PUNJAB SKILLS DEVELOPMENT FUND

TENDER DOCUMENT

HIRING OF A COMPANY/FIRM

FOR PROVISIONING OF HUMAN RESOURCE

INFORMATION SYSTEM

January 2021

Submission Date for Sealed Bids: on or before 03:00 PM, 08th February 2021

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

UAN: 042-111-11-PSDF (7733) | Toll Free:0800-48627 (HUNAR) | Website: psdf.org.pk

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1) Invitation to Bid:

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 bidders for **Hiring of a Company/Firm for Provisioning of Human Resource Information System** for 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) Instructions to Bidders:

The selection of a company/firm will base on **Least Cost Method** 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.

c) PSDF shall evaluate Technical Proposal in a manner prescribed in section–**8** given in the document, without reference to the price and condition shall reject any proposal which does not conform to specified requirements.

d) During the technical evaluation, no amendments in Technical Proposal shall be permitted.

e) After the evaluation and approval of the technical proposals, the fund shall open the financial proposals of the technically responsive bids, publicly at a time, date and venue announced and communicated to the bidders in advance, within the bid validity period.

f) The financial bids found technically non-responsive shall be returned un-opened to respective bidders.

g) The Technical and Financial Proposal will be evaluated based on PSDF's evaluation criteria as provided in section-**8** and **09** of the document.

h) This document has different sections carrying information of eligibility, technical evaluation, Scope of work, conditions of tender and form of contract etc. to assist potential bidders to develop their Technical Proposals. Bidders those found eligible and qualify in technical evaluation will be short-listed for financial bid opening.

i) Minimum marks are 65 to pass the technical evaluation, along with a compulsion to obtain 35 marks in Serial # 3 of Annexure-D.

3) Conditions for Eligibility:

The bidders, fulfilling the following criteria, will be considered eligible for the bidding process.

a) Evidence of the bidding firm/company's registration/Incorporation is required (Copy of certificate of incorporation/company registration certificate is required)

b) Provide National Tax Number (NTN) and GST/ PST, (if applicable) in the name of Organization (Provide a copy of registration)

c) Should be active taxpayer on the date of submitting the bid. (Status report must be provided)
d) Affidavit on stamp paper, declaring that company is not blacklisted by any Telco/FMCG/autonomous body/government/semi government or any organization. (Affidavit on stamp paper original signed & stamped)

If bidder fail to provide information as per the above mentioned or does not fulfil the requirement of, "Eligibility Criteria Checklist" (Annexure B) shall be dis-qualified and declared ineligible from the bidding process and its technical evaluation will not be carried out.

Note (Please mark the supporting documents for Eligibility Criteria Checklist)

4) **SCOPE of Work:**

The following scope of work identify the main tasks and responsibilities that the qualifying bidder would be expected to deliver upon, by working closely with the Human Resource Department of PSDF:

Scope of work is further classified into below areas:

PMIS CORE

A SAAS based Human Resource Information System (HRIS) solution is required with following:

A System which should help HR team collate personnel information on a digital profile, in a more efficient practice. Systematic employee data storage with Digital Personnel Profiles to display a broad range of employee information which should include:

- Personal/Work Family/Bank/Qualifications/Emergency/Insurance/ Health/Legal/Work/ Experience/Skills/Professional Memberships/ Achievements/Training/Travel/Performance History/Letter History etc.
- Conveniently search for different active and resigned employees' profiles.
- Generate, modify & manage letters and documentation.
- Customizable templates for confirmations and exit interviews.
- Manage Job Descriptions.
- Headcount Planning.
- Visualize, model and configure hierarchical levels with user-friendly parameterization.
- Comprehensive Organization and People Charts.
- Ability to integrate system with our official website to create a user-friendly job portal.
- Approx. 50 GB of Space for Document Management.

Employee Information

- The system should maintain detailed information of our employees in a centralized system. Grant or limit access only to selected users based on their position in the reporting hierarchy.
- Employee personal information.
- Employee work details.
- Employee family information.
- Employee contact details.
- Employee medical information.
- Employee total work experience.
- Qualifications information.
- Skills.
- Accomplishments.
- Trainings/Learning Interventions.
- Employment history
- Documents and employee correspondence.
- Track employees through employee number, name, employee ID number, etc.
- Attach employee photos in their profiles.
- Store important documents with the facility of document templates including:
  ➢ Employee application
  ➢ Certificates
  ➢ Warning letters
  ➢ Any other document generated by the organization.
  ➢ Record and track changes of employee information and history, along with updated information.

Employee Timeline

HR should have an overview of each employee which could entail the following things:

- Promotions.
- Transfers.
- Increments.
- Training details.
- Performance.
- Health.
- Assets provided to the employees (i.e. Laptops, Cars etc.)

