

**Request for Proposal (RFP)**  
**OF**  
**Development & Deployment of**  
**Management Information System for E-**  
**Governance of the SMIU**



**Website:** [www.smiu.edu.pk](http://www.smiu.edu.pk)

**Email:** [it@smiu.edu.pk](mailto:it@smiu.edu.pk)

**Tel No.:** 021-99217501-3

**Fax No.:** 021-99211276

# Sindh Madressatul Islam University, Karachi

## (Management Information System for E-Governance of the SMIU)

This Tender Document Set contains the following:

Part	Particulars	Page No.	Remarks
A	General Description	3 to 12	
B	Technical/Qualifying Bid	13 to 15	To be submitted by the bidder in Envelope-1
C	Cost-Price Bid	16 to 18	To be submitted by the bidder in Envelope-2
D	System requirements of the proposed MIS / (TOR)	19 to 39	
E	Terms and Conditions	40 to 46	To be submitted by the bidder in Envelope-1

### Important Dates:

- **Pre-Bid Meeting:** Thursday 1400 Hours, 30<sup>th</sup> March, 2017
- **Date for Submission:** Monday 1400 Hours, 3<sup>rd</sup> April, 2017.
- **Opening:** Monday 1500 Hours, 3<sup>rd</sup> April, 2017.

## Sindh Madressatul Islam University

Aiwan-e-Tijarat Road, Karachi-74000, Pakistan

February-March, 2017

### GENERAL DESCRIPTIONS

#### LETTER OF INVITATION

1.1 This Invitation for Bids (IFB) is being issued for the SMIU's project,

***“Designing, Development and Implementation of Management Information Systems for E-Governance of the SMIU”;***

1.2 The Sindh Madressatul Islam University (SMIU) invites sealed proposals to provide following Services in following Modules: ***“Designing, development and Implementation of Human Resource Management System (HRMS), Finance, Accounts & Payroll Management System (FAPMS), Inventory & Transport Management System (ITMS), Electronic Documents Management System (EDMS), Project Monitoring & Evaluation System (PMES) and Library Management System (LMS) and other allied departments”.***

1.3 Interested eligible Bidders may obtain detailed RFP for further information from SMIU upon payment of Rs.2000/ in shape of Bank Draft/Pay Order in favor of **Sindh Madressatul Islam University** during normal working hours from the office of Directorate of Planning & Development, SMI University, Karachi

1.4 More details are provided in Part-D System requirement section.

1.5 The request of proposal has been addressed to all interested firm fulfilling prescribed selection criteria as mentioned below:

- i. Firms having at least 3 years' experience in providing the I.T services for similar nature of projects/assignment
- ii. Having a minimum per annum financial turnover of 25 Million PKR.

- iii. Having required registration document including tax documentation (NTN, FBR, SRB, PSEB and etc.) and must not be blacklisted

1.6) The method of selection is: Single Stage –Two Envelope Procedure / SPPRA Rule 46(2)

1.7) The Request for Proposal last submission date is **3<sup>rd</sup> April, 2017**. Technical Proposal shall be opened on the same date at **1500 Hours** at office of The **Registrar**, Sindh Madressatul Islam University Karachi in the presence of bidders or their representatives who may like to attend the session. After evaluation and approval of the Technical Proposal, Financial Proposal of the technically responsive/qualified bids shall be publicly opened at the time, venue communicated to the qualified bidders in formal writing in advance.

1.8 The attention of prospective Bidders is drawn to (i) the fact that they will be required to certify in their bids that all software is either covered by a valid license or was produced by the Bidder exclusively for SMIU with sole rights to be handed over to SMIU along with password/system code etc and (ii) that violations are considered fraud, which is, among other remedies, punishable by blacklisting of the firm and or penalized by the amount to adjust the losses and the damages by the procuring agency.

The product/services shall include

- Maintenance free Development of software
- Fully trained authorized staff of SMIU capable to modify, upgrade trouble shoot & operate & control the software with full sole rights to be handed over by vendor.

1.9 Bids must be delivered to the address below before 1400 hours, **3<sup>rd</sup> April, 2017**.

All bids must be accompanied Demand Draft/Pay Order not less than (2%) two percent of the bid price in favor of **Sindh Madressatul Islam University, Karachi**

2.0 Late, conditional, incomplete or partially quoted bids will be rejected.

(Executive Engineer)  
SMI University, Karachi

## Instructions to Bidders

### Definitions

- (a) "Procuring Agency (PA)" means the department with which the selected Bidder signs the Contract for the Services.
- (b) "Contract" means an agreement enforceable by law.
- (c) "Day" means calendar day including holiday.
- (d) "Government" means the Government of Sindh.
- (e) "Proposal" means the Technical Proposal and the Financial Proposal.
- (f) "RFP" means the Request for Proposal prepared by the procuring Agency for the selection of Bidders.
- (g) "Terms of Reference" (TOR) means the document included in the RFP which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the procuring agency and the Bidder, and expected results and deliverables of the assignment.

### 2. Introduction

2.1 The Procuring agency named in the RFP will select a I.T firm/organization (the Bidder) from those listed in the Letter of Invitation, in accordance with the method of selection specified in the RFP.

2.2 The eligible Bidders are invited to submit a Technical Proposal and a Financial Proposal, as specified in the part-D System requirements / TOR. The Proposal will be the basis for contract negotiations and ultimately for a signed Contract with the selected Bidder.

2.3 Bidders should familiarize themselves with rules conditions and take them into account while preparing their Proposals. Bidders are encouraged to attend a pre-bid meeting if one is specified in the part-D System requirements/TOR. Attending the pre-proposal conference is, however optional. Bidders may liaise with procuring agency's representative named in the RFP for gaining better insight into the assignment.

2.4 Bidders shall bear all costs associated with the preparation and submission of their proposals. The Procuring Agency reserves the right to annul the selection process at any time prior to Contract award, without assigning any reason there off.

2.5 Procuring Agency may provide facilities and inputs as specified in TOR.

**3. Integrity Pact** Pursuant to Rule 89 of SPPR 2010 Bidder undertakes to sign an Integrity pact in accordance with prescribed format attached hereto for all the procurements / services estimated to exceed Rs.2.5 million.

**4. Eligible Bidders** 4.1 If short listing process has been undertaken through REOI, as outlined under SPPR 2010 for the Contract(s) for which these RFP documents are being issued, those firms - in case of Joint Ventures with the same partner(s) and Joint Venture structure - that had been pre-qualified are eligible.

**5. Eligibility of Sub-Bidder** Sub contractor shall not be allowed in any case

**6. Proposal** The validity of proposal that shall be Valid for 90 days

6.23 Bidders shall submit required bid security along with financial proposal defined in the TOR.

6.24 Bidder shall provide separate technical details of each module, along-with completion timeframe.

6.25 The bidders are required to inspect/examine the available infrastructure of SMIU and prepare proposal keeping in view the ground realities and submit detail proposal along with any infrastructure requirement/ software/hardware modification (if any) along with financial impact with their proposal.

6.26 The bidders not providing such details shall be considered as if they are satisfied with existing I.T system. They bidder suggesting the above requirement along with financial impact shall be to their evaluation.

