POWER INFORMATION TECHNOLOGY COMPANY

TENDER DOCUMENT

FOR

SUPPLY OF COMPUTERIZED ASSET, INVENTORY MAINTENANCE AND MANAGEMENT SYSTEM WITH BUSINESS INTELLIGENCE

TENDER NO. PITC/G-244(6)/10-2015

Key Information Sheet

Sr. #	Key Information	Key Information Details
1	Bidding Document Issue Date	02/10/2015
2	Bidding Document Issuing Office	Chief Executive Officer (CEO) PITC 405-WAPDA House, Lahore, Pakistan.
3	Bidding Document Issuing Authority	Manager NWO SB-26 WAPDA House, Lahore
4	Pre-Bid Conference:	Pre-Bid Conference is scheduled at 11:30 am, on 12-10-2015, at the 406-WAPDA House, Lahore
5	Non-Refundable Bidding Document Cost	A Non-refundable Bidding Document cost of Pakistani Rs. 1,000 (Rupees One thousand only) should be deposited with the Finance Directorate or through demand draft from a scheduled bank, drawn in favor of "Power Information Technology Company-PITC".
6	Sale of Bidding Document	9.00 am to 4.00 pm, on all working days, starting from the Date of Advertisement, till the day before the Deadline for Submission of Bids.
7	Bid Security	Each Bidder shall submit a Bank Draft/Pay Order in the name of the CEO, Power Information Technology Company – PITC, for an amount of 2% of Bid Cost, as Bid Security.
8	Last date for Submission of Bids "Deadline for Submission of Bids"	11:00 AM on 27-10-2015
9	Bid Validity Period	The Bids must remain valid for 90 days, starting from the date of Opening of the Bids.

10	Opening of the Bids	(1) The Bids (Technical Proposals) shall be opened publically at 11:30 AM on the same day as the Deadline for Submission of Bids at the O/O Manager (NWO), SB-26 WAPDA House, Lahore, in the presence of the Procurement Committee and the authorized representatives of the Bidders.
		(2) The Bids (Financial Proposals) shall be kept sealed. The Financial Proposals, of technically qualified Bidders, shall be opened at the date, time and venue determined, announced and communicated by PITC.
11	Evaluation of Technical and Financial Bids	**(1)** All Bids will be evaluated by the Evaluation Body in accordance with the evaluation criteria prescribed in the Bidding Document.
		(2) Only technically qualified Bidders will be informed publicly, in writing, about the opening of Financial Proposals.
12	Performance Security	Upon acceptance of Award of Contract, the successful Bidder shall be required to provide a Performance Security in the shape of Bank Draft equaling to amount of ten percent (10%) of the total Contract Price, from a scheduled bank, having minimum credit rating of AA, within thirty (30) days. Performance Security shall remain valid till the successful implementation of the contract.
13	Contact Information	Address: Addl. Manager (IT), PITC, 401 WAPDA House, Lahore Email: attique.ahmad@pitc.com.pk Telephone : +92-42-92202070, +92-42-99202211 (3015) Ext : Fax: +92-042-92202799
14	Website	www.pitc.com.pk

Note: **Only firms are eligible to participate in pre-bid conference that has purchased tender document.**

SECTION I (Administrative)

1. INSTRUCTIONS TO THE BIDDERS

1.1 General Bid Requirements

i) Bids should be prepared simply and economically and provide a straightforward, concise description of the Bidders capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content.

ii) Bidders must follow all formats and address all portions of the RFP set forth herein providing all information requested. Bidders may retype or duplicate any portion of this RFP for use in responding to the RFP, provided that the Bid clearly addresses all of PITC information requirements.

iii) Bidders must respond to every requirement of the Technical Proposal and Financial Proposal. Bidders must label each response to RFP requirements with the Section and sub-Section numbers.

iv) Bids must not contain irrelevant information. All information presented in a Bid must be relevant in response to a requirement of this RFP, must be clearly labeled, and, if not incorporated into the body of the Bid itself, must be referenced to and from the appropriate place within the body of the Bid.

v) Bids shall be prepared on standard A4 size paper. Foldouts containing charts, spreadsheets, and oversize exhibits are permissible. All responses, as well as any reference material presented, must be written in English. Bid pages must be numbered.

vi) Bidders shall divide their responses to this RFP into a Technical Proposal and a Financial Proposal. Financial Proposal and pricing information should not be included in the Technical Proposal. Addition of Financial Proposal or pricing in the Technical Proposal shall make the Bid non-responsive and PITC shall reject the Bid. All the Bids will have to be submitted in hard bound with all pages numbered. It should also have an index giving page wise information of above documents. Incomplete Bid will summarily be rejected and returned unopened to the Bidder(s).