Re-join

- Maintain profiles of resigned employees in the system as deactivated profiles.
- Reactivate these profiles in the case of a re-join with a possibility to make appropriate changes.

Letters and Forms builder with Templates

- User-friendly letter/forms template builder function.
- Availability of online signatures on the letters.
- Ability to send out forms to the employees for comments and availability to set hierarchy to approve/reject forms.
- Print or issue letters to employees with an automatic filing in letter folder.
- All forms must be kept in respective folders for future use.
- Assisted and personalized initial set up of the fields for the letter builder.

User Administration

- HR should be able to create roles, grant rights to the roles, manage the roles and assign roles to different groups.
- Define user roles (e.g. Administrator, user, management user etc.) for each module (e.g. Profile manager, ESS, recruitment etc.). Assign or limit user rights for each role to access a certain function.
- Assign employees to the previously defined user roles.

Employee Dynamics

HR should be able to manage employee confirmations, movements, promotions, transfers, resignations, terminations, and retirements. System should guideline managers and HR on these activities through templates, workflow approvals, timely alerts etc. In order to maintain data consistency, system should update pending requests and reporting line changes when transfers & promotions take place.

- Manage employee confirmation process.
- Transfer an employee from the current company/department/section/city to a new place (or from current place to another place).
- Facilitate promotion of an employee by providing details of the new position, specifying their promoted category (e.g. HOD/Manager/Associate/Support Staff etc.), promoted designations, new reporting person and the date promoted.
- Edit the employment type of the employees on probation based on performance monitoring. Take approvals before confirming. This can take input from the Performance Management Module(optional).
- Execute the resignation and clearance procedure of an employee. HR should be able to set hierarchy of approvals for resignation.
- Define the reason for resignation, date of acceptance, attach resignation letter, enable the exit interview, complete the exit task list/handover memo, and remove the employee from the master file.

Key features

Probation Period of Employment

- Help define the probation period based on various employment categories.

- Alert line managers and HR via emails and ESS tasks on due employee confirmations.
- Generate the following letters:
    - Letter of confirmation.
    - Letter of termination.
    - Extension of probationary period etc.

Employee Movements

Help track information pertaining to various types of employee movements:

- Transfers
- Terminations
- Retirements
- Promotions

Information Pertaining to Promotions

- Help track various types of promotions:
    - Promotions with increments
    - Promotions with probation
    - Promotions without probation
- Record information relating to reason for promotions and attach documents.
- Record information concerning the changes due to the promotion:
    - Change in employee job or position i.e. status change
    - Change of location
- Automatically generate letters of promotion for prospective employees, once updated in the system by the HR team.
- Maintain information pertaining to Transfers.
- Record information pertaining to reason for transfers. (e.g. Grievance, penalizations)
- Derive approvals through the system, from Line manager and Head of the department, etc.
- Automatically generate letters of transfers for employees concerned, once the status change has been approved by the management.

Information pertaining to Resignations

- Record information concerning employees tendering resignation.
- Maintain attachments pertaining to the resignation.
- Record information concerning reasons for resignation.
- Manage the resignation acceptance and approval processes through the reporting hierarchy of the organization.
- Forward and obtain acceptance on the resignation from Line manager, HoD and CEO etc.

- Accommodates information concerning exit interviews and store relevant documents (Handover memo, Clearance Doc). Divisions should be notified via email on payroll/salaries.
- Experience letters can be generated once the resignation has been approved by the management (optional).

Information pertaining to Employee Retirement

The system should record information concerning:

o Date of retirement.
o Age of retirement.
o Information pertaining to gratuity payment.
o Information pertaining to the service letter.

Automatically generate service letters and other related documents.

HR Planning & Charts

Employees should be able to view an informative graphical representation of the organizational structure and hierarchy of designations.

Key Features

Organization Charts

- Graphical organization charts to better visualize the status of the organization.
- Departmental employee charts with employee profiles.
- Organization position charts to clarify reporting routes.

Job Description

- Mention key responsibilities of the jobs (Job Description).
- Provide information on reporting relationships of a respective job – Both superior and subordinate.
- Mention specific qualifications for these roles (Job Specification).

Head Count Planning

- Help HR in setting up headcount plans (head count budgets) for each level of the organization.

Approval Process

- Ability to set various approval criteria, for different functions.
- Ability to configure approval workflows. The system should facilitate in changing policy and approval hierarchies. Implement approval processes by introducing required controls.

Work Plans for New Joiners

- Forward work plans for review and approval by respective managers.

- Recruitment – Creation of vacancies should go ahead once HR has the approved job request and work plan for the new joiner.

Employee Self Service

The system must provide employees with the fundamental tools and access to update their information, get updates or submit requests and have their HR pertinent tasks performed conveniently. The self-service facility should be designed for ease of use, enabling employees to take the lead on numerous HR and employee activities on a single system.