**7. Preparation of Proposals** 7.1 In preparing their Proposal. Bidders are expected to examine in detail the documents comprising the RFP. Material deficiencies (deviation from scope, experience and qualification of personnel) in providing the information requested may result in rejection of a Proposal.

**8. Language** The Proposal as well as all related correspondence exchanged by the Bidders and the Procuring Agency shall be written in English

However it is desirable that the firm's Personnel have a working knowledge of the national and regional languages of Islamic Republic of Pakistan.

- (i) It is desirable that the majority of the key professional staff proposed be permanent employees of the firm or have an extended and stable working relationship with it.
- (ii) Proposed professional staff must, at a minimum, have the experience indicated in the RFP, preferably working under similar geographical condition.
- (iii) Provide CV of professional key personnel along with appointment letter & relevant certificate.

13.2 The Technical Proposal shall provide the following information:

- (i) A brief description of the Bidder organization and an outline of recent experience on assignments of a similar nature. For each assignment, the outline should indicate, inter *alia*, the profiles of the staff duration of the assignment, contract amount, and firm's involvement.
- (ii) Any comments or suggestions on the Terms of Reference and on the data, a list of services, and facilities to be provided by the PA.
- (iii) The list of the proposed staff team by specialty, the tasks that would be assigned to each staff team member.
  
- (iv) CVs recently signed by the proposed professional staff and the authorized representative submitting the proposal. Key information should include number of years working for the Bidder and degree of responsibility held in various assignments during the last 3 years.
  
- (v) Provide detailed “**Statement of Work**” along-with timeline and details of same nature of works along with name of Procuring Agency.
  
- (vi) A detailed description of the proposed methodology, work plan for performing the assignment, staffing, and monitoring of training.
- (vii) Any additional information requested in the TOR.
- (viii) Timeline Plan
- (ix) Project Plan

- (x) Technology adopt to develop application
- (xi) Benefits of their quoted technology
- (xii) Details of Hardware & Infrastructure for proposed solution
- (xiii) Details of Disaster Recovery

13.3 The Technical Proposal shall not include any financial information

**Taxes** 15.1 The Bidder will be subject to all admissible taxes including stamp duty and service charges at a rate prevailing on the date of contract agreement sealed envelope clearly marked "**FINANCIAL PROPOSAL**" followed by name of the assignment, and with a warning "**Do NOT OPEN WITH THE TECHNICAL PROPOSAL.**"

If the Financial Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive.

16.4 The Proposals must be sent to the address indicated in the RFP and received by the PA no later than the time and the date indicated in the RFP, or any extension to this date. Any proposal received by the PA after the deadline for submission shall be returned unopened. In order to avoid any delay arising from the postal or PA's internal dispatch workings, Bidders should ensure that proposals to be sent through couriers should reach a day before the deadline for submission.

**17. Proposal  
Evaluation**

17.1 From the time the Proposals are opened to the time the

Contract is awarded, the Bidders should not contact the PA on any matter related to its Technical and/or Financial Proposal. Any effort by Bidders to influence the PA in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the Bidders' Proposal.

Qualifying marks, the date, time and location, allowing a reasonable time, for opening the Financial Proposals. Bidders' attendance at the opening of Financial Proposals is optional.

Financial proposals of those Bidders who failed to secure minimum qualifying marks shall be returned unopened.

**19. Evaluation of Financial Proposals**

19.1 Financial Proposals shall be opened publicly in the presence of the Bidders' representatives who choose to attend. The name of the Bidders and the technical scores of the Bidders shall be read aloud. The Financial Proposal of the Bidders who met the minimum qualifying mark will then be inspected to confirm that they have



remained sealed and unopened. These Financial Proposals shall be then opened. and the total prices read aloud and recorded.

19.2 The Evaluation Committee will correct any computational errors. When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures the formers will prevail. In addition to the above corrections, activities and items described in the Technical Proposal but not priced, shall be assumed to be included in the prices of other activities or items.

19.3 In case of **Least Cost Selection LCS Method.** the bid found to be the lowest evaluated bid shall be accepted..

**20. Award of Contract**

20.1 After completing negotiations, the Procuring Agency shall award the Contract to the selected Bidder and within seven of the award of contract, Procuring Agency shall publish on the website of the Authority and on its own website, if such a website exists, the result of the bidding process, identifying the bid through procuring identifying number. if any and the following information, evaluation report, form of contract and letter of award, bill of quantity or schedule of requirement, as the case may be.

20.2 After publishing of award of contract Bidder required to submit a performance security at the rate indicated in date sheet 10%.

20.3 The Bidder is expected to commence the assignment on the date and at the location specified in the TOR.

20.4 The project (System Analysis, Designing, coding, testing, installation & training) is to be completed within 12 months. There shall be on Call warranty of minimum Three years after these 12 months.

**21. Confidentiality** Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the Bidders who submitted the Proposals or to other persons not officially concerned with the process, until the publication of the award of Contract. The undue use by any Bidder of confidential information related to the process may result in the rejection of its Proposal.

**Procedure for preparing Quotation documents**

It is a two-bid (Envelope-1 and Envelop-2) system. Both the envelopes will be sealed separately and will be enclosed in one main envelope subscribing on it as below. :

**MAIN ENVELOPE**

---

**Quotations for Management Information System (MIS) for E-Governance of the SMIU**

To

Executive Engineer,  
Directorate of Planning & Development  
Sindh Madressatul Islam University,  
Karachi.

**Envelope – 1**

Envelope 1 will contain Part – B (Technical / Qualifying bid documents) documents & shall super scribe on it Technical / Qualifying bid. This envelope will include

- Declaration by the bidder (Format given)
- Checklist for Technical / Qualifying Bid
- Supporting documents such as registration certificates (Income tax No, Sales Tax, SRB certificate, PSEB etc.), DD, Client list, bidders profile, Annual turnover, proof of experience
- Any other relevant paper which bidders feels necessary
- Terms and Conditions duly signed by the Bidder

**Envelope – 2**

Envelope 2 will contain Part – C (COST / PRICE bid documents) documents & shall super scribe on it COST / PRICE BID. This envelope will include

- Duly signed Cost / Price bid in the exact prescribed format
- Any other relevant documents which bidder feels it necessary

**Data Sheet**

1.Name of the Assignment is: ***“Designing, development and Implementation of Management Information System (MIS) for E-Governance of SMIU”***.

