

**KISSAN SUPPORT SERVICES (PVT)
LIMITED**

(A subsidiary of Zarai Taraqati Bank Limited)



e-TENDER DOCUMENT

**BIDS REQUIRED FROM REPUTED VENDORS FOR
PROCUREMENT/DEPLOYMENT OF ACCOUNTING/ HR
SOFTWARE**

HEAD PROCUREMENT COMMITTEE

**KISSAN SUPPORT SERVICES (PVT) LIMITED,
ZTBL F-9 BLOCK BUILDING, G-7/2, ISLAMABAD
Tel No 051-260-6356**



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KISSAN SUPPORT SERVICES (PVT) LIMITED

(A subsidiary of Zarai Taraqati Bank Limited)



e-TENDER NOTICE

1. Kissan Support Services (Pvt) Ltd. a subsidiary company of ZTBL incorporated under Companies Act 2017 invites e-bids from experienced local vendors registered with Income Tax and Sales Tax Departments and who are on Active Taxpayers list of the Federal Board of Revenue for Procurement, Configuration, Deployment, Training and Support of a ERP modules of Accounting and HR.
2. Tender shall be accompanied by Rs. 150,000/- (Rupees one hundred and fifty thousand only) earnest money for the bid in shape of Bank Draft/Call Deposit in favour of KSSL which will be refundable on request to the unsuccessful bidders.
3. E-bidding documents as per regulations, containing detailed terms and conditions, specifications and requirements etc. are available for the registered bidders on EPADS at (www.eprocure.gov.pk) as well as the Company's (www.kssl.ztbl.com.pk) and PPRA's (www.ppra.org.pk) websites.
4. The electronic bids must be submitted by using EPADS while Bid Security must be submitted physically on the below address on or before **July 2, 2024 at 1100 Hours**. Manual bids shall not be accepted. Electronic Bids will be opened on the same day at **1130 Hours**. In case the day of bid submission and technical bid opening falls on a public holiday, next working day shall be considered as the deadline for the same.

Note: Notification of the GRC constituted in terms of Rule-48 of PPRA rules, 2004 is provided on EPADS at www.eprocure.gov.pk and on www.kssl.ztbl.com.pk.

**HEAD PROCUREMENT COMMITTEE
KISSAN SUPPORT SERVICES (PVT) LIMITED,
ZTBL F-9 BLOCK BUILDING, G-7/2, ISLAMABAD
Tel No 051-260-6356**



1. Introduction of Purchaser

- 1.1. Kissan Support Services (Pvt) Limited (hereinafter to be called 'KSSL' or 'Purchaser') is registered with Securities & Exchange Commission of Pakistan. KSSL is a wholly owned subsidiary of Zarai Taraqati Bank Limited.

2. Invitation to Bids

- 1.2. For the purposes of this tender Public Procurement Rules 2004 (PPRA Rules) will be followed. These Rules may be obtained from PPRA's website.

1.3. Mode of Advertisement(s)

- i. This Tender is also placed at e-PADs along with Company's and PPRA's websites www.kssl.ztbl.com.pk / www.ppra.org.pk whereas the Tender Notice has been published in one English and one Urdu Newspaper.
- ii. The bidding document carrying all details can be obtained from the given address free of cost or can be downloaded from above mentioned websites.

3. Important Note

- 1.4. The Bidder must participated through EPADS System, only those Manual bids shall be considered which have already been quoted through EPADS. After Submission through EPADS, following documents are required physically:

- i. E-PADS Tender Print
- ii. Earnest Money
- iii. Samples / Presentation of the software
- iv. Technical Literature
- v. Certifications / Authorizations

4. Instructions to Bidders

- i. As per Rule 36(d) Two Stage - Two Envelope Bidding Procedure shall be followed.



