

Request for Proposal

PROCUREMENT OF ODOO ERP IMPLEMENTATION (Consultancy Services)

National

Single Stage-One Envelope



July 20, 2026

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PROCUREMENT NOTICE

PROCUREMENT OF 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 consultancy services of “**PROCUREMENT OF ODOO ERP IMPLEMENTATION**” with the reference of “**P66788**”
2. The **Islamabad Club (Islamabad Club)** invites RFP through **EPADS v2.0** from eligible Bidders registered on **EPADS v2.0** for provision of Consultancy Services.
3. **Single Stage-One Envelope** Procedure of Principal Method of Procurement (i.e. Open Competitive Bidding) will be used by adopting **Quality and Cost Based Selection (QCBS)** Technique for the subject procurement, in line with the Public Procurement Rules, 2004 and any Regulations, and Instructions issued by the Authority (from time to time).
4. All proposals must be accompanied by a Bid Security described in Bid Security Section in Bidding Document in the form of **Pay Order** 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/66788>**.
6. The RFP, prepared in accordance with the instructions in the e-Bidding documents, must be submitted through **EPADS v2.0** on or before **Thursday, August 6, 2026 11:00 AM**. Proposals will be opened on the same day at **Thursday, August 6, 2026 11:30 AM**. Manual submission of RFPs shall not be entertained. Those consultants/Firm 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 48 of Public Procurement Rules, 2004 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.org.pk).

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Instructions to Bidders

A. General Provisions

1. Introduction

1.1. The Procuring Agency named in the Data Sheet intends to select a consultant, in accordance with the method of selection specified in the Data Sheet. The eligible Consultants are invited to submit a proposal, as specified in the Data Sheet, for consulting services required for the assignment named in the Data Sheet.

1.2. The Consultants should familiarize themselves with the local conditions and take them into account in preparing their Proposals, including attending a pre-proposal conference if one is specified in the Data Sheet. Attending any such pre-proposal conference is optional and is at the Consultants' expense.

1.3. The Procuring Agency will timely provide, at no cost to the Consultants, the inputs, relevant project data, and reports required for the preparation of the Consultant's Proposal as specified in the Data Sheet.

2. Corrupt and Fraudulent Practices

2.1. The procuring agencies and the consultant are required to compliance Procurement Regulatory Framework in regard to corrupt and fraudulent practices as defined under Rule 2(1)(f) of the Public Procurement Rules.

B. Preparation of Proposals

3. General Considerations

3.1. In preparing the Proposal, the Consultant is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.

4. Language

5. The Proposal, as well as all correspondence and documents relating to the Proposal exchanged between the Consultant and the Procuring Agency, shall

be written in the language(s) specified in the Data Sheet.

Documents Comprising the Proposal

5.1. The Proposal shall comprise the documents and forms listed in the Data Sheet.

6. Only One Proposal

6.1. The Consultant (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture in another Proposal. If a Consultant, including any Joint Venture member, submits or participates in more than one proposal, all such proposals shall be disqualified and rejected. This does not, however, preclude a Sub-consultant, or the Consultant's staff from participating as Key Experts and Non-Key Experts in more than one Proposal when circumstances justify and if stated in the **Data Sheet** and subject to regulatory instructions, if any.

7. Proposal Validity

7.1. Proposals shall remain valid for the period specified in the Data Sheet after the Proposal submission deadline prescribed by the Procuring Agency (PA). To ensure the validity of proposal, it shall contain bid security or bid Securing declaration as a complementary bid securing instrument having the validity twenty-eight days more than the bid validity period.

7.2. During this period, the Consultant shall maintain its original Proposal without any change, including the availability of the Key Experts, the proposed rates and the total price.

7.3. If it is established that any Key Expert nominated in the Consultant's Proposal was not available at the time of Proposal submission or was included in the Proposal without his/her confirmation, such Proposal shall be disqualified and rejected for further evaluation, and may be subject to blacklisting and debarment in accordance with Clause 5 of this ITC.

7.4. Extension of Validity Period

7.4.1. If considered necessary, an extension in the bid validity can be made in accordance with the provision of public procurement rules, 2004 or any instructions issued in this regard.

8. Bid security/Bid Securing Declaration

8.1. The consultant shall submit bid security in the form and amount specified by the procuring agency before the submission deadline. Provided that in case where the procuring agency does not require the bid security, the bidder shall submit bid securing declaration on the format prescribed by the Authority in Standard Procurement Documents.

8.2. Any Proposal not accompanied by a Bid Security or Bid Securing Declaration shall be rejected by the Procuring Agency as non-responsive.

8.3. The Bid Securing Declaration of a joint venture must be in the name of the joint venture submitting the Proposal indicating all the members are jointly and severally responsible.

8.4. The successful Consultant's Bid Securing Declaration will be discharged upon the signing the contract with the Successful Consultant, and furnishing the performance security

9. Clarification and Amendment of RFP

9.1. The Consultant may request a clarification of any part of the RFP during the period indicated in the Data Sheet before three days prior to the Proposals' submission deadline through **EPADS v2.0** only. The Procuring Agency will respond to the same through **EPADS v2.0**. Should the Procuring Agency deem it necessary to amend the RFP as a result of a clarification or at its own initiative, it shall do so following the procedure described below:

9.1.1. At any time before the proposal submission deadline, the Procuring Agency may amend the RFP by issuing an amendment through **EPADS v2.0**.

9.1.2. If the amendment is substantial, the Procuring Agency may extend the proposal submission deadline to give the Consultants reasonable time to take an amendment into account in their Proposals.

9.2. The Consultant who has already submitted the proposal prior to any amendments in the RFP, may submit a modified Proposal based on the respective amendment in the RFP at any time prior to the proposal submission deadline. No modifications to the Technical or Financial Proposal shall be accepted after the deadline.

10. Preparation of Proposals - Specific Considerations

10.1. While preparing the Proposal, the Consultant must give particular attention to the following:

10.1.1. The Procuring Agency may indicate in the Data Sheet the estimated Key Experts' time input (expressed in person-month) or the Procuring Agency's estimated total cost of the assignment, but not both. This estimate is indicative and the Proposal shall be based on the Consultant's own estimates for the same.

10.1.2. If stated in the Data Sheet, the Consultant shall include in its Proposal at least the same time input (in the same unit as indicated in the Data Sheet) of Key Experts, failing which the Financial Proposal will be adjusted for the purpose of comparison of proposals and decision for award in accordance with the procedure in the Data Sheet.

10.1.3. For assignments under the Fixed-Budget selection method, the estimated Key Experts' time input is not disclosed. Total available budget, with an indication whether it is inclusive or exclusive of taxes, is given in the Data Sheet, and the Financial Proposal shall not exceed this budget.

10.1.4. The proposal may be subject to price adjustment in accordance with Data sheet and formula specified.

11. Financial Proposal

11.1. The Financial Proposal shall be prepared using the Standard Forms provided in the RFP. It shall list all costs associated with the assignment, including (a) remuneration for Key Experts and Non-Key Experts, (b) reimbursable expenses indicated in the Data Sheet.

12. Taxes

12.1. The proposal submitted shall be inclusive of all the taxes unless otherwise stated in the Data Sheet. The Consultant and its Sub-consultants and Experts are responsible for meeting all tax liabilities arising out of the Contract unless stated otherwise in the Data Sheet. Information on taxes in the Procuring Agency's country is provided in the Data Sheet.

13. Currency of Proposal

13.1. The Consultant may express the price for its Services in the currency or currencies as stated in the Data Sheet. If indicated in the Data Sheet, the portion of the price representing local cost shall be stated in the national currency. Payment shall also be made in the currency specified in the data sheet or condition of the contract.

C. Submission, Opening and Evaluation

14. Submission/withdrawal of Proposals

14.1. The Consultant shall submit proposal through **EPADS v2.0** before the submission deadline.

14.2. A Proposal submitted by a Joint Venture shall be submitted through **EPADS v2.0** from the account of Lead Member. Reference to the EPADS account of all the JV Member shall be provided along with the proposal. Incase any of Member is not registered on the **EPADS v2.0**, may be registered on the **EPADS v2.0** or all his credential shall be provided along with the proposal for the evaluation of the procuring agency. JV agreement signed by all the members shall also be provided along with the proposal.

14.3. A Consultant may withdraw its Proposal after it has been submitted before the submission deadline.

15. Opening of Proposal

15.1. The Procuring Agency will open all Proposal through **EPADS v2.0**.

15.2. Financial Proposal, will remain unopened till the prescribed financial Proposal opening date.

16. Evaluation of Technical Proposals

16.1. The Procuring Agency's evaluation committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and the RFP, applying the evaluation criteria, sub-criteria, and point system specified in the Data Sheet. Each responsive Proposal will be given a technical score. A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP or if it fails to achieve the minimum technical score indicated in the Data Sheet.

17. Opening of Financial Proposals

17.1. After the technical evaluation is completed, the Procuring Agency shall issue the Technical Evaluation Report containing all the information regarding responsiveness or non-responsiveness of the consultant along with the technical scores (if any). The Procuring shall notify those Consultants that have achieved the minimum overall technical score and inform them of the date and time for the opening of the Financial Proposals.

17.2. The Financial Proposals shall be opened and evaluated through **EPADS v2.0**.

18. Correction of Errors

18.1. Activities and items described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, and no corrections are made to the Financial Proposal.

18.2. The Procuring Agency's evaluation committee will

(a) correct any computational or arithmetical errors, and

(b) adjust the prices if they fail to reflect all inputs included for the respective activities or items in the Technical Proposal. In case of discrepancy between (i) a partial amount (sub-total) and the total amount, or (ii) between the amount derived by multiplication of unit price with quantity and the total price, or (iii) between words and figures, the former will prevail. In case of discrepancy between the Technical and Financial Proposals in indicating quantities of input, the Technical Proposal prevails and the Procuring Agency's evaluation committee shall correct the quantification indicated in the Financial Proposal so as to make it consistent with that indicated in the Technical Proposal, apply the relevant unit price included in the Financial Proposal to the corrected quantity, and correct the total Proposal cost.

19. Conversion to Single Currency

19.1. For the evaluation purposes, prices shall be converted to a single currency using the selling rates of exchange, source and date indicated in the Data Sheet.

20. Selection Technique

20.1. Quality and Cost Based Selection

In the case of QCBS, the total score is calculated by weighting the technical and financial scores and adding them as per the formula and instructions in the Data Sheet. The Consultant achieving the highest combined technical and financial score will be invited for negotiations.

20.2. Fixed-Budget Selection (FBS)

20.2.1. In the case of FBS, those Proposals that exceed the budget indicated in the Data Sheet shall be rejected.

20.2.2. The Procuring Agency will select the Consultant that submitted the highest-ranked Technical Proposal that does not exceed the budget indicated in the RFP, and invite such Consultant to negotiate the Contract.

20.3. Least-Cost Selection.

In the case of Least-Cost Selection (LCS), the Procuring Agency will select the Consultant with the lowest evaluated total price among those consultants that achieved the minimum technical score, and invite such Consultant for discussion on technical issues, without changing the cost and scope of services.

D. Negotiations and Award

21. Negotiations

21.1. The negotiations will be held at the date and address indicated in the Data Sheet with the Consultant's representative(s) who must have written power of attorney to negotiate and sign a Contract on behalf of the Consultant.

21.2. The negotiations include discussions of the Terms of Reference (TORs), the proposed methodology, the Procuring Agency's inputs, the special conditions of the Contract, and finalizing the "Description of Services" part of the Contract. These discussions shall not alter the original scope of services under the TORs or the terms of the contract, lest the quality of the final product, its price, or the relevance of the initial evaluation be affected.

22. Availability of Key Experts

22.1. The invited Consultant shall confirm the availability of all Key Experts included in the Proposal as a pre-requisite to the negotiations, or, if applicable, a replacement in accordance with Clauses of ITC. Failure to confirm the Key Experts' availability may result in the rejection of the Consultant's Proposal and the Procuring Agency proceeding to negotiate the Contract with the next-ranked Consultant.

22.2. Notwithstanding the above, the substitution of Key Experts at the negotiations may be considered if due solely to circumstances outside the reasonable control of and not foreseeable by the Consultant, including but not limited to death or medical incapacity. In such case, the Consultant shall offer a substitute Key Expert within the period of time specified in the letter

of invitation to negotiate the Contract, who shall have equivalent or better qualifications and experience than the original candidate.

23. Award of Contract

23.1. The Procuring Agency will award the Contract to the Consultant whose Proposal has been determined to be substantially responsive to the RFP Documents and who has been declared as Successful Consultant, provided that the same is not in conflict with any other law or policy of the Federal Government

24. Grievance Redressal Mechanism

24.1. Grievance shall be redressed in accordance with procedure and mechanism defined under Rule 48 of the Public Procurement Rules, 2004 and Redressal of Grievance regulations.

25. Mechanism of Blacklisting

25.1. The Blacklisting shall be carried out in accordance with provision of Rule 19 of the Public Procurement Rules, 2004 and for Procedure of Filing and Disposal of Review Petition under Rule 19 (3), 2021, to be read with the Regulations on "Mechanism for Blacklisting and Debarment of Bidders or Contractors Regulations, 2024".