The Name of the PA's official (s):

**Sindh Madressatul Islam University Karachi**

Address: Aiwan-e-Tijarat Road, Karachi

Telephone: **021-99217501-3**

E-mail: [it@smiu.edu.pk](mailto:it@smiu.edu.pk)

- 1.2 The method of selection is: Single Stage – Two Envelope Procedure / SPPRA Rule 46 (2)
- 1.3 Financial Proposal to be submitted together with Technical Proposal:
- 1.4 The detail TORs are available at Bidding Document
- 1.5 The Proposal (Technical & Financial) submission address is: Directorate of Planning & Development, Sindh Madressatul Islam University Karachi
- 1.6 Proposals must be submitted no later than the following date and time: **3<sup>rd</sup> April, 2017 02:00 P.M** and Technical Bid will open on same date at **3:00 P.M.**
- 1.7 **Bid Validity: 90 days.**
- 1.8 For any clarification the pre-bid meeting will be held on **30<sup>th</sup> March** 2017 3:00 P.M at Registrar/Convener of tender committee.
- 1.9 Clarifications may be requested not later than five days prior the (late of submission)- Refer SPPRA RULE 23(1).
- 1.10 The estimated time for the assignment is: **12 Months.**

**PART-A**

**Criteria and point system for the evaluation of Full Technical Proposals are:**

S. No.	Subject of Scoring Points	Allocated Marks	Score
<b>PART (A) - COMPULSORY</b>			
<b>1</b>	<b>Registration</b>		
a	Income Tax, Sales Tax	10	
b	SRB (Renewed)	10	
c	PSEB	10	
<b>PART (B) - VALUE ADDED</b>			
<b>2</b>	<b>PEC (EE 09)</b>	10	
<b>3</b>	Internationally certified software engineer (Microsoft, oracle etc) along with relevant experience.  ( Yes = 10 , No= 0)	10	
4	Identical software development for institute along with their satisfactory completion certificate. ( More Than 05 = 15 , Less than 03 but more than 05 = 9, More than 1 but less than 3 = 6	15	
5	List of ongoing identical project in hand along with details of Procuring Agency & its ( More than 3 =20, Less than 3= 10, No =0	20	
6	Specific Experience of the bidder relevant to the assignment: 3 to 6 years in similar nature of assignment/ project (points 6 and above years = 15, 5 years=9, 4 years=8. 3 years=7)	15	
	<b>Total</b>	<b>100</b>	

**PART-B**

(To be submitted by the bidder in Envelope-1)

**DECLARATION BY THE BIDDER**

1	Name of the Firm		
2	No. of Technical Qualified Staff Engineers		
3	2% Bid Security	DD No. / Pay Order No.	
		Date	
4	Sales Tax Registration No.		
5	NTN No.		
6	PSEB Registration No.		
7	SRB Registration No.		

**Declaration to be invariably signed by the bidder**

This declaration is signed by the undersigned after having duly understood the detailed specifications given in the document, along the terms and condition of supply and qualifying conditions for bidder. The quotes are offered after carefully studying the specifications and hence submit on solemn affirmation that, in case of dispute or arbitration of any of clause/condition, the decision of the competent authority of SMIU shall stand final and bounding on both the parties.

Date:

Seal

Signature of the Bidder  
Name:

**PART - B**

(To be submitted by the bidder in Envelope-1)

**Technical Proposal**

<b>S.No</b>	<b>Modules</b>	<b>SRS preparation Timeline</b>	<b>Successful Deployment of Module Timeline</b>	<b>Training Timeline</b>
1	Human Resource Management System (HRMS)			
2	Finance, Accounts & Payroll Management System (FAPMS)			
3	Library Management System (LMS)			
4	Inventory & Transport Management System (ITMS)			
5	Electronic Document Management System (EDMS)			
6	Project Monitoring & Evaluation System (PMES)			
7	Other Allied Departments			

Note: Time is essence of the project. The Bidders are required to fill the above rate proforma completely to achieve the target in best suitable time frame in the condition of the contract

## PART - B

(To be submitted by the bidder in Envelope-1)

### TECHNICAL EVALUATION SHEET

1. Company Name: \_\_\_\_\_
2. Company Profile Establishment, Date of Incorporation: \_\_\_\_\_  
Location of Head *Office*: \_\_\_\_\_  
Details of Branch *Offices* across Pakistan: \_\_\_\_\_  
Human Resource strength: \_\_\_\_\_  
(provide Organogram & Resumes separately as format attached at Part-B)
3. Team Composition (Staff dedicated on project with role(designation), strength, Full Time)
4. Company Relevant Experience.
5. Projects Detail
  - 5.1. Projects Completed/In-hand (Web Based Application).
    - 5.1.1. Number of projects so far completed with Public Organization/Banks. Name and year of completion (Most recent first): (with Contact Details)
    - 5.1.2. Number of ongoing projects in hand with Public Organization/Banks. Name and year of acquirement (Most recent first): (with Contact Details)
    - 5.1.3 Number of projects so far completed with Private Sector. Name and year of completion (Most recent first): (with Contact Details)
    - 5.1.4. Number of ongoing projects in hand with Private Sector. Name and year of acquirement (Most recent first): (with Contact Details)
6. Hosting & Maintenance Services. Specify Number of Customers in Public Sector & Private Sector (Attach Contract Copy).
7. Hosting & Maintenance Hardware Platform detail with total Web Space available
8. Geographical Location of Hosting Servers
9. Industry Related Certification (Please Specify)
10. Attach Project Execution Plan (Indicating Time Frame for each milestone)
11. Attach detail of proposed solution (Flow Chart etc)

**Name of the bidder:**

**Address:**

**Seal**

**Signature**

**Date:**

**PART - C**

(To be submitted by the bidder in Envelope-2)

**Bill of Quantities (PKR)**

Description	Quantity	Rate	Amount	GST	Total
SRS, Development & Implementation of the following modules					
Human Resource Management System (HRMS)	01				
Finance, Accounts & Payroll Management System (FAPMS)	01				
Library Management System (LMS)	01				
Inventory & Transport Management System (ITMS)	01				
Electronic Document Management System (EDMS)	01				
Project Monitoring & Evaluation System (PMES)	01				
Other Allied Departments					
3 Years AMC / Warranty - On call support	01				
Any other cost (Training, etc.)					
	<b>Grand Total</b>				

The rates are inclusive of income tax

Every module may be evaluated separately & financial impact may be identified separately above However procuring agency reserve the rights to reject/withdraw any module without assigning any reason thereof and claim of any type shall be entertained & liability on the part of Procuring agency



Note: This document is part of the tender and must be filled and attached along with the Technical Proposals.

**Development and deployment of Management Information System for E-Governance of SMIU**

Dear Sir,

1. Having examined the conditions of contract, specifications and schedule of requirements for the subject job and fully understand the same, I/We undersigned offer to undertake, compete and maintain the whole of the said work in conformity with the said conditions of contract specifications and at the rates given in accordance with the said terms and conditions.
2. I/We agree to execute the work in a manner of satisfactory to the SMIU whose decision shall be final and without appeal on all methods, specification, and the quality of materials equipment and workmanship.
3. I/We undertake if my/our tender is accepted to commence the work within specified time after receipt of the letter of intent/signing of contract and to complete and deliver the whole of work contained in the contract within the period specified in the tender documents.
4. I/We agree to supervise and furnish adequate supervisory staff, labor force, tools and finances to perform the work in time as specified in the agreed time schedule.
5. I/We understand that the SMIU is not bound to accept the lowest or any tender received without assigning any reasons

In the name of \_\_\_\_\_ Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2017

Signature \_\_\_\_\_ in the capacity of \_\_\_\_\_

Duly authorize to sign tender for and behalf of \_\_\_\_\_

Witness

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

**PART - C**

(To be submitted by the bidder in Envelope-2)

**Financial Proposal**

Description	Quantity	Rate	Amount	GST	Total
<b>SRS, Development &amp; Implementation of the following modules</b>					
Human Resource Management System (HRMS)	<b>01</b>				
Finance, Accounts & Payroll Management System (FAPMS)	<b>01</b>				
Library Management System (LMS)	<b>01</b>				
Inventory & Transport Management System (ITMS)	<b>01</b>				
Electronic Document Management System (EDMS)	<b>01</b>				
Project Monitoring & Evaluation System (PMES)	<b>01</b>				
Other Allied Departments	<b>01</b>				
3 Years SLA / Warranty – On call Support	<b>01</b>				
	<b>Grand Total</b>				

## **System requirements of the proposed MIS / (TOR)**

### **1. OVERVIEW**

Sindh Madressatul Islam University is a chartered University, duly recognized by the Higher Education Commission (HEC) of Pakistan. It is one of the oldest institutions in South Asia. The Founder of Pakistan, Quaid-e-Azam Mohammad Ali Jinnah, studied at this institution for about four and a half years from 1887-92.