- ii. The sealed proposals complete in all respect addressed to Head Procurement Committee KSSL shall be submitted on the given address before closing of bids time and date mentioned in the Advertisement.
- iii. 'Technical' and 'Financial' Proposals should be separately submitted in two sealed envelopes each having cover letters as per Annexure 'C' and Annexure 'D'.
- iv. The Technical Proposals will be opened by the Procurement Committee in presence of bidders or their authorized representatives on the date and time given in the Tender Notice.
- v. Tender shall be accompanied by Rs. 150,000/- (Rupees one hundred and fifty thousand only) earnest money for the bid in shape of Bank Draft/Call Deposit in favour of KSSL (NTN No 2793869-7) which will be refundable on request to the unsuccessful bidders within seven days of the finalization of tender process. Bid security of successful bidder will be retained till execution of contract to the entire satisfaction of the Purchaser.
- vi. The Technical Proposal will include among other things mentioned in the Tender Document, vendor Profile with necessary details/documents including Name, Registration Certificate/Certificate of Incorporation, Registration Number, Registered Mailing Addresses, Contact Information, Name of Authorized Person, Income and Sales Tax Registration Certificates, Proof of being on Active Taxpayers List, etc. The Technical Proposals will not be considered for evaluation if they do not contain prerequisite documents mentioned above.
- vii. Rates for the items in PKR shall be quoted on Annexure 'E' as per user requirement/Technical Specifications. Before submitting any offer, bidder may consult the Purchaser regarding any query/ specification.
- viii. Conditional bids will not be accepted.
- ix. The bidder shall have its operational office in Islamabad or Rawalpindi.
- x. In case the supplier fails to execute supply order as per terms and conditions laid down in the tender document/agreement, the Purchaser will have the



- right to cancel the contract and forfeit the earnest money/Performance Guarantee.
- xii. The Competent Authority reserves the right to accept or reject any tender in line with PPRA Rules, reasons will be communicated to the bidder on request.
 - xiii. Purchaser also reserves the right to reject any or all the proposals, submitted in response to the Advertisement prior to opening of bids.
 - xiv. Only Tenders complete in all respect will be considered.
 - xv. The bidder shall bear all costs / expenses associated with the preparation and submission of the Tender(s) and the Purchaser shall in no case be responsible for those expenses.
 - xvi. The Purchaser at its exclusive discretion may amend the Tender Document to extend the deadline for the submission of the Tender as per Rule-27 of PPRA Rules.
 - xvii. Bids will not be considered after due date and time.
 - xviii. The scope of work can be increased during the current period of the supply order up to 15% of the schedule of quantities (Annexure 'B') at the sole discretion of KSSL with prior notice in writing to the supplier on same rates.
 - xix. The Contractor shall appoint a representative for the project and furnish his postal address and contact details. Any notice to be served on or document to be signed by the contractor shall be either delivered personally to the representative and in case it is not possible it shall be treated to have been delivered if it has been mailed by registered post on the postal address of the representative or emailed on the email address provided.
 - xx. The software should be cloud enabled on a virtual private server dedicated for the purchaser with an option for deployment on-premise at the cost and discretion of purchaser.
 - xx. Bidder will provide information on infrastructure requirements for deployment of the software alongside any licensing of Technology Software



for the said infrastructure like operating system (OS) application server, web server, database server etc. Purchaser will manage provision of requisite infrastructure and technology software on its own after finalizing of solution.

5. Warranty

- i. The successful bidder/contractor will also submit a “One Year Warranty Certificate” regarding smooth/ error free working of the system/ software. The warranty period will start from the date of deployment of the software.

6. Liquidation Damages

- i. If Contractor fails/delays in deployment/performance of any of the obligations, under the Contract, violates any of the provisions of the Contract/commits breach of any of the terms and conditions of the Contract, KSSL may, without prejudice to any other right of action/remedy, it may have, deduct from the Contract price, as liquidation damages, a sum of amount @ 01% of the total Contract Price which is attributed to such part of Services, in consequence of the failure/delay the intended use, for every day between the scheduled delivery date (s), with any extension of time thereof granted by the Purchaser, and the actual delivery date (s). Provided that the amount so deducted shall not exceed, in the aggregate, 20% of the Contract Price.

