**Punjab Skills Development Fund**

**Request for Quotation**

**Hiring of a Firm/Company for Requirements Gathering for the Development of Business Support Application**

**Introduction:** Punjab Skills Development Fund (PSDF) is the largest skills development fund in Pakistan. PSDF was established in 2010 as a not-for-profit company set up under the Companies Ordinance 1984 by the Government of Punjab (GoPb) in collaboration with UK’s Department for International Development (DFID). PSDF also exclusively manages the skills training funding of the World Bank. PSDF’s purpose is to shape the future and well-being of our poor and vulnerable youth by giving them access to skills training of the highest standard so they can find sustainable employment and income-generating opportunities in Pakistan and beyond. PSDF started its operations in the 4 poorest districts of Punjab. Since 2016, The geographical remit has expanded to the entire 36 districts of Punjab. PSDF has trained almost 300,000 underprivileged youth across Punjab, which includes 180,000+ male and 110,000+ female graduates. These graduates have been trained in approximately 250 demand-driven and market relevant trades across 10 sectors. PSDF has played a leadership role in creating a skills training market with 90% training partners in the private sector. With 400 training partners that deliver training on behalf of PSDF, out of which over 150 are businesses across the 10 sectors. PSDF has adopted an output-based funding mechanism where it funds contract-to-completion outputs as well as completion-to-income generation outcomes.

**Purpose**

PSDF is seeking a competent and experienced IT Consultant to revisit its existing IT MIS Application and its business flows and Document TORs for the development of new BSS system. A major goal to achieve this challenge will be to set up a modern, appropriate and sustainable IT Application with appropriate business features within the software, along with adequately integrated systems to support both core and non-core operations of PSDF. The setup, effective use, and management of appropriate IT systems would contribute significantly to achieve the work plans and specifically the production of timely and reliable statistics.

**Invitation to Bid:**

Punjab skill development funds invite s sealed bids/proposals for the hiring of Firm for requirement gathering for the Business Support Application having sound knowledge of industry best practices.

**Instructions for Information Gathering for Business Support System**

* PSDF intends to modernize its existing MIS System to eradicate paper-based environment, incorporate new business processes based on the organizational need and industry best practices, integrate functions with all its existing internal departments, improve existing technical application design and integrate with its existing ERP and other payment systems.
* Our objective is to create a system that will handle users through managed workflows along with complete transaction history and audit trails. The expected system design should be flexible and can be able to fit into our future business requirements.
* A robust and dynamic intelligence reporting module is also required for our end users and dashboards for our executive management.
* We would like to invite firms who will help us in gathering the requirements from all business teams and document these requirement that will be used in the Tender for the development of the BSS System.

1. **Terms of Reference (TORs):**
2. **Objective:** Document the TORs/business requirements and flow and Prepare the information relevant to this project in the tender for the Business support Application Development.
3. **Deliverables (Scope of work):**

The Firm would be responsible for the following SOW:

* Understand & Document business functions along with data and its flows of currently deployed legacy MIS System
* Documenting following
  + New and existing business requirements
  + New and Existing Business Rules
  + Requirements for Reports, Business Analytics, KPIs and Dashboards
* Propose a new BSS application design based on industry best practices and PSDF’s business, technical and integration needs by eliminating redundant processes, minimal human interventions and an end to end automated system design.
* Propose eligibility, qualification, technical evaluation criteria for the Tender document for the development of the Business Support Application based on the finalized requirements gathered from all business Teams.

**Expected Result/Deliverables**

PSDF expects a comprehensive Technical proposal with following details:

* Complete Software Requirements Specifications document
* TORs for BSS Application Development Tender
* Eligibility, Qualification, Technical evaluation criteria for the Tender document

**Timelines:**

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| --- | --- |
| Task | Timeline |
| Submission of Quotation | 15 Calendar Days |
| Total Completion of Assignment | 22 Working Days |

**Duration Assignment:** 22 working days.

1. **Eligibility Criteria:**
   1. **Conditions for Eligibility**

* Be a legal entity registered in Pakistan, company’s registration/incorporation Documents **(Proof required)**
* Affidavit on stamp paper, declaring that the company is not blacklisted by any Govt. agency/authority **(Original required)**
* Firm/Company must be active tax payer **(provide proof of active tax payer)**
* NTN, GST/PST (if applicable) registration **(Copy registration required)**
* The company must have 5 years or more experience of Business requirements gathering/ functional requirement specification (FRS) documentation/requirements engineering/business process modeling/business process reengineering/management consultancy. **(Client Completion Certificate/SO/Copy of Contract)**
* Proposed team (resources assigned on this assignment) should have minimum of 3 Years relevant experience with Business Analysis/Requirement Gathering and Requirement Documentation **(Profile of the assigned resources on this activity)**

1. **Conditions/Guidelines:**
2. Consultant Firm is required to depute its Business Analyst and System Analyst Team for Requirement Gathering from all business departments
3. Based on the recommendation PSDF IT will schedule meetings with Business teams.
4. Once the business awarded, company/firm is required to complete the assignment (15Days).
5. All the data, documents and reports produced by the Consulting firm for the said services shall be the property of the PSDF.
6. The Consulting firm shall not share and use any data, document and reports for any other purpose or job without the explicit written approval of PSDF.
7. Interested parties are requested to send proposals on email by **COB 07 Nov 2018.**
8. PSDF reserves the right to request submission of additional information from the consulting firm/company to clarify/ further understand in writing, if required.
9. PSDF reserves the right to award or not to award the project.
10. Finalized TORs/System Requirements for the preparations of Tender will be provided in Hard and Soft copied in Standard working USB device to the PSDF IT.
11. Eligibility and Qualification documents shall be submitted in hard copies in a sealed envelope marked as “ELIGIBILITY DOCUMENTS” and “FINANCIAL PROPOSAL” for “Requirement Gathering for the development of Business Support Application”. The envelope containing hard copies of eligibility check documents and financial proposal shall be received on the postal address given below.
12. Financial proposal shall be opened only for the eligible firm/company. Business shall be awarded to eligible firm/company on least cost method.
13. Documents should be in a binding form and every page must be signed and stamped. Incomplete, unsigned or late proposals will not be accepted.
14. 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.
15. PSDF also reserves the right to verify any information provided by the applicants or may visit business premises to verify the information shared in tender documents.
16. Bidder presenting information intentionally incorrectly or fraudulently will be disqualified.
17. Questions about this technical proposal can be made only in writing at **proc@psdf.org.pk** a letter or an e-mail and must be asked by or before **Date 02 Nov 2018**
18. PSDF shall cancel the business award and reserves the right to terminate the contract, if performance of the firm/company is unsatisfactory.
19. 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 accepted**

**Postal Address:**

**Procurement Department**

Punjab Skills Development Fund

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

E-mail: proc@psdf.org.pk

Landline: +92-42-35752408-10

Fax: +92-42-35752190

1. **Financial Proposal Format:**

|  |
| --- |
| **Total cost inclusive of all applicable taxes (PKR)** |
| **Cost**  **Tax (all applicable taxes):**  **Total:** |

Financial proposal should be submitted with all applicable taxes with breakup. However, project will be awarded to eligible Firm/Company with lowest quoted cost including all applicable taxes.

1. **Payment Terms:**

Payment shall be made within 30 days after the services rendered submission of deliverable and submission of invoice.