The SMI University has started with five departments, each offering graduate and undergraduate program. The departments are Media Studies, Computer Sciences, Business Administration, Environmental Sciences and Education.

The University is privileged to have highly qualified and devoted faculty with PhD, M.Phil and Masters from the best national and international universities. In fact, it has the largest number of PhD faculty members amongst the newly established universities in Pakistan.

It has spacious classrooms equipped with air conditioners, multimedia projectors, designed furniture etc.

The Information Technology laboratories of the University are equipped with latest computers, multimedia projectors and other technical equipment. The labs are managed by highly qualified technical staff. It provides free internet service through Wi-Fi. All University computers are provided with super high-speed link for accessing research journals, research repositories on internet, electronic libraries and e-mail. SMIU is continuously improving its facilities with cutting edge technology.

### **2. Objectives of the Sindh Madressatul Islam University:**

This project is being launched for “*Designing, development and Implementation of Human Resource Management System (HRMS), Finance, Accounts & Payroll Management System (FAPMS), Inventory & Transport Management System (ITMS), Electronic Documents Management System (EDMS), Project Monitoring & Evaluation System (PMES) and Library Management System (LMS)*” are to improve internal efficiency of the University functions, improve

access to information and provide e-services towards efficient and transparent day to day business processes.

### **3. SCOPE OF WORK:**

The Sindh Madressatul Islam University (SMIU) intends to obtain a Turnkey solution for specially designed and developed for public sector Organization, which provides effective control for managing following areas and to be customized and implemented, in its main Campus in Karachi

- 1) Human Resource Management.
- 2) Finance Accounts and Payroll Management.
- 3) Inventory / Store Management and Transport Management
- 4) Document Management
- 5) Project Monitoring and Evaluation.
- 6) Library Management
- 7) Other requirement of existing departments i.e. Medical Unit, QEC, Archive and PR.

For this purpose, sealed bids are invited from well reputed IT companies. The sealed bid comprising of **Technical as well as Financial proposal (both separately)** are to be submitted on or before the due date for submission of bid.

Prior to customization, the vendor will be required to compile Software Requirement Specification (SRS) to be examine by SMIU Department, prepare prototype and get endorsed functional working model giving time bound schedule for implementing the system.

Contractor shall adopt module approach to development. The following module shall be design, develop and implement:

1. Human Resource Management System (HRMS)
2. Finance, Accounts & Payroll Management System (FAPMS)
3. Inventory &Transport Management System (ITMS)

4. Electronic Document Management System (EDMS)
5. Project Monitoring & Evaluation System (PMES)
6. Library Management System (LMS)
7. Other requirement of existing departments i.e. Medical Unit, QEC, Archive and PR.

## 1. **Human Resource Management System (HRMS)**

Human Resource Management System designed to manage and access all employee data from a centralized location. Following list of modules and features are required:

### **Employee self-service**

Once have setup the details of organization, the next step is to add employees to organizational account. There is more than one way in which can add users to organization. Adding employees is the first step before viewing the Organizational tree.

The main functionalities are as follows:

- Add user(s) directly
- Invite user(s)
- Import users
- Sync users from Office365

### **Leave management and Time tracker**

Leave tracker is a simple and user-friendly leave management module that helps to record, manage and keep track of employees' leave usage details effectively. Time Tracker is a simple and efficient time management software that allows to record and keep track of the time spend working on various jobs. System can record daily and weekly time logs, generate timesheets, configure multi-level approval for timesheets, generate bills and can get customized accurate reports for timesheets, payroll, and jobs. With this intuitive time tracking tool, it can track employees' time regularly and manage business productivity without any hassles.

The main functionalities are as follows:

- Multiple custom leave types
- Compensatory off logging
- Location based holidays
- Leave based on units - Hours and Days
- Leave types for each role/location and employee
- Leave types based on experience level
- Custom leave reports for individual employee
- Import/Export leave data
- Allocate jobs to an employee
- Track hours of work for each job by logging time
- Weekly and monthly log reports
- Timesheet generation for employees
- Multi-level approval for timesheets
- Bill generation
- Accurate reports for time logs, jobs, payroll and clients
- Import/export time logs
- Integration with Attendance module
- Track billable/non-billable jobs for each client
- Track budget spent on specific clients

- Integration with Attendance module

### **Attendance management**

A powerful attendance management system is a vital part of any organization which provides a powerful and user-friendly attendance management system that helps to track employees' time and attendance in an effective way as well as contacted with Biometric attendance machines for real time data capturing as per scheduled attendance roasters.

Module features:

- Web check-in and check-out
- Geo-tracking of employee attendance
- Customizable attendance settings to comply with policies
- Capturing over time
- Schedulers to push attendance entries marked during weekends and holidays
- Integration with Time Tracker / Biometric system
- Attendance regularization
- Approvals for edits made in attendance entries
- Extensive reports like Early bird reports
- Integration with attendance device like RFID, Biometric device etc
- Shift mapping
- Reports

### **Performance appraisal management**

Performance appraisal tool is to initiate the appraisal cycle, customize the appraisal forms, workflows and mail alerts according to requirements, select feedback type and categories,

add/edit/tag skill set, define the potential range, add summary and import performance data for either the existing cycle or for the new cycle. The main aim of the performance module is to track performance consistently and to provide feedback as and when it is required.

Module features:

- Adding/editing/tagging skill sets
- Creating skill set matrix
- Initiating appraisal cycle
- Adding goals
- Sharing periodic feedback
- Customizing feedback type
- Communicating to employees regarding appraisal

### **Custom designed Forms / Intuitive Form builder**

Forms are the structured representation of data. There are pre-defined forms like Employee, Department, Designation, leave forms, Training forms, Travel forms etc., to manage employees' information more effectively. Apart from the pre-defined forms, custom forms can also be created to build a module. Once forms are created, can also set permissions based on roles of employees for these forms.

Here is a list of functions.

