

Date: 07-02-2019

**PROCUREMENT OF ENTERPRISE RESOURCE PLANNING (ERP) FOR KARACHI
INFRASTRUCTURE DEVELOPMENT COMPANY LIMITED (KIDCL)**

INVITATION FOR BIDS

Karachi Infrastructure Development Company Limited (KIDCL) invites bids/offers for Procurement/Implementation of Enterprise Resource Planning (Financial, Human Capital and Inventory Management Solution, implementation of software applications(s) and related licensed software), subject to the terms and conditions specified in '*Tender Document*'.

2. Interested firms, may submit their bids/offers alongwith required bid money on the basis of **single stage two envelop procedure** to be dropped in the tender box placed at the reception counter of KIDCL at 6th Floor, Extension Block, Bahria Complex-IV, Karachi, upto 1100 hours on March 4th, 2019. The Technical Proposals shall be opened in the KIDCL Board Room on the same day at 11:30 hours, in the presence of bidders or their authorized representatives who may wish to be present.

3. Documents containing detailed Tender Terms and Conditions and application can be purchased on payment of Rs.1,000/- (non refundable) w.e.f. February 7th, 2019 on all working days (Monday to Friday) from 9:00 a.m. to 5:00 pm from KIDCL office or can be downloaded from KIDCL website(www.kidcl.com.pk) as well as PPRA's website (www.ppra.org.pk) till 10:30 hrs on March 4th, 2019. Downloaded Documents must be accompanied a cheque amounting to Rs. 1000 in the name of "Karachi Infrastructure Development Company Limited".

4. The firm(s) who had defaulted in its contract(s) awarded by KIDCL or any other Government entity is not eligible to participate in the tender. The firm(s) who have not fulfilled their contractual obligation with KIDCL shall also not be eligible to participate in the Bid(s), unless they clear their dues alongwith penalties or fulfill their contractual obligations with KIDCL. Detailed requirements are indicated in the Tender Document containing tender terms & conditions. KIDCL reserves the right to accept or reject any or all offers wholly or partially as per PPR-2004.



(Uzma Piracha)
Company Secretary
021-35155101 Ext 104



Karachi Infrastructure Development Company Limited

Request for Proposal (RFP)

For

Enterprise Resource Planning

(Procurement/ Customization/ Implementation of
Financial, Human Capital and Inventory Management
Solution for)

Karachi Infrastructure Development Company Limited

Comprising the following Services/Products:

Implementation of Software Application(s) and related Licensed Software

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Description of Work

Karachi Infrastructure Development Company Limited invites proposals from companies having a legal presence in Pakistan (Karachi) for "Purchase, Implementation & Customization of Financial, Human Resource and Inventory Management Solution for Karachi Infrastructure Development Company Limited" for software implementation, configuration, Training and involved licensed software for applications (Excluding Operating System).

This project aims to enhance the current IT infrastructure at Karachi Infrastructure Development Company Limited, so as to improve internal communications, and speedy delivery of services and to maintain proper record of financial transactions with transparency and accuracy.

1.1 Background

The proposed project is aimed at establishing an Enterprise-Wide Management Information System (MIS) to ease work procedures and to improve operational efficiency of Karachi Infrastructure Development Company Limited covering all the financial and inventory parts, mentioned as below:

1. Financial Accounting
2. Inventory Management
3. Human Capital Management

The goal of the computerization of Karachi Infrastructure Development Company Limited project is to automate the operational and financial procedures of Karachi Infrastructure Development Company Limited. This would provide better data management and will save time in the business operations thus bringing efficiency at all levels of organizational hierarchy.

1.2 Scope of Work

The proposed project is the implementation of Enterprise-Wide Management Information System that is to be deployed and used in the Office of Karachi Infrastructure Development Company Limited.