7. Evaluation Criteria

A. Technical Evaluation Criteria

- i. An Affidavit (as placed at **Annex-A** to the effect that the bidder has not been blacklisted by any Provincial or Federal Government Department, Agency, Organization or Autonomous Body or Private Sector Organization anywhere in Pakistan and other provisions defined in the said Annex) will be submitted along with Technical Bid.
- ii. The bidder shall have relevant experience of at least 2 years. The bidder shall have deployed minimum two (02) such software successfully with any client with satisfactory report of the client within the past year.
- iii. The bidder shall attach with its profile necessary documents, duly attested



from relevant purchaser, validating the experience and works done in the relevant field.

- iv. The firm will provide copies of NTN and STRN Certificates issued by FBR, Proof of Active Tax Payer List (ATL) from the website of FBR with the bid.
- v. The Software Deployment time period will be four months from the date of agreement / work order as given to the finalized vendor or any other later date as amended with mutual agreement stating the circumstances causing such amendment.
- vi. Only bidders qualified in the initial Technical Evaluation with all respects will be required to give demo of their software to the purchaser within 7 days of opening of bids. Only the bidders qualified after demo will be considered for Financial Evaluation. Technical Evaluation Criteria is placed at **Annexure-F**.

B. Financial Proposal Evaluation

- i. Technically qualified/successful bidder(s) will be required to submit their Financial Proposal(s) within stipulated time.
- ii. The Financial Bids should be submitted as per **Annexure-E** of the Tender Document.
- iii. The bidder having quoted the minimum total bid amount will be considered successful and sign a Contract/Agreement with the Purchaser, Draft of which is placed with this Bid Document.
- iv. The quoted price must include all duties/taxes. In evaluation of the price of goods/ services which are subject to excise duty, sale tax, income tax or any other tax or duty levied by the Government, the price will be determined and considered inclusive of such duties and taxes.
- v. The Purchaser will not be responsible for any erroneous calculation of tax rates or any subsequent changes in rates or structure of applicable taxes. All differences arising due to above shall be fully borne by the bidder.



8. Procedure of Tender Opening

- i. The Tenders (initial Technical Bids only) shall be publicly opened at the given address on specified date and time in the presence of the Bidder(s) for which they shall ensure their presence without further invitation. In case the last date of bid submission falls in/within the official holidays of the Purchaser /weekends, the last date for submission of bids shall be the next working day.
- ii. The Bidder's name, withdrawal, security, attendance of the Bidders and such other details as the Purchaser may, at its exclusive discretion, consider appropriate, shall be announced and recorded.
- iii. No Bidder or its representative will be allowed to keep any digital device (camera, audio recorder, cell phone etc) during tender opening meeting at given time and location.

9. Payment Terms

- i. The Purchaser will pay to the contractor the Contract Price, in consideration of supply of the goods/ services rendered as enlisted and specified at **Annexure-B** of the Tender Document after deducting the applicable taxes and liquidating damages under the Tender Document, if any, after satisfactory performance, as given by the focal person of the obligations of the contractor under the contract.



10. Draft Agreement/Contract

This CONTRACT is made on -----[between], KSSL (the 'Purchaser'), on the one part, and full legal name of Contractor (**The Contractor**), on the other part severally liable to the Purchaser for all of the Contractor's obligations under this Contract for a period of one year commencing from the date of affixation of signature and concluding (both days inclusive).

RECITALS

WHEREAS,

- (a) The Purchaser has requested the Contractor for the Procurement, Configuration, Deployment, Training and Support of an ERP modules of Accounting and HR as described (**Annexure-B** of Tender Document); and
- (b) The Contractor, having represented to the Purchaser that it has the required professional skills, personnel and technical resources, has agreed to provide such services on the terms and conditions set forth in this Contract.

Now Therefore, the Parties to this Contract agree as follows:

1. The Contractor hereby covenants with the Purchaser to supply the prescribed services/ goods at the time and in the manner defined in the Tender Document, in consideration of the payments to be made by the Purchaser to the Contractor (**Annexure-E** of the Tender Document).
2. The Purchaser hereby covenants with the Contractor to pay the Contract Price, in consideration of supply of the goods/ services rendered as enlisted and specified at **Annexure-B** of the Tender Document after deducting the applicable taxes, after satisfactory performance of the obligations of the contractor under the contract.
3. The Contractor will perform its responsibilities mentioned in the Work Order at rate as quoted in the Financial Proposal submitted by the contractor.
4. The Contractor will be solely responsible for any discrepancy or damage to the purchaser due to its supplied goods/ services as per the contract



agreement.