- Help gain access to employee self-service via mobile and manage individual HR needs
- Employees should be able to access information quickly via dashboard widgets.
- Interactive activity feed to receive updates of activities related to performance, learning, leave, birthdays, work anniversaries etc.
- Access employees' information pertaining to personal/work/attendance records.
- Manage leave and change personal information whilst tracking change history.
- Access an online training calendar with the ability to apply, view nominations and notifications.
- Request training programs and nominate others based on authority limits.
- Access company HR news, notices, policies, documents and more.
- Execute probation evaluation forms, contract extension forms etc.
- Enable recruitment requisitions for authorized supervisors, managers and C's.
- Receive alerts on absenteeism, new staff, resigned staff, birthdays and more.
- Personalize their portal.

Time and Attendance

The system should assist in various areas such as calculating over-time, work hours, lateness, absenteeism, etc.

- Fully automated data downloading and processing.
- Ability to make notes on each attendance entry which should be visible to the line manager/HR.
- Integration of leaves section with the attendance section.
- Integrate with any automated data capturing devices (Biometric, RFID, Barcode, etc.,).
- API based Integration to be included.
- Integration with SAP B1 Payroll.

System should have following key features

- Supports flexi shifts.

- Intimation to the concerned employee and their line manager should go automatically about their late-ins in a respective month.
- Deduction of leaves based on late-ins in a month, according to the criteria set forth by the company policy.
- Policy based leave allocation for employees.
- Lieu leave & day off management.
- Auto leave generation based on the probation period.
- Short Leave Management & Hourly leave management.

Time Management Reports

Below mentioned reports should be available to obtain from the system for the HR department:

- Daily time report.
- Daily attendance report.
- Daily Head Count Report (Department wise / Line wise etc.).
- Daily Absent Report.
- Daily Absent/ Present/Leave Graphs.
- Late Report.
- Employee Attendance Register.
- Summarized Attendance Report.
- Employee short leave report.
- Employee Leave Register.
- Leave Detail Report.
- Consecutive absenteeism report.
- Employee standard letters.
- Audit Trial Report.
- Attendance Summary.

Payroll

Convenient Payroll Processing

It should have a simple interface for complete control over defining pay items and their statutory behaviour in payroll calculations.

Integrated payroll

Integration with the time attendance. It should be compliant with changing requirements and should support HR to process numerous transactions including loans, allowances and other deductions etc.

Insight into Payroll through reports

Access to reports including leave details, pay slips, pay sheets, attendance summary, payroll summary and other details.

System should have following features:

- Advance Formula building and total control over defining salary and other payroll related computations.
- Fulfils Pakistan specific statutory requirements.
- Advance built in system integration tools and features.
- Integration with Microsoft Excel spreadsheets.
- Advance data entry / processing validations and reconciliation reports.
- Integrated system alerts and notifications.
- Data importing facility from Microsoft Excel worksheets.
- Data Exporting facility to external systems.
- Integration with SAP B1 – Payroll Module
- Manage Provident fund, employee and employer contribution.
- Employee contributions deduct from salary @ 5.55%.

Talent Acquisition

Recruitment should start in the system with a job request form (employee requisition form) from the concerned department and after required approvals should notify the HR department for necessary actions. Details are as following:

- Requisitions should link with Organization Chart.
- Application database.
- Online recruitment portal integration with the organization's website.
- Comprehensive online recruitment requisitions.
- Advanced criteria-based applicant selection.
- User-friendly interview planning and short listing.
- Workflow based approvals.
- Instant notification for Interview panels/participants.
- Customizable template-based interview evaluation forms.
- Online Recruitment progress dashboard.
- Recruitment checklist verification.
- Final selection with a workflow-based approval.
- Automatic updates to the master profile.
- Recruitment-related letter and forms generation.
- Automated onboarding process with pre- and post-activity tasks.
- One-click data export/download of candidate CVs and Job application information against single job post

- Streamline employee onboarding processes such as create user profiles, assign user roles and enable self-service capabilities for the new recruits

Key Features

Vacancy Requisition

- Record information about job vacancies.
- Validity period of the vacancy.
- Name of the person raising the vacancy.
- Job vacancy location, company and division.
- Link the job/position to the vacancy.
- Number of openings in the vacancy.
- Display the job descriptions and specifications.
- Link the vacancy to a recruitment activity.
- Forward the vacancy requisition request for respective manager's approval

Resume Acquisition

- Candidates should be able to submit applications through a web interface hosted on our website.
- System should automatically send an email to each candidate who applies for any position. HR should be to design the email.
- HR should be able to see/access all relevant information on a single screen.

