



Request for Proposal (RFP)
For
“Digital Transformation”

Government of Pakistan
Ministry of Industries & Production
ENGINEERING DEVELOPMENT BOARD

<http://www.engineeringpakistan.com/>

April 2020

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Invitation to Bid

Engineering Development Board (EDB), Ministry of Industries & Production, Government of Pakistan invites sealed proposals (technical proposal and financial proposal) for selection of a IT Company/Firm to perform the following services.

Digital Transformation of EDB through:

- **Development of Software Requirement Specifications**
- **Development / Customization & Implementation of Digital Applications / Systems**
- **Development / Customization & Implementation of Enterprise Resource Planning (ERP)**
- **Development / Customization & Implementation of Internal / External Portal and integration with Social Media**
- **Provision of Platform/License Software**
- **Training & Support**

Request for Proposal documents containing detailed terms and conditions, method of procurement, procedure for submission of proposals, bid security, proposal validity, opening of proposals, evaluation criteria, clarification/rejection of proposals etc. against above requirement may be downloaded from EDB website www.engineeringpakistan.com or obtained from the undersigned through e-mail free of cost .

The proposals prepared in accordance with the instructions in the request for proposal documents, must reach undersigned on or before 1500 hrs. on **18-5-2020** and will be opened on the same day at 1530Hrs.

In case of any query, undersigned may be contacted on Telephone No. 0519210285 during office hours (Monday to Friday excluding Public Holidays)

Contact Person: Manager Administration

Contact Nos: 051-9208463, 0519210285

Contact E-mail: info@edb.gov.pk

Terms and Conditions of Bid

1. Tender Identification Number: --
2. The Procurement Agency is:
Engineering Development Board EDB)
EDB Complex, 5-A Constitution Avenue, Islamabad
3. Engineering Development Board (EDB) was established as an apex policy and decision making autonomous body for all aspects concerning the engineering industry in Pakistan. It implements indigenization programs, carries out tariff rationalization activities, develops and regulates various policies, develops sectoral development plans, and carries out business development activities for the engineering sector.
4. Engineering Development Board (EDB) invites sealed proposals (technical proposal and financial proposal) for selection of an IT Company/Firm (henceforth called Responding Organization or RO) based in Pakistan and registered for sales tax and income tax. This selected Company/Firm shall perform **“Digital Transformation of EDB”** through provision of following Services through **Quality and Cost Based Selection**:
 - Development of Software Requirement Specifications
 - Development / Customization & Implementation of Digital Applications / Systems
 - Development / Customization & Implementation of Enterprise Resource Planning (ERP)
 - Development / Customization & Implementation of Internal / External Portal and integration with Social Media
 - Provision of Platform/License Software
 - Training & Support
5. Clarification if any on the technical requirement can be obtained by sending an email to info@edb.gov.pk or usman@edb.gov.pk till **one week before bid submission date**.
6. The clarifications issued in respect of all queries (through email) will be uploaded on EDB website. Response to the queries received one week before bid submission date shall not be made.
7. Proposal shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial Proposal and the technical Proposal. The envelopes shall be clearly marked as **“FINANCIAL PROPOSAL”** and **“TECHNICAL PROPOSAL”** in bold and legible letters.
8. Initially, only the envelope marked **“TECHNICAL PROPOSAL”** shall be opened publically. The envelope marked as **“FINANCIAL PROPOSAL”** shall be retained.

