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| --- |
| **Punjab SKills Development Fund** |
| **TENDER DOCUMENT** |
| **“**OUTSOURCING OF INVOICE PROCESS SYSTEM**”** |
|  |
|  |
| **November, 2016** |



**Submission Date for Sealed Bids: 2nd January, 2017**

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# Background

The Punjab Skills Development Fund (PSDF) has been set up by the Government of the Punjab (GoPb) in partnership with Department for International Development (DFID), UK. PSDF engages training service providers for the vocational training of people with the aim of improving their prospects of wage or self-employment. To support PSDF’s province-wide expansion and help tackle poverty and unemployment, additional funding will be made available by GoPb, DFID and World Bank. This funding will be provided for the vocational and technical training of about 380,000 individual in all 36 districts of Punjab, over the next six years (2015-2021).

# Invitation to bids

PSDF is seeking a competent and experienced Business Process Outsourcing (BPO) Firm for outsourcing of its existing Invoice Processing Framework. The BPO Firm will assist PSDF in processing of its monthly & completion invoices (Only outsourced part of both Monitoring and Finance & Accounts Departments highlighted in attached in Annex-G).

A major goal of this initiative is to ensure timely & efficient data verification, processing & financial payment mechanism without compromising reliability & transparency. The services of BPO Firm will also be required to strengthen & integrate data processing & payment mechanism, architecture and systems to reduce process complexities & transaction turn-around-time (TAT).

# Instructions to BPO Firms

PSDF invites technical and financial proposals from BPO firms. All interested organizations are requested to complete the Annexures/Forms given in this document. These annexures/forms cover information/questions on the firm/s profile and relevant experience.

PSDF will follow Punjab Procurement Regulatory Authority (PPRA) Rules for the entire bidding process. The selection of BPO firms will be based on Quality and Cost Based Selection (QCBS) method.

PSDF will adopt two stage bidding procedure as laid down in Punjab Procurement Regulatory Authority (PPRA) Rule # 38-2 (b). In the first instance, the bidders shall submit according to the required specifications, a technical proposal without quoting price. The technical proposal shall be evaluated in accordance with the specified evaluation criteria and may be discussed with the bidders regarding any deficiencies and unsatisfactory technical features. After such discussions, all the bidders shall be permitted to revise their respective technical proposals to meet the requirements of the PSDF. The bidders, whose technical proposals or bids have not been rejected and who are willing to confirm their bids to the revised technical requirements of PSDF, may submit a revised technical proposal.

The revised technical proposal will be evaluated on the basis of PSDF evaluation criteria and eligible bidders will be asked to submit the financial proposal. Financial proposal of the lowest bidder will be accepted.

The scope of activities set the basis of technical approach to be adopted by the potential BPO firms. The firms who will get minimum 65 marks in technical evaluation will be called for financial bid opening and contract negotiations.

# Conditions for eligibility (Qualification criteria)

The firms fulfilling the criteria provided below will be considered as eligible BPO firm for the bidding process of outsourcing of invoice process system;

1. Must be registered for having legal status.
2. Must be SBP “A” Category Auditing Firm Or a Firm having at least 5 years’ Business Process Outsourcing (BPOs) Experience with various Private & Public Sector Organisations
3. Must have a minimum of PKR 100 Million of annual turnover as per last audit financial statements must be audited by SBP “A” rated category auditing firm Or Income Tax return filed last year with FBR (which show the annual turnover in tax returns).
4. Must have NTN & PNTN.
5. Must be filer of tax returns and provide the tax return of the last fiscal Year.
6. Must not be blacklisted by any government or bi-lateral/multi-lateral financial institution.
7. Must not be a shortlisted applicant for the training provision under any of the PSDF sponsored training scheme.
8. Consortium/subcontracting or partnership with any other organization for this assignment will not be permitted.
9. Experience in dealing with Public Service or Donor Funded Projects is an advantage.
10. Strong knowledge of 'database management systems, SAP customize financial solutions, , database operations, , record handling and maintenance

Kindly fill the following necessary annexures required for the above qualification criteria and attach the supporting documentary evidences as mentioned in each annexure;

Annex – A: Organization Information (Form ‘A’)

Annex – B: Eligibility Response Checklist

Annex – C: Relevant Experience of the Organisation (Form ‘B’)

Annex – D: Key Management Staff of Firm (Form ‘C’)

And also sign the declaration form at the end of document and attach with your other documents.