Application Short Listing

- Ability to criteria-based short-listing to automate screening process
- Ability to give an age range
- Educational qualifications
- Professional qualifications
- Membership of professional bodies
- Previous work experience
- Total work experience.

Interview Process

- Schedule first interviews after applicant short-listing
- Ability to select interview panel
- Notify interview panel via e-mails about the scheduled event
- Subsequent to a successful initial interview, HR will schedule the 2nd interview
- If successful at the 2nd stage, the applicant will be called for a final interview
- System should have the ability to send emails to candidates about any update HR makes in their candidature, in the system.
- Automatically send regret emails to all candidates, once HR finalizes a candidate in the system.
- (HR can personalize all the relevant emails).

Performance Management

A system which enable HR to manage the performance of our employees in an efficient way:

- Manage employees' performance in real-time and utilize the social interaction function to follow performance improvements
- Set up diverse commands such as evaluation periods, rating mechanisms
- Set up and revise goals in real-time
- Monitor milestones and cascade goals according to your company structure
- Evaluate employee competency
- Assess employees' potential to chart their growth within the company
- Assess values at individual employee levels
- Appreciate employees' additional accomplishments
- Allow self-appraisals
- Use the final summary (combining goals, competencies, values and additional
- accomplishments) to make management decisions
- Automatically identify training requirements to minimize performance gaps or to support future development purposes.
- Access performance history of the entire organization, based on job
- categories/departments/ individual
- Absolute and Relative Rating mechanism

Key Features:

Goals

- Corporate Objectives template
- Annual Operating Plan Template as per our requirements and submit for approval
- Continuous status update on AOPs
- Objectives Route Map and approval with notification to employee and manager both
- Allow to Set SMART goals for employees to align them with company's mission.
- Develop score-based goals and subgoals with milestones to measure employees' performance.
- Weightages assign to subgoals (total 25%, subgoals; 10%, 15%)
- Increase control over employees' goal execution; Set cascading goals and see individual, team, or company-wide progress.
- Drive-in objectives from last year objectives template
- Objectives completion (25%, 50%, 75%) and auto-update of status (Ontrack, Off track)
- Allow employees to keep team leaders up to date on activities they are working on and their work progress.
- Build departmental objectives Repository role-wise
- Employee Engagement

Continuous Performance Management

- Track team's progress against goals, ensure that they are working on what matters and conveniently provide actionable feedback
- Share employee's achievements and progress on the Activity Feed to gain their peers' comments and likes

360° Feedback

- Capture a more balanced and complete view of employee performance with 360-degree feedback
- Design surveys to share with superiors, peers, subordinates and customers to gain feedback

Competency Assessment

- Categorize employee competencies
- Set up/define different levels of competencies to be used to measure the variance between required and actual level of employee competencies
- Define the expected competencies for each job role
- Assess actual employee competency levels through performance appraisals
- Build training programs for the different competency levels
- Maintain necessary links with other modules such as succession planning, learning & development and performance management
- Assign competencies for each designation/job category and assess your employees' actual levels of competency against the expected levels

Accomplishments

- Identify and recognize any additional employee accomplishments that exceed or complement the goals or KPIs assigned to them
- Allow them to share these accomplishments with their peers to gain recognition

Culture and values

- Ensure your employees' work culture aligns with the organization's values
- Assess employees' alignment with the values and offer them scores as part of the performance appraisal

Potential Assessment

- Determine critical roles in your organization and use the potential assessment determinant to assess employees' suitability for these successive roles

Executive Summary on Performance (Final Performance Summary)

- Visualize individual, team or company-wide performance summary on a single interface

- Recommend employees for development/improvement plans upon signing-off on the performance appraisal

Performance Insights

- Objectives completion insights both Employee and Department-wise
- Compare performance between employees to gauge their progress on all performance dimensions
- Visually capture the best-performing employees who exhibit a comparably higher degree of performance and potential
- Visualize the performance distribution in your organization to support performance related decisions
- Pervious Performance record of employee of department on single interface

Videos & Reports uploading & downloading

- Uploading Performance assessment awareness sessions videos
- Attach documents/report as performance evidence in review form
- Downloading performance forms Departmental or organization wise on single click

Employee Engagement

- Feedback system for the employees.
- Ability to create and publish pulse surveys to capture opinions of employees across the organization or in preferred entities.
- Ability to analyse those surveys.
- Publish News & Policies on their home-screen.
- Allow employees to escalate concerns to HR via the software Mobile App with 24/7 access.