9. After the evaluation and approval of the technical proposal, financial proposal of the technically accepted proposal only will be opened at a time, date and venue announced and communicated to the bidders in advance. Financial Proposals of technically non-responsive will be returned.
10. Relevant details plus terms and conditions of the invitation may be obtained from the undersigned personally or by visiting the EDB website: www.engineeringpakistan.com.
11. The proposal validity period shall be 180 days.
12. The amount of the proposal and bid/proposal security shall be in Pak rupees. **The bid security shall be submitted in a third sealed envelope with the technical proposal.** The proposals should be accompanied by bid security (refundable) for an amount equal to **2%** of the total quoted price (inclusive GST, if applicable) in shape of either pay order or demand draft valid for not less than 6 months in favor of **Engineering Development Board, Government of Pakistan**. Proposals not accompanied by bid security or with less amount of bid security will not be entertained.
13. In case any RO submits more than one option against this invitation then bid security shall be submitted against highest quoted option.
14. The bid security of successful RO will be retained and that of others will be returned after award of contract.
15. In addition to retention of bid security, Performance Guarantee equivalent to 3% of the contract value in shape of Irrevocable Bank Guarantee will be submitted by the successful Applicants. The Performance Guarantee shall be valid for a period of six (6) months from the date of signing of the contract or any other extended period, as the case may be.
16. Both the bid security and performance guarantee will be released to the successful bidder once all contractual liabilities are completed.
17. If the proposal is withdrawn before the expiry of its validity or the supply/services are not made/provided within due date, the bid security will be forfeited in favor of the EDB.
18. The language of the proposals is English and alternative proposals shall not be considered.
19. Amendments or alterations/cutting etc., in the proposals must be attested in full by the person who has signed the proposals.
20. The prices quoted shall correspond to 100% of the requirements specified. The prices quoted by the RO shall not be adjustable. Changes or revisions in rates after the opening of the proposals will not be entertained and may disqualify the original offer.
21. RO shall quote cost inclusive of applicable taxes and any other cost involved therein.
22. The rates must be quoted strictly in accordance with this documents and its Annex(s).
23. Discounts (if any) offered by the **RO** shall be part of the proposal.

24. In case applicable taxes have neither been included in the quoted price nor mentioned whether quoted amount is inclusive or exclusive of such taxes, then quoted amount will be considered inclusive of all taxes and selected RO will have to provide the required services, if selected and declared as highest ranked bidder. In case RO is not willing to provide services on quoted amount then bid security submitted with the proposal will be forfeited in favor of EDB and next ranked bidder will be awarded the contract.
25. Proposals shall be evaluated as per evaluation criteria of this Request for Proposal.
26. RO must have regular place of business, telephone numbers and email address and must provide proof of their existence in the particular business.
27. RO must submit an affidavit with the bid/proposal that it is not blacklisted by any organization nor insolvent nor in litigation with any government entity.
28. Only registered companies/firms who are on Active Taxpayers List (ATL) of FBR are eligible to supply goods/services to EDB.
29. If any RO is not in ATL then its payment shall be stopped till it files its mandatory returns and appears on ATL of FBR.
30. EDB reserves the right to cancel this invitation and reject all proposals at any stage of the bidding process.
31. The ROs do not have the option of submitting their proposals electronically. Telegraphic and conditional proposals will not be accepted. Unsealed proposals will not be entertained.
32. The selected company/firm shall undertake to maintain complete confidentiality of all the information, facts, proceedings, decisions, and documents etc. throughout the contract engagement and till the completion of the whole process. It will also be required to execute a Confidentiality Agreement before starting the assignment.
33. Sealed proposals may be dropped at the reception at **EBD Complex Building, 5-A Constitution Avenue, Islamabad.**
34. The proposals received after the due date and time will not be entertained.
35. Successful company/firm shall be bound to provide the required services within the delivery period. In case of late delivery, late delivery (LD) charges equivalent to 1% (of the PO/Contract Value) per week shall be imposed and deducted from the payment. However, imposed penalty shall not exceed a maximum threshold of 10% of the PO/Contract value. Once the maximum deduction threshold is reached, EDB shall have the right to en-cash the Performance Guarantee and terminate the Contract.
36. It is of utmost importance that proposals should be submitted very carefully and the instructions set forth above, scrupulously complied with, failing which the offer will be ignored.
37. The envelopes shall bear the following identification marks:

Bid for: "Digital Transformation"

Bidder Name: _____

Attention:

Title: _____

Address: _____

38. **A statement "Not to be opened before 1530 Hrs on Date: December 19, 2018" shall be clearly mentioned on the top of the sealed bid/proposal**
39. The deadline for the submission of bids/proposals is:
Date: 18-5-2020
Time: 1500Hrs
40. The bid/proposals opening shall take place at:
EDB Complex
5-A Constitution Avenue, Islamabad
Date: **18-5-2020**
Time: 1530Hrs
41. Attachments:
a. **Terms of Reference Annex "A"**
b. **Technical Evaluation Criteria Annex "B"**
c. **Financial Proposal Submission Form Annex "C"**
42. **By submitting bids/proposals, ROs agree to accept all the terms and conditions contained in these bid documents.**

TORs for Hiring of IT Company/Firm for Digital Transformation of EDB

EDB OVERVIEW

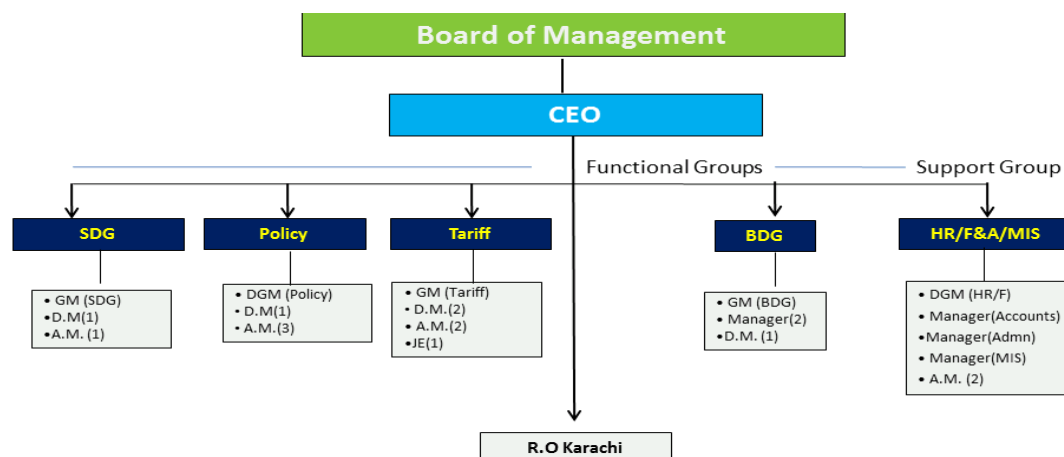
Engineering Development Board (EDB) was established in 1995. The primary mandate assigned to the board is policy formulation and implementation for facilitating and encouraging development & growth of Engineering Industry of the country. Later it was decided that EDB shall function as an apex policy and decision making autonomous body for all aspects concerning Engineering Industry as per its terms of reference. EDB implemented indigenization programs, carried out the tariff rationalizations, and other sectoral/business development activities for different engineering sectors.

EDB’s existing structure has four functional groups Policy development, Sector Development, Business Development and Tariff Section.

EDB is presently performing following functions:

- Automotive Sector (Tariff Based System(SRO 655,656,693) & Auto Policy, Trucking Policy)
- Engineering Industry support (CGO, SRO 678, Sch.-V & VI)
- Engineering Industry facilitation (SRO 565, DTRE, SRO 827)
- Bilateral Trade Negotiations (FTAs, PTAs, JMC, JTCs, JWG, NAMA, etc.)
- Business Development (International & local Trade Fairs)
- International Linkages and Capacity Building
- Contribution in preparation of National Finance Bill (Tariff Rationalization)
- Technical and Policy support to other organizations (STPF, Climate Change, PQI, PSQCA, etc.)

EDB’s organogram is given below.



Further details regarding working of EDB can be found on its website: www.engineeringpakistan.com.

DESCRIPTION OF WORK

Engineering Development Board (EDB), Ministry of Industries & Production invites proposals from companies having a legal presence in Pakistan for implementation of Digital Services through development/customization/implementation of the following solution areas.