# Objective

The objective of this initiative is to address:

1. Cost & time efficiency
2. Time allocation for other core activities
3. Reduction in process complexities & TAT
4. Enhanced transparency
5. Mitigation of other risk factors

# Scope of job

Keeping in view the overall objectives of the assignment the BPO Firm will support PSDF to:

1. Review existing invoice process and recommend process improvements in line with overall business strategy / operational plan of PSDF.
2. Proposed business processes to increase time & cost efficiencies
3. Processing of monthly & completion invoices (Only outsourced part of both Monitoring and Finance & Accounts Departments highlighted in attached in Annex-G).

# Input Provided by PSDF

Aside from providing office space (In case of BPO firm ask for in-house sitting arrangement), PSDF may provide administrative support including technical and communication facilities and assistance in making appointments, organizing meetings and other provisions necessary to facilitate work. A timely decision of in-house components and relevant material delivery will be assured by PSDF. Furthermore, PSDF will provide the invoice processing map (As mentioned in Annex-G) of current practices and relevant briefing on the process to the selected organization.

# Expected Outputs from BPO Firm

The BPO firm will be required to provide the following outputs:

1. An inception report at the end of the inception period (one week) addressing the purpose including a plan on how to proceed with the assignment.
2. Detailed work plan to be submitted for approval within two weeks of signing contract. The final work plan and schedule of deliverables are to be submitted.
3. The scope of work proposed in the submission may therefore be revised upon mutual agreement.
4. Implementation plan by end of first month of the contract;
5. Progress reports as per detailed work plan to be submitted on monthly basis.
6. Final report detailing the number of invoices received and processed, processing time and challenges in processing the previous month invoices at the end of each month

# Terms of Reference

Detailed terms of reference are attached as annexure-F.

1. BPO Firm must not be providing any assistance to any other person/entity in conflict with ‘PSDF’ to avoid any sort of conflict of interest.
2. Initially contract will be signed for one year which may be extended on same rates and same terms & conditions for further term/terms by mutual agreement of both parties.
3. All applicable taxes (direct & indirect taxes) will be deducted in accordance with the provisions of Government Rules amended time to time.
4. Successful BPO Firm will sign a service contract and will provide the agreed services within the stipulated agreed time of issuance of the purchase order. While delay in providing services, a penalty at the uniform rate of 2% of contract value on each day delay will be charged in case of delay.
5. Invoice will be processed TSP wise and penalty mechanism will be implemented accordingly based on the fact the when the invoice was received for any particular TSP.
6. If the firm completely fails to provide the services within prescribed period of service delivery and doesn’t comply with the reminders, the case of BPO Firm may be put to relevant authorities to declare the Firm as "Black Listed".
7. Payment of BPO services will be made on the satisfactory completion of services on monthly basis.
8. The BPO Firm must respond efficiently for providing BPO in a timely manner.
9. In case of any dispute regarding services; the decision of the PSDF shall be final & binding.
10. 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 BPO firm, the grounds for its rejection of all bids or proposals, but shall not be required to justify those grounds.

# Guidelines

1. Only short-listed firms fulfilling the eligibility criteria will be considered for technical and financial proposals. The financial proposal of technically qualified BPO firms will be opened for further evaluation.
2. All documents and information received by PSDF from applicants will be treated in strict confidence.
3. Documents submitted to PSDF will not be returned.
4. All expenses related to participation in this tender document shall be borne by the applicants.
5. Documents shall be submitted in a sealed envelope marked as “TECHNICAL PROPOSAL” as hard copy in a sealed envelope for ‘Outsourcing of Invoice Processing System’. Technical proposal must also be provided in soft form in a flash drive (USB). The envelope containing hard and soft copy of technical proposal shall be received on the postal address given below.
6. Technical proposals received thereafter will not be accepted.
7. PSDF reserves the right to request submission of additional information from applicants in order to clarify/further understand aspects of technical proposal, if required.
8. PSDF reserves the right to verify any information provided by the applicants.
9. The competent authority may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. The procuring agency 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.
10. 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 **26th December, 2016**. For any other related information please contact the undersigned.

