



## **Bidding Document**

# **Provision, Installation, Deployment, Implementation, Training, Support and Maintenance of Procurement Software**

<b>Last Date for Submission:</b>	<b>October 26, 2018 at 3:00 P.M.</b>
<b>Tender Opening Date:</b>	<b>October 26, 2018 at 3:30 P.M.</b>



## **1. About The Bank of Khyber**

The Bank of Khyber (BoK) is a Listed Scheduled Commercial Bank with majority of shares held by KP Government and having 170 branches; including 84 Islamic Branches. The Bank of Khyber established in 1991 through Act No. XIV, passed by the Provincial Legislative Assembly of the KHYBER PAKHTUNKHWA Province of Pakistan. It was awarded status of a scheduled bank in September 1994. The Bank of Khyber enjoys a unique position, stands out amidst the other banks operating within Pakistan, and has the privilege of being bracketed amongst the only three government banks in the country.

## **2. Project Introduction**

BoK intends to procure the services of experienced software houses and IT companies for the supply, installation, implementation and maintenance of Procurement Software. The software should provide all the necessary functionality to run the business of the bank as per best standard practice. Any innovative and futuristic products may be included with appropriate details for the bank to select additional products for its business with future requirements.

Being a leading organization in the region BOK has always been abreast with technology to provide enhanced services. As a step to enhance the internal and external user experience, BoK is going to develop and implement Procurement Software to reduce Management efforts and costs regarding procurement procedures currently BOK is following, getting more functionality, and user friendliness on hand and simple, and easy to use. The implementation will include following of standards operating procedures by the stakeholders managing the procurement process.



### **3. Scope of Work**

This project is a key initiative for BOK as it will introduce the capabilities to automate approval workflows for business processes for Procurement affordably for new projects, allowing BOK to go paperless, cut costs, and expedite business processes. The main objectives of customize implementation of business process automation are:

- Replacement of slow, expensive, and non-productive paper-based approval, collaboration, and delivery processes with fast, low-cost, and efficient digital operations.
- Improved operational efficiency, reduced cycle time, and eliminated costs.
- Mitigated risk, ensured compliance, data quality, and long-term file retention.
- Increased competitiveness and service levels.
- Automate current manual business processes via online forms and workflows.
- Improve operation efficiency, flexibility and streamline internal content publishing.
- Consistent Procurement Process.
- Effective Resource Management.
- Better and accurate Reporting Process.
- Automation of Vendor Registration and Project Procurement Process.



#### **4. Modules**

- a. Requisitioning, Approval, and Purchase Order Generation, acknowledgement of delivery Management system
- b. Procurement in works & renovation management system
- c. Creation, Approval, Publishing of Tender/corrigendum
- d. Evaluation of bids and Generation of Comparative Statement (Technical & Financial)
- e. Post Procurement / Inspections
- f. Order Tracking and Receipt Generation Management System
- g. Invoicing, Multi-way Match & Reconciliation Management System
- h. Custom Workflow, Rules and Alerts Management System
- i. Template Management System
- j. Budget Management System
- k. Contract Management – Manage Contracts
- l. Inventory & Catalogue Management
- m. Payment Management System
- n. User Access Control and Support Management System
- o. Reporting Dashboard Management System
- p. Audit Log Trails Management System
- q. Framework Contract / Enlistment / Prequalification of Vendors
- r. AMC management
- s. Disposal of obsolete items
- t. Construction and Renovation Works



