

PUNJAB SKILLS DEVELOPMENT FUND

TENDER DOCUMENT FOR THE PROVISION OF SAP BUSINESS ONE SUPPORT



Submission Date for Sealed Bids: 30th June, 2017 (11:30 AM)

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

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INVITATION FOR BIDS

Punjab Skills Development Fund invites sealed bids from financially sound authorized firms /organizations of SAP in Pakistan for the provision of SAP Business One Support

Eligibility Criteria

The reputable and SAP-B1 authorized firms/organizations fulfilling criteria may participate in the bidding process as per the below criteria:

- Have authorization from the original manufacturer to sell & support the license (SAP B1 Value Added Reseller & SAP B1 Channel Partner)
- Be a certified partner of the original manufacturer and a valid certificate to that effect should also be annexed with the bidding documents
- Have successfully implemented the system in at-least One Hundred & Fifty different organizations
- Minimum 05 years of relevant experience in SAP B1 implementations and Supporting SAP Business One implementations
- GST and Income Tax registered firm

The reputable and SAP authorized firms/organizations obtain details, terms and conditions from our website (www.psdf.org.pk) and PPRA website (www.ppra.punjab.gov.pk)

Terms and Conditions for Submission of Tender

Punjab Skills Development Fund invites proposals in sealed envelope (Single Package containing two separate envelopes which shall be marked separately as "TECHNICAL PROPOSAL" AND "FINANCIAL PROPOSAL"(hereinafter referred to as the Tenders) from authorized Firms (hereinafter referred to as the Bidders).

The envelopes should be marked as "FINANCIAL PROPOSAL" and "TECHNICAL PROPOSAL" in bold and legible letters.

Participating Firms must submit the bids that comply with the tender documents. If any term or condition of the participating Firm contradicts/conflicts with the PPRA Rules & PSDF terms and conditions, the terms and conditions of PSDF will be considered valid.

PSDF will follow the PPRA Rule-36 (b) "Single stage – two envelope procedure" for the entire process of the procurement.

Bidder will support all modules of SAP B1 Deployed at the office of Punjab Skills Development Fund, 21-A, H-Block, Dr. Mateen Fatima Road, Gulberg II, Lahore. Pakistan , free of incidental charges on any working day as per requirements and conforming to the approved specifications.

Scope of Work:

- Business support agreement (Details are given as under TOR)

Terms of Reference and Conditions for the Support Services of SAP B1:

Providing onsite & offsite support for critical /non-critical issues as and when required.

- ii) Identification & rectification of Bugs & data processing issues in the existing SAP B1 system.
- iii) Raising a new Ticket with the help of a Service Request Form for all PSDF queries and problems reported over email.
- iv) Customization / Modification /Activation of SAP Business-1 functionalities as per business requirements.
- v) Development of Management/Financial Reports as and when required basis.
- vi) Comprehensive Training to PSDFs' User Team regarding general functions and procedures of SAP Business One.
- vii) Provision of support over the Upgrade process from the older versions to the latest ones.
- viii) Provision of Local & International level support according to the complexity of issues.
- ix) On-site & offsite support during Year end & monthly closing processes.
- x) A ticket can only be closed when both client and support team agree over the resolution of the problem
- xi) Integration of MIS and other systems with SAP- Business-1 through Data migration or customization/modification tools
- xii) Informing the client about the new SAP Business One Update Patches and sending them to the client.
- xiii) Identification & resolution of licenses & capacity requirements of PSDF for uninterrupted execution of processes.
- xiv) Configuration of Remote Support Platform on Client Server for better understanding of the client infrastructure.
- xv) Consultant Onsite & Offsite resolution of queries raised by PSDF with in stipulated time as agreed between the parties.

xvi) Enable PSDF to get a 50% discount on the SAP Business One Workshop conducted quarterly in Karachi, Lahore and Islamabad.

The following components of SAP Business one shall be considered under the scope of Support Services:

- i) Financials Module including Banking and General Ledger
- ii) Purchases & Payables Module
- iii) Inventory / Stores Management Modules
- iv) HR Module SAP Business One Standard Product
- v) Fixed Assets Module
- vi) Payroll Module /Add-ons
- vii) any other module which may be deployed in the organization at later stage.