Assistant Manager Procurement

Punjab Skills Development Fund

125, Abu Bakar Block,

New Garden Town, Lahore

E-mail: hashim.hussain@psdf.org.pk

Tel: 042-35913540-41

Fax: 042-35913539

# Technical Proposal evaluation criteria

This tender document is governed by the procedure approved by PSDF management. The technical proposal of eligible organisations will be evaluated using the scoring guide attached as annexure – E. Score will be awarded on the base of details provided in annexure-E.

Technical proposal should contain following and any additional information and the **copies of all required documents** should be attached in technical proposal for evaluation.

## Firm Profile

Please provide detail information regarding firm and its corporate profile. Please use annexure-A for providing firm’s information.

## Relevant experience of the organization

Please provide detailed information on maximum ‘Five (05)’ Business Process Outsourcing assignments in which the firm was engaged. Please use Form ‘B’ in ANNEX – C for each of the ‘Five (05)’ assignments’ information.

## Key management staff of firm

Please use Form “C” in ANNEX – D to provide information of the permanent/full-time key management staff who will be engaged in the management of outsourcing of invoice process system. Please enclose/attach their CVs.

## Proposed approach and methodology

Please be precise and to the point in addressing the objectives of this task through proposed approach and methodology.

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal divided into the following chapters:

a) Technical Approach and Methodology

b) Work Plan

1. **Technical Approach and Methodology**

In this chapter you should explain your understanding of the objectives and scope of job/TORs of the assignment, approach to provide these services, and methodology for carrying out the assignment.

You may highlight the problems being anticipated by you in this assignment and their importance and explain the technical approach you would adopt to address them. You may also be invited for a presentation on your proposed methodology.

1. **Work Plan**

In this chapter you should propose your work plan against the main activities of the assignment, their content and estimated duration, describing phasing and interrelations and milestones. The proposed work plan should be consistent with the technical approach and methodology, showing clear understanding of the TORs and ability to translate them into a deliverable working plan.

## Financial Capability

In this chapter, please attached the last audited financial statement from SBP “A” Category ICAP registered audit firm in case of BPO Firms other than SBP “A” Category auditing firms Or last year tax return (in case of SBP ‘A’ category audit firm) that shows the financial capability of the BPO firm.

## Process Quality and Reporting system

In this chapter, please explain how you will ensure the quality, transparency and transmission of invoice process and its weekly or monthly reporting to PSDF

## Challenges and reviews

Please list the top five issues or challenges that you see in completing this assignment, if any. How will you manage those issues (Not more than 100- 200 words per issue). Challenges and reviews will be marked based on their importance of challenges and quality of their mitigation plan.

# Type of Contract

Contract will be a time bound task base (a complete processed invoice) contract that includes but not limited to the scope of job and terms of references and any out of pocket expenses, where required. Contract will be valid for one year from date of signing of contract. Contract may be extended for another term based on same cost and same terms & conditions mutually agreed by both parties (bidder and PSDF).

Pilot project may be run for a specific number of tasks.

# Performance criteria

For the Pilot project Key Performance indicators will be agreed between both the parties. The Key Performance indicators may consist of but not limited to;

* Timely completion of each task
* Proper reporting to PSDF
* Transparency
* Data Confidentiality
* Responsiveness
* Efficiency

The BPO contract will be signed initially for pilot project (for a single or multi schemes for a particular duration not less than 6 months) and after successful achievement of agreed KPIs a final contract will be signed.

# Pre-proposal Meeting

A pre-proposal meeting will be conducted on 20th December, 2016 at 2:30 PM in PSDF office for clarification of queries and more understating of the project.

