**POSTAL LIFE INSURANCE COMPANY LIMITED (PLICL)**

**ISLAMABAD**

**F.No. PLICL/Proc.02/2022 dated at Islamabad, the 13th December, 2022.**

**RE-TENDER NOTICE**

**PROCUREMENT OF SaaS ENTERPRISE RESOURCE PLANNING (ERP) FOR POSTAL LIFE INSURANCE COMPANY.**

Postal Life Insurance Company Limited intends to invite sealed bids from the repute firms/vendors for supply of ERP solution in a software as services (SaaS) model to be procured during financial year 2022-23. The bidder must be registered with sale tax / income tax department are on Active Taxpayers List (ALT) of FBR having their own office in Islamabad/Rawalpindi of Pakistan.

The tender documents containing the specifications (features & functions) of the applications along with detailed terms & conditions may be obtained from Government Liaison and Admin Officer**, Postal Life Insurance Co. Limited-Head Office, Postal Staff College, Sector G-8/4, Islamabad** during office hours.

The Financial Bids must be accompanied with a Pay Order amounting to Rs. 100,000/-, on account of Bid Security, drawn in favor of Postal Life Insurance Company Limited. Tender procedure will be based upon “Single Stage-Two Envelopes” bidding method as prescribed under PPRA rules. Each envelop shall be as “Technical Proposal” and “Financial Proposal” in Bold to avoid confusion & the same will be considered with a weightage i.e. 70% & 30% respectively. The Financial Proposals of technically qualified bids will only be opened.

Tender Documents are also available at [**www.Plic.com.pk**](http://www.ppf.gop.pk)and **www.ppra.org.pk** and may be downloaded free of cost.

The closing date for receiving of the proposal will be **29-12-2022 at 14:30 Hours** and it will be opened on the same date at **15:00 Hours**, in PLICL Head Office, Islamabad

The PLICL reserve the right to accept or reject Tenders and reduce or enhance the requirements as per PPRA Rules.

**(Ata Hussain Shah Hashmi)**

Government Liaison and Admin Officer

Postal Life Insurance Company Limited.

2nd floor, Postal Staff College,

G8/4, Islamabad

Phone No. 051-9192902

**POSTAL LIFE INSURANCE COMPNAY LIMITED**

**ISLAMABAD**

**SUPPLY OF SaaS ERP SOLUTION.**

**(BIDDING DOCUMENT)**

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**IMPORTANT NOTE**

Bidders must ensure that they submit all the required documents indicated in the Bidding Documents without fail. Bids received without, undertakings, valid documentary evidence, supporting documents and the manner for the various requirements mentioned in the Bidding Documents or test certificates are liable to be rejected at the initial stage itself. The data sheets, valid documentary evidences for the critical components as detailed hereinafter should be submitted by the Bidder for scrutiny.

**APPLICABILITY OF PUBLIC PROCUREMENT RULES, 2004**

This Bidding Process will be governed under Public Procurement Rules, 2004, as amended from time to time and instructions of the Federal Government received during the completion of the project.

1. **ABOUT POSTAL LIFE INSURANCE**

Postal Life Insurance Company Limited (“PLIC” or “the Company”) is a life insurance company registered under the Insurance Ordinance 2000. The Company is a fully owned subsidiary of the Federal Government of Pakistan and will be taking over the portfolio of Postal Life Insurance Company “PLI”), an Agency of Pakistan Post which is a government department operating under the Ministry of Communications. PLIC has a portfolio consisting of both group life policies and individual life policies.

1. **RFP INTRODUCTION**

The PLIC has derived a long term roadmap for transformation of its business and operational processes.

As part of the plan the PLIC wants to implement a standard, and robust Enterprise Resource Plan (ERP) Solution in order to integrate and automate business processes.

This RFP has been prepared solely to enable PLIC to appoint a suitable Bidder for supplying of ERP solution in a SaaS model.

1. **SCOPE OF WORK (SoW)**

PLIC intends to acquire ERP solution with the following capabilities on rental basis. The ERP must be a SaaS Model, installed on cloud environment within Pakistan. The proposed solution must have all the features, functions and capabilities that is required to perform PLIC operational activities. The proposed solution must be fully integrated with all listed & required ERP modules. (i.e) G/L, HRMS, Payroll, Investment, PLIC core application and other systems and integrators.

The bidder must ensure that the proposed solution must be complaint with information /cyber security standards. Detail of SoW is mentioned in section#18 **(Annex-B)**

1. **EVALUATION OF BIDS**

The technical proposals of only qualified bids after preliminary evaluation shall be evaluated in detail. The technical compliance and other commercial requirements of the bidding documents will be evaluated totally on Quality and Cost.

Technical Proposal will be given70% weightage in the overall score whereas, 30% weightage will be given to financials.