Support Organization will provide the following support and maintenance services to PSDF. The services include:

- i) To avail 50 man-days as support services that may be capitalized in the following ways.
 - a. Maintenance visits by a support consultant on dates agreed by the client and Consultant.
 - b. In addition to the scheduled visits, Consultant will also provide help to the client in an emergency situation and the emergency visits will be entertained under the support contract.
 - c. Consultant(s) would engage in Financial Analysis session with the client finance team every four months on a date agreed by the client and Consultant.
 - d. A comprehensive Training to Team from the client annually on general functions and procedures of SAP Business One.
 - e. Support over the Upgrade process from the older versions to the latest ones.
- i. On-site Support during Year end closing process
- j. Upon contract signing, will perform a health check.
 - Support Organization shall be responsible for timely provision of all resources, information, and decision making under its control that are necessary to reach a proper resolution of the stated problem.
 - Support Organization shall be responsible for completing the support activity within the stipulated time line, provided client provides all the necessary resources in a timely, dedicated and complete manner.

DECLARATION

I/we have read the above terms & conditions and bind myself/ourselves to abide by the terms & conditions.

Signature of the bidder

Technical Proposal:

Technical proposal should contain following and any additional information

- a. A brief description of the firm (minimum 5 years of working experience)
 1. The firm should have NTN and GST /PRA Registered
 2. Submit copies of income tax returns filed with the Federal Board of Revenue (FBR) for the last 2 tax years
 3. Have successfully Implement SAP B-1 in at-least One hundred & Fifty different organizations
 4. Submit list of clients along with detail of services provided
 5. Experience with government, semi government and autonomous bodies
 6. Total professional experience
 7. Market share and list of present clients
 8. Performance certificates from the customers (at-least 10 existing customers)
 9. Proof of the firm as legal entity
 10. Affidavit indicating that company is not blacklisted by any government, semi government or autonomous body
- b. An outline of recent (minimum 05 years) experience on assignments of similar nature mentioning assignment description, client, location, duration (start and finish dates), approximate value of financial management services. (at-least 10 Similar size of Clients)
- c. Company understanding of the objectives, their approach towards the assignment and a description of methodology that the company proposes to perform support activities

- d. Rates quoted should be in Pak. Rupees inclusive of all applicable taxes
- e. f. Services contract will be for a period of 12 months subject to extension upon mutual consent.
- g. The Tenderer is expected to examine the tender document, including all instructions and terms and conditions.
- h. The validity of the price quoted in the tender should be for a minimum period of 90 days from the date of submission. However the responding firms are encouraged to state a longer period of validity for the quotes.
- i. 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 **22nd June , 2017**. For any other related information please contact the undersigned.

Postal Address
Head IT
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Commercial Proposal:

It will be based upon scope of Work.

Bid Procedure

1. Any undue influence of any type may disqualify the bidder and the bid will be outright rejected.
2. Quotation shall be in two covers, the first cover shall be marked as "TECHNICAL PROPOSAL". The same shall contain details as given in above mentioned eligibility criteria. The Financial bid should be in cover two marked as "FINANCIAL PROPOSAL".
3. The technical bid will be opened first and will be evaluated by a Procurement Committee. Technical evaluation will be done in accordance with the eligibility criteria mentioned above and in technical proposal as well. The financial bid will be opened by the Committee only for the Firms who will qualify in the Technical Bid.

4. All intended bidders are directed to quote their price in the following manner:

- Total Fee for Support Services (inclusive of all direct & indirect taxes)

If the financial bids are not received in the manner mentioned above, PSDF reserves the right to reject them.

The bid will be evaluated on the basis of total fee for support services.

The sealed bids (marked bid title on envelope) must be delivered to **CEO, PSDF**, 21-A, H-Block, Dr. Mateen Fatima Road, Gulberg II, Lahore. Pakistan till 30th June , 2017 11:30 AM and will be publically opened on 30th June, 2017 at 12:00 PM in the conference room PSDF Lahore Office, in the presence of the interested bidders or their authorized representatives who may wish to attend.

Late receiving bids after due time will be rejected and returned to the bidders unopened.

Not alteration or amendment will be allowed in any case at the time of bid opening.

The firms submit their best possible lowest prices with their bids.

PSDF will not be responsible for any cost or expenses incurred by bidders in connection with preparation or delivery of bids.

All prices must be quoted in Pak Rupees and should include any Taxes applicable, such as GST, Income Tax, etc. If not specifically mentioned in the Quotation, it will be presumed that the prices include all the taxes. Any subsequent change in tax regime would be adjusted accordingly.

Tenders received through any other mode / addressed to any other person will not be entertained.

Important Note: PSDF reserve the right to accept or reject one or all of the bids/offers wholly or partially without assigning any reason thereof which shall not be questioned in any manner.

The bids should be submitted in sealed envelope clearly mentioned “**TENDER NOTICE FOR PROVISION OF SAP Business One Support**”