

## **REQUEST FOR EXPRESSION OF INTEREST (REOI)**

### **HIRING OF CONSULTANCY FIRM- “PROCUREMENT OF SOFTWARE (ERP) FOR PSCA”**

Punjab Safe Cities Authority (PSCA) invites applications from qualified and experienced Firms/Companies for the short-term consultancy services under Rule 46-A of PPR-14:

#### **- FOR THE PROCUREMENT OF SOFTWARE (ERP) FOR PSCA**

Interested Firms/Companies may submit Technical & Financial Quotations latest by **17-10-2024** till **11:00 hours**, on e-PAD/ PPRA Procurement portal which shall be opened on the same date at **11:30 hours**. The detailed TORs are attached.

For obtaining any information, please feel free to contact at [procurement@pscsgop.pk](mailto:procurement@pscsgop.pk), Contact: (+92) (42) (99051605-7) Website: [www.pscsgop.pk](http://www.pscsgop.pk)

**CHIEF LAW & PROCUREMENT OFFICER,**  
**PUNJAB SAFE CITIES AUTHORITY,**  
PPIC3 Center, Qurban Police Lines,  
Lahore

## **TERMS OF REFERENCE**

### **“PROCUREMENT OF SOFTWARE (ERP) FOR PSCTA”**

#### **1. BACKGROUND**

PSCTA is a statutory body established through the Punjab Safe Cities Authority Act, 2016 with the goal of monitoring and curtailing terrorism through construction, development, and maintenance of a city-wide integrated command, control, and communications system in the major cities of the Punjab.

#### **2. OBJECTIVE/PURPOSE OF THE ASSIGNMENT**

- Seamless Integration: Ensure all business functions operate cohesively within a unified system.
- Enhanced Flexibility: Adapt to the dynamic needs of SAFE CITY's operations across various locations.
- Robust Management: Provide comprehensive modules for financials, procurement, assets, inventory, HR, and payroll.
- Centralized and Decentralized Operations: Balance centralized oversight with decentralized execution across 36 centers.
- Advanced Security and Access Control: Implement IAM modules and document-level access management.
- Compliance and Audit Readiness: Align procurement KPIs and grant management with audit standards.
- Efficient Asset Management: Streamline asset maintenance, repair, and capitalization processes.
- Performance Optimization: Utilize operation task management based on employee performance analysis.

#### **3. SCOPE OF SERVICE**

##### **Discovery and Requirement Analysis**

- Conduct workshops with Safe City stakeholders to gather detailed requirements.
- Analyze existing processes and identify areas for improvement.

##### **System Design and Customization**

- Design the ERP architecture tailored to Safe City's needs.
- Customize modules for financials, procurement, asset management, inventory, HR, and payroll.

##### **Integration and Data Migration**

- Integrate the ERP with existing systems and databases.

##### **System Design and Customization**

- Perform rigorous testing of all modules and integrations.
- Conduct user acceptance testing (UAT) with Safe City teams.

### **Seamless Integration and Enhanced Flexibility**

- **Unified Platform:** Integrate all business processes into a single, cohesive ERP system to eliminate silos and enhance data accuracy.
- **Scalability:** Ensure the system can scale with Safe City's growth, accommodating additional centers and expanding operations.
- **Customization:** Tailor modules to fit Safe City's specific workflows, ensuring relevance and efficiency.

### **Financial Management**

- **Centralized Financial Controls:** Manage all financial transactions, budgeting, and reporting from the head office.
- **Consolidated Reporting:** Aggregate financial data from all 36 centers to provide a comprehensive view of the organization's financial health.
- **Grant Management:** Track and manage grants within the financial module, ensuring proper allocation and reporting.

### **Procurement Management**

- **Centralized and Decentralized Procurement:** Balance centralized oversight with the flexibility for individual centers to procure as needed.
- **Vendor Management:** Maintain a centralized database of approved vendors, track performance, and manage contracts.
- **Procurement Automation:** Streamline the procurement process from requisition to purchase order creation and vendor selection.
- **Hybrid Procurement Model:** Enable centralized procurement for bulk purchases and decentralized procurement for localized needs.
- **Approval Workflows:** Implement distinct approval processes for centralized and decentralized procurement to ensure control and flexibility.

### **Procurement KPIs for Audit Standards**

- **KPI Definition:** Establish key performance indicators aligned with audit standards to monitor procurement activities.
- **Real-Time Monitoring:** Track procurement KPIs in real-time, enabling proactive management and compliance.
- **Audit-Ready Reports:** Generate comprehensive reports to demonstrate adherence to audit standards and facilitate audits.

### **Asset Management**

- **Comprehensive Asset Tracking:** Monitor assets from acquisition until disposal and auction, including assignment history and monitoring reallocation.
- **Scheduled Maintenance:** Automate maintenance schedules to ensure timely upkeep to extend asset lifespan.
- **Repair and Capitalization:** Manage repair processes with options to capitalize repairs, ensuring accurate financial tracking against each asset specified serial number, bar code number or asset tag.
- **Defined assets report formats for Faulty assets repairable, irreparable / auction able and auctioned**
- **Defined assets reports formats for complete history of asset repair and maintenance / reallocation / auction etc.**

## **Inventory Management**

- Monitoring of each product issuance from acquisition until its final disposal at consumer end
- Defined report formats for Goods receiving and Goods Inspection, Item wise reports, Stock in reports, Stock Out reports, Current Stock reports, Monthly reports, Quarterly reports, annual reports, Item Price comparison reports (All reports with graphical presentation option)
- Real-Time Inventory Tracking: Maintain accurate inventory levels across all DIC3 centers with real-time synchronization and updates.
- Automated Reordering: Implement reorder points and automate purchase orders to prevent stockouts.
- Inventory Optimization: Analyze inventory data to optimize stock levels and reduce holding costs.