5. The Contractor will submit a 'One Year Warranty Certificate'. The warranty period will start from the date of deployment of the software. And within warranty period any sort of technical assistance - error resolution or otherwise will be provided by the vendor without any charges.
6. The earnest money deposited by the Contractor along with Technical Bid will be retained as 'Performance Guarantee'.
7. The purchaser has a right to forfeit the 'Performance Guarantee' on occurrence of any/all of the following conditions.
 - a) If the Contractor commits a default under the contract.
 - b) If the Contractor violates any of the terms and conditions of the contract/Tender Document.
8. The 'Performance Guarantee' will be returned after the completion of 'Warranty Period'.
9. If the Contractor fails/delays in supply/performance of any of the obligations, under the Contract, violates any of the provisions of the Contract/commits breach of any of the terms and conditions of the Contract, KSSL may, without prejudice to any other right of action/remedy, it may have, deduct from the Contract price, as liquidated damages, a sum of amount @ 01% of the total Contract Price which is attributed to such part of Goods/ Services, in consequence of failure/delay intended use, for every day between the scheduled delivery date (s), with any extension of time thereof granted by the Purchaser, and the actual delivery date (s). Provided that the amount deducted shall not exceed, in the aggregate, 20% of the Contract Price.
10. All the annexures mentioned in this contract shall form an integral part of this agreement.

IN WITNESS whereof the Parties hereto have caused this Contract to be executed in accordance with the laws of Pakistan as of the day, month and year first indicated



above.

For [Kissan Support Services (Pvt.) Limited] For Contractor:

Name

Name

Signature

Signature

CNIC #

CNIC #



11. Annexure-A: Affidavit

We, (Name & address of the vendor), do hereby declare on solemn affirmation that:

1. We have not been blacklisted from any Government/Semi Government department/autonomous body or private company/organization.
2. We have not been involved in any litigation with any client during the last three years.
3. We acknowledge that we have read, understood and accepted the tender document.
4. We understand that the Purchaser shall have the right, at his exclusive discretion, to require, in writing, further information or clarification of the tender, from any or from all contractor (s).

(EXECUTIONER)



12. Annexure-B: Configuration, Deployment, Training and Support of the Modules of ERP

SR No.	Applications / Software	Required Functionality / Features
1	Finance/ Accounting	<p>Complete set of books covering complete accounting cycle, from transaction recording to financial statements.</p> <ul style="list-style-type: none"> I. General Ledger II. Subsidiary Ledgers for Banks, Vendors, Customers, Employees, etc. III. Journal Voucher IV. Expense Voucher V. Bank Payment Voucher VI. Bank Receipt Voucher VII. Chequebook Management VIII. Cash Payment Voucher IX. Cash Receipt Voucher X. Withholding Tax Management XI. Allowances (TA/ DA, Overtime, EDA, HDA, SDA etc) - data entry format attached
2	Assets Register	<p>Fixed Assets register should be maintained for different categories of assets with location and custodian information.</p> <ul style="list-style-type: none"> I. Fixed Assets Subledgers - based on Assets Categories II. Fixed Assets Non-financial data III. Depreciation record for each individual asset
3	Payroll Module	<p>Comprehensive module for payroll management, from computation to disbursement along with reporting and analysis. The module should allow posting of allowances and deductions in independent accounts for reporting purposes.</p> <ul style="list-style-type: none"> i. Organizational Structure ii. Creating Pay Scales, Positions, Cadres, Allowances, Deductions, etc. iii. Tracking appointment, transfer, posting, promotion,



