



BUREAU OF STATISTICS

**PLANNING & DEVELOPMENT
DEPARTMENT**

GOVERNMENT OF SINDH

REQUEST FOR PROPOSAL

For Consultancy & Implementation

Of

Back office processes Automation

Under the ADP Scheme

“Establishment of Sindh Data Centre in Bureau of Statistics”

Bureau of Statistics Complex,

ST-13, Block 8, Kehkashan,

Clifton, Karachi.

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SINDH BUREAU OF STATISTICS REQUEST FOR PROPOSAL

DISCLAIMER

The Request for Proposal (RFP) is issued by Bureau of Statistics, Sindh (BOSS), Planning & Development Department, Government of Sindh.

The RFP is neither a prospectus nor an offer or contract for entering into any obligation rather it entails the system specifications & requirements for Consultancy & Implementation of Back office processes automation.

BOSS reserves the right to accept or reject any RFP response, and modify or cancel this RFP at any time. Vendors will not be reimbursed for any costs they incur in preparing their RFP responses.

Recipients of this RFP are advised to carry out their own investigation into the proposed project, the legislative and regulatory regime which applies thereto and by and all matters pertinent to the proposed project and to seek their own professional advice on the legal, financial, regulatory and taxation consequences of entering into any agreement or arrangement relating to the proposed project.



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1. BACKGROUND

1.1 ABOUT SINDH BUREAU OF STATISTICS

Sindh Bureau of Statistics – SBOS was setup in 1970 as an attached department of the Planning & Development Department, Government of Sindh, with the objective of collection, compilation, tabulation and dissemination of statistical data on various socio-economic sectors of Sindh province for the use of planners, policy makers and researchers. Bureau of Statistics has established its 41 field offices in Districts and Sub Division and a future vision of Field Office in each taluka headquarter.

Recently Bureau has established a state-of-the-art technology Data Center consisting of latest IBM x550 M3 servers. All sections of the Head Office are connected through Local Area Network and all divisional field office will also be connected through Wide Area Network (WAN) in future using CISCO networking equipment. Standard software to process Statistical Information supported by Statistical Analysis Software (SAS) for statistical modeling and reporting purposes are installed. BOS supplies data on a number of sectors to various ministries, divisions, departments, autonomous bodies, corporations, and agencies, both under Federal and Provincial Governments. It is responsible for coordination of statistical activities in the Province and with the Federal Government.

Since its setup Bureau of Statistics has been making efforts to develop sound statistical database and ensure regular supply of information to the users. We have assisted number of academic and research institutions both national and international in conducting Censuses and Surveys and case studies. Bureaus Field Offices located throughout the Province prepare Statistical Brochures for their jurisdictions and help assist their counterparts in collection, supply and analyses of data.

1.2 EXISTING INFRASTRUCTURE IN BOS:

1.2.1 HARDWARE

A full-fledged data centre consisting following equipment.

- IBM x550 M3 servers
- IBM Storage in TBs
- Router (Cisco)
- Cisco Core Switches
- Cisco Access Switches
- Cisco Firewall
- IBM Tap Library
- Power Backup
- Fire suppression System and Cooling System
- Full-fledge data entry lab with high specs PCs
- IT cell at Each Divisional Office

1.2.2 SOFTWARE

- Operating System Linux
 - Database MySQL
 - SAS Bi Tool (Modeling, Reporting and Analysis)
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- Web based Standard Software to perform regular Statistical jobs
- Web based Library Management System
- BOS Website

1.2.3 SECTIONS - HEAD OFFICE

- Agriculture
- Social Statistics
- Industrial Statistics (MIPE/CMI)
- Publication & Co-ordination
- Field Operation & HRS
- MICS Secretariat / Section
- Data Processing
- Administration
- Regional Accounts

1.2.4 LIST OF OFFICES

BOS - List of Offices

S.NO	Name of Office	Status
1	Karachi	Head Office
2	Hyderabad	Division
3	Thatta	District
4	Sujawal	Subdivision
5	MirpurSakro	Subdivision
6	Badin	District
7	Matli	Subdivision
8	Dadu	District
9	Mehar	Subdivision
10	Jamshoro	District
11	Sehwan	Subdivision
12	Matlari @ Hala	District
13	Tando Muhammad Khan	District
14	TandoAllahyar	District
15	ShaheedBenazirabad @ Nawabshah	District
16	Sakrand	Subdivision
17	Sukkur	Division
18	Rohri	Subdivision
19	Khairpur	District
20	Kotdiji	Subdivision
21	ThariMirwah	Subdivision
22	NaushehroFeroze	District
23	Moro	Subdivision
24	Ghotki	District
25	MirpurMathelo	Subdivision
26	MirpurKhas	Division
27	Digri	Subdivision
28	Thar @ Mithi	District