1.2

i) Rates should be quoted on the FCS basis (Free delivery at Consignee's Store).

ii) The Bidders are required to submit technical and financial bids in separate sealed envelopes , clearly making "Technical" and "Financial", two copies of each (marked as Original and Copy). Soft copies of bids will also be required. Firms will be short listed on the basis of scrutiny of the technical bids. Financial bids of the short listed will be opened in the presence of bidders or their authorized representatives.

iii) Date of opening of the financial bids will be informed well in time to technically qualified firms.

iv) The bidders shall furnish 2% of total cost as bid money as a part of their tenders in form of Bank Draft or Bank Guarantee in favor CEO (PITC), WAPDA House, Lahore, to be enclosed in the envelope of **technical bid.**

v) Successful bidder shall deposit performance security, as described in PO, not exceeding 10% of the value of the proposed purchase order in shape of bank draft or bank guarantee issued by any scheduled bank, in favor of indenter. The same shall be released after expiry of warranty period.

vi) Competent authority reserves the right to accept or reject any offer or a part thereof or increase/decrease quantity to any extent without assigning any reason. The offer received incomplete or not in accordance with the conditions/specifications will not be entertained. Bid offered is likely to be ignored if:-
   a. The tender is unsigned (all pages should be signed)
   b. It is received after the time and date fixed for its receipt.
   c. Offer is ambiguous or conditional.
   d. The offer is form a firm who is blacklisted by PEPCO, PITC, NTDC, WAPDA or any other government organization, or is in litigation with any government organization or is defaulter in any previous order and/or contract.
   e. The offer is unsolicited.
   f. The bid is not accompanied with full earnest money.

vii) The tenders prepared by the bidders should comprise of the following documents:-
   a. Covering letter.
   b. Receipt of tender document cost.
   c. Bid Money.
   d. Detailed bill of quantity/Specifications provided with tender document dully filled, signed and stamped.

2. TERMS AND CONDITIONS

2.1 The quoted price must be firm, final, inclusive of all taxes, transportation charges etc. and should be in Pak Rupees.

2.2 The purchaser is not bound to accept the lowest offer not fulfilling the requisite criteria. The reasons for rejecting the lowest or any offer shall not necessarily be communicated.

2.3 Price will remain valid for at least 90 days from the date of opening of quotation.

2.4 The supplier shall be liable for liquidated damages @ 2% PM, if he fails to deliver the Products / Services within delivery period.

2.5 Quantities given in Bill of Quantity are based on rough estimate and may increase or decrease up to 10% extent. Successful bidder shall be bound to supply the required quantity, on the approved rates.

2.6 An inspection of the Products / Services supplied, installed and configured shall be carried out by CEO (PITC) or his representative at PITC premises.

3. SCHEDULE OF SUPPLY

The delivery, installation, configuration of the products/service will be completed within 60 days.

4. EVALUATION CRITERIA

Bidder as a part of his bid shall provide the following depending upon applicability:

4.1   Complete specifications with supporting document, brochures of the offered items. Specifications do not meet the tender requirements; offered material shall not be entertained.

4.2   A list showing the location of head office along with those of branch offices.

4.3   A list of technical expertise and qualified maintenance engineers/staff to handle the software maintenance task efficiently along with their qualifications.

4.4   A list of clients to whom the bidder has done or been doing business during last 3 years along with their Names, Addresses, and Phone Numbers.

4.5   A certificate describing the guaranteed response time after a software failure when the complaint is logged within the warranty period. The maximum expected down time should also be defined and must not be more than 24 hours (One day).

