise to participate further in the preparation or implementation of any Bank-financed project;
- e. Requires that a clause be included in bidding/request for proposals documents and in contracts financed by a Bank loan, requiring (i) bidders (bidders/proposers), consultants, contractors, and suppliers, and their sub-contractors, sub-consultants, service providers, suppliers, agents personnel, permit the Bank to inspect⁵ all accounts, records and other documents relating to the procurement process, selection and/or contract execution,, and to have them audited by auditors appointed by the Bank.

³ For the avoidance of doubt, a sanctioned party's ineligibility to be awarded a contract shall include, without limitation, (i) applying for pre-qualification, expressing interest in a consultancy, and bidding, either directly or as a nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider, in respect of such contract, and (ii) entering into an addendum or amendment introducing a material modification to any existing contract.

⁴ A nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider (different names are used depending on the particular bidding document) is one which has been: (i) included by the bidder in its pre-qualification application or bid because it brings specific and critical experience and know-how that allow the bidder to meet the qualification requirements for the particular bid; or (ii) appointed by the Borrower.

⁵ Inspections in this context usually are investigative (i.e., forensic) in nature. They involve fact-finding activities undertaken by the Bank or persons appointed by the Bank to address specific matters related to investigations/audits, such as evaluating the veracity of an allegation of possible Fraud and Corruption, through the appropriate mechanisms. Such activity includes but is not limited to: accessing and examining a firm's or individual's financial records and information, and making copies thereof as relevant; accessing and examining any other documents, data and information (whether in hard copy or electronic format) deemed relevant for the investigation/audit, and making copies thereof as relevant; interviewing staff and other relevant individuals; performing physical inspections and site visits; and obtaining third party verification of information.