1. Development of Software Requirement Specifications (SRS) document
2. Development & Implementation of Digital Applications/Systems
3. Enterprise Resource Planning (ERP)
4. Internal/External Portal and integration with Social Media
5. Provision of Platform Software
6. Training & Support

Scope of Work & Exclusions

In Scope		
Software Requirement Specification (SRS)	Software Requirement Specification document covering following area of each Functional Group within EDB. <ol style="list-style-type: none">1. Functional Requirements.2. Non- Functional Requirements.3. Standardized working Processes of each Functional Group.4. Identification of Dashboards performing different type of analytics and forecasts.5. Classification of record hard files data and Identification of metadata including its access control6. Classification of Industrial Data for following.<ol style="list-style-type: none">a. Export Import Databaseb. Large Scale Manufacturing Databasec. Engineering Industry Database7. Future Process Model<ol style="list-style-type: none">a. Processesb. Screen layoutc. Functionality & its calculations	
Digital Applications / Systems	Internal Portal	Required features: <ul style="list-style-type: none">• Sharing, filing, retrieval of all data/information/files etc within the Organization• Management of Static and Dynamic information• Management of day-to-day employee tasks with status updates• Synchronization of meetings and events with calendar• Publication of information on external Portal as well

		<p>as on all social media</p> <ul style="list-style-type: none"> • Implementation of 3-tier workspace hierarchy for employees to manage and work on Groups individually and within teams • Implementation of workspaces for knowledge sharing for employees, groups and Organization • Accessibility of all the available Information for any searched keyword with linked documents and search recommendations • Search recommendations and documents linking • Assigning task and updates • Document library with respect to classification of data, with meta data fields available to upload scanned documents, and with access control with respect to users and groups • Dashboard for various roles with role specific information display in summarized form. • Collaboration for multiple users to view and modify (or markup) documents at the same time. System should store and should be able to exhibit the various markups by each individual user during the collaboration session and afterwards, allowing document history to be monitored. • Versioning should allow users to retrieve previous versions and to continue work from a selected point. • Searching should be able to find documents and folders using template attributes or full text search. Additionally searching should be able to search documents using various attributes and document content. • Publishing functionality should have procedures of proofreading, peer or public reviewing, authorizing, printing and approving etc. The procedures have to be completed as evidenced by their corresponding signatures and the date(s) on which the document was signed by users involved in publishing. The published document should be in a format that is not easily altered and should be read-only or portable.
	Automation of Workflow in Internal Portal	<p>After the identification of processes in SRS Document Responding Organization (RO) will automate the internal workflows to facilitate online work within the Organization.</p> <ul style="list-style-type: none"> • The system must be able to provide end-to-end automation of routine office communication including automation of correspondence templates like Inter

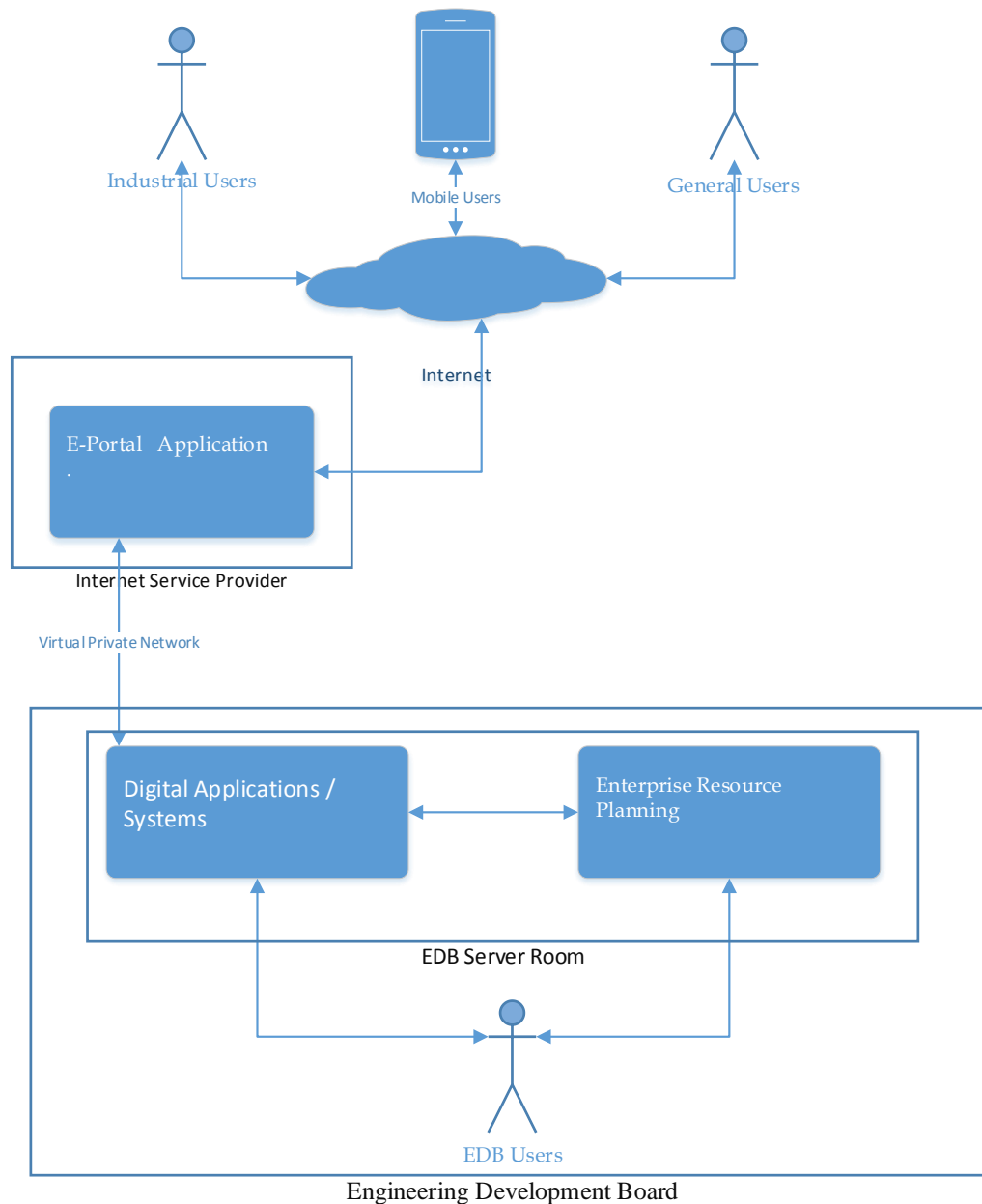
		<p>Office Notes (ION), Minute Sheets, incoming letters, outgoing letters, e-mails, share office diaries, meetings notifications and minutes of meeting. The templates should have option of digital signatures.</p> <ul style="list-style-type: none"> • Workflow module should be rules-based. It should be able to allow an administrator to create a rule that dictates the flow of the document through an organization. However appropriate authorized user may be able to alter route of workflow.
	Customized Application for Tariff Group	<p>RO will develop a customized web based application for Tariff Group on approved standard processes (to be covered in SRS) for the following area at the minimum.</p> <ul style="list-style-type: none"> • End-to-end online processing of the various SROs managed/regulated by EDB, including the following: <ul style="list-style-type: none"> ○ 656(I)2006 ○ 655(1)/2006 ○ 693(I)2006) ○ 565(I)/2006 ○ 450(I)/2001 ○ DTRE • Development of API for integration with WEBOC (FBR Application) • Requests and amendments for enlistment in CGO • Web/Mobile modules for integration with Industry
	Data / Knowledge Bank	<p>EDB is dealing with all engineering sectors mainly Fan, Surgical, Automotive, Sanitary Fittings & Ceramics, White Goods, Electrical/Electronic & Power, Household Utensils & Cutlery, Moulds and Dies, Forging and Casting, Iron and Steel etc.</p> <ul style="list-style-type: none"> • The Knowledge Bank would be central repository showcasing all data and knowledge (industrial data based on HS Codes, production data, export data, products, solutions, expertise, equipment, manpower & skills etc) in simple, easy to use and searchable fashion and include data/information/knowledge related to Export Import Database, Large Scale Manufacturing Database, Database of Engineering Industry etc. • It would also maintain information about prices, sales, exports, imports, investment potential, export potential and cluster information with statistical data about each cluster as well as specific data about each company/product. • The knowledge base should be able to integrate