26. Environmental objectives

26.1. As per Rule 4 of Public Procurement Rules, 2004, 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



Bid Data Sheet

Proposal Data Sheet (BDS)

The following specific data for the procurement of Consultancy Services 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. General

1

1.1

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

The subject of procurement is: **PROCUREMENT OF ODOO ERP IMPLEMENTATION**

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

Name and identification number of the Contract: **P66788**

BDS Clause Number 2

ITB Number 1.2 & 9.1

The Bidders may seek clarifications through **EPADS v2.0**: Clarification Date: Thursday, July 30, 2026

Pre-Bid Meeting: Monday, July 27, 2026 12:00 AM

Venue: Islamabad Club Main Murree Road, Kashmir Road

B. Preparation of Proposals

BDS Clause Number 3

ITB Number 4.1

The language of the proposals is: **English**

BDS Clause Number 4

ITB Number 6.1

Participation of Sub-consultants, Key Experts and Non-Key Experts in more than one Proposal is permissible? **No**

BDS Clause Number 6

ITB Number 7.1

Proposals shall be valid until **120 Days**

BDS Clause Number 7

ITB Number 9.1

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

BDS Clause Number 8

ITB Number 10.2

The Consultant's Proposal must include the minimum Key Experts' time-input of _____person-months.

For the evaluation and comparison of Proposals only: if a Proposal includes less than the required minimum time-input, the missing time-input (expressed in person-month) is calculated as follows:

The missing time-input is multiplied by the highest remuneration rate for a Key Expert in the Consultant's Proposal and added to the total remuneration amount. Proposals that quoted higher than the required minimum of time-input will not be adjusted.]

BDS Clause Number 9

ITB Number 105

The price shall be **Fixed**.

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

BDS Clause Number 10

ITB Number 11.1

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

see Eligibility Criteria

BDS Clause Number 11

ITB Number 7.6

Services and Their related documents:

See section Required Services and ToR

C. Submission, Opening and Evaluation

BDS Clause Number 12

ITB Number 8.1 & 8.2

The amount of Bid Security shall be as defined in Bid Security Section for items and lots given in **BDS 6**

The Bid Security shall be in the form of: **Pay Order**

BDS Clause Number 13

ITB Number 13.1

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

BDS Clause Number 14

ITB Number 14.1

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

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: **Thursday, August 6, 2026 11:00 AM**

BDS Clause Number 15

ITB Number 15.1

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

Day : **Thursday**

Date: **Thursday, August 6, 2026**

Time : **11:30 AM**

BDS Clause Number 16

ITB Number 20

Selection technique adopted will be: **Quality and Cost Based Selection (QCBS)**

see Evaluation Criteria

F. Negotiation and Award

BDS Clause Number 18

ITB Number 21.5

The Performance guarantee shall: **0%**.

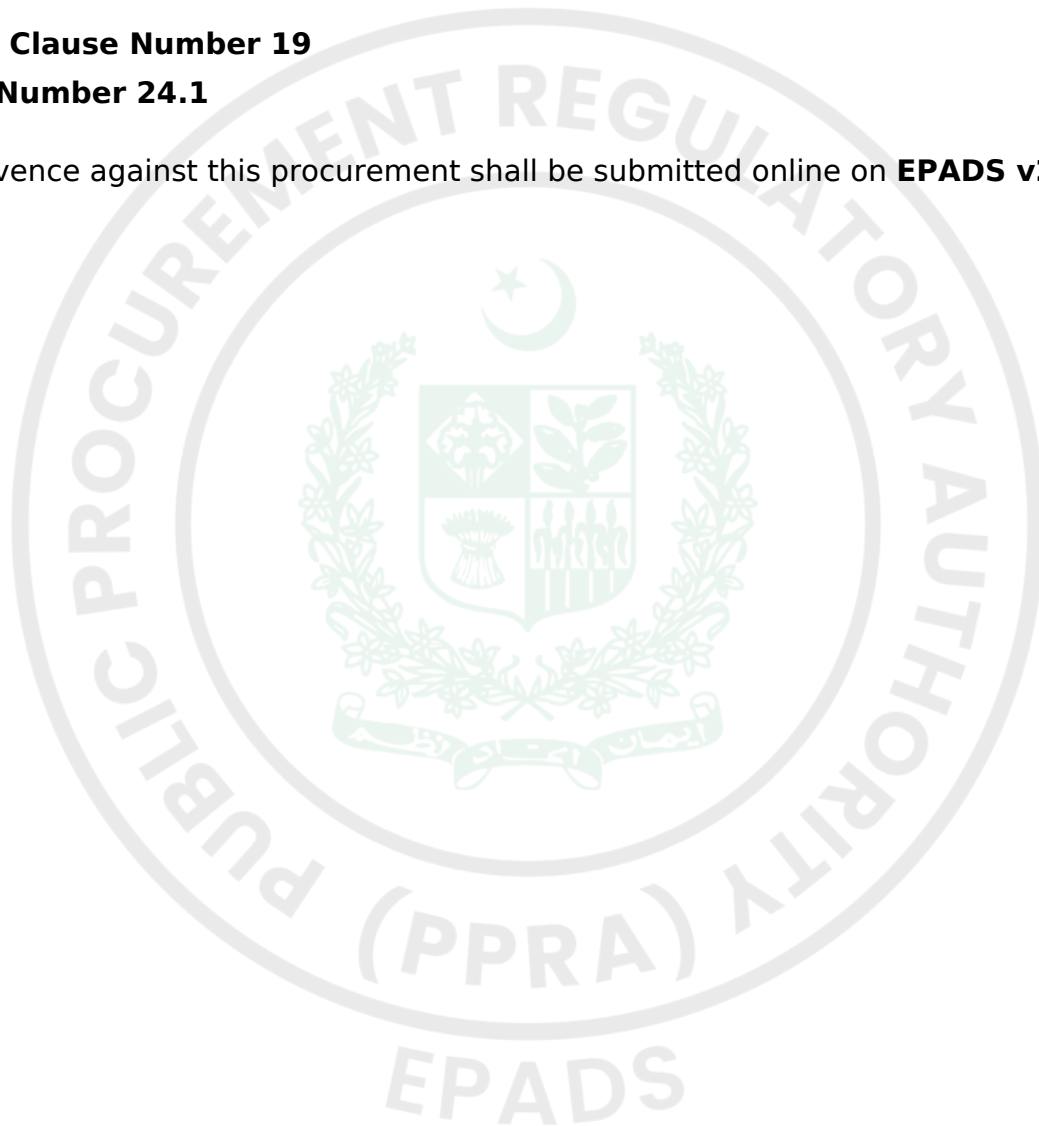
The Performance Guarantee shall be acceptable in the form of: **Nil**

G. Review of Procurement Decisions

BDS Clause Number 19

ITB Number 24.1

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



Eligibility Criteria

Bidder's Type	Required Registration
Individual / Individual Consultant	FBR (NTN)
Sole Proprietorship	FBR (GSTN)
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)	

Evaluation Criteria

Quality and Cost Based Selection (QCBS)

Technical Marks	70
Passing Marks	49
Technical Evaluation Criteria	
Technical Evaluation (Qualitative)(Doc Required)	70

Required Services

Positions Without Lots :

Position	Delivery Schedule	Quantity	Bid Security
PROCUREMENT OF ODOO ERP IMPLEMENTATION	Address: Main Murree Road, Kashmir Road, Islamabad Capital Territory Schedule: 30 Days Quantity: 1/Qty	1/Qty	300000 PKR

Related Services :

No



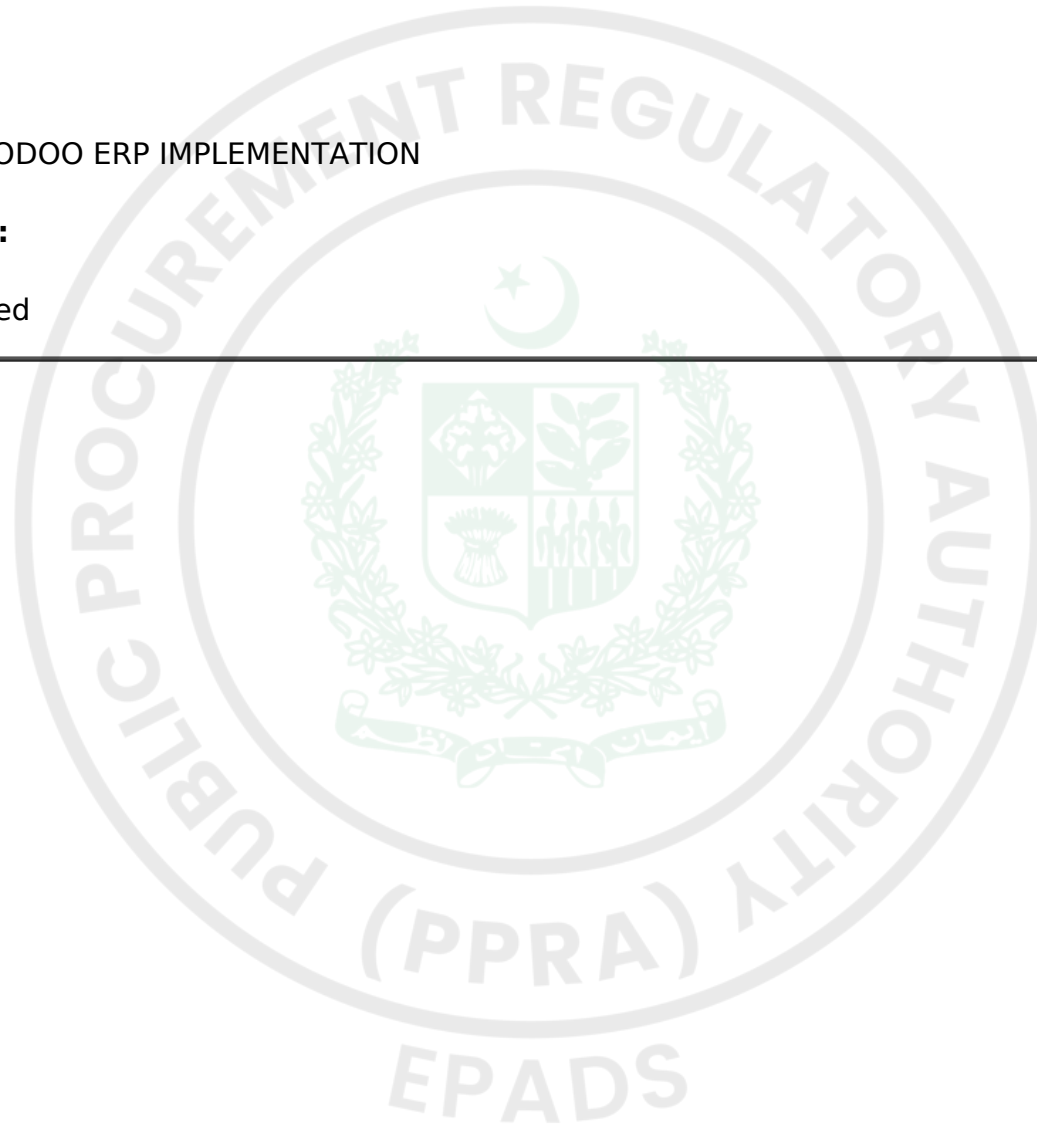
TORS (Terms of References)

Positions Without Lots :

Position: PROCUREMENT OF ODOO ERP IMPLEMENTATION

TORs (Terms of Reference):

For TORs Annexcure A attached



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]		





General Conditions of Contract

A. General Provisions

1. Definitions

Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- 1.1. “**Affiliate(s)**” means an individual or an entity that directly or indirectly controls, is controlled by, or is under common control with the Consultant.
- 1.2. “**Applicable Law**” means the laws and any other instruments having the force of law in Pakistan or as may be specified in the Special Conditions of Contract (SCC), as they may be issued and in force from time to time.
- 1.3. “**Consultant**” means an individual consultant or a consulting firm as the case may be;
- 1.4. “**Contractor’s Personnel**” means personnel whom the Contractor utilizes in the execution of its contract, including the staff, labor and other employees of the Contractor and each subcontractor; and any other personnel assisting the Contractor in the execution of the contract to be supervised by the Consultant (if applicable).
- 1.5. “**Day**” means calendar day unless indicated otherwise.
- 1.6. “**Effective Date**” means the date on which this Contract comes into force and effect pursuant to Clause GCC 11.
- 1.7. “**Experts**” means, collectively, Key Experts, Non-Key Experts, or any other personnel of the Consultant, Sub-consultant or JV member(s) assigned by the Consultant to perform the Services or any part thereof under the Contract.
- 1.8. “**Foreign Currency**” means any currency other than the Pakistani Rupees.
- 1.9. “**GCC**” means these General Conditions of Contract.
- 1.10. “**Government**” means the Government of Pakistan.
- 1.11. “**Joint Venture (JV)**” means an association with or without a legal personality distinct from that of its members, of more than one entity where one member has the authority to conduct all businesses for and on behalf of any and all the members of the JV, and where the members of the JV are jointly and severally liable to the Procuring Agency for the performance of the Contract.
- 1.12. “**Key Expert(s)**” means an individual professional whose skills, qualifications, knowledge and experience are critical to the performance of the Services under the Contract and whose Curricula Vitae (CV) was taken into account in the technical evaluation of the Consultant’s proposal.
- 1.13. “**Local Currency**” means the currency of Pakistan
- 1.14. “**Non-Key Expert(s)**” means an individual professional provided by the Consultant or its Sub-consultant to perform the Services or any part thereof under the Contract.
- 1.15. “**Party**” means the Procuring Agency or the Consultant, as the case may be, and “**Parties**” means both of them.