Learning Management

Help L&D team capture the information on training needs from the Performance Appraisals, Business Plan of the Organization or Employee Requests. The system should provide training lists, training budgets, maintain online training courses and institutions, link with competency libraries, previous training data and training event management:

- Easy to use Training Need Analysis (TNA) with access to profiles/training plans/progress plan.
- Auto generation of training calendar with accessibility to employees through portals.
- Learning forms and their approvals via workflow with budget controls.
- Participant Notifications.
- Training attendance capturing.
- Design pre & post employee training assessment.
- Final training evaluation.
- Learning Feedback form.
- Track effectiveness

Key Features

Training Need Analysis

- Identify training needs for the individuals.
- Enable managers to identify training needs at the departmental level and training needs of the individuals (employees) within the department.

Training Plans

- Plan training according to training requirements given at each level of the organization.
- System should update the training calendar according to the training plan prepared.
- Assist in developing the training calendar at department level, company level.
- Ability to upload trainer Plan/calendar from excel sheet.

Training Dashboard/Reports:

- Live training dashboard monthly & Quarterly

Information Pertaining to Training Programs

Accommodate the following information for training programs:

- Title of the training program
- Location
- Participants
- Date
- Time
- Duration
- Training Type
- Training Medium
- Training Category
- Trainer name
- Training institute
- Expected Subject Area/s to be covered in the program
- ROI Reminders pre & post training

Training Feedback

- Record information of the training feedback
- Record information of the evaluation of trainee
- Record information of the evaluation of trainer
- Feedback of the trainer & Rate the training program for future reference
- Generate template driven training feedback forms

Training Reports

Live training dashboard monthly & Quarterly

Comprehensive report:

- Budget report (Allocated, consumed)
- Man-days
- Grade-wise trainings
- Department-wise training
- Soft skill, Functional or Future Development training
- Online/Onsite
- ROI report

Mobile App

The system should provide secure mobile access to a range of HR Core self-service functionalities:

- Leave – Apply Leave, Leave Balance/Allocation, Team Leave and Leave History.
- Attendance - Employees can check-in/out with Time Location tagging.
- Ability of geofencing.
- Pay Slip – Access to pay slip/salary information
- Team – Access team profiles, leave, attendance and contacts
- Reach HR – This function will provide feedback & requests to the HR department.
- Things to Do – Various approval actions can be performed using the app.
- Social Activity Feed
- Access to all forms.
- Approvals can be done by the signatories through mobile app.

Compensation and Benefits

Compensation Planning

- Ability to define compensation components – base pay, bonuses, allowances etc.
- Easily calculate bonus, increments & variable pay-out requirements of departments
- Simplified and effective compensation management.
- Assist in managing increments etc.

Benefit Administration

- Ability to manage benefits and claims according to the employee hierarchy, service years and contract categories.
- Align benefits and claims based on the changes in the employee life cycle.
- Help assign medical, entertainment and other fringe benefits to the employees eligible for these benefits.
- Ensure all statutory regulations are applied to benefits.

Succession Planning

Help HR identify roles that require succession:

- Receive recommendations on potential successors based on performance,
- competency, qualifications and experience.
- Track activities to bridge competency gaps, develop successors and determine
- experience required for future positions.
- Identify suitable training programs to bridge competency gaps based on registered training programs under different competency levels.
- Notify of appropriate actions based on development plans once potential successors are identified.
- Visualization of identified potential successors and their readiness level on a personalized chart.

Data Migration:

- Data migration from legacy to new system shall be the responsibility of the successful bidder.
- Data would be available in the form Microsoft Excel.

HRIS Support/Maintenance SLA

- Service Provider will provide uninterrupted maintenance services as well as technical support 6 days a week (Monday - Saturday) from 9:00AM to 8:00PM
- Phone Support: 8 am to 11 pm for emergency cases.
- Email Support: Acknowledgement of email should be sent within 30 minutes. Normal reply time for email support will be 24 hours.
- Should the system generate an error or a bug, the error message will automatically be e-mail to Consultant's Support Team, who should take immediate action on fixing the issue. The Consultant will fix any issue in the system within 24 hours.
- Cloud Support & System Backup in case of downtime: bidder will remain 24/7 available through- cloud account and on satellite servers. Bidder should assure 99.99% system availability to the users, in case of any satellite or cloud server issues, bidder will shift the server and system on immediate basis, so no interruption is there for the end user.
- In case of any downtime or system up-gradation, bidder will issue prior intimation to the users and will make sure no data is damaged or lost.
- In case of any data loss bidder stands accountable in terms of data retrieval or data recovery within 24 hours
- Service Provider will provide agreed customization on the software solution.

Severity Level	Description
Severity High	Services Disruption/outage that effect one or more than one business Units or Business Service (s). Software / Application Bug that leads to service outage.
Severity Medium	Service Degradation that is affecting one or more than one business units or business service(s). Software Malfunction that led to service degradation.
Severity Low	Any kind of issue that is affecting one or more than one user

Total Penalty Severity Low = No Monetary Penalty

Total Penalty Severity Medium = (Yearly Subscription Cost/4) x 1 % x number of incidents

Total Penalty Severity High = (Yearly Subscription Cost/4) x 2% x number of incidents

Penalty will be calculated on the monthly basis. However, payment shall be made as per the payment structure mentioned in the bidding document.