- Create new form according to Organizational needs
- Customize existing forms
- Use a wide variety fields like Single Line, Multi-line, Date-time, Currency etc while creating forms
- Create formula fields for basic calculations like work experience etc



- Change layout of forms to multi-page, for precision
- Configure approvals for forms created

### **Data view and Reports integration**

On the dashboard, there are some standard reports like Attrition report, new joinee report etc. Apart from this, there are extensive reports in each module like Leave, Attendance, Time Tracker etc. In addition to this, to create own custom reports with the help of the fields in forms using Analytics. With the help of filters, to filter reports based on specific criteria. Create various types of charts including Bar, Line, Pie, Stacked, Scatter, Area, Combination, Funnel, Web and 3D charts using the drag and drop option. The required columns can be dragged and dropped to generate detailed reports.

### **Mobile App**

The aim of mobile app is to enable employees to quickly access organizational employee directory, to do instant check-in and check-out and to stay connected at all times from Apple or Android phones.

A list of activities that can carry out with the help of mobile app is listed below:

- Check-in and Check-out
- Search colleagues' information
- Apply leave
- Call, Text and email colleagues
- Mark and View favorites
- View Birthday buddies list
- Log time for jobs
- Approve and reject requests
- View Feeds

## **Security / User Access Control**

Security is the most significant part of any HRMS system. All data is stored in forms. Hence it is imperative to define which forms can be viewed by who. System can define access permission to users for each form, field, and action. System allows to configure permissions for individual form records based on the roles. It can give access permissions to employees like the view, add, edit, and delete. Only employees (role-based) who have the specific access permissions will be able to perform add, edit, view & delete operations in a form record.

Here is a list of actions that can do under User Access Control.

- Add new roles and assign permissions for the created roles
- Define the access for specific forms
- Assign permissions like Add/Edit/View/Delete
- Define the type of data that can be accessed (No data, My data, My data plus Subordinates' data, Subordinates' data and All data)
- Define permissions for specific fields of a form
- Define permissions for a set of fields at one go
- Assign permissions for actions like Import and Export
- Assign administrator permissions for another user who is not an administrator
- Assign permissions for a specific role to view specific functions
- Add IP restrictions for modules

## **Non-Functional Requirements**

### **Training**

A user level training explaining the functionality and day to day usage of application must be carried out for the end users of all the modules. A technical level training of the IT staff and concerned department must be carried out for the smooth functioning of the

applications after the implementation of the project. This will include embedding of 2-4 members of the IT team and concerned department in the successful bidder's implementation teams. Proper mentoring of these embedded members of the IT team will be the responsibility of the successful bidder's implementation teams.

### **User Manuals**

A detailed user level manual covering each module individually should be provided. It should cover in detail every aspect of effectively and efficiently using the modules. It should be written in simple English avoiding technical jargons where possible. It should not be totally text based and must contain screen shots of actual module for proper elaboration of the system.

### **Disaster Recovery**

Licensing, services and hardware infrastructure specific to the bidder's solution in terms of appropriate setup for the solution in disaster recovery center must be mentioned in the technical proposal. Cost of the Licensing, services and hardware infrastructure specific to be bidder's solution in terms of appropriate setup for the application in disaster recovery center must be mentioned as a separate item in the financial proposal.

### **Hardware Requirement**

The supply of hardware for the project is not a part of the tender. However, it is required that the minimum hardware specifications for the successful implementation and deployment of the system should be specified as part of the technical proposal.

### **Implementation Plan**

The technical proposal should include the implementation plan for the project, including the deliverables for each milestone, such as Requirement Analysis and SRS preparation, Sign off of the SRS, Preparation of Functional Specifications and Prototypes, Design/Development, Implementation, Deployment, and User Acceptance.

### **Warranty**

The details of the warranty are to be provided. Also, there should be a provision of at least Three (03) years software maintenance contract after the acceptance by SMIU.

## **System Requirements**

An In-House application deployment along with appropriate hardware requirement which includes Production, Test and DR environment installation support and maintenance.

## 2. **Finance, Accounts and Payroll Management System (FAPMS)**

University Financial and Accounting Management System will be based on grant and fund accounting system designed to complement an institution's general ledger, purchasing, and payroll systems. It combines transactions from these existing systems with additional information such as encumbrances of projected personnel and F&A costs, soft encumbrances, and user defined coding systems.

The enhanced data set is used to provide more accurate and up to date balance information and to create more informative financial reports. The Accounting Module also allows users to simultaneously manage funds maintained by the general ledger and user-defined cost codes for tracking internally controlled budgets or allocations such investigator start-up funds and travel allowances. The System based on general ledger, Subsidiary ledgers, Students fee register, AP, AR, Receipts, grants etc. the Accounting Module is tied to a particular fiscal year.

**A University Financial and Accounting Management System designed for managing both “Budget Driven” and “Revenue Driven” funds such as:**

- Grants and Sponsored Projects
- Contracts and Subcontracts
- State Funds
- Revolving, Overhead, and Institutional Funds
- Internal Receipt Funds
- Endowments and Trust Funds
- Gifts
- Special Commitments (such as faculty startup funds, internally sponsored research, etc.)

The Accounting Module stores individual transactions for each funding source. Budget, encumbrance, income, and expense transactions, purchasing, and payroll systems. Documents (such as vendor quotes or scanned .pdf files of receipts) can be attached to transactions for audit backup.

## **University Accounting System:**

- Configurable to meet the needs of individual institutions and organizational units
- Replaces spread sheet based accounting practices
- Improves administrative efficiency
- Sets quality assurance standards
- Provides better control of budgets and project expenditures
- Provides easy to interpret reports to investigators, project managers and senior administrators including: Projects and encumber personnel costs from multiple funding sources
  - Summary information by individual or groups of funds
  - Detailed transaction information
  - Projected salary & benefit costs
  - Consolidated information from multiple corporate entities
  - Receipts and Expenditure statements by organizational unit, faculty, or scientist
  - Monthly burn-rate analysis
  - User-defined formats
- Manages special commitments & information unique to organization with user-defined coding systems
- Electronically interface to purchasing, payroll, petty cash, budgets, cash flows, subsidiary ledger, students fee register and general ledger financial systems
- Allows simultaneous data access to multiple users
- Comprehensive, multi-level security system
- Includes implementation, training, continuous user support, and software modifications to meet unique needs

## **Payroll, Pension, GP fund, Benevolent fund etc.**

Main aim of developing Employee Payroll Management is to provide an easy way not only to automate all functionalities involved managing leaves and Payroll for the employees of SMI University, but also to provide full functional reports to management of University with the details about usage of leave facility.

The main functionalities are as follows:

- Employee details
- Designation
- Department
- Search module

Salary module

- Allowances
- Deductions
- Pay Slip
- Payroll

### **User Interface:**

The Finance Module allows users to track journal entries, requisitions, blank or standing purchase orders, soft encumbrances, travel advances and reimbursements, purchasing or transactions, payroll, and benefit charges, as well as projected personnel and indirect cost encumbrances. User defined codes allow for the tracking of information unique to an organizational unit. Field labels can be modified to match local terminology and search procedures and filters provide quick access to data.