1.16. "Procuring Agency's Personnel" refers to the staff, labor and other employees (if any) of the Procuring Agency engaged in fulfilling the Procuring Agency's obligations under the Contract; and any other personnel identified as Procuring Agency's Personnel, by a notice from the Procuring Agency to the Consultant

1.17. "**Proposal**" means the Technical Proposal and/or the Financial Proposal of the Consultant.

1.18. "**RFP**" means the Request for Proposals to be prepared by the Procuring Agency for the selection of consultants, based on the SRFP.

1.19. "**SCC**" means the Special Conditions of Contract by which the GCC may be amended or supplemented but not over-written.

1.20. "**Site**" (if applicable) means the land and other places where Works are to be executed or facilities to be installed, and such other land or places as may be specified in the Contractor's Contract as forming part of the Site.

1.21. "**SRFP**" means the Standard Request for Proposals, which must be used by the Procuring Agency as the basis for the preparation of the RFP.

1.22. "**Sub-consultants**" means an entity to whom/which the Consultant subcontracts any part of the Services while remaining solely liable for the execution of the Contract.

1.23. "**Third Party**" means any person or entity other than the Government, the Procuring Agency, the Consultant or a Sub-consultant.

1.24. "**TORs**" means the Terms of Reference that explain the objectives, scope of work, activities, and tasks to be performed, respective responsibilities of the Procuring Agency and the Consultant, and expected results and deliverables of the assignment.

2. Relationship between the Parties

2.1. Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between the Procuring Agency and the Consultant. The Consultant, subject to this Contract, has complete charge of the Experts and Sub-consultants, if any, performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.

3. Law Governing Contract

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

4. Language

4.1. The Contract as well as all correspondence and documents relating to the Contract exchanged between the Consultant and 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.

5. Headings

5.1. The headings shall not limit, alter or affect the meaning of this Contract.

6. Communications

6.1. Any communication required or permitted to be given or made pursuant to this Contract shall be in writing in the language specified in Clause GCC 4. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the address specified in the SCC.

6.2. A Party may change its address for notice hereunder by giving the other Party any communication of such change to the address specified in the SCC.

7. Location

7.1. The Services shall be performed at such locations as are specified in Appendix A hereto and, where the location of a particular task is not so specified, at such locations, whether in the Government's country or elsewhere, as the Procuring Agency may approve.

8. Authority of Member in Charge

8.1. In case the Consultant is a Joint Venture, the members hereby authorize the member specified in the SCC to act on their behalf in exercising all the Consultant's rights and obligations towards the Procuring Agency under this Contract, including without limitation the receiving of instructions and payments from the Procuring Agency.

9. Authorized Representatives

9.1. 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 Consultant may be taken or executed by the officials specified in the SCC.

10. Fraud and Corruption

10.1. Public Procurement Regulatory Authority requires that Procuring Agencies (including beneficiaries of Government funded projects) as well as Applicants/Bidders/Suppliers/Contractors under Government financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts in accordance with the requirement of Procurement Regulatory Framework

B. Commencement, Completion, Modification and Termination of Contract

11. Effectiveness of Contract

11.1. This Contract shall come into force and effect on the date (the "Effective Date") of the Procuring Agency's notice to the Consultant instructing the Consultant to begin carrying out the Services. This notice shall confirm that the effectiveness conditions, if any, listed in the SCC have been met.

12. Termination of Contract for Failure to Become Effective

12.1. If this Contract has not become effective within such time period after the date of Contract signature as specified in the SCC, either Party may, by not less than twenty two (22) days written notice to the other Party, declare this Contract to be null and void, and in the event of such a declaration by either Party, neither Party shall have any claim against the other Party with respect hereto.

13. Commencement of Services

13.1. The Consultant shall confirm availability of Key Experts and begin carrying out the Services not later than the number of days after the Effective Date specified in the SCC.

14. Expiration of Contract

14.1. Unless terminated earlier pursuant to Clause GCC 19 hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the SCC.

15. Entire Agreement

15.1. 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.

16. Modifications or Variations

16.1. 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 proposals for modification or variation made by the other Party.

16.2. In cases of any modifications or variations, the prior written consent of the Procuring Agency is required.

17. Force Majeure

17.1. Definition

17.1.1. For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable, and makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible under the circumstances, and subject to those requirements, includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action confiscation or any other action by Government agencies.

17.1.2. Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or such Party's Experts, Sub-consultants or agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected to both take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations hereunder.

17.1.3. Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder.

17.2. No Breach of Contract

17.2.1. The failure of a Party to fulfill any of its obligations hereunder shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.

17.3. Measures to be Taken

17.3.1. A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.

17.3.2. A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) calendar days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.

17.3.3. Any period within which a Party 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.

17.3.4. During the period of their inability to perform the Services as a result of an event of Force Majeure, the Consultant, upon instructions by the Procuring Agency, shall either:

17.3.4.1. demobilize, in which case the Consultant shall be reimbursed for additional costs they reasonably and necessarily incurred, and, if required by the Procuring Agency, in reactivating the Services; or

17.3.4.2. continue with the Services to the extent reasonably possible, in which case the Consultant shall continue to be paid under the terms of this Contract and be reimbursed for additional costs reasonably and necessarily incurred.

17.3.5. In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to Clauses GCC 49& 50.

18. Suspension

18.1. The Procuring Agency may, by written notice of suspension to the Consultant, suspend all payments to the Consultant hereunder if the Consultant fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall request the Consultant to remedy such failure within a period not exceeding thirty (30) calendar days after receipt by the Consultant of such notice of suspension.

19. Termination

19.1. This Contract may be terminated by either Party as per provisions set up below:

a) By the Procuring Agency

19.1.1. The Procuring Agency may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (f) of this Clause. In such an occurrence the Procuring Agency shall give at least thirty (30) days' written notice of termination to the Consultant in case of the events referred to in (a) through (d); at least sixty (60) days' written notice in case of the event referred to in (e); and at least five (5) days' written notice in case of the event referred to in (f):

- (a) If the Consultant fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension pursuant to Clause GCC 18;
- (b) If the Consultant becomes (or, if the Consultant 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;
- (c) If the Consultant fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause GCC 49
- (d) If, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) days;
- (e) If the Procuring Agency, in its sole discretion and for any reason whatsoever, decides to terminate this Contract;
- (f) If the Consultant fails to confirm availability of Key Experts as required in Clause GCC 13.

19.1.2. if the Consultant, in the judgment of the Procuring Agency has engaged in Fraud and Corruption, in competing for or in executing the Contract, then the Procuring Agency may, after giving fourteen (14) calendar days written notice to the Consultant, terminate the Consultant's employment under the Contract.

19.2. By the Consultant

The Consultant may terminate this Contract, by not less than thirty (30) 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.

- (a) If the Procuring Agency fails to pay any money due to the Consultant pursuant to this Contract and not subject to dispute pursuant to Clauses GCC 49.1 within forty-five (45) days after receiving written notice from the Consultant that such payment is overdue.
- (b) If, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) days.
- (c) If the Procuring Agency fails to comply with any final decision reached as a result of arbitration pursuant to Clause GCC 49.1.
- (d) If the Procuring Agency is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the Consultant may have subsequently approved in writing) following the receipt by the Procuring Agency of the Consultant's notice specifying such breach.

19.3. Cessation of Rights and Obligations

Upon termination of this Contract pursuant to Clauses GCC 12 or GCC 19 hereof, or upon expiration of this Contract pursuant to Clause GCC 14, all rights and obligations of the Parties hereunder shall cease, except

- (i) such rights and obligations as may have accrued on the date of termination or expiration,
- (ii) the obligation of confidentiality set forth in Clause GCC 22,

(iii) the Consultant's obligation to permit inspection, copying and auditing of their accounts and records set forth in Clause GCC 25 and to cooperate and assist in any inspection or investigation, and (iv) any right which a Party may have under the Applicable Law.

19.4. Cessation of Services

19.4.1. Upon termination of this Contract by notice of either Party to the other pursuant to Clauses GCC 19a or GCC 19b, the Consultant shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. With respect to documents prepared by the Consultant and equipment and materials furnished by the Procuring Agency, the Consultant shall proceed as provided, respectively, by Clauses GCC 27 or GCC 28.

19.5. e.Payment upon Termination

Upon termination of this Contract, the Procuring Agency shall make the following payments to the Consultant:

- (a) remuneration for Services satisfactorily performed prior to the effective date of termination, and reimbursable expenditures for expenditures actually incurred prior to the effective date of termination; and pursuant to Clause 43;
- (b) in the case of termination pursuant to paragraphs (d) and (e) of Clause GCC 19.1.1, reimbursement of any reasonable cost incidental to the prompt and orderly termination of this Contract, including the cost of the return travel of the Experts.

C. Obligations of the Consultant

20. General

20.1. Standard of Performance

20.1.1. The Consultant 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 Consultant 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.

20.1.2. The Consultant shall employ and provide such qualified and experienced Experts and Sub-consultants as are required to carry out the Services.

20.1.3. The Consultant may subcontract part of the Services to an extent and with such Key Experts and Sub-consultants as may be approved in advance by the Procuring Agency

20.2. Law Applicable to Services

20.2.1. The Consultant 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-consultants, comply with the Applicable Law.

21. Conflict of Interests

21.1. The Consultant shall hold the Procuring Agency's interest's paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.

21.1.1. Consultant Not to Benefit from Commissions, Discounts, etc.

21.1.1.1. The payment of the Consultant pursuant to GCC F (Clauses GCC 42 through 47) shall constitute the Consultant's only payment in connection with this Contract and, subject to Clause GCC 21.1.3, the Consultant shall not accept for its own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract or in the discharge of its obligations hereunder, and the Consultant shall use its best efforts to ensure that any Sub-consultants, as well as the Experts and agents of either of them, similarly shall not receive any such additional payment.

21.1.1.2. Furthermore, if the Consultant, as part of the Services, has the responsibility of advising the Procuring Agency on the procurement of goods, works or services. Any discounts or commissions obtained by the Consultant in the exercise of such procurement responsibility shall be for the account of the Procuring Agency.

21.1.2. Consultant and Affiliates Not to Engage in Certain Activities

21.1.2.1. The Consultant agrees that, during the term of this Contract and after its termination, the Consultant and any entity affiliated with the Consultant, as well as any Sub-consultants and any entity affiliated with such Sub-consultants, shall be disqualified from providing goods, works or non-consulting services resulting from or directly related to the Consultant's Services for the preparation or implementation of the project, unless otherwise indicated in the SCC.

21.1.3. Prohibition of Conflicting Activities

21.1.3.1. The Consultant shall not engage, and shall cause its Experts as well as its Sub-consultants not to engage, either directly or indirectly, in any business or professional activities that would conflict with the activities assigned to them under this Contract.

21.1.4. Strict Duty to Disclose Conflicting Activities

21.1.4.1. The Consultant has an obligation and shall ensure that its Experts and Sub-consultants shall have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of their Procuring Agency, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the Consultant or the termination of its Contract.

22. Confidentiality

22.1. Except with the prior written consent of the Procuring Agency, the Consultant and the Experts shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Consultant and the Experts make public the recommendations formulated in the course of, or as a result of, the Services.

23. Liability of the Consultant

23.1. Subject to additional provisions, if any, set forth in the SCC, the Consultant's liability under this Contract shall be as determined under the Applicable Law.

24. Insurance to be Taken out by the Consultant

24.1. The Consultant (i) shall take out and maintain, and shall cause any Sub-consultants to take out and maintain, at its (or the Sub-consultants', 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 specified in the SCC, and (ii) 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 therefore have been paid. The Consultant shall ensure that such insurance is in place prior to commencing the Services as stated in Clause GCC 13.

25. Accounting, Inspection and Auditing

25.1. The Consultant shall keep, and shall make all reasonable efforts to cause its Sub-consultants to keep, accurate and systematic accounts and records in respect of the Services in such form and detail as will clearly identify relevant time changes and costs.

25.2. Pursuant to paragraph 1.23 (e) of Attachment 1 to the General Conditions, the Consultant shall permit and shall cause its agents (where declared or not), subcontractors, sub-consultants, service providers, suppliers, and personnel, to permit, the procuring agency to inspect the site and/or the accounts, records and other documents relating to the procurement process, selection and/or contract execution, and to have such accounts, records and other documents. The Consultant's and its Subcontractors' and sub-consultants' attention is drawn to Sub-Clause 10.1 (Fraud and Corruption) which provides, inter alia, that acts intended to materially impede the exercise of the Procuring Agency's inspection and audit rights constitute a prohibited practice subject to contract termination.