The system will include the following scope:

Scope	
Financial Module	Chart of accounts Complete General ledger Markup Calculation of OD account Business taxation calculation General ledger reports Subsidy (Price Differential) Bank Reconciliation and account Reconciliation Consignment Account Accounts payable Accounts receivable Markup Calculation and Investment Profit Calculation Fixed Asset Complete Reports & Graphical Charts designer
Inventory Module	Inventory item master file Purchase Order Processing Dispatch Order Processing Transactions Import/Export Management Inventory stock counts (stock takes) Lot (batch) control Inventory reports Analytical Reporting (Stock, Items, warehouses, locations, regions)
Human Capital Management Module	Personal employee information records Complete HR Processes Complete Payroll System Loan & Advances Medical Leave Management Biometric Attendance Performance appraisal Workflow Approval tool
Systems Operations	Reliability / Scalability – from PeachTree to MIS Good Operational efficiency – 5 system users Excellent System performance – flexible while customized User productivity assistance Data processing and systems control

	Security Backup and recovery
Data Migration	Data Migration of existing accounting data (Peachtree) on proposed system
Offsite Backup	Firm Must provide complete offsite backup solution
* And or all functionalities required for industry leading ERP System	

To qualify for the tender, firms must address the entire scope outlined above and detailed in other sections of this document as well as any further communication issued in association with this RFP.

1.3 PROJECT REQUIREMENTS

S. No.	Category	Description
1.	Business (20 marks)	Low Debt/Equity Ratio (industry standard) Annual Turnover (industry standard) Any other marker
2.	Functional Requirements (30 marks)	Financial accounting module (as 1.2 Scope of Work) HRM module (as 1.2 Scope of Work) Inventory (as 1.2 Scope of Work)
3.	Technical Requirements (20 marks)	The fulfilment of all technical requirements will be evaluated here. Chrome has to be used. - Modularity (interchangeability of chrome with iOS) - Technical Scalability (from PeachTree to MIS)
4.	Mitigating Risk (20 marks)	Risks of the proposed solution: Consistent support Secure system
5.	Appearance (10 marks)	Demo of proposed system in KIDCL Board Room for KIDCL nominated Committee (each firm will be given 30 Minutes)

2. ACCEPTANCE

The acceptance criterion for successful bids is defined in the following sections with details being provided for the bidding procedure to be followed for this tender by the Karachi Infrastructure Development Company Limited.

2.1 Instructions for Bidders.

- 2.1.1 Bidding is open to all Bidders that meet the given minimum qualification criteria relating to previous experience, delivery capability, firms standing, etc., as stated in the RFP.
- 2.1.2 Interested eligible Bidders may obtain further information from the Company Secretary, **Karachi Infrastructure Development Company Limited** and inspect the Bidding Documents during normal

working hours by making contact at the address given below:

6th Floor, Extension Block, Bahria Complex IV, Choudry Khaleeq-uz-Zaman Road, Karachi
Phone - 051-35155102

- 2.1.3 All bids must be accompanied by a bid bond, in the shape of a Demand Draft amounting to **two (02) percent of the quoted bid price**, valid for a period of 28 days beyond the bid validity period.
- 2.1.4 The attention of prospective Bidders is drawn to the fact that (i) 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 and (ii) that violations are considered fraud, which is, among other remedies, punishable by potential blacklisting from participation in future procurements as well as recovery from the bidder.
- 2.1.5 The bidder should be a company/firm having legal presence in Pakistan.
- 2.1.6 A bidder can submit only one bid with one composite solution as multiple bids and offers of multiple alternative solutions shall not be considered.
- 2.1.7 By submission of documentary evidence in its bid, the Bidder must establish to the Purchaser's satisfaction:
- That it is a firm/company incorporated in Pakistan.
 - That it has been in business for the last Three (3) years.
 - That it has an average annual turnover of Rs. Ten (10) millions for the last two (2) years.
 - That it should have valid National Tax Numbers and Sales Tax Registration Numbers (**Photo copies of Income Statement or Annual Report** should be included in the detailed Technical proposal along with copies of **National Tax Numbers and Sales Tax Registration certificates**)
- 2.1.8 By submission of documentary evidence in its bid, the Bidder must establish to the Purchaser's satisfaction:
- That it has at least twenty full time relevant technical resources for last one year.
 - That it has a local office in the location where the project will be developed/delivered
 - That it has successfully completed at least five (5) similar software implementation projects in last one year. (NOTE: In order to substantiate the information required above, the Bidder **must** provide details of the projects and the names of the contact persons to the Purchaser. **Only those Projects should be considered where firm can provide completion certificate from the Client Organization (Photocopies of documents should be provided).**)