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S.NO	Name of Office	Status
29	Umarkot	District
30	Sanghar	District
31	Shahdadpur	Subdivision
32	Khipro	Subdivision
33	Larkana	Division
34	Ratodero	Subdivision
35	KambarShahdadkot @ Kambar	District
36	Shahdadkot	Subdivision
37	Warah	Subdivision
38	Jacobabad	District
39	Thul	Subdivision
40	Kashmore @ Kandhkot	District
41	Shikarpur	District
42	GarhiYasin	Subdivision

1.2.5 NUMBER OF STAFF

S.NO	Name of Office	Status	Staff Strength
			No. of Employees
1	Karachi	Head Office	179
2	Hyderabad	Division	25
3	Thatta	District	16
6	Badin	District	11
8	Dadu	District	13
10	Jamshoro	District	11
12	Matiari @ Hala	District	06
13	Tando Muhammad Khan	District	06
14	TandoAllahyar	District	06
15	ShaheedBenazirabad @ Nawabshah	District	14
17	Sukkur	Division	32
19	Khairpur	District	22
22	NaushehroFeroze	District	14
24	Ghotki	District	14
26	MirpurKhas	Division	16
28	Thar @ Mithi	District	06
29	Umarkot	District	06
30	Sanghar	District	16
33	Larkana	Division	32
35	KambarShahdadkot @ Kambar	District	19
38	Jacobabad	District	10
40	Kashmore @ Kandhkot	District	06
41	Shikarpur	District	13
	Total Staff		493



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2. SCOPE OF THE PROJECT

2.1 REQUIREMENTS FOR DELIVERABLES

- a) Software and services (hereinafter called “Deliverables”) quoted and provided against this “RFP” shall be in accordance with the specifications attached with this RFP. In the deliverables the product/services shall be of an established provider and the product/services/system architecture shall conform to internationally acceptable standards, best practices and shall be a model that has been successfully operated and delivered over a reasonable period of time in the relevant industry.
- b) Review and document the current Back office processes. These processes include:
 - a) Finance/Accounting function in Budget and Cash (B&C) section,
 - b) Inventory function by Budget and Cash section,
 - c) HR and Administration functions by Admin section,
 - d) Document Archival & Management System (all sections).
- c) Recommend the new improved Back office processes automation.
- d) Implement the new improved processes in off the shelf system or Custom-made solution.
- e) Software Complete installation, configuration and implementation of information communication technology infrastructure of Administrative Departments, Divisional / Districts HQs and BOSS.
- f) In case the ROs(Responding Organization)find that the specification for any item of the deliverables is lacking in details, they may give their own proposals with detailed specifications.
- g) The deliverables offered by the ROs must be of a quality with all standardized documentations suitable for the purpose and operations for which they are required, and must be capable of rendering the required performance and services.
- h) The deliverables offered shall be complete with their standards utilities and extended tools must be accompanied by their normal instruction books/ manuals.
- i) RO must provide the details of the support during support period which ends with the release of the performance bond.
- j) Due to rapid turnover of employees in IT industry, RO shall assure by providing HR policy that the support will not be affected.
- k) Regular monitored support and services after installation, optimization and fine tuning of all Deliverables supplied is required.
- l) Proposal with incomplete deliverables will not be entertained.

2.2 REQUIRED SERVICES & SOFTWARE

In the light of the requirements given above, the RO must propose the following

2.2.1 CONSULTING

- a) Consulting provision for back office processes automation of BOSS.
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- b) Review and document the current Back office processes. These processes include Finance/Accounting, HR, Inventory Management, Document Archival & Management System etc.
- c) Recommend the new improved Back office processes automation.
- d) Implement the new improved processes in off the shelf system or Custom-made solution.
- e) Trainings for BOSS Field and Office Personnel for Capacity Building and Skill Upgrade
- f) Requirement gathering for automating back office processes.