26. Reporting Obligations

26.1. The Consultant shall submit to the Procuring Agency the reports and documents specified in Appendix A, in the form, in the numbers and within the time periods set forth in the said Appendix.

27. Proprietary Rights of the Procuring Agency in Reports and Records

27.1. Unless otherwise indicated in the SCC, all reports and relevant data and information such as maps, diagrams, plans, databases, other documents and software, supporting records or material compiled or prepared by the Consultant for the Procuring Agency in the course of the Services shall be confidential and become and remain the absolute property of the Procuring Agency. The Consultant shall, not later than upon termination or expiration of this Contract, deliver all such documents to the Procuring Agency, together with a detailed inventory thereof. The Consultant may retain a copy of such documents, data and/or software but shall not use the same for purposes unrelated to this Contract without prior written approval of the Procuring Agency.

27.2. If license agreements are necessary or appropriate between the Consultant and third parties for purposes of development of the plans, drawings, specifications, designs, databases, other documents and software, the Consultant shall obtain the Procuring Agency's prior written approval to such agreements, and the Procuring Agency shall be entitled at its discretion to require recovering the expenses related to the development of the program(s) concerned. Other restrictions about the future use of these documents and software, if any, shall be

specified in the SCC.

28. Equipment, Vehicles and Materials

28.1. Equipment, vehicles and materials made available to the Consultant by the Procuring Agency, or purchased by the Consultant wholly or partly with funds provided by the Procuring Agency, shall be the property of the Procuring Agency and shall be marked accordingly. Upon termination or expiration of this Contract, the Consultant shall make available to the Procuring Agency an inventory of such equipment, vehicles and materials and shall dispose of such equipment, vehicles and materials in accordance with the Procuring Agency's instructions. While in possession of such equipment, vehicles and materials, the Consultant, unless otherwise instructed by the Procuring Agency in writing, shall insure them at the expense of the Procuring Agency in an amount equal to their full replacement value.

28.2. Any equipment or materials brought by the Consultant or its Experts into the Procuring Agency's country for the use either for the project or personal use shall remain the property of the Consultant or the Experts concerned, as applicable.

29. Code of Conduct

29.1. The Procuring Agencies and the Consultant are bound to follow the Code of Ethics to be issued by the Authority.

D. Consultant's Experts and Sub-Consultants

30. Description of Key Experts

30.1. The title, agreed job description, minimum qualification and time-input estimates to carry out the Services of each of the Consultant's Key Experts are described in Appendix B.

30.2. If required to comply with the provisions of Clause GCC 20a, adjustments with respect to the estimated time-input of Key Experts set forth in Appendix B may be made by the Consultant by a written notice to the Procuring Agency, provided (i) that such adjustments shall not alter the original time-input estimates for any individual by more than 10% or one week, whichever is larger; and (ii) that the aggregate of such adjustments shall not cause payments under this Contract to exceed the ceilings set forth in Clause GCC 42.2.

30.3. If additional work is required beyond the scope of the Services specified in Appendix A, the estimated time-input for the Key Experts may be increased by agreement in writing between the Procuring Agency and the Consultant. In case where payments under this Contract exceed the ceilings set forth in Clause GCC 42.2, the Parties shall sign a Contract amendment.

31. Replacement of Key Experts

31.1. Except as the Procuring Agency may otherwise agree in writing, no changes shall be made in the Key Experts.

31.2. Notwithstanding the above, the substitution of Key Experts during Contract execution may be considered only based on the Consultant's written request and due to circumstances outside the reasonable control of the

Consultant, including but not limited to death or medical incapacity. In such case, the Consultant shall forthwith provide as a replacement, a person of equivalent or better qualifications and experience, and at the same rate of remuneration.

32. Approval of Additional Key Experts

32.1. If during execution of the Contract, additional Key Experts are required to carry out the Services, the Consultant shall submit to the Procuring Agency for review and approval a copy of their Curricula Vitae (CVs). If the Procuring Agency does not object in writing (stating the reasons for the objection) within twenty two (22) days from the date of receipt of such CVs, such additional Key Experts shall be deemed to have been approved by the Procuring Agency.

The rate of remuneration payable to such new additional Key Experts shall be based on the rates for other Key Experts position which require similar qualifications and experience.

33. Removal of Experts or Sub-consultants

33.1. If the Procuring Agency finds that any of the Experts or Sub-consultant has committed serious misconduct or has been charged with having committed a criminal action, or shall the Procuring Agency determine that a Consultant's Expert or Sub-consultant has engaged in Fraud and Corruption while performing the Services, the Consultant shall, at the Procuring Agency's written request, provide a replacement.

33.2. In the event that any of Key Experts, Non-Key Experts or Sub-consultants is found by the Procuring Agency to be incompetent or incapable in discharging assigned duties, the Procuring Agency, specifying the grounds therefore, may request the Consultant to provide a replacement.

33.3. Any replacement of the removed Experts or Sub-consultants shall possess better qualifications and experience and shall be acceptable to the Procuring Agency.

34. Replacement/ Removal of Experts – Impact on Payments

34.1. Except as the Procuring Agency may otherwise agree, (i) the Consultant shall bear all additional travel and other costs arising out of or incidental to any removal and/or replacement, and (ii) the remuneration to be paid for any of the Experts provided as a replacement shall not exceed the remuneration which would have been payable to the Experts replaced or removed.

35. Working Hours, Overtime, Leave, etc.

35.1. Working hours and holidays for Experts are set forth in Appendix B. To account for travel time to/from the Procuring Agency's country, experts carrying out Services inside the Procuring Agency's country shall be deemed to have commenced or finished work in respect of the Services such number of days before their arrival in, or after their departure from, the Procuring Agency's country as is specified in Appendix B.

35.2. The Experts shall not be entitled to be paid for overtime nor to take paid sick leave or vacation leave except as specified in Appendix B, and the Consultant's remuneration shall be deemed to cover these items.

35.3. Any taking of leave by Key Experts shall be subject to the prior approval by the Consultant who shall ensure that absence for leave purposes will not delay the progress and or impact adequate supervision of the Services.

E. Obligations of the Procuring Agency

36. Assistance and Exemptions

36.1. Unless otherwise specified in the SCC, the Procuring Agency shall use its best efforts to:

36.1.1. Assist the Consultant with obtaining work permits and such other documents as shall be necessary to enable the Consultant to perform the Services.

36.1.2. Facilitate prompt clearance through customs of any property required for the Services and of the personal effects of the Experts and their eligible dependents.

36.1.3. Issue to officials, agents and representatives of the Government all such instructions and information as may be necessary or appropriate for the prompt and effective implementation of the Services.

36.1.4. Assist the Consultant and the Experts and any Sub-consultants employed by the Consultant for the Services with obtaining exemption from any requirement to register or obtain any permit to practice their profession or to establish themselves either individually or as a corporate entity in the Procuring Agency's country according to the applicable law in the Procuring Agency's country.

36.1.5. Assist the Consultant, any Sub-consultants and the Experts of either of them with obtaining the privilege, pursuant to the applicable law in the Procuring Agency's country, of bringing into the Procuring Agency's country reasonable amounts of foreign currency for the purposes of the Services or for the personal use of the Experts and of withdrawing any such amounts as may be earned therein by the Experts in the execution of the Services.

36.1.6. Provide to the Consultant any such other assistance as may be specified in the SCC.

37. Access to Project Site

37.1. The Procuring Agency warrants that the Consultant shall have, free of charge, unimpeded access to the project site in respect of which access is required for the performance of the Services. The Procuring Agency will be responsible for any damage to the project site or any property thereon resulting from such access and will indemnify the Consultant and each of the experts in respect of liability for any such damage, unless such damage is caused by the willful default or negligence of the Consultant or any Sub-consultants or the Experts of either of them.

38. Change in the Applicable Law Related to Taxes and Duties

38.1. If, after the date of this Contract, there is any change in the applicable law in the Procuring Agency's country with respect to taxes and duties which increases or decreases the cost incurred by the Consultant in performing the Services, then the remuneration and reimbursable expenses otherwise payable to the Consultant under this Contract shall be increased or decreased accordingly by agreement between the Parties hereto, and corresponding adjustments shall be made to the ceiling amounts specified in Clause GCC 42.2.

39. Services, Facilities and Property of the Procuring Agency

39.1. The Procuring Agency shall make available to the Consultant 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 (Appendix A) at the times and in the manner specified in said Appendix A.

39.2. In case that such services, facilities and property shall not be made available to the Consultant as and when specified in Appendix A, the Parties shall agree on (i) any time extension that it may be appropriate to grant to the Consultant for the performance of the Services, (ii) the manner in which the Consultant shall procure any such services, facilities and property from other sources, and (iii) the additional payments, if any, to be made to the Consultant as a result thereof pursuant to Clause GCC 42.3.

40. Counterpart Personnel

40.1. The Procuring Agency shall make available to the Consultant free of charge such professional and support counterpart personnel, to be nominated by the Procuring Agency with the Consultant's advice, if specified in Appendix A.

40.2. If counterpart personnel are not provided by the Procuring Agency to the Consultant as and when specified in Appendix A, the Procuring Agency and the Consultant shall agree on (i) how the affected part of the Services shall be carried out, and (ii) the additional payments, if any, to be made by the Procuring Agency to the Consultant as a result thereof pursuant to Clause GCC 42.3.

40.3. Professional and support counterpart personnel, excluding Procuring Agency's liaison personnel, shall work under the exclusive direction of the Consultant. If any member of the counterpart personnel fails to perform adequately any work assigned to such member by the Consultant that is consistent with the position occupied by such member, the Consultant may request the replacement of such member, and the Procuring Agency shall not unreasonably refuse to act upon such request.

41. Payment Obligation

41.1. In consideration of the Services performed by the Consultant under this Contract, the Procuring Agency shall make such payments to the Consultant and in such manner as is provided by GCC F below.

F. Payments to the Consultant

42. Ceiling Amount

42.1. An estimate of the cost of the Services is set forth in Appendix C (Remuneration) and Appendix D (Reimbursable expenses).

42.2. Payments under this Contract shall not exceed the ceilings in foreign currency and in local currency specified in the SCC.

42.3. For any payments in excess of the ceilings specified in GCC42.2, an amendment to the Contract shall be signed by the Parties referring to the provision of this Contract that evokes such amendment.

43. Remuneration and Reimbursable Expenses

43.1. The Procuring Agency shall pay to the Consultant (i) remuneration that shall be determined on the basis of time actually spent by each Expert in the performance of the Services after the date of commencing of Services or such other date as the Parties shall agree in writing; and (ii) reimbursable expenses that are actually and reasonably incurred by the Consultant in the performance of the Services.

43.2. All payments shall be at the rates set forth in Appendix C and Appendix D.

43.3. Unless the SCC provides for the price adjustment of the remuneration rates, said remuneration shall be fixed for the duration of the Contract.

43.4. The remuneration rates shall cover: (i) such salaries and allowances as the Consultant shall have agreed to pay to the Experts as well as factors for social charges and overheads (bonuses or other means of profit-sharing shall not be allowed as an element of overheads), (ii) the cost of backstopping by home office staff not included in the Experts' list in Appendix B, (iii) the Consultant's profit, and (iv) any other items as specified in the SCC.

43.5. Any rates specified for Experts not yet appointed shall be provisional and shall be subject to revision, with the written approval of the Procuring Agency, once the applicable remuneration rates and allowances are known.

44. Taxes and Duties

44.1. The Consultant, Sub-consultants and Experts are responsible for meeting any and all tax liabilities arising out of the Contract unless it is stated otherwise in the SCC.

44.2. As an exception to the above and as stated in the SCC, all local identifiable indirect taxes (itemized and finalized at Contract negotiations) are reimbursed to the Consultant or are paid by the Procuring Agency on behalf of the Consultant.

45. Currency of Payment

45.1. Any payment under this Contract shall be made in the currency(ies) specified in the SCC.

46. Mode of Billing and Payment

46.1. Billings and payments in respect of the Services shall be made as follows:

(a) Advance payment. Within the number of days after the Effective Date, the Procuring Agency shall pay to the Consultant an advance payment as specified in the SCC. Unless otherwise indicated in the SCC, an advance payment shall be made against an advance payment bank guarantee acceptable to the Procuring Agency in an amount (or amounts) and in a currency (or currencies) specified in the SCC. Such guarantee (i) is to remain effective until the advance payment has been fully set off, and (ii) is to be in the form set forth in Appendix E, or in such other form as the Procuring Agency shall have approved in writing. The advance payments will be set off by the Procuring Agency in equal installments against the statements for the number of months of the Services specified in the SCC until said advance payments have been fully set off.

(b) The Itemized Invoices. As soon as practicable and not later than fifteen (15) days after the end of each calendar month during the period of the Services, or after the end of each time interval otherwise indicated in the SCC, the Consultant shall submit to the Procuring Agency, in duplicate, itemized invoices, accompanied by the receipts or other appropriate supporting documents, of the amounts payable pursuant to Clauses GCC 45 and GCC 46 for such interval, or any other period indicated in the SCC. Separate invoices shall be submitted for expenses incurred in foreign currency and in local currency. Each invoice shall show remuneration and reimbursable

expenses separately.