**Reports:** System will be capable to produce all possible reports, daily, Weekly, Monthly and Yearly basis, Cash Books - Cash Book with bank columns - Bank books - Ledgers - Bank Reconciliation - Receipt & Payments - Day Books - Income & Expenditure - Balance sheet & its schedules - Cheque printing, covering letters & bank wise cheque printed reports - Bill passing voucher, JV & Register – Daily/Monthly / quarterly /periodic progress report, Annual salary reports - Income Tax Form 16 - Salary Certificate, Fixed assets register, Inventory Register, Real time financial reporting.

- **Summary for a Single Grant:** This report shows the amounts budgeted, encumbered, and expensed by major expense category (i.e. chart of accounts rollup). It includes encumbrances of projected salary and benefit costs. It also displays the percent of budget remaining and the names and salaries of employees currently paid on the grant. Other versions of this report breakout indirect costs, budget revisions, carry-over amounts, and

historical personnel information.

- **Detailed Transaction Listing for a Single Grant:** This report lists dates, vendor, reference and purchase order numbers, and descriptive information for individual purchasing transactions, payroll charges, journal entries, budget adjustments, etc. Transactions are grouped and sorted by expense category and includes amount budgeted, encumbered, expensed, as well as the balance.
- **Summary of Expenditures by Month for a Single Grant:** This report shows a table of total expenditures by month and expense category. It includes monthly totals of direct and indirect costs, the total expenditures, the monthly budget, and a comparison of budget to actuals on the bottom row of the table.
- **Example of Receipts and expenditures statement:** This report is used for managing revenue driven funds. It includes budget, encumbrances, and expenditures rolled up by major receipts and expenditure categories. Information is first grouped by revenue lines, then expenditures.
- **Combined Balances for a Group of Grants:** This report is an example of a user-defined group of grants. It shows the total amount budgeted, encumbered, and expensed as well as the balance for each grant. Combined totals are also presented.
- **All Funds Financial Summary:** This report combines multiple types of funding sources including both budget driven and revenue driven funds. Columns contain information for user-define funding groups and rows display totals by revenue or expenditure category. The top row of values displays the total budget for budget driven funds and the beginning balance for revenue driven funds. This format is often used in the analysis of the overall financial state of an organizational unit. It also supports the combination of information from disparate corporate entities that utilize different account structures or general ledger systems. In such as case, a user-controlled mapping system is used to organized equivalent revenue or expenditure categories.

- **Projected Salaries Per Month by Employee for a Single Grant:** This report extracts information from the Personnel Module to calculate projected salaries and benefits for employees paid on a single grant. Columns display monthly totals. Row display amounts for each employee. Other versions of this report display percentages instead of amounts; sort first by employee then funding source; or combine actual and projected expenditures.

## **Data Security**

Accounting Module stores information in a secure Server database. Access to this information is controlled by a sophisticated, multi-tiered security system built into the application. It allows an administrator to control the functionality as well as the data-access for each user.

Examples of functionality controls include the enabling or disabling of menu items and buttons that control access to data display forms, user setup screens, data transfer procedures, etc. or whether a user has the rights to view, edit, or delete data. Data-access controls determine which transactions a user can access. Data access can be defined by individual funding source, user-define cost accounting codes, or an institutions chart of accounts. In most instances, security is configured so that investigators can view only their grants and department level administrators can only access the funds controlled by their organizational unit. This later example is often used at institutions with a decentralized accounting staff.

## **Non-Functional Requirements**

### **Training**

A user level training explaining the functionality and day to day usage of application must be carried out for the end users of all the modules. A technical level training of the IT staff and concerned department must be carried out for the smooth functioning of the applications after the implementation of the project. This will include embedding of 2-4 members of the IT team and concerned department in the successful bidder's implementation teams. Proper mentoring of these embedded members of the IT team will be the responsibility of the successful bidder's implementation teams.

### **User Manuals**



A detailed user level manual covering each module individually should be provided. It should cover in detail every aspect of effectively and efficiently using the modules. It should be written in simple English avoiding technical jargons where possible. It should not be totally text based and must contain screen shots of actual module for proper elaboration of the system.

### **Disaster Recovery**

Licensing, services and hardware infrastructure specific to the bidder's solution in terms of appropriate setup for the solution in disaster recovery center must be mentioned in the technical proposal. Cost of the Licensing, services and hardware infrastructure specific to be bidder's solution in terms of appropriate setup for the application in disaster recovery Centre must be mentioned as a separate item in the financial proposal.

### **Hardware Requirement**

The supply of hardware for the project is not a part of the tender. However, it is required that the minimum hardware specifications for the successful implementation and deployment of the system should be specified as part of the technical proposal.

### **Implementation Plan**

The technical proposal should include the implementation plan for the project, including the deliverables for each milestone, such as Requirement Analysis and SRS preparation, Sign off the SRS, Preparation of Functional Specifications and Prototypes, Design/ Development, Implementation, Deployment, and User Acceptance.

### **Warranty**

The details of the warranty are to be provided. Also, there should be a provision of at least Three (03) years software maintenance contract after the acceptance by SMIU.

### **System Requirements**

An In-House application deployment along with appropriate hardware requirement which includes Production, Test and DR installation support and maintenance.

### **3. Inventory and Transport Management System (ITMS)**

This is the most basic function of store module. Inventory is used to track the stock of items. Items can be identified by their unique serial numbers. Using that unique serial numbers,

items could be searched. Setup also defines vendor, store, brand, category and units of materials.

Store Management System is a web based system used mainly by store and purchase department. Every user first gets logged in in to the system. This module holds different tabs each having specific functionality which is interrelated to each form.

Typically the main processes of store are: (i) purchase items, (ii) to maintain material list and (iii) to distribute; indent process.

Store management is concerned with ensuring that all activities involved in storekeeping and store control are carried out efficiently and economically by store personnel.

- Purchased items
- Store items
- Transactions (Purchase Orders, Purchase Receivers)
- Venders
- Brands
- Units
- Category
- Department wise issuance
- Reports (Stock report, Purchase report, Issue report, new demands – Monthly, Quarterly, Yearly)

This is an administrative tab where we define our drivers, vehicle, and vehicle custody. By using these forms every person gets specific job to handle it.

- Vehicle History
- Vehicle Custody
- Vehicle Maintenance
- Journey Log
- Fuel Management
- Driver Profile

#### **4. Electronic Document Management System**

DMS is a system use to track, manage, send and store documents and reduce paper work. It is a robust solution for various formats, addressing document entry, processing, approval and

storage in the system. By bringing all of files / documents and records into one centralized repository, DMS will:

- Organize, catalog, and index every document, electronic file, and record for easy retrieval;
- Apply customized business rules to automate as many processes as possible;
- Automatically apply the proper security to your documents and records;
- Log every action taken on every record, documenting that your processes are being followed. This module holds different menu items each having specific functions.
- File Inward
- File Outward
- Meetings
- Reports
- Search Files
- Internal Memo
- Submission Notes
- **Meetings:**
- Agenda
- Committees and members Profiles
- Minutes
- Action taken
- Search Index
- Metadata
- File System Workflow
- Document Storage
- Document Sharing
- QR based labeling and Security
- Departmental Privacy
- Content Routing
- Notifications and Escalations
- Audit trail
- Reports

## **5. Library Management System**

Library Management System is a software used to manages the catalog of a library. System can help to keep the records of whole transactions of the books available in the library; must be interpreted with existing SMIU OPEC and D-Space System and easy to use and fulfills all the requirement of a librarian. To keep records of available books as well as issued books. This software is available in both mode i.e. web-based or local host based.