		<p>separation actions on system</p> <ul style="list-style-type: none"> iv. Pay Scale Salary Structure v. Employee Salary Structure vi. Allowances / Deductions Computing Policies vii. Payroll Generation viii. Payroll Disbursement ix. Pay Slip Issuance x. Leave Management xi. Attendance (Time) Management with biometric xii. Employees' and their dependents Database xiii. Staff Appraisals xiv. Medical Expenses of Employees xv. Terminal Benefits Management
4	Reports Required	<p>Formal reports are required as per Accounting Standards. The reports are to be complemented with dashboards showing live analytics.</p> <ul style="list-style-type: none"> I. Ledger Accounts II. Trial Balance III. Profit and Loss Statement IV. Balance Sheet V. Payroll Scroll VI. Pay Slips
5	Technical Support Post Deployment	<p>The Bidder will be required to provide post deployment technical services to the purchaser on retainership basis.</p>



13. Annexure-C: Technical Proposal Submission Letter
(PART OF TECHNICAL BID ENVELOPE)

[Contractors Letter Head]

[Location, Date]

To,

The Head Procurement Committee
Kissan Support Service (Pvt.) Limited,
Head Office Islamabad.

Dear Sir,

We, the undersigned, offer to deploy the modules of ERP for KSSL in accordance with your requirement /Tender Document published on..... For the purpose, we are hereby submitting our Technical Proposal in a sealed envelop and as per instructions given in the Tender Document.

We undertake, if our Proposal is accepted, to provide software/ services mentioned in the Annex-B as per delivery time period mentioned in the Tender Document/ work order.

The Pay Order/Bank Draft/ Call Deposit No Dated for Rs 150,000/- (Rupees one hundred and fifty thousand only) in favour of KSSL as earnest money is attached. The same may be retained as 'Performance Guarantee' if the bid is successful.

We understand that you are not bound to accept any Proposal received.

Yours Sincerely,

Name and Designation of Signatory with official seal

Name of Firm

Address

Contact Details



14. Annexure-D: Financial Proposal Submission Letter
(PART OF FINANCIAL BID ENVELOPE)

[Contractors Letter Head]

[Location, Date]

To,

The Head Procurement Committee
Kissan Support Service (Pvt.) Limited,
Head Office Islamabad.

Dear Sir,

We, the undersigned, offer to provide the Modules of ERP/ software/ applications in accordance with the specifications mentioned in the **Annexure-B** of Tender Document. Our attached Financial Proposal is for the sum of Rs (insert amount in figures and words), prepared as per **Annexure-E** of the Tender Document. This amount is inclusive of all taxes.

Our Financial Proposal shall be binding upon us up to expiration of the validity period as per contract attached.

We understand that you are not bound to accept any Proposal you receive.

Yours Sincerely,

Name and Designation of Signatory with official seal
Name of Firm
Address
Contact Details



15. Annexure-E: Price Schedule/ Financial Cost Sheet

SR #	Applications / Software	Required Functionality / Features	Price PKR
1	Finance/ Accounting	Complete set of books covering complete accounting cycle, from transaction recording to financial statements.	
		i. General Ledger	
		ii. Subsidiary Ledgers for Banks, Vendors, Customers, Employees, etc.	
		iii. Journal Voucher	
		iv. Expense Voucher	
		v. Bank Payment Voucher	
		vi. Bank Receipt Voucher	
		vii. Chequebook Management	
		viii. Cash Payment Voucher	
		ix. Cash Receipt Voucher	
		x. Withholding Tax Management	
		xi. Allowances (TA/ DA, Overtime, EDA, HDA, SDA etc) - data entry format attached	
2	Assets Register	Fixed Assets register should be maintained for different categories of assets with location and custodian information.	
		i. Fixed Assets Subledgers - based on Assets Categories	
		ii. Fixed Assets Non-financial data	
		iii. Depreciation record for each individual asset	
3	Payroll Module	Comprehensive module for payroll management, from computation to disbursement along with reporting and analysis. The module should allow posting of allowances and deductions in independent accounts for reporting purposes.	
		i. Organizational Structure	
		ii. Creating Pay Scales, Positions, Cadres, Allowances, Deductions, etc.	
		iii. Tracking appointment, transfer, posting, promotion, separation actions on system	
		iv. Pay Scale Salary Structure	
		v. Employee Salary Structure	
		vi. Allowances / Deductions Computing Policies	