(c) The Procuring Agency shall pay the Consultant's invoices within sixty (60) days after the receipt by the Procuring Agency of such itemized invoices with supporting documents. Only such portion of an invoice that is not satisfactorily supported may be withheld from payment. Should any discrepancy be found to exist between actual payment and costs authorized to be incurred by the Consultant, the Procuring Agency may add or subtract the difference from any subsequent payments.

(d) The Final Payment .The final payment under this Clause shall be made only after the final report and a final invoice, identified as such, shall have been submitted by the Consultant and approved as satisfactory by the Procuring Agency. The Services shall be deemed completed and finally accepted by the Procuring Agency and the final report and final invoice shall be deemed approved by the Procuring Agency as satisfactory ninety (90) calendar days after receipt of the final report and final invoice by the Procuring Agency unless the Procuring Agency, within such ninety (90) calendar day period, gives written notice to the Consultant specifying in detail deficiencies in the Services, the final report or final invoice. The Consultant shall thereupon promptly make any necessary corrections, and thereafter the foregoing process shall be repeated. Any amount that the Procuring Agency has paid or has caused to be paid in accordance with this Clause in excess of the amounts payable in accordance with the provisions of this Contract shall be reimbursed by the Consultant to the Procuring Agency within thirty (30) days after receipt by the Consultant of notice thereof. Any such claim by the Procuring Agency for reimbursement must be made within twelve (12) calendar months after receipt by the Procuring Agency of a final report and a final invoice approved by the Procuring Agency in accordance with the above.

(e) All payments under this Contract shall be made to the accounts of the Consultant specified in the SCC.

(f) With the exception of the final payment under (d) above, payments do not constitute acceptance of the Services nor relieve the Consultant of any obligations hereunder.

47. Interest on Delayed Payments

47.1. If the Procuring Agency had delayed payments beyond fifteen (15) days after the due date stated in Clause GCC 46.1 (c), interest shall be paid to the Consultant on any amount due by, not paid on, such due date for each day of delay at the annual rate stated in the SCC.

G. Fairness and Good Faith

48. Good Faith

48.1. The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

H. Settlement of Disputes

49. Amicable Settlement

49.1. Any dispute of any kind whatsoever shall arise between the Procuring Agency and the Service Provider in connection with or arising out of the Contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity or termination, or the execution of the Project –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 consultation. If the parties fail to resolve such a dispute or difference even after negotiations or mediation, then the dispute shall be referred within fourteen (14) days in writing by either party to the Arbitrator, with a copy to the other party.

49.2. Any dispute in respect of which a notice of intention to commence arbitration has been given, in accordance with GCC sub-clause 45.1, shall be finally settled by arbitration. Arbitration may be commenced prior to or after completion of the Project. Arbitration proceedings shall be conducted in accordance with Arbitration Act 1940.

49.3. 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 Procuring Agency shall pay the Service Provider any monies due the Service Provider.





Special Conditions of Contract

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>

Number of GC Clause 3.1

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

Number of GC Clause 4.1

The language is **English**

Number of GC Clause 6.1 and 6.2

The addresses are:

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

The Consultant Address:

The title of the subject procurement is:PROCUREMENT OF ODOO ERP IMPLEMENTATION

Number of GC Clause 8.1

[Note: If the Consultant consists only of one entity, state "N/A"; Or

The Lead Member on behalf of the JV is _____ *[insert name of the member]*

Number of GC Clause 9.1

The Authorized Representatives are:

The Authorized Representatives are:

For the Procuring Agency:

Islamabad Club (Islamabad Club), Procurement Head
Main Murree Road, Kashmir Road, Islamabad Capital Territory
+92-301-856-3560
arslan.javed@islamabadclub.org.pk

For the Bidder:

Name:

Designation:

Address:

Number of GC Clause 11.1

[Note: If there are no effectiveness conditions, state “N/A”]OR

List here any conditions of effectiveness of the Contract]

The effectiveness conditions are the following: *[insert “N/A” or list the conditions]*

Termination of Contract for Failure to Become Effective:

The time period shall be *[insert time period, e.g.: four months].*

Commencement of Services:

The number of days shall be *[e.g.: ten].*

Confirmation of Key Experts’ availability to start the Assignment shall be submitted to the Procuring Agency in writing as a written statement signed by each Key Expert.

Expiration of Contract:

The time period shall be *[insert time period, e.g.: twelve months].*

Number of GC Clause 23.1

No additional provisions.

The following limitation of the Consultant’s Liability towards the Procuring Agency can be subject to the Contract’s negotiations:

Number of GC Clause 24.1

The insurance coverage against the risks shall be as follows:

(a) Professional liability insurance, with a minimum coverage of *[insert amount and currency which should be not less than the total ceiling amount of the Contract];*

Number of GC Clause 33. Removal of Experts or Sub-consultants

[Note to Procuring Agency: include the following for supervision of infrastructure contracts (such as Plant or Works) and for other consulting service where the social risks are substantial or high, otherwise delete.]

Price adjustment on the remuneration *[insert “applies” or “does not apply”]*

[If the Contract is less than 18 months, price adjustment does not apply.

If the Contract has duration of more than 18 months, a price adjustment provision on the remuneration for foreign and/or local inflation shall be included here. The adjustment should be made every 12 months after the date of the contract for remuneration in foreign currency and – except if there is very high inflation in the Procuring Agency’s country, in which case more frequent adjustments should be provided for – at the same intervals for remuneration in local currency. Remuneration in foreign currency should be adjusted by using the relevant index for salaries in the country of the respective foreign currency (which normally is the

country of the Consultant) and remuneration in local currency by using the corresponding index for the Procuring Agency's country. A sample provision is provided below for guidance:

Payments for remuneration made in [foreign and/or local] currency shall be adjusted as follows:

{ or }

where

R_f is the adjusted remuneration;

R_{fo} is the remuneration payable on the basis of the remuneration rates (**Appendix C**) in foreign currency;

I_f is the official index for salaries in the country of the foreign currency for the first month for which the adjustment is supposed to have effect; and

I_{fo} is the official index for salaries in the country of the foreign currency for the month of the date of the Contract.

{ or }

where

R_l is the adjusted remuneration;

R_{lo} is the remuneration payable on the basis of the remuneration rates (**Appendix D**) in local currency;

I_l is the official index for salaries in the Procuring Agency's country for the first month for which the adjustment is to have effect; and

I_{lo} is the official index for salaries in the Procuring Agency's country for the month of the date of the Contract.

The currency of payment shall be the following: PKR

[The advance payment could be in either the foreign currency, or the local currency, or both; select the correct wording in the Clause here below. The advance bank payment guarantee should be in the same currency(ies)]

The following provisions shall apply to the advance payment and the advance bank payment guarantee:

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

Bid Securing Declaration

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

Bid No.: **P66788**

To: **Islamabad Club (Islamabad Club), Procurement Head 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

FORM OF CONTRACT

This CONTRACT (hereinafter called the “Contract”) is made the [number] day of the month of [month], [year], between, on the one hand, [name of Procuring Agency or Recipient] (hereinafter called the “Procuring Agency”) and, on the other hand, [name of Consultant] (hereinafter called the “Consultant”).

[If the Consultant consist of more than one entity, the above should be partially amended to read as follows: “...(hereinafter called the “Procuring Agency”) and, on the other hand, a Joint Venture consisting of the following entities, each member of which will be jointly and severally liable to the Procuring Agency for all the Consultant’s obligations under this Contract, namely, [name of member] and [name of member] (hereinafter called the “Consultant”).]

WHEREAS

1. the Procuring Agency has requested the Consultant to provide certain consulting services as defined in this Contract (hereinafter called the “Services”);
2. the Consultant, having represented to the Procuring Agency that it has the required professional skills, expertise and technical resources, has agreed to provide the Services on the terms and conditions set forth in this Contract;
3. the Procuring Agency has received [or has applied for] a loan [or credit or grant] from the [Insert as appropriate:)] toward the cost of the Services and intends to apply a portion of the proceeds of this [loan/credit/grant] to eligible payments under this Contract, it being understood that (i) payments will be made only at the request of the Procuring Agency; (ii) such payments will be subject, in all respects, to the terms and conditions of the [loan/financing/grant] agreement, including prohibitions of withdrawal from the [loan/credit/grant] account for the purpose of any payment to persons or entities, or for any import of goods, if such payment or import.

NOW THEREFORE the parties hereto hereby agree as follows:

The following documents attached hereto shall be deemed to form an integral part of this Contract:

- The General Conditions of Contract
- The Special Conditions of Contract;
- Appendices: Appendix
 - Terms of Reference Appendix
 - Key Experts Appendix
 - Remuneration Cost Estimates Appendix)
 - Reimbursable Cost Estimates Appendix
 - Form of Advance Payments Guarantee

In the event of any inconsistency between the documents, the following order of precedence shall prevail: the Special Conditions of Contract; the General Conditions of Contract, including Attachment 1; Appendix A;

Appendix B; Appendix C and Appendix D; and Appendix E. Any reference to this Contract shall include, where the context permits, a reference to its Appendices.

2. The mutual rights and obligations of the Procuring Agency and the Consultant shall be as set forth in the Contract, in particular:

- (a) the Consultant shall carry out the Services in accordance with the provisions of the Contract; and
- (b) the Procuring Agency shall make payments to the Consultant in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of *[Name of Procuring Agency]*

[Authorized Representative of the Procuring Agency – name, title and signature]

For and on behalf of *[Name of Consultant or Name of a Joint Venture]*

[Authorized Representative of the Consultant – name and signature]

[For a joint venture, either all members shall sign or only the lead member, in which case the power of attorney to sign on behalf of all members shall be attached.]

For and on behalf of each of the members of the Consultant *[insert the name of the Joint Venture]*

[Name of the lead member]

[Authorized Representative on behalf of a Joint Venture]

[add signature blocks for each member if all are signing]



Integrity Pact

Integrity Pact

DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC. PAYABLE BY THE 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 times 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 Head 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 Goods(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]*

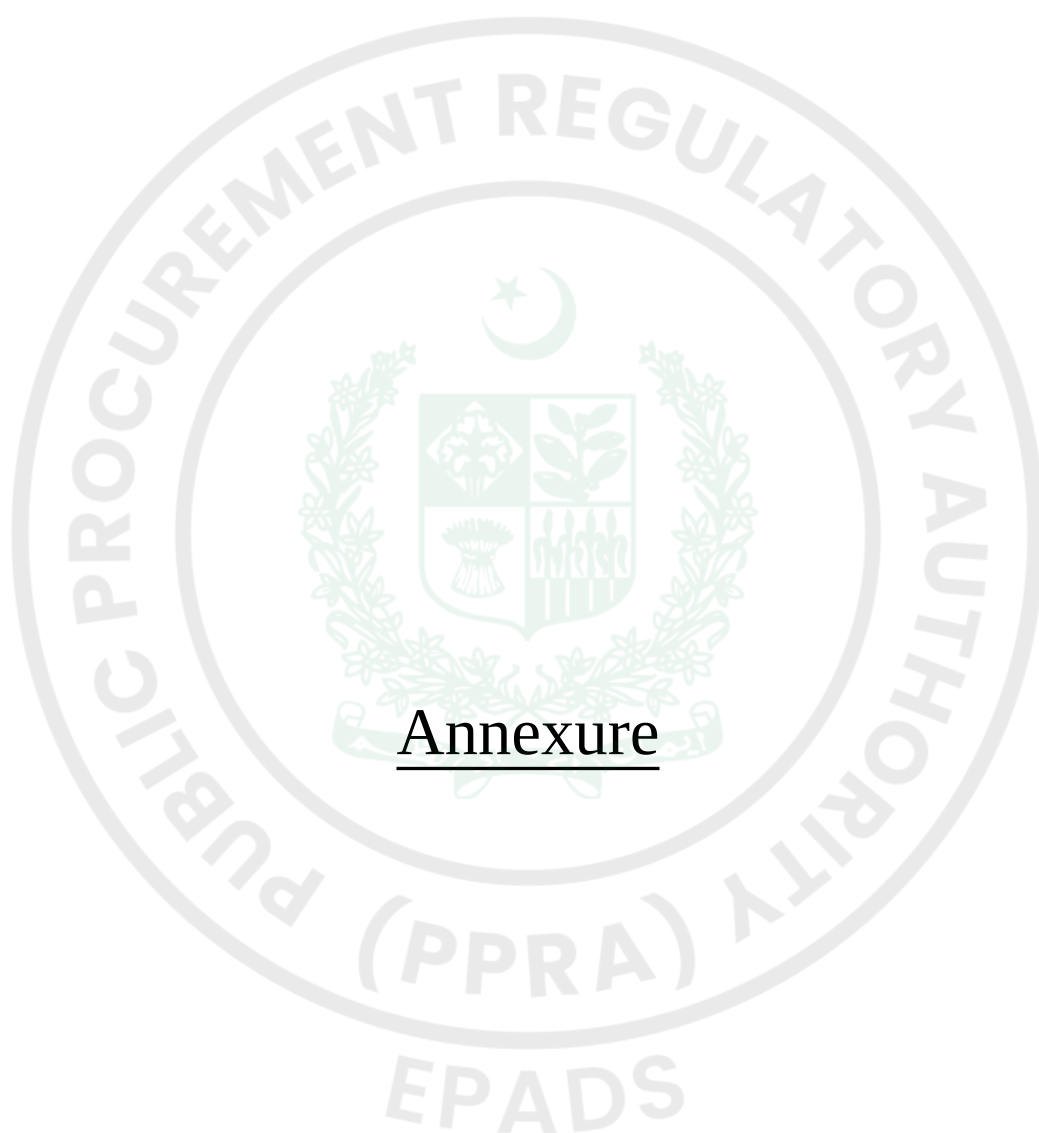
Signature and seal of the Guarantors

[name of bank or financial institution]