## **HR and Payroll Management**

- Integrated HR Module: Manage employee data, recruitment, performance evaluations, and training within the ERP.
- Payroll Automation: Streamline payroll processing, ensuring accurate and timely payments.
- Performance Analysis: Utilize performance data to inform task management and employee development.
- HRMIS APP (Android/IOS) for PSCA /Smart Cities Staff:
- Disciplinary Cases via HRMS:
- Digitalization of Recruitment Portal with help of AI:
- Reports for different Analysis.
- HRMIS User Interface/ Dashboard:
- Issuance of Official Letters Via HRMIS NOCs/Experience/:
- Digital Record Keeping of Personal Data:
- Performance Syncing via HRMS.
- Trainings Module:
- Employee Performance Monitoring Module:
- Simplification OF HRMS Insurance Module.
- DIC3/PSCA smart safe cities Module.
- Career Structure/Progression/succession planning Modules
- CHATBOT for FAQs for smart safe cities staff.
- Virtual Orientation plan for smart safe cities staff
- Attendance/Leave Management Module with Facial Recognition mode.

## **Centralized Accounts Structures**

- Consolidated Accounting: Aggregate financial data from all 36 cost centers, allowing for consolidated financial reporting.
- Flexible Accounting Structures: Customize account structures to reflect the diverse operations of SAFE CITY.
- Expense Consolidation: Provide options to consolidate expenses across cost centers for streamlined financial management.

## **Identity and Access Management (IAM) Modules**

- Matrix-Based IAM: Define access controls based on a matrix established by the head

office, ensuring appropriate access levels for each cost center.

- Centralized Approval Processes: Manage approvals centrally while allowing for granular control based on transaction conditions.
- Role-Based Access: Assign permissions based on user roles and responsibilities, enhancing security and compliance.

#### **Document-Level Access Management**

- Granular Access Controls: Manage access to documents at the report and cost center tree levels, ensuring sensitive information is protected.
- Audit Trails: Maintain detailed logs of document access and modifications for accountability and compliance.
- User-Friendly Interface: Provide an intuitive interface for managing document permissions without compromising security.

#### **Grant Management in Accounts and Finance**

- Grant Tracking: Monitor grant allocations, expenditures, and compliance requirements within the financial module.
- Reporting: Generate detailed reports on grant utilization, ensuring transparency and accountability.
- Integration with Procurement: Align grant funds with procurement activities, ensuring proper allocation and usage.

#### **Operation Task Management Based on Performance Analysis**

- Performance Metrics: Analyze employee performance data to inform task assignments and operational planning.
- Task Automation: Automate task assignments based on predefined performance criteria, enhancing efficiency.
- Feedback Mechanisms: Implement feedback loops to continuously improve task management based on performance insights.

#### **Scheduled Maintenance and Repair Management**

- Maintenance Scheduling: Automate maintenance schedules for all assets, ensuring timely upkeep and minimizing downtime.
- Repair Management: Track repair activities, costs, and timelines, with options to capitalize repairs when applicable.
- Asset Lifecycle Management: Monitor asset lifecycles, planning for replacements and upgrades as needed.

#### **4. MANDATORY ELIGIBILITY CRITERIA**

Following criteria shall be followed to evaluate the most suitable firm for the assignment:

Sr.#	Eligibility Criteria
1	The Bidder must be registered with SECP/ Registrar of Firms in Pakistan and working for the last 10 years in Pakistan in the field of IT.

2	The Bidder Must have valid/active NTN and on active tax payer list of FBR on the date of submission of technical proposal.
3	The Bidder must be registered GST/PST- on the date of submission of technical proposal.
4	<b>General Experience</b> The bidder must have experience with at least 5 projects involving the implementation of ERP systems/Consultancy Services for Software Solutions for clients in Government/Private Sector.
5	<b>Government Sector Experience</b> The bidder must have experience with at least 2 projects involving the implementation of ERP Systems/ Consultancy Services for Software Solutions specific to the government sector with value no less than 5 million.
6	The Bidder's average revenue/turnover of three years must be greater than 200 Million 2021-2022, 2022-2023, 2023-2024 (for the last three years).
7	The Bidder must provide solution fulfilling the requirements mentioned under TORs of this document.
8	The Bidder has not been blacklisted by any of Provincial or Federal Government Department, Agency, Organization or autonomous body or Private Sector Organization anywhere in Pakistan.
Applicable taxes are 4% (153-(1-b) Software Development) & 5% Services tax Serial No 22	

## 5. **EXPECTED DELIVERABLES**

The consultant shall be responsible to deliver the software as per SOPs within prescribed timelines.

## 6. **TIME PERIOD**

The duration of the engagement of the Firm for the assignment shall be Six (06) months.

## 7. **PAYMENT SCHEDULE**

The Payment Schedule shall be finalized at the time of Contract execution with the Qualified/Successful Consultant within the limit prescribed in the Punjab Procurement Rules, 2014 (PPR-14).

## 8. **PROCESS OF HIRING**

The firm shall be selected/hired on **Least Cost Selection Method** provided in Rule 45 (1) read with Rule 46-A of PPR-14 on the basis of applications/quotations submitted by the applicants. The process of this procurement shall be completed under the strict compliance of applicable relevant laws/ PPR-14.

## **9. REPORTING AND COORDINATION**

The consultant will report to Chief Operating Officer, PSCA / its representative and will coordinate closely with PSCA team.