HRIS deployment Deliverable with Milestones

Milestones	Timelines* T = Calendar days of work order
Human Resource Information System Configuration	T1 = 35 days
Employee Data Migration from legacy to new System	
HRIS Integration with SAP B1-Payroll & Attendance API	T2 = T1 + 20 days
UAT testing and PSDF approval	T3 = T2 + 10 days
HRIS System Go-Live	T4 = T3 + 05 days
Total Project Days	Maximum 70 calendar days

*timelines for milestones can be altered with mutual consent at the time of signing the contract. However, the timeline for HRIS Deployment & Go-Live will remain the same i.e. 70 calendar days, that include "HRIS deployment by the bidder, PSDF review time & System go-live" (Bidder time = 60 days & PSDF Review time = 10 days)

5) **General or Special Conditions of Contract**

The successful bidder shall agree to the following terms of references to provide Services to PSDF:

a) PSDF reserves the right to award or not to award this contract and bidders who fail to submit complete and attach all the relevant documents shall be disqualified. No tender document shall be accepted, **if not properly sealed, marked, signed, and stamped**.

b) PSDF shall be entered into a formal contract with the successful bidder only and reserves the right to terminate the contract if performance of Bidder is unsatisfactory.

c) Bidders to ensure that their bid documents are submitted before the closing time and date of the tender. **Bids received after closing time and date will not be considered**.

d) All documents and information received by PSDF from bidders will be treated in strictest confidence. Documents submitted to PSDF will not be returned.

e) All expenses related to participation in this bidding document shall be borne by the bidder.

f) Only short-listed bidders fulfilling the eligibility criteria will be considered for technical evaluation.

g) Documents shall be submitted in hard copies in a sealed envelope marked as "PROPOSAL" as hard copy in a sealed envelope for "**Hiring of a company/firm for Provisioning of Human Resource Information System**" The envelope containing separate hard copies of technical and financial proposal 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
Phone: +92-42-35752408-10, Fax: +92-42-35752190

h) 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.

i) 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.

j) PSDF will conduct a Pre-bid meeting of 01 hour online session on Microsoft teams for scope of work walkthrough and Q&A sessions on 29th January 2021 at 2:00 PM for all the potential bidders whosoever wants to join shall have to write an email to Procurement@psdf.org.pk before COB, 28th January 2021, and the link will be shared via email before start of the session.

k) Although adequate thought has been given in the drafting of this document, errors such as typos may occur which the PSDF will not be responsible.

6) **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) Successful bidder will sign a contract and will provide the agreed services within the stipulated agreed time of issuance of the Purchase/Service Order.

c) The duration of the contract shall be 1 year and 70 days (70 days for solution deployment & 1 year for subscription); however, it can further be extended up to 2 years for subscription only, based on the satisfactory performance of the bidder with the mutual consent of both parties on the same terms & conditions.

d) If PSDF cancel the contract during the contract period, a notice period of 1 month will apply.

e) In case of any dispute regarding services the decision of the PSDF shall be final & binding.

f) The competent authority 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 bidder, the grounds for its rejection of all bids or proposals but shall not be required to justify those grounds.

g) All taxes will be deducted in accordance with the applicable laws.

h) The bid shall remain valid for the period of **120 days** from the date of bid opening

i) In case the selected bidder is failed to deliver the project as per the agreed timelines, bank guarantee of the bidder will be forfeited, and the contract may be terminated.

7) Delivery Timelines or Completion Date

Timelines of the delivery of services shall start once the contract is signed/ issuance of Purchase/Service Order and remain valid till the expiry of the contract.

8) Technical Evaluation Criteria

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

9) Financial Evaluation Criteria

The financial proposals of only eligible bidders with technically score of minimum 65 marks, with a compulsion to get 35 marks in serial # 3 of annexure D) will be opened in the presence of all the bidders participated in the tender. All bids shall be opened by the evaluation committee publicly in the presence of the bidders or their representatives who may choose to be present, at the time and place announced prior to the bidding. Chairperson or member of the evaluation committee 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".**

10) Performance Security

a) Successful bidder will submit a performance security in the form of bank guarantee of 10 % of total Contract value at the time of signing the contract which will be returned after completion of contract.

b) Any delay in HRIS–Solution deployment as per agreed milestones will be subject to a penalty of PKR 2,000 per day maximum/up to 15% of total HRIS solution deployment Cost. Penalty will only be imposed if the delay is at Service Provider's end.