[address]

[date]





Annexure

Annexure A

Information (Read-Only)

See Form Under Additional Forms and Documents: **Annexure A** (page number: 63)

Annexure B FUNCTIONAL MODULES – DETAILED REQUIREMENTS

Information (Read-Only)

See Form Under Additional Forms and Documents: **Annexure B FUNCTIONAL MODULES – DETAILED REQUIREMENTS** (page number: 67)

Annexure C EVALUATION & QUALIFICATION CRITERIA

Information (Read-Only)

See Form Under Additional Forms and Documents: **Annexure C EVALUATION & QUALIFICATION CRITERIA** (page number: 144)



Procurement Forms







Additional Forms and Documents

C. TECHNICAL REQUIREMENTS & IMPLEMENTATION GUIDELINES

#	Requirement Description
1. Requirement Analysis & Project Understanding	- Vendor shall study existing business processes and approved ERP scope before development. - Requirement gathering sessions shall be conducted with relevant departments and stakeholders. - Vendor shall prepare and submit: Functional Requirement Document (FRD), System Requirement Specification (SRS), and Process workflows. - Any gap, ambiguity, or additional requirement shall be documented and approved before implementation. - The ERP user count shall be assessed and finalized in coordination with the respective departments to determine the required user roles, access rights, and responsibilities in accordance with the approved ERP scope, business processes, operational workflows and according to Club Policy and Regulation
2. ERP Development & Configuration Standards	- Modular and scalable ERP architecture. - User-friendly interfaces. - Maintainable and reusable code. - Standard development practices and proper version control. - Complete technical documentation. - System should support future enhancements without major redesign.
3. Workflow & Approval Management	- ERP shall support configurable approval workflows including: Department-wise approvals, Multi-level approvals, Role-based authorization, Rejection and resubmission process, and Approval history tracking.
4. Security & Access Control	- ERP shall provide: role-based access control (RBAC), User authentication, Module/screen-level permissions, Secure password policies, User activity logs/Audit trail, and Secure APIs. - Sensitive information shall only be accessible by authorized users.
5. Database & Data Management	- Vendor shall ensure: proper database design, Data integrity, Optimized queries, Backup mechanism, and Disaster recovery plan. - Vendor shall provide: Database schema, Entity Relationship Diagram (ERD), and Data dictionary.

6. Data Migration	- Vendor shall perform migration of existing data including: Data analysis, Data cleansing, Data mapping, Migration scripts, and Validation and reconciliation. - Data migration shall ensure accuracy and completeness.
7. ERP Modules Integration Scope	- The ERP system shall provide a centralized integrated platform connecting all operational, financial, administrative, and member service modules. All modules shall share real-time data to ensure automation, accuracy, transparency, and improved service delivery. - Overall Integration Objective: The ERP shall operate as a single integrated ecosystem where; Member services, Club operations, Financial transactions, Facility management, Digital channels - Web Portal & Mobile Application Integration (for modules 23 to 34): ERP shall integrate with Member Web Portal, Android and iOS Mobile Application with real-time data synchronization. - POSS Integration: System shall support integration with applicable POS systems: including FBR compliant invoicing, sales verification, returns/cancellations, and transaction logging, Generate service charges at the time of usage, Issue receipts for services utilized, Notifications and Alerts. System shall 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. System shall support billing and transaction in all modules for Members, Member family, Member guests, Affiliated Members, Rooms Guests, and Non-Member (if Applicable). System shall 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. 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.
8. Hosting Requirement, Data Confidentiality & Compliance	- Vendor shall ensure: Hosting servers must be within Pakistan. - Secure communication channel between Islamabad club site and hosting server. - Secure backup mechanism and Disaster recovery plan available. - Data security, Encryption, Access monitoring, and Audit logging. - Data shall not be shared with any third party.
9. Performance Requirements	- ERP shall support: Support multiple concurrent users. - High transaction volume. - Fast response time and Reliable operation. - Performance optimization shall be carried out before deployment.
10. Training & Documentation	- Vendor shall provide: User manuals, Administrator manuals, Technical documents, and API documentation. - Training shall be provided to: End users, Department representatives, and System administrators.
11. Deployment & Go-Live Support	- Vendor shall provide: Implementation plan, Deployment schedule, Migration plan, and Go-live support. - Vendor shall assist during initial production operations.
12. Support & Maintenance	- Vendor shall provide: Post-implementation support including: Bug fixing and error handling, Enhancements, Performance monitoring, and Technical support. - Support SLA shall define: Issue priority, Response time, and Resolution time.
13. Change Management	- Any change after approved scope shall follow formal change request process including: Requirement description, Impact analysis, Cost/time estimation, and Approval.
14. Ownership & Deliverables	- Vendor shall provide: Complete configured ERP solution, Source code (as per agreement), Database scripts, Deployment package, Configuration documents, and Integration documents.

15. Final Acceptance Criteria	- ERP project acceptance shall be based on: Completion of approved scope, Successful UAT, Accurate data migration, Verified reports, Integration completion, Documentation delivery, and Stable production operation.
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FUNCTIONAL MODULES – DETAILED REQUIREMENTS

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 ○ Support configurable multi-level Chart of Accounts hierarchy. ○ Allow creation, modification, and classification of accounts. ○ Support account grouping and account hierarchy management. • Account Classification & Mapping ○ Support account categorization including Assets, Liabilities, Income, Expenses, Costs, Budget, General Fund, and other financial categories. ○ 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 ○ Support Budget Head mapping with the Budget Management module. ○ This ensures automatic posting from integrated modules. • Financial Dimensions Management ○ Support financial dimensions including cost centers, income centers, departments, sections, and projects. ○ Enable tracking and reporting by organizational units and activities. • Fiscal & Accounting Period Management

	○ Allow configuration of financial years and accounting periods. ○ Support period opening, closing, and control mechanisms. • Revenue & Business Unit Management ○ Support multiple revenue streams, departments, and business units. ○ Allow individual and consolidated revenue reporting. • Financial Reporting & Analysis ○ Provide account-wise and group-wise financial reporting. ○ 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 ○ Automatically generate accounting entries from all integrated ERP modules. ○ Ensure real-time posting of financial transactions to the General Ledger. • Journal Management ○ Support manual and system-generated journal vouchers. ○ Support recurring and scheduled journal entries. ○ Support adjustment, correction, and reversing journal entries. • Accruals & Financial Adjustments ○ Support accrual accounting and provision entries. ○ Allow adjustment entries for accurate financial reporting. • Inter-Department & Cost Allocation ○ Support inter-department, inter-section, and cost center transactions. ○ Enable allocation and transfer of expenses and revenues. • Financial Period & Year-End Management ○ Support accounting period control. ○ Support year-end closing and opening balance carry forward. • Audit & Control ○ Maintain complete audit trails for all transactions, including user, date, time, and modification history. ○ Support financial controls and approval workflows. • Reporting & Analysis ○ 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 ○ Integrate with Procurement, Inventory, HRIS, and other relevant ERP modules. ○ Automatically generate payable transactions from operational modules. • Supplier & Invoice Management ○ Maintain supplier master data and supplier ledgers. ○ Process and manage supplier invoices. ○ Support Goods Receipt Note (GRN)-based invoice verification and matching. • Voucher & Accounting Management ○ Generate Journal Vouchers (JVs) for payable transactions. ○ Generate Payment Vouchers (PVs). ○ 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 ○ Support payment processing workflows and authorization controls. ○ Support cheque, bank transfer, and electronic payment methods. ○ Apply payment approval controls before processing. • Tax & Compliance Management ○ Support withholding tax calculation and deductions. ○ Maintain tax-related payable records and reporting. • Approval Workflow & Controls ○ Support multi-level approval workflows for Journal Vouchers and Payment Vouchers. ○ Maintain complete audit trails for approvals and modifications. • Reporting & Analysis ○ Provide supplier-wise, and aging payable reports. ○ Allow reporting of individual as well as consolidated payables.
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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
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	○ 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 ○ Creation and management of budget heads, categories, and sub-categories. • Budget Planning & Preparation ○ Financial year-wise budget preparation and consolidation. ○ Budget sections and department-wise budget planning. • Department / Section Budget Management ○ Department and section setup and management. ○ Allocation of budgets to departments and operational sections. ○ Monitoring of allocated vs. utilized budgets. • Project Budget Management ○ Project master list management. ○ Project-wise budget creation and allocation. ○ Tracking of project budget consumption. • Budget Committees & Approval Workflow ○ Management of budget committees. ○ Budget review, approval, and authorization workflows. • Budget Control & Monitoring ○ Budget availability checking against transactions. ○ Variance analysis between approved budget and actual expenditure. ○ Budget utilization reporting. • Financial Year Management & Closing ○ Financial year opening and closing processes. ○ Budget rollover and year-end budget closure. • Budget Reports & Analytics ○ Budget allocation reports. ○ Department/project-wise utilization reports. ○ 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 ○ The system shall allow authorized users to create and manage expense requests ○ Create non-goods-based expense requests through the payable system.

	• Maintain expense details including: ○ 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. ○ Expense Status Management ▪ In Progress, Approved, Completed ○ 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. ○ 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 ○ The system shall integrate approved expenses with the General Ledger module. ○ 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: ○ Complete audit trail of expense creation and approvals. ○ User-wise activity tracking. ○ Approval history. ○ Expense modification records. ○ 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: ○ Balance Sheet / Statement of Financial Position ○ Income Statement / Profit & Loss Statement ○ Trial Balance ○ 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 Management	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, 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.
<i>SUB MODULE</i>		<i>Descriptions /Features/Requirements</i>
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: ○ Membership category, Membership type, Member status • Define service eligibility, restrictions, and usage limits. ○ 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: ◦ Member personal information, Membership details, Contact information, Identification details, Membership history • Manage family members and dependents. • Maintain member status: ◦ 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. ◦ 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: ◦ Membership category ◦ Membership type ◦ Defined templates • Integrate E-Cards with: ◦ Point of Sale (POS) ◦ Service usage systems ◦ Access control systems • Authenticate members through E-Cards for club facilities and services. • Manage card issuance, replacement, blocking, and status ◦ According to status, Active, Stop, Debit, Credit
Member Billing & Receivables Management	The system shall provide integrated member billing and receivable management, including: • Billing Generation ◦ Generate membership invoices and recurring monthly bills. ◦ Manage: ▪ Monthly subscriptions ▪ Other subscriptions ▪ Additional member charges ▪ Service-based charges • Automated Billing Integration

	○ Integrate with all receivable-generating modules. ○ Automatically post due bills from: ▪ Sports facilities ▪ Food & Beverage ▪ Accommodation ▪ Events ▪ Other club services • Adjustments & Outstanding Management Support: ○ 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: ○ 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 ○ Member Master Report ○ Membership Category Wise Report ○ Member Status Report ○ New Membership Report

		○ Membership Renewal Report ○ 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 Management	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 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: ○ Club name and details, Contact information, Affiliation status, Agreement details, Validity period, Terms and conditions • Reciprocal Agreement Management • Manage reciprocal arrangements between clubs. ○ Configure:,Member privileges, Facility access rights, Usage restrictions, Applicable service rules, Visit limitations • Service & Rate Configuration ○ Define eligible services according to reciprocal agreements.