4.6   Manufacturer's authorization certificate, if authorized.

5. TERMS OF PAYMENT

Payment of the Products / Services supplied will be made directly by consignees within thirty days, from the date of receipt of invoice, on production of following documents:

a) Invoice in triplicate having NTN.
b) GRN (Good Receipts Note) issued by the consignee.
c) Inspection Report after configuration / installation.
d) Warranty Certificate as per clause 4.5.
e) Sales Tax Invoice (If not exempted) or attach exemption certificate.
f) Non-payment certificate.
g) Performed Security Receipt Certificate (otherwise performance security will be deducted from the submitted invoice).

6. EVALUATION FORMULAS

6.1   Technical bids will be evaluated as per given criteria in clause 7. The bidder will be declared technically qualified if score of technical factors 70% or more.

6.2   The financial bids will be opened only of those firms who will be technically qualified.

7. <u>TECHNICAL EVALUATION CRITERION</u>

The technical responsiveness will be determined by evaluating the following factors.

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable	Company/Firm				
				A	B	C	D	E
1.	**Form1:** Organizational Strengths and Technical Expertise	300						
2.	**Form2:** Proposed Work Plan (Methodology, Approach, WBS, Activities, Technical Solution etc.)	300						
3.	**Form3:** Proposed project Team (Personnel, Structure etc.)	400						
Total (Technical)		**1000**						
Total (Financial)		**100**						

Form1: Organizational Strengths and Technical Expertise (300)

Sr. No.	Description	Points	Awarded Points
1	Company Established (no of years) • More than 15 years (20 points) • 10 to 15 years (10 points) • Less than 10 years (5 points)	20	
2	Financial Strength (average revenue in the last 3 financial years in Pak Rupees: • 100 Million or above (80 points) • 50 million to 100 million(60 points) • 20 million to 50 million (30 points) • Less than 20 million (0 points)	80	
3	No of Offices in Pakistan • 04 or more offices (30 points) • 03 offices (20 points) • 02 offices (10 points) • Less than 2 offices (0 points)	30	
4	No of payroll staff • 100 or more (50 points) • 50 to 99 (35 points) • 30 to 49 (25 points) • 20 to 30 (15 points)	50	

Sr. No.	Description	Points	Awarded Points
	• Less than 20 (0 points)		
5	Local references of complete solution (i) Minimum 01 project in electrical utility company (50) (ii) Minimum 01 project in any public sector utility company (30) (iii) Minimum 01 project in any public sector other than utility sector (15)	50	
6	Global references of proposed software in the electric utility sector • 10 references (50 points) • Less than 10 and more than 5 (30 points) • Less than 5 and more than 1 (10 points) • 1 Reference (0 points)	50	
7	Experience of working for major multinational, multilateral/ bilateral programs • 5 or more projects (20 points) • 3 to 4 projects (10 points) • 2 projects (05 points) • Less than 2 projects (0 points)	20	
	Total	**300**	

Form2: Proposed Work Plan (Methodology, Approach, WBS, Activities, and Technical Solution etc.) (300)

Sr. No.	Description	Points	Awarded Points
1	Compliance with RFP requirements • 100% compliance (60 points) • Minor **(30%)** deviations (30 points) • Major **(70%)** deviations (0 point)	60	
2	Configuration/customization level • out of the box with some degree of customization (60 points) • integration with **one** 3rd party/ Multi products and modules required (40 points) • integration with **two** 3rd party/ Multi products and modules required (30 points) • integration with **three** 3rd party/ Multi products and modules required (20 points) • otherwise (0 point)	60	
3	Integration at transaction level	60	

	• Natural, seamless and real time integration at the transaction level amongst all the modules of the proposed solution (60 points) • Conversion programs/APIs required to integrate all the modules of the proposed solution (20 points)		
4	Adherence to internationally recognized project management methodologies with the provision of certificate of that firm.	40	
5	Maximum time required for complete implementation from the date of award of contract (For end to end solution covering all pilot and roll out sites) • **3 to 5 months (80 points)** • **6 to 10 months (40 points)** • **11 to 14 months (20 points)**	80	
	Total	**300**	

Form 3: Proposed Project Team (Personnel, Structure etc.) (400)