c) **Support /Maintenance SLA penalty (**Maximum/ up to 15% of the 12 months subscription cost)

    a. **Total Penalty Severity Low** = No penalty shall be charged

    b. **Total Penalty Severity Medium** = (Yearly Subscription Cost/4) x 1% x number of incidents

    c. **Total Penalty Severity High** = (Yearly Subscription Cost / 4) x 2% x number of incidents

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

Complete bid containing Technical and Financial proposal along with Bid Security with all the required information and documentary evidence must be submitted before closing dated i.e. 03:00 PM, 08th February 2021. Technical proposals will be publicly opened on the same day i.e. 03:30 PM, 08th February 2021 in the presence of bidder's representatives who wish to attend it. Bid Security of disqualified bidders will be returned after awarding the business to successful bidder.

a) Bid Security

Bid Security of Rs 10,000 (Ten Thousand) in the form of pay order or demand draft favouring Punjab Skills Development Fund shall be submitted along with the proposal. The Bid Security should be valid for a period not less than 6 months.

b) Cover Letter for the Submission of Technical Proposal

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

Note: Please provide the required Information/Response to all Annexure mentioned in this document and mark them while submitting the bid.

Annexures

Annex – A (Organization Information)

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

Annex – B (Eligibility Response Check List)

	Eligibility Check List			
Sr. No.	**Eligibility Criteria Details**	**Evidence/Proof Required**	**Attached Supporting Documents/Proof and mark Yes/No**	
			Yes	**No**
1	Evidence of the bidding firm/company's registration/Incorporation is required	(Copy of certificate of incorporation/company registration certificate is required)	☐	☐
2	Provide National Tax Number (NTN) and GST/ PST, (if applicable) in the name of Organization	(Provide a copy of registration)	☐	☐
3	Should be active taxpayer on the date of submitting the bid.	(Status report must be provided)	☐	☐
4	Affidavit on stamp paper, declaring that company is not blacklisted by any Telco/FMCG/autonomous body/government/semi government or any organization.	Affidavit on stamp paper original signed & stamped	☐	☐

Annex – C (Relevant Experience)

Sr. #	Required Information	Response (Please provide exact information with organization name, location/s and duration) Provide data in sequence given below
Relevant Experience		
1	Name of Organizations with addresses	i.
		ii.
		iii.
		iv.
2	Start and end dates of providing HRIS Services (For example – Jan 2009 to July 2019)	i.
		ii.
		iii.
		iv.
3	Services provided to Number of companies/firms	i.
		ii.
		iii.
		iv.

Annex – D (Technical Evaluation Criteria)

	Technical Evaluation Criteria			
Sr #	**Descriptions**	**Total Points**	**Categorized Points**	**Remarks** (Attachment of relevant evidence in each case is mandatory. In case of non-compliance no mark will be awarded)
1	**Client Portfolio**	**10**		
	Worked with more than 8 local or international or multinational clients i.e. (Telco/FMCG/autonomous body/government/semi government or any organization) for similar nature services		10	Documentary proof (copies of contract or work order with contact details of clients) should be furnished.
	Worked with minimum 4 and less than or equal to 8 local or international or multinational clients i.e. (Telco/FMCG/autonomous body/government/semi government or any organization) for similar nature services		5	
2	**Relevant Experience**	**15**		
	Experience of more than or equal to 06 years for providing Human resource information system development/deployment services to local or international or multinational clients i.e. (Telco/FMCG/autonomous body/government/semi government or any organization)		15	Documentary proof (copies of contract or work order with contact details of clients should be furnished.
	Experience of less than 06 years but more than or equal to 04 years for providing Human resource information system development/deployment services to local or international or multinational clients i.e. (Telco/FMCG/autonomous body/government/semi government or any organization)		10	
	Experience of less than 04 years but more than or equal to 02 years for providing Human resource information system development/deployment services to local or		05	

	international or multinational clients i.e. (Telco/FMCG/autonomous body/government/semi government or any organization)			
3	**Strategy Presentation***	**35**		
	Attendance API Based Integration		4	
	Integration with SAP B1 – Payroll Module		4	
	Performance management system as per scope		4	
	Talent Acquisition Module as per scope -		4	
	Learning Module as per scope		4	(Compliance to the scope of work is required on company's letter head and a Demo is to be given by the bidder in a form of presentation)
	Mobile App as per scope		4	
	Forms & Letter and the ability to design such forms and letters based on the PSDF needs with the ability to set various approval hierarchies.		4	
	Time and Attendance Module as per scope.		4	
	Payroll, Compensation & Benefits Module as per scope		3	
4	**Proposed Team Structure**	**15**		
	Project Manager (4 years' experience) at least 01 resource		5	
	Web developer/ integration specialist (2 years' experience) at least 01 resource		4	(Profiles / CVs must be attached)
	Solution Deployment Staff (3 years' experience)		3	
	Solution Support Staff (3 years' experience)		3	
5	**Financial Turnover**	**10**		
	Annual turnover /revenue of the company is greater than or equal to 12 Million (PKRs)		10	Documentary proof required (tax returns or