2.2.2 SOFTWARE SERVICES & CONSULTING/IMPLEMENTATION

- a) Off the shelf system (SAP, Oracle etc) or Custom-made software Product (with at least 2 successful deployments in Pakistan)
- b) In case of Custom-made software Demo of successful installation is mandatory after proposal submission.
- c) Each Software Module must support at least 30-35 users
- d) Linux bases solution (We have Linux Operating System installed)
- e) Any other supporting tool suggested by RO.

2.2.3 SUPPORT SERVICES

One (1) Onsite resource for database and application back office processes system monitoring will be needed for 1 year after satisfactory completion of the project.

Additionally, one (1) Onsite resource will be needed for application management and administration

2.3 COMMENTS AND SUGGESTIONS AGAINST THIS PROPOSAL

ROs are requested to thoroughly read this proposal and give their comments if the required objectives could not be achieved with this proposal, like requirements and specifications of the deliverables, delivery, commissioning, training and the support procedures. If any RO elects to suggest changes to the proposal, complete information of the changes including all data relating to technical specifications shall be given as per format of the technical proposal along with the detailed methodology of carrying out the work. In such case the RO must give proof of confirmation (POC) of being best in the light of the requirement stated in this RFP.

2.4 RIGHTS OF SINDH BUREAU OF STATISTICS (BOSS)

- BOSS reserves the right to cancel the bid prior to acceptance of bid.
 - BOSS will only accept the bid having best technical proposal and lowest evaluated bid.
 - BOSS reserves the right to amend the list of deliverables.
 - BOSS reserves the right to cancel the offer of the RO, whose bid may be evaluated to be the lowest, if it is revealed to BOSS that the RO does not have the capacity or the amount quoted is so less that the delivery of the Deliverables is not feasible to carry out the Contract in accordance with the terms and conditions of this RFP.
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2.5 RESPONSIBILITIES OF BOSS

- BOSS will provide access to its premises for rendering the services.
- BOSS will coordinate with the nominee of the vendors in provision of best possible information on time.
- BOSS will nominate authorized persons at each and every location and provide possible facility to complete the task by the vendor.

3. INSTRUCTIONS FOR RESPONDING ORGANIZATIONS RO

3.1 ELIGIBILITY:

Firms must possess the following registration/certificates:-

- Must have partnership with off the shelf system or Custom-made solution vendors
- Certificate of Incorporation with SECP
- Registered with income tax authority (NTN and SRB).
- Must have executed similar projects in public sector
- Not black listed.

(Attach all certificates and affidavit of not black listed).

3.2 PREPARING BIDS

3.2.1 LANGUAGE

The bids along with any accompanying literature shall be prepared in English language only.

3.2.2 COMMUNICATION

Inquiry regarding this RFP shall be submitted in writing (email, post mail or fax), to:

Additional Director (DP)
Sindh Bureau of Statistics
Bureau of Statistics Complex
Block-8, Street 13, Punjab Chowrangi,
Kehkashan, Clifton, Karachi
+92-21-99251252, +92-21-99251259

3.2.3 SUBMISSION OF BIDS

- a) Company profile that should provide information as mentioned below:
 - (i) Details of the firm with name, address, status of the firm (whether Sole proprietorship, partnership or limited company) phone numbers, e-mail.
 - (ii) Details of product/ services.
 - (iii) High level understanding document showing the ROs understanding of the business requirements and technical requirements.



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- (iv) Proof of Financial strength of last three years (Balance sheet, Profit & Loss A / C and Cash flow).
- (v) Registration documents: Sales tax registration certificate, NTN, PSEB etc.
- (vi) Client details (Description of project, brief specifications of products/services, size of the project, location) of relevant and general product/services provided in government and private sector.
- (vii) Details of support & maintenance and training methodologies and plans.
- (viii) Detailed CVs for key personnel to be deployed for this project.
- (ix) Details of expertise in large scale enterprise level projects like ERP implementation, turnkey projects, database back-end integration, working with provincial and federal government sector.