Sr. No.	Description	Points	Awarded Points
1.	No of certified application consultants on payroll of the proposed software • 5 to 10 or more (80 points) • 3 to 5 (40 points) • 2 to 3 (20 points)	80	
2.	Location of certified consultant (i) 3 major cities of Pakistan (60 points) (ii) 2 major cities of Pakistan (30 points) (iii) 1 major city of Pakistan (15 points)	60	
3.	Project managers experience of working with the any of the electrical distribution company of the world (number of years) (i) Minimum 15 years (70 points) (ii) Minimum 10 years (50 Points) (iii) Minimum 7 years (20 points)	70	
4.	Project managers experience of working on the proposed software any of the electrical distribution company of the world for end- to-end solution. (i) Minimum 5 projects (70 points) (ii) Minimum 3 project (50 points) (iii) Minimum 2 project (25 points) (iv) Minimum 1 project (10 points)	70	
5.	Project management team • Dedicated Project Management Teams proposed (at least 80% of whom have worked on 3 implementations of the proposed software)- 70 points • Dedicated Project Management Teams proposed (at least 80% of whom have worked on 2 implementations of the proposed software)- 35 points • Dedicated Project Management Teams proposed (at least 80% of whom have worked on 1 implementations of the proposed software)- 20 points	70	
6.	Project management team • 20 or more person years (50 points) • 15 to 20 (25 points)	50	
	Total	**400**	
	Grand Total	**1000**	

8. **Evaluation of Financial Proposal**

(A) A Single stage two envelops procedure is utilized in evaluation of the Bids, with evaluation of the Technical Proposal being completed prior to any Financial Proposal being opened and compared. The total points for Bids evaluation out of which the Technical Proposal will carry 1000 points and Financial Proposals will carry 100 points. The Financial Proposal of the Bids will be opened only for submissions that passed the minimum technical score of 70% (700 points) of the obtainable score of 1000 points in the evaluation of the Technical Proposals. If the technical component achieves 70% points, the Bid will be considered as responsive otherwise non-responsive. The financial proposal of non-responsive bidder will not be opened.

(B)   All the responsive bidders will be loaded with 70% or above up to 100% on the basis of their qualification. The ratio of Technical and Financial Proposal is (70 : 30) respectively.

For example

Bidders W, X, Y and Z achieved the technical score 750, 800, 800 and 900 respectively.

Bid Prices of W, X, Y and Z are 4, 5, 3 and 4 respectively.

TECHNICAL AND FINANCIAL EVALUATION FORMULA (ABOVE EXAMPLE)

Bidder Name	Technical Score (70% Passing score)	Technical Points	Financial Bid Price (in lacs)	Financial Proposal Points (Weighted)	Final Merit Points	Final Results
Column Name	A	B	C	D	E	F
Formula		=A x 70 / 1000	Bid Price	=Lowest C / C X 30	=B + D	Highest E Column
W	750	52.5	4	22.5	75.0	3rd
X	800	56.0	5	18.0	74.0	4th
Y	800	56.0	3	30.0	86.0	1st Winner
Z	900	63	4	22.5	85.5	2nd

PITC is not bound to select any of the Firms submitting Bids

BILL OF QUANTITY

(DETAILED SPECIFICATIONS OF SOFTWARE)

Sr.#	Software	Estimated Quality	Part No. (Where applicable)	On FCS Bases	
				Unit Rate	Total Cost (Including Installation)
		1			
		1			
		1			
		1			
		1			
		1			

SECTION II (Technical Specifications)

1. **Business Intelligence Software**

Overview

BI tools enable to analyze all the best business decisions possible for unique business environments.

The metadata layer is used by developers to create BI Tools Enterprise or Ad Hoc Reports. It consists of pre-joined tables, so developers can quickly and consistently develop reports versus the traditional method of creating complex sql statements for each individual report.

BI Tools packages are based off of the Applications, like Assets, Work Order or Job Plans. The required BI software should be able to create from within the Object Structure Application, and published to the content store thru Framework API's.

By utilizing Object Structure Application, the object customizations can be incorporated. This is a key design point because we need to extend the database in future. Therefore, our unique database customizations will be picked up dynamically. Hence we do not have to expend significant time and efforts in determining individual table relationships needed for package creation.

This document should include details on the integration architecture, security, and the meta data publishing process.