	○ Configure applicable rates/charges for affiliated members. ○ 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 ○ Maintain complete affiliated member profiles and records. ○ 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: - Name , Contact details , Identification details , Membership / Playing Right number , Registration date , Validity period

	• Maintain member status: ◦ Active, Inactive, Suspended, Expired Riding Right Subscription Management The system shall support management of riding rights, including: • Define riding right categories/types. • Configure: ◦ 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: ◦ Active riding right status, Validity period, Applicable permissions. • Facility access rights. The system shall prevent riding access for: ◦ Expired playing rights, Suspended members, Unauthorized users. Integration with Riding Operations The system shall integrate with Riding Management module for: ◦ 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: ◦ 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. ◦ 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. ◦ 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: ◦ Disease/illness details, Symptoms, Treatment, Cure/remedies, Vaccination details, Remarks • Maintain illness period: ◦ 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: - 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: ◦ 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: - Apply configured discounted rate. - Children between 12 and configured age limit: - Apply standard membership charges. - Children above configured age limit: - Not included in family polo membership. - Charged as Member Guests or allowed separate membership. - 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 - The system shall support service-wise rate configuration. - 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. ◦ 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 Management		The system shall provide a configurable Golf Service Tariff Management module to define, 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 ◦ Green Fee Charges, Hole Charges, 9 Hole Charges, 18 Hole Charges, Additional Hole Charges, Coupon / Round-based charges, ◦ 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 ◦ Golf Range / Bucket Charges ▪ Day Charges, Night Charges, • Golf Membership Related Charges ◦ Golf Subscription Charges ◦ Playing Right Charges ◦ PGF / Affiliated Member Charges ◦ Reciprocal Club Charges ◦ Membership-based facility usage charges • Additional Golf Services Charges ◦ 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: ◦ Club Member ◦ IC Member ◦ 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: ○ 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 - 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:

	○ 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: ○ Banquet halls, Multipurpose halls, Auditoriums, Conference rooms ○ Outdoor areas like Riding Lawn, Polo Lawn, Lakeside Lawn, Back Lawn, Gazebo ○ 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.
 - Event Order shall include:
 - Event details, Venue details, Date/time, Member information, Menu details, Services required, Special instructions
 - The Event Order shall be shared with:
 - Kitchen, Food & Beverage Department, Operations, Accounts and cost controller, Management
- Menu Management
 - The system shall maintain banquet menus.
 - Menu categories
 - Food items
 - Item rates
 - Packages
 - Fixed menus
 - 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
 - The module shall integrate with F&B operations.
 - The system shall manage:
 - Food Items, Appetizers, Main courses, Desserts, Beverages, BBQ
 - Beverage Management
 - Support:
 - Item selection, Quantity, Rate calculation
 - Service Management
 - Support additional services:
 - Decoration, Sound system, Lighting, Equipment, Other arrangements like Multimedia, Rental or tentages etc.
- Event Cost Calculation

	○ The system shall automatically calculate: ○ Food Cost ▪ Number of persons × Menu rate ○ Beverage Cost ▪ Quantity × Rate ○ Service Charges ▪ Based on configured percentage. ○ Taxes ▪ Based on applicable tax rules. ○ Total Event Charges ▪ System shall calculate: ▪ Subtotal ▪ Taxes ▪ Service charges ▪ Advance received ▪ Balance payable • Advance Payment Management ○ The system shall record advances received. ○ 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:

		○ Examples: ▪ Cut-off dates, Advance payment requirements, Maximum booking limits, Restricted dates ○ Authorized users shall be able to override rules with proper approval. ○ All overrides shall be logged. • Event Calendar / Reservation Chart ○ The system shall provide graphical calendar view. ○ The calendar shall show: ▪ Available venues, Tentative bookings, Confirmed bookings, Blocked dates ○ Users shall be able to: ▪ Search bookings, Open booking details, Modify reservations • Billing Management ○ The system shall generate event bills. ○ Billing includes: ▪ Food charges, Beverage charges, Services, Venue charges, Taxes, service charges ○ Billing options: ▪ Credit, Credit Card, Member account charging , digital payments
Reports		• Booking Reports ○ Daily event bookings ○ Future bookings ○ Cancelled events ○ Tentative bookings • Financial Reports ○ Advance received report ○ Event revenue report ○ Outstanding balances • Operational Reports ○ F&B activity report ○ Event order report ○ 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: ○ 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 ○ The system shall maintain: ▪ Service master, Service rates, Availability status • Business Center POS Sales Management ○ 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 ○ Business Center Daily Sales Report ○ Service-wise Sales Report • Member Sales Reports ○ Member Daily Sales Sheet ○ Member Credit Sales Report ○ Member Sales Summary • Revenue Reports ○ Business Center Revenue Summary ○ Date-wise Sales Summary ○ Category-wise Sales Report ○ Official Account Sales Report		
11	<table border="1"> <tr> <td data-bbox="248 1144 402 1890">Purchase Management System</td><td data-bbox="402 1144 1458 1890"> 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. </td></tr> </table>	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.
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SUB MODULE	Descriptions /Features/Requirements
Purchase Master Data Management	The system shall support centralized management of procurement master data including: • Item Master Management ○ Maintain centralized item master with unique item codes. ○ Support item categorization hierarchy: ▪ Store, Department, Category, Group/Sub Category ○ Maintain item specifications including: ▪ Item description, Unit of Measurement (UOM), Packing, Brand, Quantity per pack, Item specifications ○ Support item classification: ▪ Regular Items, Routine Items, Fixed Assets ▪ Maintain item status and activation/deactivation controls. ▪ Support item duplication control and item comparison. ○ Unit & Packaging Management ▪ Maintain: Units of measurement, Packing types, Conversion factors ○ Support item identification based on: ▪ UOM, Packing, Brand, Specifications ○ Minimum and maximum stock levels ○ 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 ○ Select required items from approved item master. ○ Define: ▪ Quantity, Required date, Remarks, Department, Budget head • Routine Purchase Requisition ○ Support fast-track procurement for approved routine items. ○ Maintain predefined routine item controls. ○ Support PAR level-based procurement. • Budget Integration & Control The system shall integrate procurement with Budget Management Module. ○ Support: ▪ Budget head mapping. ▪ Department budget allocation. ▪ Project budget allocation. ▪ Budget availability checking. ▪ Budget reservation against PR. ▪ Budget consumption tracking. ○ The system shall prevent/control procurement exceeding approved budgets. • Request for Quotation (RFQ) ○ Generate RFQs from approved requisitions ○ Send RFQs to multiple suppliers ○ Comparative statement (bid comparison) ○ Supplier quotation history ○ Technical and commercial evaluation • Purchase Approval Workflow ○ The system shall support configurable approval hierarchy including: ▪ Department approval. ▪ Procurement review. ▪ Budget verification. ▪ Management approval. ▪ Final authorization. ○ 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: ◦ 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: ◦ 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: ◦ System shall support configurable SR types including: ▪ A La Carte ▪ Buffet ▪ Party ▪ Pastry Shop ▪ Grocery ▪ General Consumption ▪ Other Department Requirements • SR Approval Workflow: ◦ 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: ◦ Search SR by: ▪ SR Number, Department, Section, Date Range, Status • Issue items against approved requisitions. ◦ System shall validate: ▪ Available stock quantity, Requested quantity, Minimum stock level, Partial issuance rules • Issuance Processing: ◦ The system shall support: ▪ Support First –in, First Out (FIFO) issuance ▪ Full issuance

	▪ Partial issuance ▪ Pending issuance tracking • Issuance record shall include: ○ 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: ○ Internal Movement ○ External Issue ○ Supplier Returnable Gate Pass ○ Staff Non-returnable Gate Pass • Gate Pass shall include: ○ 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: ○ Current balance, Available quantity, Reserved quantity, Minimum stock alert, Maximum stock alert, Reorder notification • Reports: ○ Items below minimum level ○ Items at reorder level ○ Items exceeding maximum level ○ Non-moving items • Inventory Ledger • The system shall maintain complete inventory transaction history. • Ledger shall include: ○ Opening Balance, ○ Goods Receipt ○ Stock Transfer ○ Store Issue ○ Adjustment ○ Closing Balance • Search options: ○ Item wise, Category wise, Store wise, Date range wise

Food Cost Management	• The system shall support food cost calculation through integration between: ○ Inventory Issue ○ Recipe Management ○ POS Sales • The system shall calculate: ○ Food Consumption Cost ○ Item Cost ○ Sales Value ○ Gross Profit ○ Cost Percentage • Reports: ○ Food Cost Report ○ Location wise consumption ○ Category wise cost analysis • Recipe Management ○ System shall provide recipe creation and costing. ○ Features: ▪ Recipe creation, Ingredient mapping, Quantity definition, Portion size, Recipe cost calculation ○ Recipe shall include: ▪ Finished Product, Ingredients, Quantity, Unit, Cost, Total Recipe Cost, Selling Price ○ System shall automatically update recipe cost based on latest inventory rates. • Inventory Consumption Analysis ○ 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. - Return Condition: - Items are marked as returnable. - Expected return tracking shall be maintained. - Replacement - Purpose: - Used when an item is sent outside for replacement due to damage, warranty, defect, or exchange.

	○ Applicable For: ▪ Fixed Assets, Non-Fixed Assets ○ 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. ○ 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
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	○ 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 ○ Used when items are expected to return. ○ Examples: ▪ Repair & Maintenance, Replacement, Temporary Task Movement ○ Features: ▪ Expected return date, Return status, Pending return report, Overdue return alerts • Non-Returnable Gate Pass ○ Used when items permanently leave club premises.

		○ Examples: ▪ Disposal, Rejection, Issuance ○ 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 ○ Gate Pass Register ○ Department Wise Gate Pass Report ○ 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.
<i>SUB MODULE</i>	<i>Descriptions /Features/Requirements</i>	
Maintenance Request Creation	The system shall generate a unique MRS number automatically for each maintenance request. - The MRS shall capture complete request details including: - Request date and time - Requesting department and section - Requestor information - Maintenance location - Area/block/floor details (where applicable) - Maintenance category - Complaint description - Required action - Related asset/equipment details - 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: - 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: - Asset code, Asset description, Asset location, Asset department - The system shall maintain complete maintenance history against each asset.	
Maintenance Request Workflow	The system shall provide configurable approval workflow for maintenance requests. - The workflow shall include: - Requestor Level - The user shall be able to: - Create new MRS, Save draft request, Submit request for approval, View request status - Department Head Level - The Department Head shall be able to: - Review submitted requests, Verify requirement, Return request for modification - Maintenance Department Level - The Maintenance Department shall be able to: - View Received requests - Assign maintenance resources - Convert approved requests into Maintenance Orders/Purchase Order - 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 ○ 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: ○ Maintenance Request Register ○ 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 ○ The system shall allow maintenance schedules to be categorized according to item/asset categories. ○ Existing asset categories shall be available for selection. ○ Examples: ▪ Kitchen Equipment ▪ Electrical & Gas Equipment ▪ Gym Equipment ▪ Tube Well & Overhead Tanks ▪ Mechanical Equipment ▪ Other Categories • Location Management for Schedule ○ The system shall provide location mapping for maintenance items. ○ Location selection shall be mandatory for items having asset codes. ▪ The system shall maintain: ▪ Building, Area, Floor, Room, Department Location • Maintenance Schedule Type ○ The system shall allow users to define maintenance frequency. ○ Schedule types shall include: ▪ Daily, Weekly, Monthly, Quarterly, Half-Yearly, Annual, Bi-Annual, User Defined Frequency ○ Each maintenance schedule shall be linked with one defined schedule type. • Maintenance Responsibility ○ 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 ○ 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
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	○ 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 ○ The system shall maintain maintenance schedule status. ○ Statuses include: ▪ Scheduled, Due, In Progress, Completed, Overdue, Cancelled • Maintenance Schedule Trail / History ○ The system shall maintain complete history of maintenance activities performed against each item. ○ 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: ○ Kitchen Equipment,Electrical & Gas Equipment, HVAC Equipment, Gym Equipment, Furniture & Fixtures, IT Equipment, Vehicles, Machinery, Building & Infrastructure, Other Fixed Assets • Asset Location & Custodian Management ○ The system shall allow mapping of assets with: ▪ Department, Section, Location /Room / Area, Asset Custodian, Responsible Employee ○ 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. ○ The system shall support automated depreciation calculation based on configured policies. ○ Depreciation Information

	○ The system shall maintain: ○ Depreciation Method ○ Depreciation Rate ○ Useful Life ○ Depreciation Start Date ○ Depreciation Frequency ○ Salvage / Residual Value ○ Depreciation Amount ○ 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: ○ Item Code, Item Name, Category, Gender/Customer Type, Unit, Status • Laundry Item Categories: ○ Gentlemen, Ladies, Children, Household • Laundry Item Category Management ○ System shall allow creation and maintenance of laundry categories. ○ Features: ▪ Category Code, Category Name, Description, Active / Inactive Status
Laundry Services Management		• System shall maintain laundry service types. • Examples: ○ Washing, Dry Cleaning, Ironing, Pressing, Stain Removal, Special Treatment • Service configuration: ○ Service Code, Service Name, Applicable Items, Status
Laundry Rate Management		• Laundry Rate Group ○ System shall maintain different rate groups. ▪ Examples: ▪ Member Rate, Guest Rate, Room Service Rate, Affiliated Club Rate ○ Rate Group shall define applicable charges for laundry services. • On Account Rate Group ○ System shall maintain special rate groups for account-based customers. ○ 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 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 ○ System shall manage item return process. ▪ Return Details: ▪ Accession No., Return Number, Issue Reference, Member, Item, Return Date, Condition, Remarks ○ System shall update: ▪ Item Availability ▪ Member History ▪ Fine Calculation (if apply)
Library Reservation Management	• System shall allow members to reserve unavailable items. ○ 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. ○ Fine criteria: ▪ Late Return, Lost Item, Damaged Item ○ Fine Setup: ▪ Fine Per Day, Grace Period, Maximum Fine Limit

		○ Fine Details: ▪ Member, Item, Issue Date, Due Date, Return Date, Delay Days, Fine Amount
Reminder Management		• System shall generate reminders for overdue items. ○ 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 (HRIS)	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 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 ○ 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 ○ Employee Family information ▪ Spouse, Children, Parents ○ Employee Experience ○ Employee Qualification • Employment Information ○ Joining date, Confirmation date, Contract Start Date, Contract End Date, Employment type, Employee category, Grade / scale, Designation, Department, Section ○ Employment status ▪ Employment status shall include: • Active, Absentee, Suspended, Resigned, Retired, Terminated, Contract Closed, Expired • Employee History ○ The system shall maintain: ▪ Department transfer history, Designation changes, Salary revisions, Promotions, Increment history, Status changes
Department and Sections Management	• Department Management ○ The system shall provide department configuration. ○ 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 ○ The system shall support sub-level organizational management. ○ Features: ▪ Section creation ▪ Department-section relationship ▪ Section head assignment ▪ Section-wise manpower tracking
Designation Management	• The system shall manage employee positions. ○ 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: ○ Daily attendance ○ Monthly attendance ○ Late arrival report ○ Absentee report ○ Employee monthly days ○ Department attendance summary
Leave Management System	To manage employee leave lifecycle. The system shall support: • Leave Configuration ○ Leave types, Leave rules, Leave entitlement, Leave carry forward • Leave Process ○ Leave application, Approval workflow, Leave cancellation, Leave adjustment • Leave Calculation ○ System shall calculate: Available balance, Used leave, Remaining balance • Reports: ○ Employee leave statement ○ Leave balance report ○ Leave utilization report

Payroll Management System	To automate payroll processing and salary generation. Scope • The system shall support: ○ 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 ○ 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: ○ Service charge rules, Employee eligibility, Distribution criteria, Department/group allocation, Adjustment handling, Approval process • Reports: ○ Service charge summary ○ Employee-wise distribution ○ Bank transfer report
Loan & Advance Management	• To manage employee financial advances. • Scope: ○ Loan request, Approval workflow, Loan schedule, Installment calculation, Recovery processing, Outstanding tracking • Reports: ○ Employee loan statement ○ Recovery report ○ Outstanding loan report
Employee Appraisal / Performance Management	• To manage employee performance evaluation. • The system shall support: ○ Appraisal cycle setup, Performance criteria, KPI definition, Goal assignment, Employee evaluation • Evaluation process: ○ Employee self-assessment, Supervisor review, Management approval • Reports: ○ Employee performance history ○ Department performance summary
Training Management	To manage employee learning and development. • The system shall maintain: ○ Training programs, Training calendar, Employee nomination, Trainer details, Training expenses, Training completion records • Reports: ○ Training history ○ 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 ○ 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 ○ Squash, Badminton, Table Tennis, Billiard, Bridge • Outdoor Sports ○ Tennis, Cricket, Futsal, Basket Ball • Health & Fitness Facilities ○ Swimming Pool, Gym, Spa, Yoga, Children Play Area, Physiotherapy • Academies / Training Programs ○ 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 - Regular Tombola, Super Tombola - Event Status: - 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. ○ Lucky Dip, Random winner selection. • Prize Amount Distribution ○ Configure how collected amount is distributed. Configured percentage share. ○ 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

<i>SUB MODULE</i>	<i>Descriptions /Features/Requirements</i>
Notification Channels	• The system shall support multiple communication channels: • Mobile App Push Notifications ○ 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 ○ Used for: ▪ Official communication ▪ Detailed transaction information ▪ PDF statements ▪ Notices ▪ Reports ▪ Payment reminders ○ Features ▪ HTML email templates ▪ Attachments support ▪ Delivery status tracking • Member General Information Notifications ○ To communicate general information to club members. ○ 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 Management	• Events Notifications ○ 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: ○ Create templates, Update templates, Activate/deactivate templates • Templates may contain: ○ 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 Management System	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.
SUB MODULE		Descriptions /Features/Requirements
Display		Features - System shall display: - Islamabad Club logo and branding. - Welcome messages for members and guests. - Promotional messages for: - IC Mobile Application - Club Website - Digital services - System shall support configurable dashboard content including: - 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: - Event Name, Event Date, Event Time, Venue, Description, Registration information - System shall automatically display: - 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 Scheduling Management	To automate digital screen content rotation. 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 ○ Members can create online accounts using registered membership information. ○ System shall verify member details against club database. ○ Registration shall require: ○ Member Number ○ CNIC/NIC (where applicable) ○ Registered Email Address ○ Email Verification Management • System shall verify member email registration status. ○ If email is not registered: ○ Member request shall be generated. ○ Club authorized user shall verify and update email. ○ System shall notify member after successful registration. • Login Management ○ Members can login using assigned credentials. ○ System shall provide secure authentication. ○ Access shall be restricted according to member status. • Forgot Password ○ Members can regenerate password through verification process. ○ System shall send new credentials through registered email. ○ 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 Communication Management	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 Management 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	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
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.

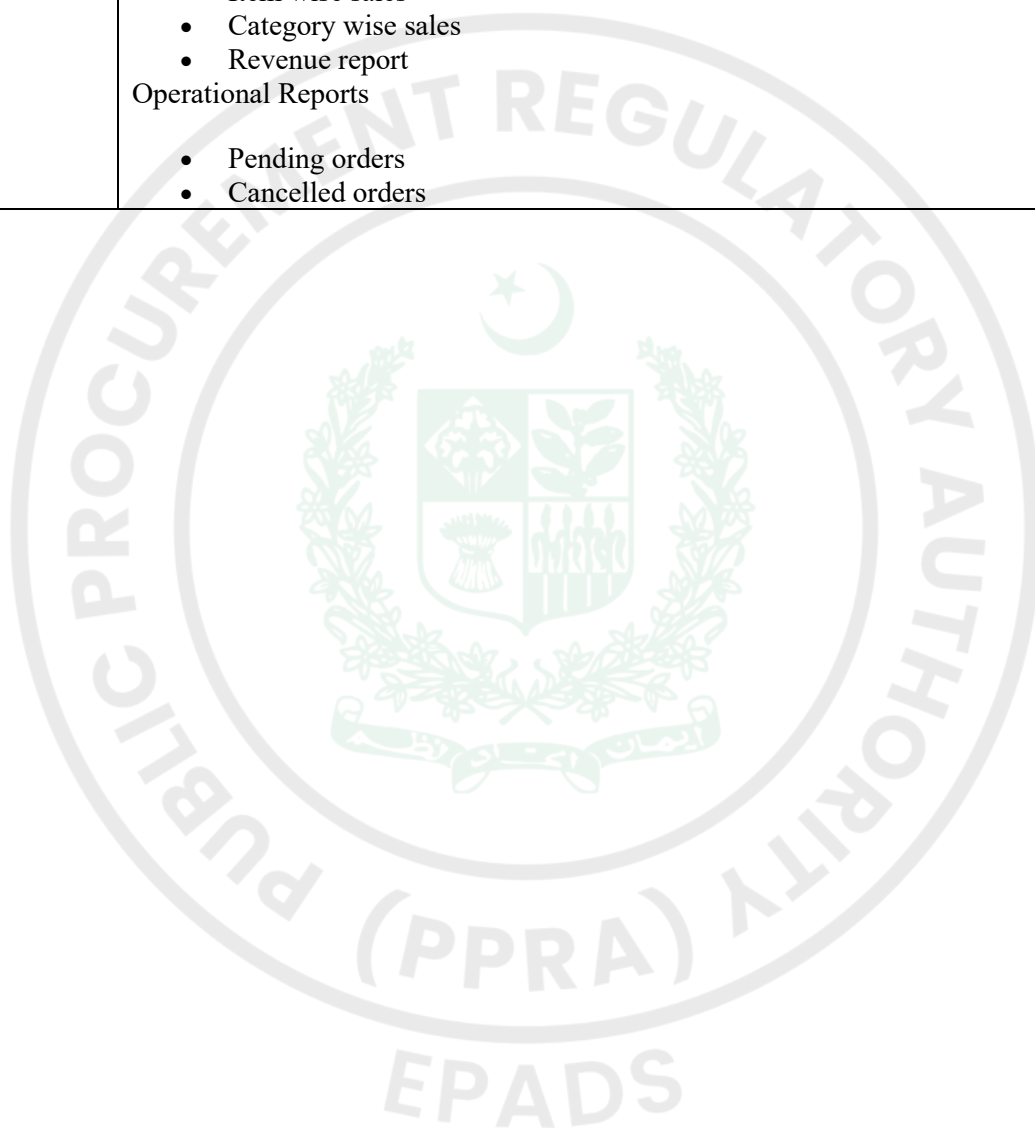
SUB MODULE	Descriptions /Features/Requirements
Movie Management Module	To maintain complete information of movies displayed in the club cinema. Scope The system shall allow authorized users to: Movie Creation Create and maintain movie records including: • Movie title, Movie category/genre, Language, Duration, Release year, Director/production information, Movie description, Movie poster/image, Trailer/media links/ Images/Banners, Age classification (if applicable) • Status: ◦ 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 Ordering Module		To allow members to order food online without visiting the Club. 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 & Analytics	Order Reports • 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
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EVALUATION & QUALIFICATION CRITERIA

1. Eligibility Criteria

For the purpose of the guidance of the procuring agencies following eligibility criteria is provided. Procuring agency is advised to add/modify/amend the criteria as per their requirement and in accordance with the policy issued by the Federal Government through Cloud Office or any other body designated to do so. A compliance sheet in this regard must be attached with the proposal indicating the page number where the requirement is being attached.

S. No	Minimum Qualifications Criteria	Documentary proof to be submitted
1)	The Cloud Service Provider shall be -- A company incorporated under the provisions of Companies Act, 2017 for the last three (03) years or more. Or a statutory corporation. In case of a company, it should be: - Registered with the FBR - Company should have a valid STRN and NTN number	- Certificate of Incorporation - Copies of STRN and NTN Certificates
Financial Stability		
2)	The Cloud Service Provider shall have an average annual turnover of [Insert Amount] for the last Five (05) financial years. <i>The average turnover refers to the individual Cloud Service Provider and not the composite turnover of its affiliates, subsidiaries / sister concerns or parent company(ies) etc.</i>	Audited Financial Statements or statutory auditor certificate specifying the net worth for the specified year.
Project Experience		

3)	Cloud Service Provider shall have Five (05) years of experience in implementing and delivering Odoo ERP solutions. - The firm must have successfully completed at least three (03) similar projects of ERP implementation in Pakistan. - The firm must be Gold or Silver implementation Partner of Odoo with at least a single Project of 100 users. - The project size for each similar project should be at least [Insert Amount].	Work Order/Signed Copy of Contract/ Completion Certificates required to be furnished.
Office Location		
4)	The Cloud Service Provider shall have a registered office located in Pakistan.	To be established from SECP Documents.
Non-Blacklisting Declaration		
5)	The firm shall not be blacklisted by any procuring agency in Pakistan as well as by any international organization or foreign country.	Undertaking by the Cloud Service Provider.
Hosting Requirement		
6)	Cloud Service Provider must guarantee that the application hosting and the entire data shall reside on cloud hosted within Pakistan. • Cloud Platform (Tier III cloud provider), Compute Resources (Minimum 16 vCPUs expandable to 32 vCPUs), Memory Minimum 128 GB RAM scalable, Database (PostgreSQL (latest stable LTS version) with managed or dedicated deployment, Storage Minimum 512 GB enterprise SSD/NVMe storage with provision for online expansion, RAID / Storage Redundancy (Storage shall provide redundancy equivalent to RAID-10 (or higher) using cloud-managed replicated block storage or distributed storage	Verification and Self-attested Undertaking.

	with automatic fault tolerance. The bidder shall specify the underlying storage redundancy mechanism). Backup (Automated daily backups with a minimum retention period of 30 days, including point-in-time recovery, Disaster Recovery (Replication to a geographically separate availability zone/region with documented Recovery Point Objective (RPO) and Recovery Time Objective (RTO)), Availability Minimum 99.9% service uptime SLA, Security (SSL/TLS encryption, firewall, Multi-Factor Authentication (MFA), encryption of data at rest and in transit, and role-based access control, Monitoring (24×7 infrastructure and application monitoring with proactive alerting, Scalability (Compute, memory, and storage resources shall be upgradeable without significant service interruption), Compliance (Data hosting location and security controls shall comply with applicable Government of Pakistan regulations and the Employer's IT security policies)	
Compliance to Technical Specifications		
7)	The bidder must submit a detailed compliance sheet against the technical specifications and functional modules provided in Section V of this document. In case of a deviation or non-submission of compliance sheet, the bid is liable to be summarily rejected.	Compliance forms duly filled for the required services/infrastructure.
Tier Requirement of Compliant Data Center		
8)	The Cloud Service Provider must have at Tier III compliant data center physically present within the geographic limits of Pakistan, having fulfilled the	Documentary Proof and self-attested undertaking.

	redundancy/diversity parameters in accordance with the international standards.	
Disaster Recovery (DR)		
9)	The Cloud Service Provider must be able to provide Disaster Recovery (DR) services.	Documentary Proof and Self-attested undertaking.
Integration with External Entities		
10)	The Cloud Service Provider must provide connectivity options over the internet via secure communication channel between Islamabad club site and hosting server. .	Self-attested undertaking.
Uptime & Support Services		
11)	The Cloud Service Provider must provide a minimum guaranteed Uptime24/7. 24/7 Support escalation matrix must be provided with detailed support mechanism.	Self-attested undertaking. Documentary proof of 24/7 support using phone, email & web-interface with ticketing system & Self-attested undertaking.