	Annual turnover /revenue of the company is less than 12 Million (PKRs) but greater than or equal to 07 million (PKRs)		05	financial audited report from **ICAP** registered firm/company for the year 2018-19 or latest)
6	**Official Presence**	15		
	Office in Lahore		15	Documentary details of the office in Local Office in Lahore and other cities, if applicable, should be provided.
	Office other than Lahore within Pakistan		05	
	Total Technical Evaluation Score	100		

*bidders will be called for strategy presentation either online or at PSDF office premises

Annex – E (Key Management Staff of the Company)

Please attach CVs for your Key Management Staff

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

Annex – F (Financial Proposal)

Firm shall be paid as consideration for the provisioning of services under this contract as per the below mentioned table

**Pricing format**					

SR #	Description	Unit	Quantity	Total Deployment Cost (PKR) (inclusive of all applicable taxes)
A	**HRIS Solution Deployment Cost (One Time) (A.1+A.2+A.3+A.4)**	No	1		
*Cost Breakup of "**HRIS Solution Deployment Cost**"*					
A.1	*Solution Deployment*	*No*	1		
A.2	*Employee Data Migration from existing data base to new System*	*No*	1		
A.3	*HRIS Integration with attendance API*	*No*	1		
A.4	*HRIS integration with SAP B1 Payroll*	*No*	1		

SR #	Description	Unit	Quantity	Unit Cost of yearly subscription per user in PKR (Inclusive of all applicable taxes)	Total yearly Subscription cost for all the users in PKR (Inclusive of all applicable taxes)
B	HRIS yearly subscription Fee for the users covering all the Modules/ Features/ Maintenance SLA/ Upgrades mentioned in the bidding document	Users/each	110*		
Total Cost (C) = Total Cost of A + Total Cost of B					
**FINANCIAL EVALUATION FOR BUSINESS AWARD**					
30% of Total Cost of A (HRIS Solution Deployment Cost) in PKR					
70% of Total Cost of B (Yearly Subscription Fee) in PKR					
**TOTAL EVALUATED COST FOR BUSINESS AWARD**					

*PSDF reserves the right to increase/decrease the number of users as per their business needs during the contract duration and shall be paid per user subscription cost.
*PSDF also reserves the right exclude some of the features mentioned in "HRIS Solution Deployment" (A) as per their business needs at the time of signing the Contract and the cost for those features shall not be paid.

Business Award:
The financial evaluation will be based on least cost method, and the business will be awarded based on the following mechanism.

Financial weightage of A is 30 %

Financial weightage of B is 70%

Total Evaluated Cost = **(30 % of Cost (A)) + (70% of (Cost of B))**

High-Level Scope Deliverables:

		Deliverables details	Payment %
Phase-1	HRIS Deployment with UAT testing and PSDF approval	Successful Human Resource Information System Configuration	60% of A
		Employee Data Migration from legacy system to new system	
		Payroll Integration with SAP B1 & Attendance API	
		UAT testing with PSDF approval	
Phase-2		Successful implementation and system go-live	40% of A
Phase-3	Yearly Subscription Cost	HRIS Yearly Subscription payment (12 Months)	Yearly Payment of B

Payment Terms:

➢ PSDF shall pay 60% of the total solution deployment cost after successful Human resource information system Deployment, Employee Data Migration from legacy system to new system, HRIS Integration with SAP B1-Payroll & API and UAT testing with PSDF approval, and the remaining 40% of the total solution deployment cost shall be paid after successful implementation and system go-live, within 30 days from invoice submission date. Bidder shall obtain completion certification from PSDF to process the payment.

➢ Human resource information system subscription cost shall be paid by PSDF on Yearly basis after the issuance of licenses, and the payment shall be made within 30 days from invoice submission date. The penalty cost (if applicable) on solution subscription cost shall be assessed as per the given SLA during the year and shall be settled against the bank guarantee submitted the bidder.

Annex – G (Declaration)

I, _____ hereby declare that:

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

Name: -	
Designation: -	
Signatures: -	
Date and Place: -	

Annex – H (Cover Letter)

[*Firm letterhead*]

[*Date*]

To

Chief Executive Officer

[Address mentioned in Guidelines]

Re: Technical Proposal in respect of [Insert title of assignment]

Dear Sir,

We offer to provide the Services for **Hiring of a company/firm for Provisioning of Human Resource Information System** in accordance with your Tender for Proposal dated [Insert Date of Tender advertised]. We hereby submit our technical Proposal including the 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 delivery of 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: