



PUNJAB SKILLS DEVELOPMENT FUND

**Tender Document
March -18**

PEFORMANCE MANGEMENT SYSTEM

Submission Date for Sealed Bids: 27th of March 18, by 3:00 PM

21-A, H-Block, Dr. Mateen Fatima Road, Gulberg-II Lahore, Pakistan.

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1- Invitation to Bids

Punjab Skills Development Fund (PSDF) is a section 42, not-for-profit Company set up under the Companies Ordinance 1984 by the Government of the Punjab. Sealed bids/proposals will be invited from "Performance Management System" providers (hereafter called as bidders) for "Performance Management System" on behalf of PSDF. All interested and eligible bidders are requested to go through the Tender and provide relevant information and supporting documents mentioned in this document.

2- Instruction to Bidders

The selection of "Performance Management System" will be based on **Quality and Cost through Single Stage Two Envelopes** bidding procedure.

- a) The bid shall be a single package consisting of two separate envelopes, containing separately financial and technical proposals. The envelopes shall be marked as "Financial Proposal" and "Technical Proposal".
- b) In the first instance, the "Technical Proposal" shall be opened and envelope marked as "Financial Proposal" shall be retained unopened in the custody of PSDF. PSDF shall evaluate Technical Proposal in a manner prescribed in section - 11 given in the document, without reference to the price and condition shall reject any proposal which does not conform to specified requirements.
- c) During the technical evaluation no amendments in Technical Proposal shall be permitted.
- d) After the evaluation and approval of Technical Proposals, PSDF shall open Financial Proposals of the technically accepted bids, publicly at a time, date and venue announced and communicated to the bidders in advance, within the bid validity period.
- e) The financial bids found technically non-responsive shall be returned un-opened to the respective bidders.
- f) The Technical and Financial Proposal will be evaluated based on PSDF evaluation criteria as provided in section - 11 and 12 of this document.
- g) This document has different sections carrying information of eligibility, technical evaluation and terms of references, conditions of tender etc. to assist potential contractors to develop their Technical Proposals.
- h) Bidders those found eligible and qualify in technical evaluation will be short-listed for financial bid opening.
- i) Contract shall be awarded on quality and cost-based method with combined evaluation of the Technical and Financial Proposals. **The weight of quality shall be 80% and 20 % weightage shall be given to cost.**
- j) Company/organization information shall be submitted as specified in annexure A.

3- Conditions for Eligibility

The successful bidder, fulfilling the following criteria, will be considered as an eligible bidder for the evaluation process;

- a) A minimum of gold partnership level from the principle is required to bid for the Performance Management System. (Provide Evidence)

- b) Minimum three (03) years of experience of implementing and providing services of Performance Management System in various organizations. Documentary proof (copies of POs or work order by clients or delivery receipts) should be furnished.
- c) The bidder's office should be based in Lahore to ensure timely onsite support availability and reduced response time. (Provide Evidence)
- d) The bidder must have at least 2 certified resources who are adept in the implementation of the services. (Provide Evidence)
- e) The system should provide cloud-based accessibility. (Provide Evidence)
- f) Proposed System should be completely integrated with the existing SAP B1 Environment. (Provide Evidence)
- g) The bidder to have SAP B1 experience with at least 2 or more than 2 national and multinational Organization in the past two years (Public or Private Large Size Ltd). (Provide Evidence)
- h) Evidence of company's registration / incorporation. (Copy required).
- i) Affidavit on stamp paper, declaring that company is not black listed by any Govt. agency / authority (Original required).
- j) National Tax Number (NTN), GST, PST (if applicable) in the name of Organization and registration evidence is required. (Copy required)

Any failure to provide information or fulfilment under the requirement of, "Eligibility Criteria Checklist" (**Annexure B**) shall be deemed to be or declared ineligible for the bidding process and the technical evaluation will not be carried out. **Please mark/flag the supporting documents for Eligibility Criteria Checklist.**

4- Scope of Work

- a) Bidder will share complete process as to how they will give efficient and effective solution and backend services of "Performance Management System" for PSDF. After technical qualification and approval of methodology, the qualified bidders will be called for its financial proposal opening.
- b) Bidder must document and implement a process of performance management system which ensures automation and urges intuition in responses.
- c) Bidder will completely integrate their proposed product with PSDF existing SAP B1 Environment.
- d) The system should align employee objectives with PSDF's values and purpose.
- e) Ensure richer learning and employee feedback process.
- f) Faster calibration process as line managers will have the capability to perform online calibration.

- g) Line managers should be able to generate status reports with least dependency.
- h) PSDF would also expect them to demonstrate the operations of the Performance Management System and give hands-on training to the required employees. This would give a better understanding of the product and the system to PSDF employees who would eventually manage the system.
- i) PSDF will raise the service order for acquiring the Performance Management System and the successful bidder will deploy the system at PSDF.

5- Terms of Reference:

Successful bidder shall be agreed on following terms of references to provide the Services.

- a) PSDF shall raise the Purchase Order for the services of “Performance Management System” and the successful bidder shall be bound to provide the required tool within 8-12 weeks of issuance of PO. In case of delay, a penalty at the uniform rate of 0.05% of Purchase Order value on each day delay.
- b) If the bidder completely fails to deliver the material a week after prescribed period of delivery, the CDR will be forfeited, and Purchase Order will be considered cancelled.
- c) PSDF will inspect and check the services provided at the time of delivery and implementation. Payment will be made on receipt of satisfactory report from the said technical & inspection committee/team.
- d) PSDF reserves the right to change the requirement of services based on its needs.
- e) In case of any dispute regarding quality of service, the decision of the PSDF shall be final & binding.
- f) All prices quoted must be inclusive of all taxes.
- g) Income tax and GST (if applicable) will be deducted in accordance with the provisions of Government Rules amended time to time
- q) The payment shall be made within 30 days after the delivery of required Goods and submission of invoice as per the PSDF rules.
- r) Delivery Location: Unless otherwise ‘agreed’, delivery of the material against this Order shall be made at Lahore Office i.e. 21-A, H-Block, Dr. Mateen Fatima Road, Gulberg-II, Lahore.

6- Condition for Contract/General guidelines

- a) PSDF reserves the right to award or not to award the contract and Bidders who fail to complete and attach all the relevant documents shall be deemed to be or declared to be ineligible. No tender document shall be accepted, if not **properly sealed, marked, signed and stamped**.
- b) PSDF shall enter into a contract with the successful Bidder only and reserves the right to terminate the contract, if performance of Bidder is unsatisfactory.
- c) PSDF has the right to visit business premises to verify the information shared in tender documents. Bidder presenting information intentionally incorrectly or fraudulently will be disqualified.

- d) Bidders to ensure that their bid documents are submitted before the closing time and date of the tender. **Sealed bids received after closing time and date will NOT be considered.**
- e) Although adequate thought has been given in the drafting of this document, errors such as typos may occur without any responsibility on PSDF's part.
- f) All documents and information received by PSDF from applicants will be treated with strict confidentiality. Documents submitted to PSDF will not be returned unless the Bidder does not qualify technically, in which case the Financial Proposal shall be returned unopened.
- g) All expenses related to participation in this bidding document shall be borne by the bidder.
- h) Documents shall be submitted in hard copies in a sealed envelope marked as "PROPOSAL" as hard copy in a sealed envelope for "Performance Management System." The envelopes containing hard copies of technical proposal and financial proposals shall be received on the postal address given below.

Procurement Department

Punjab Skills Development Fund, 21-A, H-Block, Dr. Mateen Fatima Road, Gulberg-II Lahore

E-mail: Proc@psdf.org.pk Phone: +92-42-35752408-10, Fax: +92-42-35752190.

- i) PSDF reserves the rights to request submission of additional information from applicants to clarify/further understand aspects of technical proposal, if required. PSDF also reserves the right to verify any information provided by the applicants.
- j) Questions about this technical proposal can be made only in writing: a letter or an e-mail and must be asked by or before COB 20th March 2018. For any other related information please contact the undersigned.

7- Form of Contract

- a) The successful bidder shall sign and execute the standard contract of PSDF including any general conditions on the terms and conditions specified therein. Any amendment to the standard contract shall be made with mutual consent of both parties.
- b) The duration of the contract will be 3 years. Contract may be extended based on the performance of the bidder on same terms & conditions.
- c) Successful company will sign a contract and will provide the agreed services within the stipulated agreed in the contract.
- d) In case of any dispute regarding services the decision of the PSDF shall be final & binding.
- e) The PSDF may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. PSDF shall upon request communicate to any firm, the grounds for its rejection of all bids or proposals but shall not be required to justify those grounds.
- f) The PSDF undertakes to pay the valid and complete invoice within thirty (30) days after the delivery of services. All taxes will be deducted in accordance with applicable laws.
- g) The bid shall remain valid for the period of **120 days** from the date of financial bid opening unless PSDF requests the bidders for extension of bids.

8- Form of Bid

The Bidders shall follow the Form of Bid specified in **Annexure F**.

9- Delivery Timelines or Completion Date

The successful bidder shall be bound to provide the required tool within 8-12 weeks of issuance of PO.

10- Performance Security

- a) Successful bidder will submit a performance guarantee (or any other form of performance security acceptable to PSDF) 2% of contract value at the time of signing the contract which will be returned or adjusted after successful completion of contract.

- b) Any delay in delivery of Services as per agreed time frame will be subject to a penalty @0.05% per day, up to maximum 10% of the total contract value.

11- Technical Evaluation Criteria

This document is governed by the procedure approved by PSDF management. The technical proposal of eligible organisations will be evaluated against requirements specified in the in “**Annexure – D**”.

12- Financial Evaluation Criteria

The Financial Proposals of only eligible bidders with technically qualified specifications will be opened in the presence of all the bidders. All bids shall be opened publicly in the presence of bidders or their representatives who may choose to be present, at the time and place announced prior to the bidding and person designated for PSDF shall read aloud the unit price as well as the bid amount and shall record the minutes of the bid opening. All bidders shall sign an attendance sheet at the time of bid opening. **Please provide information regarding Financials in Annexure – F”.**

13- Submission of Bids (Technical and Financial Proposal): -

Complete bid containing Technical and Financial proposal along with bid security, all required information and documentary evidences must be submitted before closing dated i.e.-**March 27, 2018 at 3.00 PM**-. Technical proposals will be publicly opened on the same day i.e. - **March 27, 2017 at 3.30 PM**--in the presence of bidder’s representatives who wish to attend it. Bid securities of disqualified bidders will be returned after awarding the business to successful bidder.

a. Bid Security

Bid Security of PKR 5,000 (Five Thousand) in the form of pay order or demand draft favouring Punjab Skills Development Fund shall be submitted along with the proposals. The Bid Security should be valid for a period not less than 6 months and must be enclosed in financial bid.

b. Cover Letter for the Submission of Technical Proposal

A cover letter as specified in **Annexure I** shall be submitted with the proposal.

Annexures

Annex – A Organizational Information

Organization Information		
S #	Required Information	Response
1	Legal name of the organization	
2	Year of Registration / Establishment of the Organisation	
3	National Tax Number	
	General / Punjab Sales Tax Number	
5	What is the legal status of your organisation? Tick the relevant box (one box only). (Attach Copy/Copies of Registration Certificate/s)	Public Sector Organisation
		Section 42 Company
		Public Ltd. Company
		Private Ltd. Company
		Private Partnership Firm
		Others (Please specify)
6	Name and designation of 'Head of Organization'	
7	Mobile:	
	Phone/s:	
	Email:	
	Fax:	
	Address of organization:	
	Website address:	
8	Name and designation of 'Contact Person':	
	Phone/s:	
	Mobile:	
	Email:	
	Fax:	

Annex – B Eligibility Response Checklist

Eligibility Response Checklist			
Sr. No.	Necessary Eligibility Information	Response/Elaboration	
1	A minimum of gold partnership level from the principle is required to bid for the Performance Management System.		Direct Distributer evidence attached
			Copies Not Attached
2	Minimum three (03) years of experience of implementing and providing services of Performance Management System in various organizations.		Copies of PO's or work order by clients or delivery receipts
			Not Attached
3	The bidder's office should be based in Lahore to ensure timely onsite support availability and reduced response time.		Provide Evidence
			Not Attached
4	The bidder must have at least 2 certified resources who are adept in the implementation of the services.		Provide Evidence
			Not Available
5	The system should provide cloud-based accessibility.		Provide Evidence
			Not Available
6	Proposed System should be completely integrated with the existing SAP B1 Environment.		Evidence Attached
			Not Available
7	The bidder to have SAP B1 experience with at least 2 or more than 2 national and multinational Organization in the past two years (Public or Private Large Size Ltd).		Provide Evidence
			Not Available
8	Evidence of companies Registration / Incorporation (Copy required)		Evidence Required
			Copies Not Attached
9	Affidavit on stamp paper, declaring that company is not blacklisted by any government agency/authority. (Original required)		Original Affidavit Attached
			Not Attached
10	National Tax Number (NTN), GST, PST (if applicable) in the name of Organization and registration evidence is required. (Copy required)	National Tax Number (NTN)	Attach Tax Return
		GST/ PST Number	

Annex – C Relevant Experience

Relevant Experience		
Sr. #	Required Information	Response (Please provide exact information with organization name, location/s and duration) Provide data in sequence given below
1	Name of Organizations with addresses	i.
		ii.
		iii.
		iv.
2	Start and end dates of providing Performance Management system (For example – Jan 2009 to September 2017)	i.
		ii.
		iii.
		iv.
3	Services provided to Number of companies/firms	i.
		ii.
		iii.
		iv.

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Annex – D Technical Evaluation Criteria

Technical Evaluation Criteria				
Sr. No	Descriptions	Total Points	Categorized Points	(Attachment of relevant evidence in each case is mandatory. In case of non-compliance no mark will be awarded)
1	Relevant Experience of deployment of a similar solution	5		Documentary proof (copies of contract or work order or contact details of clients) should be furnished.
	More than 5 years of experience		5	
	More than 3 but less than 5 years of experience		3	
	At least 3 years of experience		1	
2	Current Contracts for similar solution	10		Documentary proof (copies of contract or work order or contact details of clients) should be furnished.
	Worked with at least 3 clients in the current year.		10	
	Worked with at least 2 clients in the current year.		5	
	If currently no contract with any client		0	
3	Experience with Govt. Semi Government or Autonomous bodies on deployment of a similar solution	10		Documentary proof (copies of contract or work order or contact details of clients) should be furnished.
	At least 1 contract		10	
	If having no contract		0	
4	Company's overall Financial Capability (PKR)	10		Copy of last financial audit report done by ICAP/SBP registered auditing firm or bank statement of one year.
	Annual turnover of company should be greater than or equal to 1 billion		10	
	If less than 1 billion but greater than or equal to 500 million		7	
	If less than 500 million but greater than or equal to 300 million		5	
	If less than 300 million		1	
5	Company Establishment	5		Share copy of registration or letter of incorporation Company profile showing the complete list of key management staff with designations and contact details
	If establishment is older than or equal to 20 years		5	
	If greater than 10 but less than 20 years		3	
	If less than 10 years		1	
6	Number of Key Certified Professional Staff members	5		Complete list key management staff with designations and contact details on company
	If 20 and above		5	

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	If more than 15 but less than 20		3	letter head with sign and stamp by authorities (Certifications from the principle should be attached)
	If more than 10 but less than 15		1	
	If less than 10		0	
7	Overall Clients with Company	5		Company profile showing the total clients. Or detail of clients on company letter head with sign and stamp by authorities
	If total clients Are 500 and above		5	
	If total clients are more than 250 but less than 500		3	
	If total clients are more than 150 but less than 250		1	
	Less than 150		0	
8	Software Features in the proposed solution	40		Documentary proof required.
	If software includes feature of Goals & Objectives Management	Yes	8	
		No	0	
	If software includes feature of Stacked Ranking	Yes	8	
		No	0	
	If software includes feature of Defining Competencies	Yes	8	
		No	0	
	If software includes Calibration tool	Yes	8	
		No	0	
	If software includes 360-degree review	Yes	8	
		No	0	
	If none of the above features included		0	
9	Overall Working Staff (Total number of working staff held with the company)	10		Company profile showing the number working Staff on company letter head with sign and stamp by authorities (exclusive of executive staff)
	2000 and above		10	
	1500 but less than 2000		7	
	1000 but less than 1500		5	
Total Points Awarded		100		

Note: Please mark/flag the supporting documents for Technical Evaluation Criteria.

Annex - F Financial Proposal

Form of Bid/ Financial Proposal

Item Name	Cost of Service (without Taxes)	Cost of Service with Taxes (if any, also mention tax type and percentage)	Total Cost	
Product Licenses 100 User (PSDF may increase or decrease the user number)				
Implementation & deployment Cost			Year 1	
			Year 2	
			Year 3	

- Implementation charges to be divided in 3 equal yearly instalments.

Annex - G Key Management Staff

Key Management Staff of Company				
Sr #	Name of Management Staff	Designation	Area of Expertise	Number of years with company

Annex- H Declaration

Declaration

Kindly provide the declaration as per format provided below at the end of proposal.

I, _____ hereby declare that:

- all the information provided in the technical proposal is correct in all manners and respects
- and I am duly authorised by the Governing body/Board/Management to submit this proposal on behalf of "[Click here and type the name of organization]"

Name	
Designation	
Signature	
Date and Place	

Annex- I Cover Letter

Cover Letter for the Submission of Technical Proposal

[Firm letterhead]

[Date]

To

Chief Executive Officer

[Address mentioned in Guide lines]

Re: Proposal in respect of Performance Management System

Dear Sir,

We offer to provide the Services for Performance Management System in accordance with your Tender for Proposal dated [Insert Date of Tender advertised]. We hereby submit our Proposal including the Technical Proposal, Financial Proposal and required documents in a sealed envelope.

We hereby declare that all the information and statements made in these proposals are true and accept that any misinterpretation contained therein may lead to our disqualification. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations. We undertake that we will initiate the services as per the client's request if our proposal is accepted. We understand that you are not bound to accept any or all proposals you receive.

Thank you.

Yours sincerely,

Signature

Name and title of signatory:

Note: Kindly fill all the above relevant annexures and attach with the proposal.