## 5. Project Requirements / Specifications

SNo	Requirement	Details
1.	Home Page	Home Page should reflect our branding colors and logo. Additionally, the home page should show various information related to tasks, approvals, risks, issues and projects
2.	Audit Trail	The system must have a complete audit trail that includes retention of all revisions to RFP content.
3.	Rights Management	The application must allow creation of Department that will be allowed to access particular RFP events. Additionally, the system must allow various permissions to be granted to each team member (i.e. read only, create, delete, etc.).
4.	Proposal Comparison	The application must allow for proposal evaluation through side-by-side proposal comparison reports, whereby each bidder's response can be compared on a question level. Additionally, standard pricing comparison reports must also be available. These reports must be standard within the system, require limited set-up by BoK staff, and must be exportable to Microsoft Excel.
5.	Response Scoring	The proposed solution must allow BoK to establish scoring rules for certain questions and allow automated scoring of questionnaire responses. The solution must also allow staff to override automatic scoring and accept subsequent scoring edits as necessary.
6.	Document Storage	The system shall allow assorted documents to be stored on the BoK on-line secure server. The application must provide access to stored documents to our staff, and allow staff to add, view, edit, and create documents to be stored. The system must be flexible in allowing BoK staff to organize stored documents in a manner that is most efficient. The system must allow BoK staff to copy, move, and delete files from the document management system. Document management features such as versioning and check-in/check-out should also be available
7.	Document Access Control	The system must allow BoK to grant various permission levels to staff, such as read-only, create, delete, etc.
8.	Document Search	The system must include a search function that allows the user to search by file name, status, date, document type, etc. Searching should be flexible and should allow permissions-based search results
9.	Document Versioning	The system must maintain a complete history and audit trail of each document, allowing BoK staff to view previous versions of the document. Document versioning at both major and minor versions are required. We may require a document approval workflow, before a major version is published
10.	Document Templates	Access to RFP templates should be available so that BoK may modify to meet its needs. These templates must include sample pricing models, sample plan designs, and sample questionnaires for a variety of RFPs.
11.	Contract Management	The system must encompass all aspects of contract development, tracking and administration. Contract document authoring should be automated through templates and libraries to provide consistency across the organization. Key contract administration functions address management of subcontractors, identification of authorized resellers (dealers, distributors, etc.), Vendor sales reports, Vendor performance as well as amendments and renewals.
12.	Reporting	The system should provide robust data analytics and reporting to allow BoK to strategically assess spend for more effective sourcing and contracting. It should also provide the means to assess spend across operation dimensions such as Vendor classification, organizational elements and buying trends. Reporting should be presented in



		interactive charts and dashboards with the ability to 'drill down' to the transactional data for comprehensive analysis. Transparency is also a key feature to this component as reports, charts and dashboards should be designed for public access.
13.	Budget Management System	Solution should enable users to collaboratively budget for various contracting project types (Fixed Price, Cost Plus, T&M, Grants) by task/subtask and cost element across contract years. It should allow for the automated transfer of proposal budgets to forecast plan. Budgets can be allocated to the RFPs and departments, and any new RFP to a specific department or division should be matched against the available budget
14.	Inventory and Catalogue Management	This system should provide for an effective and accurate control on inventory, from initial acquisition, through to disposal, including donations, write-offs, transfers, etc. All of this information must be accessible by authorized users on a central server that allows management to generate and view reports from any internet enabled computing device. The system should be able to capture the PO detail including PO number, PO date, items, quantities, cost, vendor name, Donor (Funder) Name, Date of Purchase, Acquisition Cost.
15.	Trainings	The selected vendor should carry out customized trainings as per BOK needs covering following roles: <ul style="list-style-type: none"> <li>• System Admin</li> <li>• Super Admin</li> <li>• Procurement Division Staff</li> <li>• Administrators</li> <li>• Executives for Dashboards</li> </ul>
16.	Documentation	Vendor should provide documentation of each and every aspect of the software including but not limited to: - <ul style="list-style-type: none"> <li>• Scope Document</li> <li>• Technical Configurations Document</li> <li>• Project Schedule</li> <li>• Change Log</li> <li>• Issue Log</li> <li>• Risk Register</li> <li>• Test Cases</li> <li>• User Manuals</li> </ul>
17.	Procurement System Workflow	Every department will have a separate approval process for request submission for procurement. Then it will go to Procurement for initiating. Following roles will be involved in the process: Requestor, Approver, Head Procurement, Global Administrator. Further details about the procurement process will be discussed during the requirement gathering sessions, however it is assumed that the bidder will have adequate domain knowledge about the procurement process.



## **6. Technical Proposal Response Format**

Bidder is required to submit the following documents, failing to which the proposal will not be considered. Technical Evaluation of proposals will be carried out based upon these documents.

- i. The bidder be registered with FBR and should provide its registration **NTN** certificate and Registration of Incorporation under the laws of Pakistan
- ii. Bidder must provide Purchase Order/Agreement/Completion Certificate of deployments of similar software with relevant reference/contact information for any Organization/Financial Institutions/Banking sector
- iii. Bidder should be registered with Pakistan Software Export Board (PSEB) and must provide its certificate
- iv. Bidder must provide **Undertaking on stamp paper** that it is not being blacklisted by any of the Provincial / Federal Government or organizations of the State / Federal Government in Pakistan
- v. The bidder must submit **Annual Audited Report** for the last 03 financial years. Annual Audit Report including Balance Sheet, Income Statement and Profit & Loss accounts along with auditors' notes for the last three (3) audited years should be submitted
- vi. The bidder must have legal presence in Pakistan and must provide lists of its offices. Firm having **Offices in Peshawar/Karachi will be preferred**
- vii. The bidder should have enough Technical Strength at its end to complete the project within stipulated time. List of Staff (HR) of the Company along-with their CV's to be submitted



## 6.1 Technical Evaluation Criteria

Total Marks = 100		Maximum Marks
#	Clause	
<b>A</b>	<b>Company Portfolio</b>	
1	Number of Years the firm has been established(1 Mark for each year upto Max 5)	5
2	Number of Completed Projects of Similar in nature (1 Mark for each Project upto Max 10)	10
3	Number of Completed Projects of Similar in nature in any Financial Institution (02 Marks for each Project upto Max 10)	10
4	Number of Offices across Pakistan (1 Mark for each Office upto Max 5)	5
<b>B</b>	<b>Financial Capabilities</b>	
1	Average Annual Turn Over of the bidder for the last 3 Years(upto 50 Million=2 Marks, upto 75 Million=4 Marks, upto 100 Million or above=6 Marks)	6
<b>C</b>	<b>Relevant Staff Assigned to the Project</b>	
1	Project Manager	
	a. Experience (1 mark for each year Max upto 3)	3
	b. Certified Project Manager (Max 1 Mark)	1
2	Number of Designer/Developers (1 mark for each Employee Max upto 2)	2
3	Number of Supporting Staff (Technical/Hardware/Network Engineers) (1 mark for each Employee Max upto 3)	3
<b>D</b>	<b>Presentation of Proposed Solution</b>	
1	Compliance of System Requirements	55
2	Demo of required modules	
3	Approach and Methodology / Source Code / Technology Road Map	
4	Integration, Reliability, Response Time and Performance	
5	Flexibility, User friendly solution, Integration Support	
6	Software is owned Native / Third Party	
7	User Access and Administration Control and Audit Logs	
8	Change Management Process/Methodology for implementation new releases/updates of proposed software	
9	Recommended Infrastructure Details required for (testing, production and DR environment)	
10	Support & maintenance offering after deployment (Onsite & Offsite)	
11	Training of Bank Resources with documentation for both user and technical trainings during of the project	
12	List of Documentation available for System	
<b>Total Marks</b>		<b>100</b>
<b>Technical Qualification Marks are 60 % of the Total Marks</b>		<b>60</b>

Financial bids of firms who score at least 60% of the total marks on the technical evaluation will be opened before the representatives who wish to attend the financial bid opening.

Ratings for tender evaluation will be as follows:

Sr. No.	Description	Evaluation Weight-age
1.	Technical Proposal	80%
2.	Financial Proposal	20%

80 % weight-age will be given to Technical proposals of bidders while 20 % weight-age will be given to financial proposals. The formula for financial scoring is that the lowest bidder gets 20 points and the other bidders score 20 multiplied by the ratio of the lowest bid divided by the quoted price.





## 6.2 Training Capabilities

Bidder should indicate its training capabilities to provide training on software application. It should also provide a detailed training schedule. **The vendor will arrange training premises (on-site) Interactive sessions and necessary equipment.** Preference will be given to the bidder with certified trainers.

## 6.3 Project Implementation/Management Plan

The bidder shall provide a detailed implementation plan and project management plan. Bidder should provide the timelines. Responding Organization 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, bidder is required to provide detailed training schedules along with the names of resources.

## 6.4 Support Capabilities

Bidder must indicate and provide support for the solution for the duration of the entire implementation process of the project. **Bidder should provide onsite support for the project for which a dedicated resource needs to be present in Peshawar/Karachi or remote offices where ever applicable at the client's site.** Number, qualifications and relevant certifications of support personnel must be indicated. The selected bidder will provide support for the duration of the project as per contract.

- **Software bugs and upgrades/enhancements warranty.** The software warranty will include providing on-site and Help Desk support for technical issues. The detailed support plan should also be included.

## 6.5 Warranty Period

The bidder shall give comprehensive (6) six months' warranty after completion under company strategy, certifying that the software confirms exactly to the specifications laid down in the contract. An amount equivalent to 10% of total payment (inclusive of 2% earnest money) shall be retained by BoK as performance warranty/defect liability for a period of 6 months of the actual date of complete sign off and Go Live of the software. In case of delay penalty may be imposed as per contract.



## **7 Financial Proposal Response**

Bidder must submit its financial proposal in accordance with the following format: -

<b>SNo</b>	<b>Description</b>	<b>Amount in PKR</b>	<b>GST</b>	<b>Total Amount in PKR</b>
1	Provision, Installation, Deployment, Testing, Configuration, Commissioning, Implementation, Training and Support of Procurement Software			

**Note:**

**Bidder must Provide Amount for performing Data Entry of existing records in the proposed system (The Bank may or may not ask the successful bidder for the data entry of records)**

### **7.1 Currency**

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

### **7.2 Withholding Tax, Sales Tax and other Taxes**

Bidder is hereby informed that the Bank shall deduct tax at the rate prescribed under the tax laws of Pakistan, from all payments rendered by any bidder who signs a contract with the Bank. Bidder will be responsible for all taxes on transactions and/or income, which may be levied by government.

### **7.3 Governing Law**

This bidding document and any contract executed pursuant to this document shall be governed by and construed in accordance with the laws of Pakistan. The Government of Pakistan and all bidders responding to this bidding document and parties to any contract executed pursuant to this document shall submit to the exclusive jurisdiction to Courts.



### **Terms and Conditions**

- a) The Procurement Shall be conducted in accordance with the Khyber Pakhtunkhwa Procurement Rules 2014 on **Single Stage Two Envelope Procedure.**
- b) The Bank of Khyber Invites two separate sealed envelopes, one for Technical Proposal and One for Financial proposal from Service Provider having legal presence in Pakistan for provision, installation, deployment, testing, configuration, commissioning, implementation, training and support of the required Procurement Software.
- c) Bidder is required to submit both sealed proposals to the office of the Head Procurement Division, The Bank of Khyber on or before **October 26, 2018 at 3:00PM, which shall be opened on same day at 3:30PM at The Bank of Khyber, Head Office.**
- d) Company should sign and Stamp BOK RFP and must attached with their Technical proposal.
- e) Company seal / stamp must be fixed on both Technical Proposal and Financial Proposal.
- f) All the firms applied for the Tender must provide documents in line with the Mandatory requirements and should qualify the Technical Evaluation Criteria. **If any firm fails to qualify the Technical Evaluation Criteria, then Financial Proposal of the same will not be opened.**
- g) **Any bid submitted Late and after due date and time or bid not complying with all required clauses in this bidding document are liable to be rejected.**
- h) Call Deposit of two percent (2%) of the total bid amount in favor of the Bank should be attached with financial proposal in separate sealed envelope and should be submitted to Head Procurement Division, The Bank of Khyber.
- i) All prices quoted must be inclusive of all Taxes applicable, such as GST, Income Tax, etc.
- j) The prices quoted shall remain valid for 120 days, after the date of opening the tender.
- k) In case of consortium, the bidder must submit:
  - The details of the consortium with roles and responsibilities of each partner.
  - The original stamped consortium agreement shall be attached along-with the Bid Document.
  - The same should be endorsed by an authorized representative of the prime bidder. The Prime bidder will be the single point of contact with the Bank for the project undertaking.
  - No change in the constitution of the consortium (prime bidder/members of consortium / stakes of any member etc.) will be allowed without explicit approval of the Client.



- l) In case of failure to provide the required deliverables under the specified time, call deposit amount will be forfeited.
- m) The Bank of Khyber will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.
- n) No negotiations and revised bids will be allowed.

Contact Person for any clarification:

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