		vii. Payroll Generation	
		viii. Payroll Disbursement	
		ix. Pay Slip Issuance	
		x. Leave Management	
		xi. Attendance (Time) Management with biometric	
		xii. Employees' and their dependents Database	
		xiii. Staff Appraisals	
		xiv. Medical Expenses of Employees	
		xv. Terminal Benefits Management	
4	Reports Required	Formal reports are required as per Accounting Standards. The reports are to be complemented with dashboards showing live analytics.	
		i. Ledger Accounts	All Reports and training of the KSSL users minimum 10 - are complimentary to the main module price
		ii. Daybook	
		iii. Trial Balance	
		iv. Profit and Loss Statement	
		v. Balance Sheet	
		vi. Payroll Scroll	
		vii. Pay Slips	
5	Technical Support / Maintenance Post Deployment	The Bidder will be required to provide post deployment technical services to the purchaser on retainership basis.	

Total

Total Price in Words: Rupees _____ only

Signature of authorized person
Name:
(Company Seal)

Note: Cutting or overwriting is not allowed.



16. Annexure-F: Criteria for Evaluation

1.1. Preamble

- 1.1.1. KSSL reserves the right to waive minor deviations, if these don't materially affect the capability of an applicant to perform the contract.

1.2. Technical Evaluation

- 1.2.1. For the purpose of Initial Technical Evaluation/screening/short listing, the Technical Bids submitted will be evaluated based on the availability of the following essential documents/information:-

- i. Profile with necessary details/documents including Name, Registration Certificate/Certificate of Incorporation, Registration Number, Registered Mailing Addresses, Contact Information, Name of Authorized Person.
- ii. Income and Sales Tax Registration Certificates
- iii. Proof of being on Active Taxpayers List
- iv. Proof of experience duly supported by relevant documents attested/verified by the past purchasers.
- v. Bank Instrument of earnest money.

- 1.2.2. After initial Technical Evaluation, a demo from each bidder of its solution/ software will be arranged at purchaser premises within 7 days. Technical / user team of the purchaser will assess according to its requirements as detailed in 'Annexure B', the solution(s) that meets 100% requirements of the user will only stand to be Technically Qualified.

1.3. Financial Evaluation

- 1.3.1. The qualified Bidder having quoted the minimum total bid amount as per Annexure-E will be awarded the contract.

17. Format: KSSL Allowances through Control Sheets

KSSL - allowances through control sheets (OT, SDA, EDA, HDA, TA/ DA,) paid with <month> Salary

Sr. #	P I Z	Name of employee	Place of Posting	Designation	F. Designation	Grade	Claim Month	OT Requested	SDA requested	EDA Requested	HDA requested	TA/DA requested	Others requested	Total Requested	OT Paid	SDA Paid	EDA Paid	HDA Paid	TA/DA Paid	Others Paid	Total Paid	OT Rejected	SDA Rejected	EDA Rejected	HDA Rejected	TA/DA Rejected	Others Rejected	Total Rejected	Reason of Rejection
1														-														-	
2														-														-	
3														-														-	
T														-														-	



KISSAN

Support Services (Pvt.) Ltd.

Head Office, Islamabad

June 6, 2024

No KSSL/MIS/1(6)/2024/

OFFICE MEMORANDUM

It is notified that the following Grievance Redressal Committee has been constituted for hiring of vendors for deployment of Accounting/ HR software in KSSL:-

- | | | |
|---|--|----------|
| 1 | Mr Khawaja Shabbir Ahmad
Manager (IAD), KSSL | Convener |
| 2 | Lt Col (R) Javed Iqbal
Security Officer, KSSL | Member |
| 3 | Mr Abid Ali
Deputy Manager F(&A), KSSL | Member |

S/d
(BRIG (R) MUHAMMAD ZIA ABID BAJWA)
Managing Director/CEO KSSL

All Concerned