- 2.1.9 Subcontracting any part of the Bid shall not be allowed and Bids which include an element of subcontracting shall be rejected as non-responsive.
- 2.1.10 The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Purchaser will in no case be responsible or liable for those costs.
- 2.1.11 No site visits shall be arranged or scheduled after the deadline for the submission of the Bids and prior to the award of Contract.
- 2.1.12 Bidders are expected to examine all instructions, forms, terms, specifications, and other information in the RFP. Failure to furnish all information required by the RFP or to submit a bid not substantially responsive in every respect will be at the Bidder's risk and may result in the rejection of its bid.
- 2.1.13. The firm should mention maintenance, software integration & training, backup on-site & off-site and end-to-end timelines.
- 2.1.14 The firm should quote a composite price inclusive of all taxes & duties for all modules of ERP instead of individual modules.
- 2.1.15 The firm should mention clear timelines as to when the ERP system would be in place.
- 2.1.16. The selected firm shall sign Integrity Pact with the KIDCL.

2.2 Procedure for Submission of Bid.

- For this tender 'Single stage- Two envelope procedure' for open competitive bidding shall be adopted
 - Bid envelope submitted will comprise of a single envelope containing two separate closed /sealed envelopes containing Technical and Financial proposal.
 - Technical proposal envelope should be marked as 'Technical proposal for Procurement of Software and should include following documents
- ❖ Technical brochure of the offered Product.
 - ❖ Company profile with Income Statement or Annual report showing Financial Health of the company.
 - ❖ List of customers(corporate sector) along with their contact details on required format
 - ❖ Technical specification (Annexure I & II) document completely filled, signed and stamped for identifying offered equipment.
 - ❖ Income Tax/CST certificate of the bidder.
 - ❖ List of Staff assigned to the project with their resumes as per format.
- I. In first stage only the 'Technical proposals' will be opened in the presence of bidder's representatives that choose to attend.
 - II. Vendors who will not submit all required documents / information as per Qualification Criteria and do not meet the qualification requirement will be declared as Non-Qualified Vendors.
 - III. The bidders are required to give Demo of the proposed system/ software product in KIDCL Board room to KIDCL management.
 - IV. On the basis of Qualification Criteria, the financial proposal of only technically qualified bidders will be opened in the presence of their representatives that choose to attend.
 - V. Financial proposals of bids found technically non-responsive will be returned un-opened.

2.3 Relevant Experience

Firm must demonstrate relevant experience in projects with similar nature, industry sector, size and geography and industry. Responding organization should provide the details of experience in similar projects according to the following format. An ideal reference will include projects of similar nature in the government / private sector with same size and geography (i.e., South Asia). The number of references is restricted to five.

Sr. No.	Nature of Project	Total Value PKR (m)	Geography	Size of Project	Name of the Project, Customer, Contact person & Contact Details

Note:

Only those Projects should be considered where RO can provide the successful completion certificate from the Client Organization (Photocopies of documents should be provided)

2.4 Project Implementation/Management Plan

The firm shall provide a detailed implementation plan and project management plan. Firm should provide the **timeline**. Firm should cover **tasks assigned to the employees and resource allocation** of responding organization during the course of the project. This should not be in generic terms but should be specific to the project. Project plans in tabular form, mentioning names of tasks, sub tasks, start date, finish date, resources and milestones will also be appreciated. In the training category, firm to provide detailed training schedules along with the names of resources.

2.5 Deliverables

The firm should clearly mention and list all the deliverables to be completed under the proposed project. All architectural deliverables must comply with industry standards. Generic project deliverables are defined in the KIDCL Method, of which an overview is given below:

Solution Architecture	Functional Model
	Architectural Decisions
Additional Deliverables	User Manual
	Operations Manual
	Deployment and Installation Manuals
	ERD

2.6 Software Support

Firm(s) must provide support / maintenance for the solution for two years after completion of entire lifecycle of the project.

The firm should indicate the support capabilities for Application and Licensed software. Number, qualifications and relevant certifications of support personnel must be indicated. The selected vendor will provide support for two years.

2.7 Training Capabilities

The Responding organization should indicate its training capabilities to provide training on software application and Licensed Software. Responding Organization should also provide a detailed training schedule including End User Training and Technical Training.

