

BIDDING DOCUMENT

FOR

PROVISION/DEVELOPMENT OF

MANAGEMENT INFORMATION SYSTEMS

Available on NATCO website (www.natco.gov.pk)

Northern Areas Transport Corporation Gilgit-Baltistan

1. Background

Northern Areas Transport Corporation (NATCO) is a state-owned transport company engaged in passenger and cargo services across various routes. To enhance operational efficiency, transparency, and data-driven decision-making, NATCO intends to procure or develop a comprehensive and modular Management Information System (MIS). The MIS will initially focus on Cargo Operations and Repair & Maintenance Management with monitoring and supervision system, with potential future integration of Passenger Operations, HR management and Fuel Management modules.

Firms are invited to submit technical and financial proposals for development/provision of MIS as outlined in the Annexure-A (Data Sheet). Proposal may serve as basis for future discussions and potentially lead to a contract between firm and Client.

- i. Descriptions of the assignment and its objectives is provided in the Annexure-A (Data Sheet)
- ii. Firm are encouraged to visit the Client before submitting proposal to gather first-hand information on the assignment and local conditions. If specified in the Data Sheet, attending a pre-proposal conference is recommended. Inform relevant officials in advance to allow time for arrangements. Consider local conditions while preparing proposal.
- iii. The Client will provide the necessary inputs and support as specified in the Data Sheet.
- iv. Please note that:
 - a. The cost of preparing the proposal and contract, including any visit to the Client, is not reimbursable as a direct expense for the assignment.
 - b. The Client is not obligated to accept any submitted proposal.
 - c. The evaluation committee will correct any computational errors. If there is a discrepancy between a partial and total amount or between words and figures, the partial amount or words will prevail. Activities listed in the technical proposal but not priced in the financial proposal will be considered included in other costs. Any differences in quantification between the technical and financial proposals will be adjusted to ensure consistency.

2. General Information

1.	The name of the Client is: Northern Areas Transport Corporation (NATCO)
2.	Firms are encouraged to submit written queries regarding the content of these documents, if necessary. If deemed necessary, a written addendum may subsequently be issued to all invited participants.
3.	The name and address of the Client are as follows: Managing Director NATCO Head Office Jutial, Gilgit Phone No.: 05811-920820
4.	The address for submission of the proposal is: General Manager (Admin) NATCO Head Office Jutial, Gilgit Gilgit-Baltistan Tel: 05811-920820 Fax: 05811-920792
5.	The Client shall provide the following inputs to facilitate the consultancy services: All relevant data, records, and reports available with the Client, as deemed necessary for the successful execution of the assignment.
6.	The required number of copies of the Financial Proposal is: Original only.
7.	The evaluation of the technical proposal shall be based on the detail given at Annexure-B

3. Documents

Firm seeking clarification of the documents must notify the Client in writing at least three (03) days before the proposal submission deadline. Requests should be sent via email or in writing to the Client's address specified in the Data Sheet. The Client will respond and share copies of the response with all invited Firm.

At any time before the proposal submission deadline, the Client may amend the documents, either on its own initiative or in response to a clarification request. The amendment will be sent in writing to all shortlisted consulting firms and will be binding. The Client may also extend the submission deadline at its discretion.

4. Objectives

- To automate all major processes and system within NATCO
- To provide tourists and passenger one window interface for vehicle/seat reservation
- To acquire or develop a scalable MIS that addresses core operational needs of NATCO.
- To ensure the system is expandable to include additional modules over time without major restructuring.
- To retain full intellectual property rights for any custom-developed software.
- To establish a framework for long-term vendor support and potential co-commercialization.

5. Scope of Work

The selected vendor(s) will be responsible for the following:

- i. Smart Fuel Card Management System
- ii. NATCO Vehicle Booking System
- iii. Cargo and Courier Booking and Monitoring System
- iv. Passenger Operations Management System
- v. NATCO Website Revamping
- vi. Repair & Maintenance Management System

6. Evaluation Parameters/Process:

a. Mandatory Documents:

1.	Registration Certificate of the Firm
2.	CDR from Schedule Bank
3.	Non-Blacklisted Affidavit on Stamp Paper of Rs. 500/-

b. Submission Requirements:

- i. Firms must submit all **mandatory documents specified at Serial No. 6(a)** of the bid document to be eligible for technical evaluation. Failure to comply will result in disqualification.
- ii. Bids/proposals with incomplete supporting documents or furnishing of false/incorrect information shall not be accepted and will be liable to legal action.
- iii. Each page of the bid documents must be **stamped and signed** by the authorized representative.

c. Bidding Procedure:

- i. The process will follow the Single-Stage, Two-Envelope procedure. Separate sealed Technical and Financial Proposals must be submitted, clearly indicating the firm's name.
- ii. Evaluation ratio: A 70:30 (technical: Financial) evaluation ratio will be applied
- iii. Technical Evaluation will be carried out per the criteria outlined in Annexure-B.
- iv. Only firms scoring the minimum required technical score (60% as defined in the assignment's specific instructions) will have their Financial Proposals opened. Others will be disqualified and their financial proposals returned unopened.

d. Earnest Money / Tender Fee:

- i. An **Earnest Money** of Rs. **300,000/-** must be submitted with the Technical Proposal in the form of **Call Deposit / Demand Draft / Pay Order** from a scheduled bank, made in favor of **General Manager (Admin or South), NATCO**.
- ii. Tender fee of **Rs. 5,000/- (non-refundable)** shall be deposited in NATCO's official account:

PK36ALFH0119001003485687 - NATCO.

Note: Cash payments will not be accepted under any circumstances.

e. Experience and Eligibility Criteria:

- i. Firms preferably have completed at least 3 assignments in transport sector for the past 5 years related to software development, MIS implementation, or consulting of comparable scale and complexity.
- ii. Experience must be verifiable via valid certificates or completion letters. One assignment means a full and completed project.
- iii. Firms must demonstrate financial stability by submitting bank statements or audited reports.
- iv. Firm should be registered, hold valid FBR registration, and be an active taxpayer with a valid NTN.
- v. Must provide a stamp paper affidavit (Rs. 500/-) confirming that the firm has never been blacklisted by any Government/Semi-Government/PPRA/GBPPRA.
- vi. Firms must have a team of qualified professionals as per details in Annexure-B (Serial No. 3).
- vii. Firms may enter into a JV with other firms/service providers.

f. Proposal Contents:

- i. Rates/prices must be clearly mentioned separately for each assignment/task and as a total in accordance with Annexure-A (Data Sheet).
- ii. Proposals must include:
 - Firm's Name, Address, Phone, Fax, and Email
 - Organizational Structure
 - Names and short CVs of key personnel

g. Submission Deadline & Opening:

- i. Proposals must be submitted by the date, time, and venue specified in the tender notice.
- ii. Bids will be opened the same day, in the presence of bidders or their authorized representatives. Courier-submitted bids are allowed but NATCO will not be responsible for delays.

h. Other Conditions:

- i. NATCO reserves the right to **verify documents** with the issuing authority.
- ii. NATCO reserves the right to **accept or reject any or all bids** without assigning reason, as per **GBPPRA Rule-36(1)**.

i. Ownership and Intellectual Property

Bidders are required to clearly indicate the ownership structure in their proposals, aligned with the selected model.

i. Build-Operate-Transfer (BOT) Model

1. Ownership Upon Transfer:

Upon completion of the "Operate" phase and successful transfer to NATCO, all rights, title, and interest in the developed software system — including source code, databases, user interfaces, APIs, documentation, and training materials — shall become the sole and exclusive property of NATCO.

2. Interim Licensing During Operate Phase:

During the "Build" and "Operate" phases, the vendor shall provide NATCO with a non-exclusive, royalty-free license to access and monitor the system for oversight and performance verification.

3. Exclusion of Pre-Existing IP:

Any third-party or pre-existing software components used in the system must be explicitly declared in the proposal. The vendor must grant NATCO a perpetual, royalty-free, and transferable license to use such components as part of the delivered system.

4. Transfer Deliverables:

At the time of transfer, the vendor shall submit:

- Full and clean source code;
- Technical and user documentation;
- All administrative credentials and configuration access;
- Handover report and training to NATCO staff.

5. **Warranties:**

The vendor warrants that the software is free of encumbrances and third-party claims and that it has full rights to transfer the system and associated components to NATCO.

ii. **Custom-Developed Software Model**

1. **Ownership Upon Acceptance:**

For software modules developed specifically for NATCO under this model, all intellectual property rights shall vest fully and exclusively with NATCO upon final acceptance and full payment. This includes all source code, designs, databases, algorithms, documentation, and deployment assets.

2. **Licensing of Third-Party Tools:**

Any third-party tools, open-source libraries, or proprietary components utilized must be identified. The bidder must ensure and guarantee that such components are either:

- Fully owned by the bidder and licensed to NATCO perpetually; or
- Open-source under permissive licenses compatible with commercial use.

3. **Deliverables:**

As part of the handover, the vendor shall provide:

- All source code and development files;
- Technical specifications, installation manuals, and API documentation;
- Complete admin access credentials;
- User training and operational manuals.

4. **Support and Enhancements:**

While NATCO shall retain full ownership of the delivered software, the vendor may be engaged separately through an annual support agreement for upgrades, maintenance, and enhancements. Ownership of any enhancements developed under this agreement will also lie with NATCO unless otherwise agreed in writing

j. Business Models for Bidders

Vendors may propose one of the following business models for the required software solutions. NATCO encourages bidders to indicate flexibility in approach and long-term scalability.

a. Build-Operate-Transfer (BOT) Model – *Preferred*

- Vendor will design, develop, and deploy the solution, and operate it for a defined period on behalf of NATCO.
- During the operating phase, the vendor will be responsible for hosting, technical support, system performance, ensuring its data privacy & security and user management.
- The bidder must ensure high availability of each component mentioned for services covered in section 5 scope of work.
- After the agreed operational period, the system ownership and operations will be transferred to NATCO along with documentation, source code (if applicable), and trained staff.
- Commercial terms may include a fixed – one time, monthly/quarterly fee or a revenue-sharing model, to be proposed by the vendor.

b. Third-Party Licensed Solution (preferably modular and customizable):

- **Transaction-based pricing** or
- **Rental-based pricing**, including ongoing support, updates, and system maintenance.

c. Custom-Developed Modules:

- One-time development cost, **with an optional** annual support and maintenance package.
- Separate **cost breakdown** to be provided for additional or optional modules (if any).

Note: Summarized table for all possible business models is attached as Annex-C

k. Service Level Agreement (SLA)

The successful bidder must enter into an SLA for a **minimum period of one year**, covering:

- i. System uptime (99% monthly average).
- ii. Bug fixes and technical support (response time within 24 hours).
- iii. Monthly performance reports and helpdesk support.
- iv. On-site or remote training for NATCO staff.

I. Confidentiality and Data Security

A Non-Disclosure Agreement (NDA) will be signed to protect sensitive information.

m. Payment Terms

The payment milestones linked to deliverables will be defined in the formal agreement with the selected bidders.

n. Termination:

The contract may be terminated under defined conditions, such as non-performance.

7. General Conditions:

- i. Firm is required to submit the mandatory documents specified at Serial No. 6(a) of the bid document to be eligible for technical evaluation. Any firm that fails to provide required documents shall not be considered eligible for the technical evaluation process.
- ii. Technical evaluation shall be conducted in accordance with the criteria outlined at Annexure-B.
- iii. Financial proposal shall only be opened of those firms who have achieved a minimum of 60% marks in the technical proposal. Firms failing to meet the required technical score will not be eligible for opening of financial proposals and shall have their proposals returned unopened.
- iv. Rates/prices, project timelines must be indicated separately for each assignment/task and as a total against the tasks listed in Annexure-A (Data Sheet). The Firms are required to stamp and sign each page of the document. The firms shall ensure the delivery on the given time.
- v. Earnest money of Rs. 300,000/- must be attached with the Technical Proposal in the form of a demand draft or pay order, made in favor of the General Manager Admin, NATCO, from any scheduled bank.
- vi. Tender documents must reach the office of the General Manager Admin, NATCO Headquarters, Jutial, Gilgit, on or before 27th August 2025 at 11:00 AM. The tender documents will be opened on the same day at 11:30 AM in the presence of authorized representatives of the firms. Firms may also submit proposals/bids through courier, in which case no representative will be required; however, NATCO will not be responsible for any postal delays.
- vii. Bids/proposals with incomplete supporting documents shall not be accepted, and furnishing incorrect information shall be liable to legal action.

- viii. A Rs. 500/- stamp paper affidavit must be submitted with the tender, confirming that the bidder has never been blacklisted by any Government, Semi-Government Organization, PPRA, or GBPPRA.
- ix. Single-stage, two-envelope procedure will be followed, with a 70:30 ratio—70% for the technical proposal and 30% for the financial proposal. Firms must submit separate sealed proposals for Technical and Financial, clearly indicating the firm's name. Proposals submitted in a single envelope will not be considered and shall be rejected.
- x. Firms are required to submit the following information along with bid documents:
 - a. Name, address, telephone, fax number and E-Mail address of Firm.
 - b. Name and short CVs of Principal Staff.
- xi. NATCO reserves the right to accept or reject the tender according to GBPPRA Rule-36(1).

8. PREPARATION OF PROPOSAL

- i. Firms are required to submit a technical and financial proposal, written in English.
- ii. Technical Proposal
 - a. While preparing the technical proposal, you must review all terms and instructions in this RFP. Failure to provide the required information is at your own risk and may lead to the rejection of your proposal.
 - b. The technical proposal must not contain any financial information.
 - c. While preparing the technical proposal, you must pay special attention to the following:

1	Provide any comments or suggestions on the Terms of Reference to clarify requirements or improve the scope of work.
2	Approach and Proposed Methodology for Performing the Assignment, including: <ul style="list-style-type: none"> a. Understanding of Project Objectives and Scope of Work b. Technical Approach and Methodology c. Work Plan and delivery timeline d. Organization and Staffing e. Details of technology/platform adopted
3	CVs must be signed by an authorized representative of the firm. Key details should include the number of years with the firm and the level of responsibility held in various assignments.
4	A detailed work plan, including a bar chart of activities and visual representations using the Critical Path Method (CPM) or Project Evaluation Review Technique (PERT).
5	Details of the firm's current commitments, including ongoing projects and resource allocations.
6	Provide any additional information as specified in the Data Sheet.

iii. Financial Proposal

The financial proposal must be prepared and submitted indicating price/cost of the assignment separately and in total for the assignments outlined in the Annexure-A, no changes or negation shall be permitted after submission of proposals.

9. SUBMISSION OF PROPOSAL

- i. Submit one original technical and financial proposal, along with the required copies specified in the Data Sheet. Place each proposal in a separate envelope labeled "Technical Proposal" or "Financial Proposal" and mark them as "Original" or "Copy." Seal both in an outer envelope with the specified address
- ii. The proposal must be free from interlineations or overwriting. Any corrections must be initialed by the authorized signatories.
- iii. The completed technical and financial proposals must be submitted by the deadline specified.
- iv. The proposal shall remain valid for 90 days.

10. PROPOSAL EVALUATION

i. Technical Proposal

The procurement/technical committee, constituted by the Client, will assess the Technical Proposals using the criteria and point system specified in Annexure-B. Each responsive proposal will receive a technical score (S). Proposals scoring less than 60% of the marks allocated for the Technical Proposal shall be considered non-responsive, and their Financial Proposal shall be returned unopened.

ii. Financial Proposal

- a. The financial proposals of technically qualified/responsive firms will be opened in the presence of representatives, who will be invited to attend. The Client will inform qualified/responsive firms of the date and time for opening the financial proposals. The total cost of each proposal will be publicly announced to the attending representatives.
- b. The procurement committee will verify whether the financial proposals are complete and free from computational errors. The lowest financial proposal among the qualified bidders will be awarded full marks of the financial proposal.
- c. Following the evaluation of financial proposals, the final ranking of technically qualified firms will be calculated using a combined technical and financial score, based on the weights as outlined in Annexure-B.

11. DISCUSSIONS

- i. The firm ranked No. 1 as the **Most Advantageous Bid** in the combined evaluation will be invited without delay to discuss the technical and contractual terms. Its representatives must have written authorization to negotiate all terms and finalize a binding agreement. If they fail to do so, the firm ranked No. 2 will be invited.
- ii. The discussions will conclude with a mutually agreed contract. Once finalized, the Client and the firm will initial the agreed draft contract.

12. AWARD OF CONTRACT

- i. NATCO shall issue a Letter of Intent (LoI) to the selected firm immediately upon acceptance of its bid/proposal. The selected firm shall be required to execute the contract as by NATCO, as appended to the Request for Proposal (RFP), after fulfilling all formalities and pre-conditions stipulated in the Letter of Intent.
- ii. The selected firm shall commence the assignment immediately upon the signing of the contract.
- iii. The conditions related to confidentiality, payment schedule, and performance guarantee (if required) shall be an integral part of the contract agreement, which shall be signed with the selected firm.

(ABDUL HAMEED)
General Manager Administration
PH: (05811:920419)

DATA-SHEET OF THE ASSIGNMENT/ SCHEDULE OF REQUIREMENTS

The objective of the below given Data-Sheet / Schedule of Requirements is to provide sufficient information to bidders to understand complete scope of this procurement such that no requirement of the Procuring Agency is left un-mentioned hereunder, so as to enable the bidders to prepare their bids accordingly:

It is mandatory for the bidders to meet the following given specifications. All offers meeting or exceeding the following minimum required specification shall be considered for further evaluations in accordance with the evaluation criteria.

1. Smart Fuel Card Management System

1.1 Objective

NATCO intends to implement a secure and scalable Smart Fuel Card Management System to streamline and control fuel distribution for its own fleet and partner clients, including government departments and commercial entities. The system will enable physical card-based fuel dispensing with real-time tracking, quota enforcement, and centralized administrative control.

1.2 Scope of Work

a. Card & Account Management

- Activate/deactivate cards
- Set/update PINs
- Assign cards to vehicles or fleets

b. Quota Enforcement

- Daily/weekly/monthly limits in liters or currency
- Geo-restriction by fueling station
- Card blocking on misuse or loss

c. POS Device Integration

- Swipe/NFC/QR validation
- Fuel quantity entry
- Offline mode with batch sync

d. Monitoring & Alerts

- Real-time transaction tracking

- Alerts for overuse, unauthorized attempts
- SMS notifications to admin and cardholder

e. Balance & Invoicing

- Client credit requests and NATCO approval
- Auto-generated invoices
- Digital balance tracking and reconciliation

f. Reporting

- Filters: vehicle, station, region, time
- Monthly summaries
- Audit logs and user activity

g. Technical Requirements

- On-prem/cloud/hosted deployment options
- Secure login, encrypted data, RBAC
- Multi-tenant dashboards and data isolation

h. Deliverables

- Web-based system (no mobile app)
- POS integration and setup
- Admin training
- 1-year support and maintenance

2. NATCO Vehicle Booking System

2.1 Overview

NATCO intends to launch a modern, secure, and centralized vehicle booking platform to facilitate both tourism and routine intercity travel, particularly between Gilgit-Baltistan and Rawalpindi/Islamabad. The platform will enable travelers to book rides via NATCO's website, mobile application, and physical booking offices, with third-party partner vehicles fulfilling the service.

2.2 Objectives

- Provide travelers with a reliable, regulated, and efficient platform to book vehicles for tourism and intercity travel
- Digitally onboard and manage private vehicle partners
- Automate trip matching, booking, and commission workflows
- Facilitate real-time communication among all stakeholders

2.3 Key Features

- Multi-channel booking interface
- Real-time trip dispatch and tracking
- Role-based dashboards for admin, partner, and traveler
- Ratings, feedback, and dispute resolution
- Reporting and analytics

2.4 Deliverables

- Web and mobile apps (for car booking only)
- Admin dashboard
- Commission and payment system
- One-year support and documentation

3. Courier and Cargo Booking & Monitoring System

3.1 Objective

To implement a centralized, intelligent cargo management platform for NATCO's bulk and courier logistics, including general cargo, wheat transportation, and backload management.

3.2 Scope of Work

- Digital booking at counters
- Dynamic vehicle assignment
- Waybill generation and tracking
- Dedicated wheat transport module with Food Dept portal
- Backload cargo space optimization

3.3 Features

- Role-based access: Admin, Counter Staff, Vendors, Food Dept
- QR verification at checkpoints
- Real-time delivery tracking
- Invoicing and reporting dashboards

3.4 Deliverables

- Web-based cargo management platform
- Staff dashboards and reports
- SMS alerts and tracking system
- 1-year support and documentation

4. Passenger Operations Management System (Bus Service)

4.1 Objective

To implement a digital platform for NATCO's own fleet of buses, covering ticket bookings, route scheduling, and bus tracking.

4.2 Scope of Work

- Counter, web, and app-based bookings
- Seat selection, fare calculation, QR boarding
- Route planning, timetable setup
- Fleet assignment and GPS monitoring

4.3 Features

- Real-time dashboard for operations
- Manifest printing and seat maps
- Role-based access for terminal staff and operations team

4.4 Deliverables

- Web and app-based ticketing system
- Admin and counter dashboards
- 1-year support and documentation

5. NATCO Website Revamp – Unified Digital Access Platform

5.1 Objective

To modernize NATCO's website to serve as a unified access point for all modules and services.

5.2 Scope of Work

- Responsive redesign
- Integrated service modules (fuel, car, cargo, bus)
- Admin CMS for content updates
- Urdu and English support

5.3 Deliverables

- Fully developed website
- CMS dashboard
- Bilingual responsive design
- 1-year hosting and maintenance

6. Repair & Maintenance Management Module

6.1 Objective

To manage preventive maintenance, repair job tracking, and parts inventory for NATCO's owned fleet.

6.2 Scope of Work

- Maintenance scheduling by mileage/time
- Job cards and technician logs
- Spare parts issuance and tracking
- Workshop assignment and status tracking

6.3 Web-Only Features

- No mobile app
- Dashboard-based job assignment
- Role-based access: Manager, Supervisor, Inventory Clerk

6.4 Deliverables

- Web-based repair management system
- Inventory and reporting dashboards
- User manuals and 1-year support

Note for Bidders:

The functional and technical requirements outlined in this document are intended to provide an overall understanding of the expected scope of work. However, they may not capture every minor operational detail, especially considering that NATCO's current systems are predominantly manual and lack formal SOPs or digitized workflows.

Bidders are therefore encouraged to propose solutions that incorporate best industry practices and may adapt or refine the requirements based on their proposed system architecture. Solutions aligned with proven models, efficiency standards, and operational scalability will be welcomed, provided they fulfill the overarching goals of transparency, automation, and performance enhancement for NATCO operations.

Any assumptions, deviations, or value-added functionalities should be clearly stated in the proposal.

Evaluation Criteria (Total Marks:100)

Proposals shall be evaluated in accordance with the **Quality-Cost Based Selection (QCBS) Method**. The weightage assigned to the Technical and Financial Proposals is as follows:

- i. **Technical Proposal:** 70%
- ii. **Financial Proposal:** 30%

Participants will be technically evaluated as per the criteria defined below:

1. Profile & Experience (Allocated Marks 20)

Experience (Years)	Marks
5	10
6-10	15
11 and above	20

- Experience of only registered firms will be accepted from the date of registration.
- Experience certificate should be signed by CEO / Senior Executive with supporting documents.

2. No. of Assignments / Projects successfully completed (Allocated Marks 15)

Client Details	Marks
3 similar well recognized Assignments undertaken in last 5 years, worth more than or equal to 5 million preferably of same nature.	5
Between 6 to 10 , well recognized Assignments undertaken in last 10 years, worth more than or equal to 10 million preferably of same nature.	10
More then 10 well recognized Assignments undertaken in last 10 years, worth more than or equal to 15 million preferably of same nature.	15

- Firm is required to provide the list of clients along with completion certificates.

3. Qualification and Competence of the Key Staff detailed (Allocated Marks 20)

A dedicated team of full-time personnel who have adequate exposure to undertake the project. Personnel constituting the team would comprise of Senior Professionals & Lead Consultant.

Personnel	No. Of Personnel	Marks
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Project Manager / Team Leader	01	5
Developers	4	8
Database Administrator	01	3
Support Staff (testers, Trainers, support and other technical staff	04	4

4. Financial Position of the Firm (Marks allocated 15)

Annual Turn Over	Marks
Average Annual turnover of last three years between PKR 50 - PKR 60 million	5
Average Annual turnover of last three years between PKR 61 - PKR 80 million	10
Average Annual turnover of last three years more than PKR 80 million	15

- Financial statement duly audited
- Bank statement originally signed by the Branch Manager/manager operations of the Bank

5. Proposed Solution (Marks allocated 30)

Item	Marks
Approach and methodology	10
Proposed Technology/platform (backend and front end)	10
Compliance to requirements	10

Note: Firms must score 60% in technical valuation to qualify for financial opening.

Business Model Summary Sheet

Model	Description	CapEx / OpEx Responsibility	BOT Duration Options	Payment Models	Included Modules	Rate Quotation Instruction
a. Build-Operate-Transfer (BOT) (Preferred)	Vendor will design, develop, deploy, and operate the full system. After BOT period, vendor transfers ownership, documentation, source code, and trained staff to NATCO.	Vendor bears full CapEx and OpEx during BOT period.	5, 10, 15, or 20 years (as proposed by bidder)	Transaction-based Monthly Quarterly	Fuel Card System Tourist/Transporter Portal, Booking Cargo & Courier Operations Repair & Maintenance Passenger Operations, Dynamic Website, Passenger Booking System	Bidder must quote rates separately for each BOT period (5, 10, 15, 20 years) under the chosen payment model.
b. Third-Party Licensed Solution	Modular, off-the-shelf solution offered on license/rental basis. Vendor provides updates, support, and maintenance.	Vendor bears OpEx; NATCO pays rental/license fees (No CapEx).	Not applicable	Transaction-based Rental/Subscription	Fuel Card System Tourist/Transporter Portal, Booking Cargo & Courier Operations Repair & Maintenance Passenger Operations, Dynamic Website, Passenger Booking System	Bidder to define pricing structure clearly including all recurring and usage-based charges.
c. Custom-Developed Modules	Fully customized solution developed for NATCO. May be hosted internally or by vendor. Optional support and maintenance.	NATCO bears Capex (one-time dev cost); OpEx optional for support.	Not applicable	One-time development cost Optional annual support Separate cost for additional modules	Fuel Card System Tourist/Transporter Portal, Booking Cargo & Courier Operations Repair & Maintenance Passenger Operations, Dynamic Website, Passenger Booking System	Bidder to provide item-wise cost breakdown and annual support pricing if required.

Note: Transaction will be defined by the bidder and NATCO with mutual consent.