# 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

|  |  |
| --- | --- |
| Name |  |
| Designation |  |
| Signature |  |
| Date and Place |  |

# Submission of Technical Proposal

Complete bid containing technical proposal along with all required information & documentary evidences may be delivered to **CEO, PSDF, House # 125, Abu Bakar Block, New Garden Town Lahore** and submitted before **11:30 AM on 2nd January, 2017**. Technical proposals will be publically opened on the same day i.e. **2nd January, 2017 at 12:00 PM** in the presence of BPO firm’s representatives who wish to attend the bid opening.

## Cover Letter for the Submission of Technical Proposal

[*Firm letterhead*]

[*Date*]

To

Chief Executive Officer

[Address mentioned in Data Sheet]

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

Dear Sir,

We offer to provide the Services for [Insert title of assignment] 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 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:

# Annexures

## Annex – A “Organization Information”

|  |  |  |  |
| --- | --- | --- | --- |
| Form A: Firm Profile | | | |
| **S #** | **Required Information** | **Response** | |
| 1 | Legal name of the organization |  | |
| 2 | Year of Registration / Establishment of the Organisation |  | |
| 3 | National Tax Number |  | |
| 4 | Core business area/s of the organization |  | |
|  | |
| 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 |  |
| 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”

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr. No.** | **Necessary Eligibility Information** | **Response/Elaboration** | | |
| 1 | Mention the name of Registration Authority/s under which organisation/firm is registered and provide a copy of proof of registration to prove legal identity of your firm |  | Copies Attached | |
|  | Copies Not Attached | |
| 2 | Attached copy of SBP latest list of A category audit firms (in case of audit firm only) |  | Copies Attached | |
|  | Copies Not Attached | |
| 3 | Attached last audited financial statements or last year tax return that shows minimum PKR 100 Million of annual turnover. |  | Copies Attached | |
|  | Copies Not Attached | |
| 4 | Mention the name of affiliated/member firm of international rated firm(s) and provide a copy of proof of registration to prove affiliation/membership your firm |  | Copies Attached | |
|  | Copies Not Attached | |
| 5 | Provide the tax return of the last fiscal Year |  | Copies Attached | |
|  | Copies Not Attached | |
| 6 | Mention National Tax Number (NTN) and Punjab National Tax Number (PNTN) in the name of Organization and provide a copy of registration | National Tax Number (NTN) | |  |
| Punjab National Tax Number (PNTN) | |  |
| 7 | Attach copies of work orders/contracts of relevant work experience for at least 5 years |  | Copies Attached | |
|  | Copies Not Attached | |
| 8 | Provide proven track record in working effectively within multidisciplinary teams |  | Copies of documentary proof Attached | |
|  | Copies of documentary proof Not Attached | |
| 9 | Was your firm ever blacklisted by any government authority or any bi-lateral/multi-lateral financial institution?  (MUST attach an undertaking by your firm’s authorised person with this technical proposal) |  | We solemnly declare that our organization or any member of consortium has never been suspended/debarred or blacklisted. | |
|  | Our organization has been blacklisted once or more than once. | |
| 10 | Strong knowledge of 'database management systems' backups, SAP customize financial solutions, , database operations, , record & tax handling, filing and maintenance |  | Copies of documentary proof Attached | |
|  | Copies of documentary proof Not Attached | |
| 11 | Should not be a shortlisted applicant for the training provision or for provision of any other services under any of the PSDF sponsored scheme/programmes |  | Yes | |
|  | No | |
|  | Must not be a Consortium/subcontracting or partnership with any other organization for this assignment |  | Yes | |
|  | No | |