2. **KEY FUNCTIONALITIES REQUIRED FROM THE ASSET/INVENTORY MANAGEMENT SOFTWARE.**

The software proposed by the selected vendor would include (but not limited to) the following features and functionalities:

   a. The proposed software should be a standalone Enterprise Asset Management System and not a module of any ERP. No requirement should be there to install any pre-requisite software prior to installation of the Asset Management Solution.
   b. The proposed software should provide off-the-shelf tools to integrate with major ERP solutions like Oracle, SAP, and Dynamics etc.

MODULE	SUB MODULE	DESCRIPTION
ASSETS		
	Assets	To store asset numbers and corresponding information such as parent, location, vendor, up/down status, and maintenance costs for each asset.
	Asset Templates	To specify common asset information in an asset Template that you can then apply to multiple assets. Asset templates may be used to create multiple assets or to update
	Locations	To enter and track locations for assets and organize these locations into logical hierarchical systems

	Meters / Usage	To add or modify meter definitions. Meter definitions shall include names for the meters as well as sets of attributes that describe the meters
	Meter Groups	Meter groups would represent a collection of meters that will be used together multiple times
	Condition Monitoring	To define unlimited measurement points for assets, and to specify alarm limits and associated work to be performed after reaching those limits
	Failure Codes	Used to build and display failure hierarchies, which help you construct accurate histories of the failures that affect your assets and operating locations

WORK MANAGEMENT		
WORK ORDERS	Work Order Tracking	To plan, review, and approve work orders for assets and locations
	Labor Reporting	To report the type and total number of hours of work that will be performed by external contractors or internal employees
SERVICE DESK	Activities and Tasks	The Activities and Tasks application will be used to plan, review, and manage activities and tasks
	Service Requests	To create, view, and resolve service requests from End users.
	Ticket Templates	To create and manage generic ticket templates that can leverage to standardize common or high-volume service requests.
	Create Service Request	Used by users to create new service requests
	View Service Request	Used by self-service users to view existing service requests.
PREVENTIVE MAINTENANCE		
	Preventive Maintenance	To create, modify and view preventive maintenance plans for work assets. PM records are templates for work orders or for other PMs
	Master PM	To create and modify master PMs, which are templates for other PM records
MATERIALS MANAGEMENT		

	Item Master	To define items that will be stocked in the storerooms.
	Service Items	To define and manage purchased services
	Tools	To manage information about the tools used to perform work. Tools are typically non-consumable items for which you charge an hourly rate for their use
	Stocked Tools	To manage existing tools in store rooms.
	Inventory	To enter, display and update information on each inventory item
	Inventory Usage	Issues & Transfers application. The application will create inventory usage records that track the issue, transfer, and return of inventory items within and across organizations.
	Condition Codes / Repairable Spares	To create and maintain a master list of condition codes For reparable and re-usable items.
	Store rooms	To add and maintain information about store room locations, as well as view the items stocked within a storeroom.
PURCHASE MANAGEMENT		
	Purchase Requisitions	To ask the purchasing department to order materials or services
	Purchase Orders	To purchase materials or services from an external vendor
	Receiving	To receive materials into inventory and record the receipt of services
	Invoices	To record invoices and match against purchase orders and receipts for approval
	Request for Quotations	To request and manage vendor quotations
	Companies	To manage data on manufacturers, vendors, and other companies that do business with organization
	Terms and Conditions	To maintain a library of terms and conditions that can be added to a purchasing document or contract. These terms can contain information such as liability concerns, shipping and handling details, or delivery time expectations.
CONTRACTS		
	Purchase Contracts	To create, modify, and view contracts with outside vendors

	Lease Rental Contracts		To define the overall terms and conditions of the lease or rental agreement between a vendor and a customer regarding one or more assets
	Labor Rate Contracts		To define multiple labor rates for specific crafts and skills, and optionally labor records. In the Labor Rate Contract application you should be able to manage outside labor and the corresponding rates.
	Warranty Contracts		To maintain one or more assets for an outside service provider for a fixed fee, or regularly scheduled payment over a time period; or to track warranty information for multiple assets or locations by time.
	Master Contracts		To associate many contract types for a particular vendor. A Master Contract defines the relationship with a vendor and contains terms and conditions that apply to the contracts created and listed under it
	Terms and Conditions		Used to maintain a library of terms and conditions that can be added to a purchasing document or contract. These terms can contain information such as liability concerns, shipping and handling details, or delivery time expectations.
SYSTEM CONFIGURATION			
	Workflow Administration		To view and modify assignments within Workflow, Escalation and routing processes
	Workflow Designer		Graphical application that will be used to create a series of paths for records to flow through, called a workflow process
	Actions		To manage the administrative functions of creating actions and action groups within Workflow and Escalation processes. Actions are scheduled events that occur when a record leaves a Workflow node
	Roles		To manage user roles within the EAM application
	Application Designer		To create new applications (clones and custom applications) or to tailor the pages of an existing application
	Escalations		To automatically monitor critical processes across your enterprise. The primary goal of Escalation Management is to ensure that critical tasks are completed on time.
	Cron Task Setup		To manage cron tasks. Cron tasks are behind-the-scene jobs set to run automatically and on a fixed schedule