Note: Documents submitted should be hard copies and properly indexed and paginated.

b) This is a single stage – two envelope bidding procedure as follows:

- (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 procuring agency without being opened;
 - (v) The procuring agency shall evaluate the technical proposal in a manner prescribed in advance, 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;
 - (vii) The financial proposals of bids shall be opened publicly at a time, date and venue announced and communicated to the bidders in advance;
 - (viii) After the evaluation and approval of the technical proposal the procuring agency, shall at a time within the bid validity period, publicly open the financial proposals of the technically accepted bids only. The financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders; and
 - (ix) Weighted selection method will be used to award the contract, details of which are given in the section ‘Evaluation of Bid’.
 - (x) Format for submission of technical proposal is given at section “Format of Technical Proposal”
 - (xi) Format for submission of financial proposal is given at section “Format of Financial Proposal”
 - (xii) The “Bid Application Form” with financial proposal and all other required documents identified in this RFP, shall be submitted in original and duly signed. The authorized person
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signing the tender documents must state his/her full name and authorized position/ designation underneath the signatures.

- (xiii) The erasing and/or alterations, if any, in the bid shall be authenticated by the authorized representative of the RO with full signatures.
- (xiv) Ambiguous and incorrect answers and/or incorrect filling of Bid Documents will render the bid liable to rejection.
- (xv) Bids through cable, telegraph, telex, fax, or e-mail shall not be considered.
- (xvi) The bids shall not rely on any interpretation or correction given by any person except the written addenda and/or corrigenda to documents issued by the concerned department of BOSS.

3.3 METHOD OF SELECTION

The Request for Proposal is being sought under Least Cost Selection Method as described under Sindh PPRA Rules 2010 72(1). Here the procurement is Single Stage two Envelopes. This means the responding Consulting Firms/ Consortiums are required to submit Technical and Financial Proposal separately.

3.4 EVALUATION CRITERIA

- a) BOSS will adopt Two Envelope Bid criteria; the Technical Proposal / Bid and the Financial Proposal Bid.
- b) The Technical bids will be evaluated as per the criteria mentioned in the RFP and the solution provided by the bidders.
- c) The bidders will be prequalified for based on the technical solution provided in the technical evaluation.
- d) Prequalified bidders will then have their financial bids opened by BOSS in the presence of all other qualifying bidders, representatives from IT Department, Materials Management, and Finance.

3.5 BID BOND AND PERFORMANCE BOND

- a) The RO shall enclose a "Bid Bond" with financial proposal in the shape of pay order equivalent to four percent (4%) of the total contract value. The Bid Bond shall be in favor of "Additional Director (DP), Sindh Bureau of Statistics". The bond so furnished shall remain valid for a period of 120 days beyond the period of validity of the bid or till it is revalidated / extended for a period mutually agreed upon by the RO and procuring agency.
 - b) As soon as an award is made, the provisions in the following paragraphs **c, d and e**, hereafter, shall operate.
 - c) The bid bond in case of unsuccessful bidders will be returned as soon as possible after rejection.
 - d) In case the RO after acceptance of bid fails / refuses to perform, the Bid Bond will be forfeited and en-cashed.
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- e) The successful bidder shall have to give a Performance Bond, to the extent of 10% of the **total value for services provided** in the contract. The Performance Bond shall not be applicable on any software products supplied in the contract.

3.6 PRICES

- a) The prices quoted in the financial proposal must be in Pakistani Rupees. The total cost shall include all the charges of the product/ software and its customization, development, integration, installation, commissioning, training, and support; making, inspection, guarantees, clearance, freight/transportation, agent's commission and all duties, taxes, levies, etc.
- b) For the purpose of financial evaluation / comparison of bids, the total price for the deliverables as per section 'Format for Financial Proposal' be the sum of the amounts of the deliverables excluding optional items (if any).

3.7 VALIDITY OF PRICES / BIDS

- a) The cost quoted shall be valid for a period of at least 120 days from the date of opening of the bid with the facility for extension.
- b) Until the contract is executed finally, the successful bidder shall be bound by the terms and conditions of this RFP.

3.8 ACCEPTANCE OF THE TERMS

- a) The submission of the bids against this RFP by the RO means that the RO has read and accepted the terms and conditions given in this document, completely; and it has thoroughly examined the deliverables, their specifications and particulars in the RFP. Further, the RO is deemed to be fully aware of the nature of the deliverables and the purpose for which they are required and shall be bound to accept the contract if placed with it on the basis of the prices, performance and support of the delivery schedule as stated in this RFP.

3.9 MODE OF DELIVERY AND ADDRESS

Proposals shall be delivered by hand or courier so as to reach the address given in this RFP (Preparing Bid/Communications) by the last date and time indicated for submission. PROPOSALS RECEIVED BY FAX OR EMAIL SHALL NOT BE READ.