## 

## Annex - C “Relevant Experience”

|  |  |  |  |
| --- | --- | --- | --- |
| **Form ‘B’: Relevant Experience (Project Sheet 1[[1]](#footnote-1))** | | | |
| **Sr. #** | **Required Information** | **Response**  **(Please provide exact information with project title, location/s and duration)** | |
| 1 | Project Title and duration  (The project title means the actual name of the project) |  | |
| 2 | In no more than 100-150 words please elaborate your third party disbursement role | Attach a separate Page | |
| 3 | Task or activity duration in months |  | |
| 4 | Location/s (districts/tehsils) |  | |
| 5 | Please specify the magnitude of project | **Relevant Indicator** | **Value** |
|  |  |
|  |  |
|  |  |
|  |  |

## Annex - D “Key Management Staff Information”

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Form ‘C’: Key Management Staff Information (Sheet 1[[2]](#footnote-2))** | | | | | |
| **Sr. #** | **Required Information** | | **Response** | | |
| 1 | | Name |  | | |
| 2 | | Position |  | | |
| 3 | | Firm Name |  | | |
| 4 | | Age |  | | |
| 5 | | Years of association with the firm |  | | |
| 6 | | Core professional area of work |  | | |
| 7 | | Assigned tasks in this firm |  | | |
| 8 | | Please name one outsourcing of invoice processing system undertaken by the individual |  | | |
| 9 | | Specify the scope & size of the project (total budget, geography, quantum of activity & intervention areas e.g. skills training, CPD, HRD etc.) |  | | |
| 10 | | Specific role of the individual in this project |  | | |
| 11 | | Please provide information on additional experience in BPO projects | | | |
| **Position** | **Employer** | **Duration** | |
| **From** | **To** |
|  |  |  |  |
|  |  |  |  |
| 12 | | **Educational Qualifications** | | | |
| **Degree/Diploma/Certificate** | **Year** | **Institution** | **Speciality** |
|  |  |  |  |
|  |  |  |  |

## Annex – E “Technical Evaluation Criteria”

|  |  |  |
| --- | --- | --- |
| **Sr. No.** | **Category** | **Marks** |
| 1 | Firm Profile | 10 |
| 2 | Relevant Experience | 20 |
| 3 | Financial Capability | 10 |
| 4 | Approach and Methodology | 30 |
| 5 | Work plan (Practicality and time management plans) | 10 |
| 6 | Process Quality & Reporting approach and proposed reporting system | 10 |
| 7 | Key Management Staff | 5 |
| 8 | Challenges reviews | 5 |
| **Total:** | | **100** |

## Annex –F “Terms of Reference”

**Terms of Reference for Outsourcing of Invoice Process – Monitoring & Finance Function**

|  |  |  |
| --- | --- | --- |
| **Activity** | **Process** | **Frequency** |
| Training Inception | Preparation & dissemination of Invoicing pattern at each class level & TSP level based on signed contracts. ( information to be disseminated to Finance & TSPs as per required format) | One time activity at the time of inception of training |
| Monthly Invoice Processing | Receipt of class level monthly invoices along with Monthly Progress Reports from TSPs. | Regular activity |
| Validation / Evaluation of class level invoices with MPRs submitted by TSP's in hard & soft form |
| Comparison of class level MPRs with Third Party Monitoring Reports |
| Update TPM reports on MIS (Marginal/ Deleted/ Dropouts) |
| Preparation of Payment Recommendation note on the basis of invoices claimed by TSPs and reports received from TPM |
| Validation of Payment recommendation note in comparison with claimed & recommended trainees in previously processed invoices. |
| Cross verification of prepared invoice (Pre-Payment Verification) |
| Sorting & dispatching of cheques & retention of copies of each cheque for voucher filing purpose |
| Voucher filing based on financial transactions posted by Finance Department of PSDF |
| Preparation of monthly reconciliation of Bank Accounts |
| Weekly reconciliation of Income Tax deducted at source. |
| Validation of Income tax to be deposited in National Bank of Pakistan |
| Preparation of system based (computerized payment receipts) CPRs on ***IRIS*** for Tax deposit |
| Filing of monthly tax returns to FBR on account of tax deducted at source on TSP level |
| Provision of Tax challan to TSPs on demand |
|  |
|  |
|  |
| Processing of Final / Completion Invoices | Receipt of all relevant documents of completion report | Final Invoices |
| Scrutiny of requisite documents which includes, copies of Stipend, Uniform Bag & Hostel & Accommodation receipts |
| Preparation of Stipend, Uniform Bags, Hostel & Accommodation Schedules at each class level on the basis of reconciliation |
| Direct Telephonic confirmation from Trainees of Stipend, uniform bags, Hostel& Accommodation receiving on Sample basis |
| Validation and update of Completion report submitted by TSP with certification body gazette |
| Final Payment Recommendation Note for onward submission to Finance Department. |
| Individual trainee certificate and result verification |
| Update Trainee’s result in MIS |
| Payment Recommendation Note of Certification with Completion Invoice |

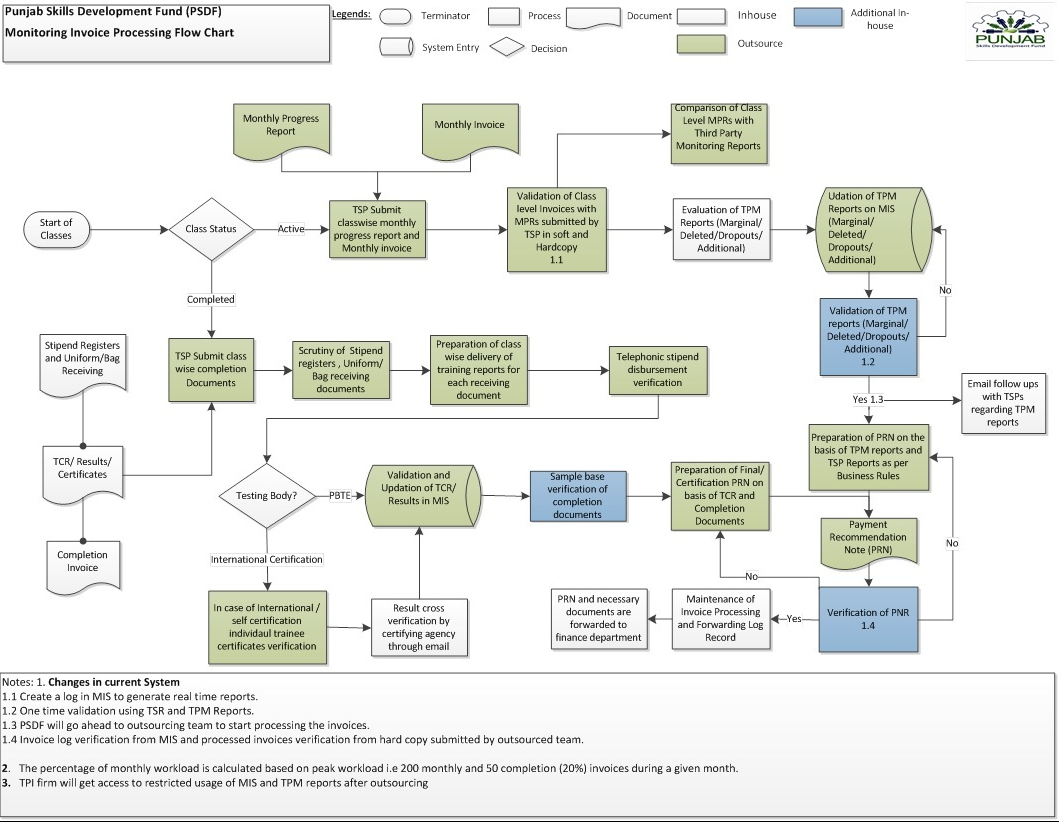
## Annex-G “Invoice Processing Map”

Complete invoice processing map has been given below as set of three flowcharts in series.

**Flowchart - I**



**Flowchart - II**



**Flowchart - III**



1. Please mark the other two sheets (if filling) as Project Sheet 2 and Sheet 3 respectively. [↑](#footnote-ref-1)
2. Please mark the other two sheets as Sheet 2 and Sheet 3 respectively for each individual. [↑](#footnote-ref-2)