		<p>with other customized applications as well as be scalable. The sources of data will include amongst others, Industrial Data already available within EDB in various formats, Export Directories, Excel Files, Custom General Order, Custom Tariff and other documents.</p> <ul style="list-style-type: none"> • Data collection directly (at source) from industrial concerns through Mobile App and Web. • Integration with international databases and knowledge bases. • Capability to perform different type of statistical analysis and forecasting
Enterprise Resource Planning Application		<p>A small level ERP application which may have 20 functional Users and 2 Technical Users, covering following modules.</p> <ul style="list-style-type: none"> • Enterprise Resource Planning including Inventory Management, Tendering/Purchasing Management, Vehicles/Fleet management etc. • Human Resource Management, including Employee Management, Payroll, Overtime, Attendance/Leave Management, Training, Career Planning etc. • Finance, including Chart of Account, JV, Reports, Payments, Budget & Accounts, integration with Ministry of Finance, Ministry of Industries & Production, AGPR and Banks etc.
Integration with Social Media		Integration of all Social Media with Digital and E-Portal applications which update social media with report and Content.
License Software		Provision of License Software for above mention application.
Non-Functional Requirements		<ul style="list-style-type: none"> • Should preferably be open source • Should be web based • Should be N-Tier and SOA based Architecture. • Should have high security encryption (SSL etc.) • Dashboards for higher management • Project implementation in six (6) months
Out of Scope		
1	Hardware	Provision of server and client machines, all supporting accessories and configurations.
2	Storage and Scalability	Provision of necessary storage capacity and scalability of network server, and client machines are not required.

Note: RO may advice any new application during SRS stage.

To qualify for the tender, Responding Organizations 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. Responses limited to certain sections of the scope of work will be ignored and excluded from the evaluation process.

Application High-Level Block Diagram



Technical Evaluation Criteria

Evaluation of received Technical bids/proposals will be carried out as per following criteria.

S. No.	Category	Weight	Description
1.	Technical	25%	a. Capability of proposed solution to meet client requirements given in the RFP b. Use of enterprise architecture, industry standards and proven technology for ease of implementation, usage and maintenance c. Portability of the proposed solution across multiple hardware/software platforms d. Scalability of proposed solution e. Implementation of security standards e.g. digital signatures, SSL etc. f. Technical documentation
2.	Business	25%	a. Easy in-house management/maintenance b. Proposal of alternative in event of system outage c. Integration and expansion to add new features (Future requirements analysis and easy integration) d. Total Cost of Ownership e. Maintenance and support plan f. Training plan
3.	References	25%	a. 5 marks per similar project (Letter from client is a must)
4.	Project Plan & Team	25%	a. Adequacy of work plan including staffing and methodology based on requirement to complete the project within six months. b. Adequacy of team and skills for the task c. Experience of team members d. No of years of team members with the company/firm

Financial Evaluation Criteria

1. Bid(s) found in compliance with “Terms & Conditions of Bid” and securing minimum 75% marks shall be considered at par/equivalent.
2. Bid(s) found in compliance with “Terms & Conditions of Bid” and securing minimum 75% marks shall ONLY be considered for financial evaluation.
3. Bid(s) found in compliance with “Terms & Conditions of Bid” and securing minimum 75% marks and quoting lowest rates shall be selected.

Financial Proposal Submission Form

1. M/s. _____, hereby submit financial proposal, against Invitation to Bid for
“Digital Transformation Services for EDB”, Tender Number: _____.

2. Our financial quote is as follows:

a. Cost of Digital Transformation Implementation Rs. _____
 Including:

- Development of SRS
- Development/Customization & Implementation of Digital Applications/Systems
- Development/Customization & Implementation of ERP
- Development/Customization & Implementation of Internal/External Portal & integration with Social Media
- Training & Support

b. Cost of Platform/License Software Rs. _____

3. Annual License Fee (if applicable) Rs. _____

4. Amount of Bid Security i.e. 2% of S. No. 2 Rs. _____

5. We hereby declare and confirm that:

- a. Quoted prices/charges are inclusive of all costs and applicable taxes.
- b. EDB reserves the right to cancel this invitation and reject all bids at any stage of the bidding process.

Signature: _____

Name/Designation/Official Stamp: _____