3. General Terms & Conditions

3.1 Bid Bond

A bid bond, in the shape of a Bank Draft in the name of Karachi Infrastructure Development Company Limited amounting to 2% of the total cost of bid should be submitted along with the financial bid.

3.2 Validity of the Proposal

All proposal and price shall remain valid for a period of 90 days from the opening date of the financial proposal. However, validity could be extended with mutual consent of the parties

3.3 Performance Bond

The successful vendor shall be required to deposit in the form of a Bank Guarantee, a Performance Bond a sum equivalent to five percent (5%) of the contract value. This Bank Guarantee shall be issued by a scheduled bank operating in Pakistan and will remain valid until the final and formal termination of Contract by KIDCL (this includes the warranty period).

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

3.4 Clarification and Amendment to RFP (Pre-bid Conference)

To clarify issues and answer queries on any matter that may be raised at this stage, a pre-bid conference will be held in the premises of Karachi Infrastructure Development Company Limited -Karachi at 10:30 AM on February 20, 2019.

- 3.4.1 A firm requiring any clarification of the RFP may notify KIDCL in writing or facsimile at KIDCL address. Similarly, if a bidder feels that any important provision in the document is unacceptable; such an issue should be raised as soon as possible. All queries/clarifications relating to RFP, in writing, should reach KIDCL 2 days before the bidders' conference.
- 3.4.2 The subject RFP may change after the above mentioned Bidder's conference. It is kindly requested to visit KIDCL website for any updates after bidder's conference.
- 3.4.3 In order to give prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, the KIDCL may, at its discretion, extend the deadline for the submission of bids. The revised RFP and deadline (if required) will be uploaded/updated on the website of KIDCL (www.kidcl.com.pk) and PPRA's website (www.ppra.org.pk).

3.5 Penalty Clause

The contract to be executed between KIDCL and the successful vendor will contain penalty clauses for delay in the implementation as well as failure to comply with the provision of providing the required services during the post-approval phase.

3.6 Technical evaluation

There will be a two-stage technical evaluation. Preliminary evaluation (Initial Screening) of technical bids will be done on the basis of technical proposal submitted by the bidder.

Detailed technical evaluation will be done for firms who qualify the preliminary evaluation mentioned above (technical proposal placed at Appendix A PLUS demo). These firms will be asked to give presentations on their

solution. The KIDCL nominated Committee on the parameters given in the summary of technical proposal will make the technical evaluation (placed at Appendix A).

Financial bids of firms who score at least 70% on the technical evaluation (as a whole) will be opened before the representatives who wish to attend the tender opening. 30% weightage will be given to financial proposals of technically qualified firms. The formula for financial scoring is that the lowest bidder gets 30 points and the other bidders score 30 multiplied by the ratio of the lowest bid divided by the quoted price.

Example:

Value quoted by lowest bidder = A

Value quoted by second lowest bidder = B

Value quoted by third lowest bidder = C

Financial scoring of the lowest bidder will be = 30

Financial scoring of the second lowest bidder will be = $(A/B) \times 30$

Financial scoring of the third lowest bidder will be = $(A/C) \times 30$

Technical scoring out of 100 = A

Carried Forward & Prorated Technical scoring = $A \times 0.7$

Points obtained in the detailed technical evaluation will be carried forward & prorated. Tender will be awarded to the responsive firm with maximum accumulative points (Technical Score + Financial Score). **The decision of this Committee will be binding on all concerned.**

3.7 Currency

All currency in the proposal shall be quoted in Pakistan Rupees (PKR).

3.8 Withholding Tax, Sales Tax and other Taxes

The interested firms are hereby informed that the KIDCL shall deduct applicable tax (es) at the rate prescribed under the tax laws of land, from all payments for services rendered by any firm who signs a contract with the KIDCL. The firm will be responsible for all taxes levied by government from time to time.

3.9 OEM relationship and warranties

- The firm should be authorized Partner, **FROM THE ORIGINAL MANUFACTURER** for provided licensed software or Manufacturer who has copy Rights of the solution.
- All Software should be warranties for **two years** against defects/bugs as well as updates.

- Source Code of the Software shall be provided to KIDCL, which shall not be shared by KIDCL with other institutions unless explicit permission is given by the firm.