	Mobile Work Manager	To provide workers access to EAM remotely from hand-held computing devices.
	Mobile Inventory Manager	To provide workers access to perform Inventory transactions from hand-held computing devices.
	Mobile Dashboard	The solution must have dashboard available for mobiles.
	Mobile Asset Manager	To provide workers access to perform Asset transactions from hand- held computing devices.
PROJECT MANAGEMENT		
	Asset Management Scheduler	Gantt Chart capabilities providing Planners an intuitive graphical user interface for the planning and scheduling of all types of work (work orders and PM Forecasts
REPORTING		The proposed solution should have capability for the users to customize and generate their required reports easily. For ex System to show Consumption, pattern, trends of any chosen items as required by User & Buyer. Generated reports may be converted to PDF, EXCEL, HTML formats.
	KPI Manager	To create Key Performance Indicators (KPIs) to track critical performance variables over time
HEALTH SAFETY & ENVIRONMENT MANAGER		
		Base System should have the capability to enhance the same system to have HSE capabilities. The HSE Manager will cater for PITC's practices for Health Safety and Environment practices at PITC. This will include incident management and change management functionalities also.
START CENTER	Layout and Configuration	To modify and configure the layout of the portlets displayed on the Start Center
	Favorite Application Setup	To define/edit the list of applications displayed in a Favorite Application portlet
	Forgotten Password	Action from Login page used to e-mail a User what their current password is.
	Inbox / Assignments Setup	To define/edit which columns will be displayed in the Workflow assignments inbox displayed on the Start Center

	KPI Graph Setup	Used by an administrator to define/edit a KPI Graph style portlet to be displayed on the Start Center
	KPI List Setup	Used by an administrator to define/edit a KPI List style portlet to be displayed on the Start Center
	Change Password	Used to change the user's password
	Result Set Setup	To define/edit the query used and columns displayed in a Result Set portlet displayed on the Start Center
	User Self Registration	Used by new users to Register themselves as users with a temporary password.
DATA UPLOADING / MIGRATION		
	Migration Manager	The Migration Manager application will be used to define, create, distribute, and deploy packages.
TRAINING		The vendor will be responsible for providing training to PITC end users on the software applications, workflows, report building, edition of pre-defined workflows etc. Development and Administration Training is also required for IT resources to help end users on day to day issues as well as to manage Application independently.
		The application and database should be able to integrate with any popular databases, currently used in the industry like Oracle, SQL Server or DB2.
HELP DOCUMENTATION		
		The application should include written and online system documentation. The application installation and configuration artifacts should be submitted for future reference. The application must include a comprehensive Administrator's manual documenting all database Structure, relationships between tables and database dictionary. The help screens must be available for both users and administrators
IMPLEMENTATION PARTNER EXPERIENCE		
		The Implementation partner should have carried out at least three similar implementations of this size.

3. Implementation Services

The selected vendor for the software should submit sufficient evidences of partnership with the global software manufacturer and have sufficient experience (at least three full implementations) of the proposed software.

The implementation should consist of

      a. Requirement gathering phase
      b. Configuration of the software as per requirements gathered above.
      c. Testing by PITCs end users.
      d. Training to all levels and roles of end users
      e. Going to production, "Live"
      f. Support period by the vendor

4. Future Modules

PITC may require the following modules in future. The current deliverable software should be able to "embed" these future modules.

1. Asset Management for Linear Assets
2. Asset Management for IT Assets
3. Calibration
4. Spatial Asset Management
5. Management of Change.