4. EVALUATION OF BIDS

Technical evaluation would be performed on the following parameters:



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Evaluation Criteria:

S#	Evaluation Parameter	Quantity Description	Marks
1.	Company Profile	All companies should have sales tax and income tax registration numbers.	10
	a) Period since Firm is in consulting business.	Up to 3 years. From 3 to 5 years. Above 5 years.	01 02 03
	b) Number of Consultants	Upto 10 From 11 to 20 Above 20	03 04 05
	c) Number of office locations in Sindh	1 to 2 More than 2	01 02
2.	Financial Soundness /Status		10
	a) Income Tax Return of Firm.	Last year only Last Continuous 7 years More than 7 years	01 02 03
	b) Average Annual Turnover of last three (3) years.	Below PKR 20 million Between PKR 20 million and PKR 40 million Between PKR 40 million and 100 million. above 100 million	03 04 05 07
3.	Company Experience		40
	a) Number of IT projects, with at least one being in Government Sector	1 2 to 5 5 to 9 10 and above	05 10 15 20
	b) Number of ERP projects, with at least one being PKR2 million and above, in public/Private sector	1 2 to 5 5 to 9 10 and above	05 10 15 20
4.	Team Qualifications		40
	a) Number of Management Consultant that have more than 15 years' experience dealing with Consulting	1 2 or more	7 15
	b) Number of Consultants that have experience of ERP Implementations	1 to 5 5 to 10 More than 10	5 10 15
	c) Number of certifications in Oracle, SAP, LINUX, relational databases and other ERP Systems	1 to 5 6 to 10 More than 10	2 4 10



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Please note that the minimum passing criteria in Technical is 75%.

ROs must submit the proof of similar experience, relevant projects done, implementation plan, staffing schedule and other requirements as deemed necessary for the evaluation.

In order to enable BOSS to perform technical evaluation, information required described in the sections above on the format specified in this RFP must be provided:

5. FORMAT FOR TECHNICAL PROPOSALS

In addition to the format given, the technical proposal should be concisely presented and structured in the **form of chapters/sections** to include, but not necessarily be limited to, the following information. Support material should not be part of the main proposal but should be placed in annexes. The format of the technical proposal should also be in line with the Instruction to ROs.

- Project Title
- Table of contents
- Executive summary
- Check list of the requirements asked in this RFP
- All the documents asked in this RFP
- Expertise relevant to RFP
- Relevant experience
- Proposed solution should include followings:
 - Methodologies for implementation, project management and risk management
 - Support Services defined along with different support levels with response times and process of delivering support.
 - Key Staff assigned and mapped to specific activities
 - Recommended Staff size and capabilities to administer this application with capabilities and roles.
- Training of enhancements to users and training of the technologies to BOSS IT Staff.
- Conformity to the deliverables as per the format given bellow:

5.1 RELEVANT EXPERIENCE & CLIENTELE:

RO should provide the details of experience in similar projects according to the following format along with necessary documentation.

Sr. No.	Project title	Value of Project	Name of the customer with contact details	Platform (O/S, Database, frame work, languages)	Brief Description of the project



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5.2 FINANCIAL CAPABILITIES

The responding organization shall describe the financial position of its organization. Income Statement or Annual Report should be included in the detailed Technical proposal. The National Tax Numbers and Sales Tax Registration Numbers of the company should also be indicated (Photo copies of concerned documents should be provided).

6. FORMAT FOR FINANCIAL PROPOSALS

Tools and Required Software Cost					
S#	Item	Qty	Unit Cost	Total (License)	1 st year support
1	HR Component Automation (Payroll not required)				
2	Budget and Cash Automation				
3	Inventory Management System				
4	Document Archival System				
5	Document Management System				
6	2 days training for all modules (in divisions) in one go (Arrangements of 10 people on average in each division including DSA of trainees)	05			
Total					

Note: From the above components any component may be removed due to budget constraint.

Consultancy & Software Implementation Cost		
S#	Item	Cost
1	Requirements Analysis Report	
2	Proposed Solution Report	
	Customization and Implementation of proposed software solution	
	Performance Testing Report	

Total _____

Summary of Costs			
S#	Item	Cost	1 st year support
1	Tools and required Software		
2	Consultancy and Software Implementation		-

Total Bid Value _____

Note: Financial bids of all technically qualified bidders will be evaluated on Trunkey Basis.