3.10 Contracting

The selected vendor will submit Contract, as per format given by KIDCL within fifteen days of issuance of Purchase Order (PO).

3.11 Submission of Proposal

The complete proposals, technical and financial, should be submitted by 11:00 am on February 28, 2019 at the KIDCL address given at 2.1.2 above. Technical Portion of the bids will be opened on the same date at 11:30 am. Any bid received by the KIDCL after the bid submission deadline prescribed by the KIDCL will be rejected and returned unopened to the firm(s).

3.12 Disqualification

The firm(s) who had defaulted in their contracts to perform a contract awarded by KIDCL are not eligible to participate in the tender.

The firm(s) who have not fulfilled their contractual obligation with KIDCL shall also not be eligible to participate in the Bid(s), unless they clear their dues alongwith penalties or fulfill their contractual obligations with KIDCL.

3.13 Arbitration

Any difference or dispute or liability of whatsoever nature arising out of the contract or in any way relating to the contract or to its construction or fulfilment should be settled as far as possible, amicably between the Buyer and Seller. Should the parties fail to come to an amicable settlement the same shall be referred to the award of Arbitrators to be nominated one each by the Seller and the Buyer within fifteen days of notice from either side or in the case of the said Arbitrators not agreeing, then to the award of an Umpire to be appointed by the Arbitrators in writing prior to proceeding with the arbitration. The decision of the Arbitrators or the Umpire, as the case may be, shall be final and binding on both the parties. The arbitration shall take place at Karachi, under Pakistani Law of Arbitration.

3.14. Milestones & Payment Schedule

3.14.1 This section contains the payment schedule associated with milestones defined for the project. The milestones defined here have been taken from the standard milestones defined for the lifecycle of a Solution in the KIDCL Method

	Milestone	Time Period	Payment
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(i)	Mobilization Amount	2 weeks after signing of Contract.	10%
(ii)	Implementation of All Modules	16 Weeks from Signing of Contract.	35%
(iii)	Testing & Data Migration	2 weeks after implementation.	10%
(iv)	Submission of Documents/Manuals	2 weeks after implementation.	10%
(v)	Training (End User & Technical)	3 weeks after implementation.	15%
(vi)	After Testing, Rollout & Offsite Backup/Training for two weeks	One week after Technical Training.	20%

3.14.2. The seller shall submit the following documents to process the payment: -

- Seller's Invoice.
- Warranty Certificate to be issued on Stamp Paper, alongwith signed copy of document, as per Contract.
- Copy of Sales Tax Certificate.
- Copy of Income Tax Certificate / NTN Certificate.

BANK GUARANTEE FORM IN RESPECT OF EARNEST MONEY

(To be furnished on Stamp Paper of appropriate value)

Karachi Infrastructure Development Company Limited,
6th Floor, Extension Block, Bahria Complex IV,
Choudhry Khaleeq-uz-Zaman Road, Gizri,
Karachi.

M/s. _____ (hereinafter called the Tenderer's) are submitting their offer against Tender No 00000 dated _____ and have requested us to issue a Bank Guarantee for an amount of PKR. _____ in your favour as earnest money to ensure their compliance with conditions of the Tender.

2. Therefore, we hereby agree to make an unconditional payment of PKR _____ (in words) _____ to you on demand without any further question or reference to the Tenderers on the Tenderer's failure to fulfill the terms of the tender. The sole judge for deciding whether the tenderer has failed to fulfill the terms of the tender shall be Karachi Infrastructure Development Company Limited.

3. This Guarantee is valid upto * In case the tenderers are awarded a contract for supply of goods as per Tender quoted above, the Guarantee will remain valid upto the date of furnishing of an acceptable performance bond on KIDCL prescribed form.

4. Claim if any must reach us in writing on or before the expiry date after which we will no longer be liable to make payment to you.

5. Our liability hereunder is limited to PKR_____.

Name of Bank_____

Address_____

SIGNATURE

AUTHORIZED OFFICER OF THE BANK

* One month from the date of opening of tender.

A. Appendix: Technical Proposal

Summary of Technical proposal should serve as the cover page for the detailed technical proposal. Failure to provide the 'Summary of Technical Proposal' on the format given below, and/or failure to provide the accompanying detailed technical proposal will render the proposal non-responsive and thus not fit for processing.