Features of Library Management System:

- Keep record of different categories like; Books, Journals, Newspapers, Magazines, etc.
- Classify the books subject wise.
- Easy way to enter new books.
- Keep record of complete information of a book like; Book name, Author name, Publisher's name, Date/ Year of publication, Cost of the book, Book purchasing date/ Bill no.
- Easy way to make a check-out.
- Easy way to make a check-in.
- Automatic fine calculation for late returns.
- Different criteria for searching a book.
- Different kind of reports like; total no. of books, no. of issued books, no. of journals, etc.
- Easy way to know how many books are issued to a particular student.
- Easy way to know the status of a book.
- Event calendar for librarian to remember their dates.
- My Notes section for librarian to write any note.
- Online access for registered user to see the status of their books.
- Integrated with RFID based student cards
- Book Acquisition (Vender information, Purchase Order, Purchase Receiver )
- Book Circulation (Book issue, Book Return)
- Library attendance
- Reports (Attendance, Book Ledger, Book Stock)

## **6. Project Management and Evaluation System**

## **Planning**

- Customizable results framework structure - use own terminology to name the goals, outcomes, outputs etc in the framework
- Create goals, outcomes, outputs, activities for multiple frameworks
- Hierarchical view overcomes limitation of data entry through spreadsheets
- Enter indicators with baseline, milestones and targets and sub-indicators (for example per region)
- Add assumptions, impact weighting, risk rating
- Customize time frame for milestones (number of years, by quarter etc)
- Schedule multiple activities with Technical Assistance and Other inputs and budget lines
- Export annual or quarterly plan with timings and activities to Excel, with Gantt chart

## **Monitoring**

- Monitor results of Internal & External projects
- Link to supporting evidence on external systems
- Track project performance, ratings to results
- Record status updates and history for activities

## **Reporting**

- Export quarterly, annual progress report
- Cash Plan (quarterly, annual)
- Work Plan (quarterly, annual)

## **Access control**

- Customizable access for all your stakeholders on a per-feature basis
- Create and assign groups to users (administrator, editor, read-only etc)
- Search users
- Export users to Excel / CSV

## **Administration**

- Administration interface for super-users gives full control of the database.

### **7. Other departmental Requirements (Medical Unit, QEC and PR):**

- Medical Unit
  - Patient record
  - Medicine demand
  - Medicine issued
- QEC as per current business process
- PR implementation of current business process

**Please Note: Above development work may change as per requirement)**

#### ***b) Maintenance***

Maintenance & support of the web / cloud based application will start after final UAT & implementation of the application. The data uploaded onto application is of critical nature hence it becomes very vital to maintain such huge database. This includes items described below but not limited to:

- o Maintain integrity of modules (error correction etc)
- o Verifying registration database and its integrity
- o Updating Country Database, Reports Generation etc
- o Creation and publishing of additional pages via CMS (But Limited Updates)
- o Monitoring all posted data including databases and related items
- o Remove Missing Page Links or Bad Pages
- o Other necessary activities as per requirement

#### ***c) Integration***

The successful bidder needs to be integrate above application designed by them with the existing SMIU applications.

***d) Training***

The successful bidder needs to be provide training of the SMIU staff/Officers:

## **PART-E**

(To be submitted by the bidder in Envelope-1)

### **TERMS AND CONDITIONS FORM**

#### *READ ALL THE FOLLOWING TERMS AND CONDITIONS & SIGN IN THE ACCEPTANCE*

- 1.1 The lead bidder should be a company/firm having legal presence in Pakistan.
- 1.2 A bidder can submit only one bid with one proposed solution as multiple bids and offers of multiple alternative solutions shall not be considered.
- 1.3 Bidders shall provide such evidence of their continued eligibility satisfactory to the SMIU, as the SMIU shall reasonably request.
- 1.4 By submission of documentary evidence in its bid, the Bidder must establish to the SMIU 's satisfaction:
- that it is a Pakistani firm/company incorporated in Pakistan
  - that it has been in business for the last Five (5) years;
  - that it has an average annual turnover of Rs. Twenty five (25) millions for last three (3) years
  - that it has experience to develop/implement at least 3 similar nature projects in last 3 years.
- 1.5 By submission of documentary evidence in its bid, the Bidder must establish to the SMIU 's satisfaction:
- that it has at least ten fulltime relevant technical resources.
- 1.6 The bid opening committee reserves the right to accept/reject any or all bids without assigning any reason, at any stage of the tender process.
- 1.7 A 2% bid bond as earnest money of the tender value in the shape of Bank Draft in favor of Sindh Madressatul Islam University SHOULD BE INCLUDED IN THE FINANCIAL PROPOSAL.
- 1.8 The amount deposited as earnest money will be refunded to the successful bidder after providing deliverables and its acceptance from the competent authorities; While earnest money of unsuccessful bidders can be collected from the ADVERTISER office with in thirty days of final award of contract.
- 1.9 The successful bidder shall co-ordinate with the concerned person appointed by SMIU.
- 1.10 The successful bidder will undertake to provide the agreed services approved by the SMIU within the approved time frame from the date of signing the agreement. In case of delay SMIU reserves the rights to impose a penalty not exceeding 5% of the total amount of the contract for each day of delays.



1.11 If the quality of work done is not made to the satisfaction of SMIU, the SMIU has the right to cancel the entire work and may allot to other company subject to the condition that if the first party must pay any amount in excess of the agreement amount the difference will be recovered from the second party.

1.12 The Government taxes will be deducted from the Contractor as per rules.

1.13 Proposals sent by fax or email and after due date will not be accepted.

1.14 An effort by any firm(s) to influence SMIU, "directly or indirectly through unfair means", in SMIU proposal evaluation, proposal comparison or contract award decisions, to meet or discuss with any SMIU official unless desired by the SMIU may result in the rejection of bidder's proposal.

1.15 All responses to this RFP shall become the property of SMIU.

1.16 The successful bidder must provide the complete code with full access of the Software in final deliverables to SMIU.

1.17 SMIU will not bear any expense incurred in the preparation of proposals in response to this RFP.

1.18 Bids not confirming to the terms & conditions specified in RFP will be rejected.

1.19 SMIU has the rights to add, enhance or remove any functionality not disturbing the major scope of work.

1.20 Companies must have office in Karachi with substantial Web Development team

#### ***Joint venture/ consortium***

1.21 Joint Venture/Consortium not allowed.

#### ***Subcontracting***

1.22 Subcontracting any part of the Bid shall not be allowed and Bids that include an element of subcontracting shall be rejected as non-responsive.

#### ***Cost of Bidding***

1.23 The Bidder shall bear all costs associated with the preparation and submission of its bid, and the SMIU will in no case be responsible or liable for those costs.

### **2. SMIU's Right to Accept Any Bid and to Reject Any or All Bids**

SMIU reserves the right to accept or reject any bid or to annul the bidding process and reject all bids at any time prior to Contract award as per SPPRA rules, without thereby incurring any liability to the Bidders.