Cat	S. NO	INFORMATION REQUIRED	MARKS SCHEME	
A		General		
	1	No of Years in business in Pakistan (10 , 7, 4)	3+2+1	
	2	No of Offices locations in Pakistan (3, 2, 1 atleast Khi)	3+2+1	
	3	Annual Turnover (Million Rs.) (100 M, 75 M, 50 M)	3+2+1	
	4	Value of projects in hand (details given at ___ in main proposal as per table provided in 4.3) (100 M, 75 M, 50 M)	6+5+3	
		Total Marks		15
B		Details of total staff employed		
	1	No of permanent staff employed:		
		Technical (50+, 30+, 25+)	10+7+5	
		Managerial (7, 5, 4)	10+7+5	

	2	Average Cumulative Experience (in years) (10, 8, 6)	10+7+5	
	3	Total No of certified professionals in Technical Domain (50, 40, 25)	10+7+5	
		Total		40
C		Experience of Implementation of proposed systems		
	1	No. of similar projects that have been completed successfully in last five years (100, 80, 50) (details given at ___ in main proposal as per table provided in 4.3)	10+7+5	
	2	No of government project completed in last five years (30, 20, 10) (details given at ___ in main proposal as per table provided in 4.3)	Same ratio	
	3	No of non-government project completed (60+, 50+, 40) (details given at ___ in main proposal as per table provided in 4.3)	Same ratio	
	4.	Expertise/skills in providing training to system users ERP-related or not	10+0	
	5.	Expertise/skills in providing support to system users ERP-related or not	10+0	
		Total		30
D		Scope of Work (as indicated at 1.2 and 1.3)		15
		Grand Total		100

KIDCL requires the resumes of staff, assigned to this project as per format given in Appendix-B, in the following three categories.

1. Total Staff assigned to the project (Please specify role of each person, as per minimum requirements)
2. Total Staff assigned to the project for Support purposes
3. Total Staff assigned to the development/customisation/implementation of software applications
4. Total staff assigned to the project for Training purposes

Chapters to be provided with Technical Proposal:

1. Scope of Business of Participating Organization (s) and scope of involvement of participating organizations in consortium
2. Details of Financial Capability, including Sales Tax, NTN numbers, (Income Statements or Annual reports).

3. Details of Relevant Experience
4. Details of Technology Roadmap
5. Details of Staff assigned to Project
6. Detailed Project Implementation & Management Plan
7. Details of Licensed Software quoted
8. Support capabilities
9. Proposed architecture/design and solution for the software applications
10. Relationship with OEM - Photocopies of relevant certificates should be provided. In case of absence of any proof, firm will be screened out in initial screening.
11. Training capabilities
12. Technical brochures/ Data Sheets for the licensed software.

B. Appendix: Format for Resumes

1. General Details:

Name	
Date of Joining, in this Company	
Designation in the Company	
Role Assigned in this Project/Activity	
Email	
Mobile #	

2. Education

Sr. No.	Degree	Passing Year	Institution Name	Major/Minor	Division /GPA
1.					
2.					
3.					

3. Certifications (ERP related)

Sr. No.	Name of Certification	Year of obtaining	Date till Certification is Valid	Certification ID/ Number
1.				
2.				
3.				

Please provide photocopies of certifications with prescribed resume format. Certifications will not be considered valid without the photocopies.

4. Experience

Total IT Experience (Yrs): _____

Total Experience in Propose ERP Solution (Yrs): _____

5. Details of IT Experience:

Sr. No.	Company Name	Designation /Position	Job Description	Experience Years/Months
1.				
2.				
3.				

6. Projects Details:

Sr. No.	Name of the Project	Role in the Project	Nature & Description of the Project	Tool & Technologies usage in the project	Duration of the Project
1.					
2.					
3.					

C. Appendix: Format for Financial Proposal

Software Development

	Item	Quantity	Unit Price (RS)	Total Price (Rs)
A	Software			
	Sub Total of A			
B	Cost for Licensed Software			
1	Database Licensed Software.....			
2	Other Licensed Software....			
	Sub Total of F			
C	Applicable Tax			
	Total			