### **3. Support and Warranties**

4.1 The Bidders should mention the warranties they propose for products and services to be rendered.

4.2 After the final deployment, the Bidder as part of the Bid should provide on call support for thirty-six (36) months.

#### **4. Preparation of Bids**

4.1 The language of all correspondence and documents related to the bid is English.

Documents Comprising the Bid

4.2 The bid submitted by the Bidder shall comprise the following:

- Financial strength information of the bidder
- Documents establishing firm eligibility and qualification, such as year of incorporation, list of partners/directors, statement of experience, key personnel, details of relevant projects etc
- Response to the technical requirements and software specifications as given in the Scope of Work
- Bid Form duly completed and signed by a person or persons duly authorized to bind the Bidder to the Contract;
- All Price Schedules duly completed in accordance with this RFP and signed by a person or persons duly authorized to bind the Bidder to the Contract;
- Bid bond in the shape of Bank Draft/Pay Order should be submitted.

4.3 Bidders are reminded that their bids may be considered as non-responsive if material deviations are taken.

#### **6.4 Module Approach**

6.5 The Bidder shall adopt module approach to develop system.

6.6 *The Bidder shall adopt the following methodology to develop:*

- *Requirement gathering from all department of SMIU*
- *Preparation of SRS*
- *Design Prototype*
- *Coding / Designing*
- *Deployment*
- *Training*
- *UAT*
- *Final sign-off*

- 6.7 The Bidder shall provide technical details & detail scope of work separate for each module.
- 6.8 The bidder shall design SRS module wise
- 6.9 The Bidder shall fill the technical and financial form as mentioned in Part-B & C.
- 6.10 The Bidder shall provide Annual Service Level Agreement (SLA) for minimum 3 years after successful implementation of all modules, and after expiration of free backup support of 1 year.
- 6.11 The Bidder shall provide financial cost separate by module

### **7 Bid Prices & Currency**

- 7.1. Bidders may be required to provide a breakdown of any composite or lump-sum items included in the price.
- 7.2. Prices quoted by the Bidder shall be fixed during the Bidder's performance of the contract and not subject to increases on any account. Bids submitted that are subject to price adjustment will be rejected.
- 7.3. All prices shall be quoted in Pak Rupees.

### **8 Bid Validity and Security**

- 8.1. A bid security will be required. The amount of bid security required is **2%** percent of the Total Bid Price. This bid security must be submitted in a shape of Demand Draft or Pay Order.
- 8.2. The bid validity period shall be One hundred twenty (90) days after the deadline for bid submission.
- 8.4. Format and Signing of Bid
- 8.5.1. The Bidder shall prepare separately Technical Bid & Financial Bid. Clearly marking each one as "FINANCIAL BID" and "TECHNICAL BID".
- 8.5.2. The original bids shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the bid shall initial all pages of the bid, except for un amended printed literature.
- 8.5.3. The bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

## **9. Sealing and Marking of Bids**

9.1 The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal. Clearly marking the envelopes as "TECHNICAL BID" & "FINANCIAL BID".

9.2 The inner envelopes shall also indicate the name and address of the Bidder so that the bid can be returned unopened in case it is declared "late."

### **9.4. Deadline for Submission of Bids**

9.4.1 Bids must be received by the SMIU at the address specified in the RFP by 1400 Hours **3<sup>rd</sup> April, 2017**.

9.4.2 The SMIU may, at its discretion, extend this deadline for submission of bids by amending the RFP, in which case all rights and obligations of the SMIU and Bidders will thereafter be subject to the deadline as extended.

### **9.5 Late Bids**

9.6 Any bid received by the SMIU after the bid submission deadline prescribed by the SMIU will be rejected and returned unopened to the Bidder

### **9.7 Modification and Withdrawal of Bids**

9.8 Modifications to the submitted bid will not be accepted and may lead to rejection of bid.

9.9 The Bidder may withdraw its bid after submission, provided that written notice of the withdrawal is received by the SMIU prior to the deadline prescribed for bid submission.

### **10.11 Evaluation of Bids**

Evaluation of bids will be done as per Single stage – two envelope procedure.

(i) The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal.

(ii) The envelopes shall be marked as "FINANCIAL PROPOSAL" and "TECHNICAL PROPOSAL" in bold and legible letters to avoid confusion.

(iii) Initially, only the envelope marked "TECHNICAL PROPOSAL" shall be opened.

(iv) The envelope marked as "FINANCIAL PROPOSAL" shall be retained in the custody of the SMIU without being opened.

(v) The SMIU shall evaluate the technical proposal, without reference to the price and reject any proposal which does not conform to the specified requirements.

(vi) During the technical evaluation, no amendments in the technical proposal shall be permitted.

(viii) The SMIU 's evaluation of responsive bids will take into account technical factors, in addition to cost factors. The bidders who qualify technically will be eligible for financial bidding.

## **11 Award Criteria**

11.1 The SMIU will evaluate and award the Contract to the Bidder whose bid has been determined as technically qualified and has the lowest financial bid among the technically qualified bidders,

### **11.2 Notification of Award**

11.3 Prior to the expiration of the period of bid validity, the SMIU will notify the Successful Bidder in writing by registered letter that its bid has been accepted.

11.4 The notification of award will constitute the formation of the Contract.

## **12 Signing of Contract**

12.1 At the same time as the SMIU notifies the successful Bidder that its bid has been accepted, the SMIU will send the Bidder the Contract Form, incorporating all agreements between the parties.

12.2 As soon as practically possible, but no more than fourteen (14) days following receipt of the Contract Form, the successful Bidder shall sign and date the Contract Form and return it to the SMIU.

## **13 Performance Bond (Upon execution of Contract)**

13.1 The successful vendor shall be required to deposit in the form of a Bank Guarantee, a Performance Bond upon execution of the contract, a sum equivalent to ten percent (10%) of the contract value.

13.2 This Bank Guarantee shall be issued by a scheduled bank operating in Pakistan and the value for the outstanding deliverables of the contract will remain valid until the final and formal termination of Contract by SMIU (this includes the warranty period).

13.3 The Government shall forfeit the Performance Bond if the responding organization breaches any of its obligations under the contract, including slippages in the committed schedules.

## **15. IMPLEMENTATION PLAN & SUPPORT**

The Bidder shall consider the following in the Implementation:

15.1 Appropriateness of the Plan-Time Frame

15.2 The Plan should focus on achieving the implementation targets with time frames to be indicated.

15.3 Implementation Plan must clearly show the following:

- Activities

- Duration of each activity
- Stages
- Milestones
- Deliverables

16. The SMIU reserves the right to modify or alter the specifications after short listing of tenderers.

17.1 **The SMIU reserves the right to order only some of the MIS modules instead of ordering all the modules. The selection of modules to be procured is the discretion of the SMIU.**

17.2 The SMIU reserves the right to reject any or all the tenders without assigning any reasons whatsoever.

### **ACCEPTANCE**

I accept the above terms and conditions and shall comply with them strictly.

**NAME OF THE  
BIDDER: ADDRESS:**

**Seal**

**SIGNATURE**

**Date:**