**Total Score = (TS \* 0.7) + (FS \* 0.3)**

1. **BID QUALIFICATION CRITERIA (Initial Screening)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr.#** | **Category** | **Qualification Criteria (Initial Screening)** | |
| 1 | Mandatory Requirements | Valid Income Tax Registration \*Registered for at least last one (01) year | Required |
| 2 | Valid General Sales Tax Registration (Status = Active with FBR) | Required |
| 3 | Undertakings: i. Submission of undertaking that the firm is not blacklisted by any of Provincial or Federal Government Department anywhere in Pakistan.  ii. In full compliance of the Execution Schedule and Delivery Period mentioned in tender document (Undertaking).  iii. Compliance to the technical specifications of application (all items) to be procured mentioned vide Annexure-B of this document and product technical Brochure that should include version with clarity of offered specifications must be enclosed with the bid. | Required |
| 4 | Has authorization certificate/License copy/document of the principal / manufacturer of the software incase supplier using third party software. | Required |

1. **BID EVALUATION CRITERIA**

Following scoring criteria will be used to evaluate the technical bids:

The criteria listed below are presented by major category, so that Bidders will know which areas require emphasis in the preparation of their proposals. Bidders should note that these criteria serve as the standard against which all technical information will be evaluated and serve to identify the significant matters which Bidders should address.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr. #** | **Evaluation Factor** | **Evaluation Aspects** | **Points** | **Max. Points** |
| 1 | Number of Offices and Support Facilities in Pakistan. | A fully functional office other than Islamabad/Rawalpindi. | 50 | 100 |
| A fully functional office in Islamabad/Rawalpindi. | 100 |
| 2 | Number of implementations of similar solution/project within Pakistan. | 2 | 30 | 100 |
| 4 | 50 |
| 5 or more | 100 |
| 5 | 24x7 technical support response and resolution times.  (The bidder must demonstrate in the bid how the committed response time will be achieved). | Support response time within 2 hours and resolution or work around for severity 1 issues, within 8 hours. | 50 | 100 |
| Support response time within 1 hour and resolution or work around for severity 1 issues, within 4 hours. | 100 |
| 6 | Human Resource, Professional | Number of Employees | 1 to 25 | 100 |
| 26 & 50 |
| 51 & above |
| 7 | Ability to fully meet technical requirements listed in **Annexure-B** | To be fully compliant with technical specifications |  | 174 |
|  |  | **Total Maximum Points** |  | 574 |

1. **INVITATION TO BID**

**PPRA RULES TO BE FOLLOWED**

Public Procurement Rules, 2004 will be strictly followed. These may be obtained from PPRA’s website.

In this document, unless otherwise mentioned to the contrary, "Rule" means a Rule under the Public Procurement Rules, 2004.

**MODE OF ADVERTISEMENT(S)**

As per Rule 12(2), this Tender is also placed online at the websites of Purchaser and PPRA. The tender document is available in the office of **Postal Life Insurance Co. Limited-Head Office, Postal Staff College, Sector G-8/4, Islamabad**.

Tender Document is also available at [**www.Plic.com.pk**](http://www.ppf.gop.pk)and **www.ppra.org.pk** and may be downloaded free of cost.

**BID SECURITY & PERFORMANCE GUARANTEE**

The Financial Bids must be accompanied with a Pay Order amounting to Rs. 100,000/-, on account of Bid Security, drawn in favor of Postal Life Insurance Company Limited. The successful Bidder shall be required to deposit in the form of a Bank Guarantee, a Performance Bond upon execution of the procurement contract, a sum equivalent to two percent (2%) of the total procurement Cost, on the Form and in the manner prescribed by the Procuring Agency. This Bank Guarantee shall be issued by a scheduled bank operating in Pakistan and shall be kept valid from the date of issue, and should cover the warranty period after all contractual obligations have been fulfilled.

**TYPE OF OPEN COMPETITIVE BIDDING**

As per Rule 36 (b), Single Stage - Two Envelope Bidding Procedure shall be followed. The said procedure is reproduced as follows:

1. The bid shall be a single package consisting of two separate envelopes, containing separately the financial and the technical proposals;
2. The envelopes shall be marked as “Financial Proposal” and “Technical Proposal”;
3. In the first instance, the “Technical Proposal” shall be opened and the envelope marked as “Financial Proposal” shall be retained unopened in the custody of the procuring agency;
4. The procuring agency shall evaluate the technical proposal in the manner prescribed in advance, without reference to the price and shall reject any proposal which does not conform to the specified requirements;
5. During the technical evaluation no amendments in the technical proposal shall be permitted;
6. After the evaluation and approval of the technical proposals, the procuring agency shall open the financial proposals of the technically accepted bids, publically at the time, date and venue announced and communicated to the bidders in advance, within the bid validity period;
7. The financial bids found technically nonresponsive shall be returned un-opened to the respective bidders; and
8. The selection criteria will be based on Quality and Cost.
9. **BIDDING DETAILS (INSTRUCTIONS TO BIDDERS)**

The complete bids as per required under this tender document must be delivered into the Tender Box, placed at reception of Postal Life Insurance Company Ltd, not later than **1430 hours** on last date of submission of bids i.e. **29th December, 2022**, late bids shall not be considered. The Technical bids shall be publicly opened in the Committee Room of **Postal Life Insurance Co. Limited-Head Office, Postal Staff College, Sector G-8/4, Islamabad**, at **1500 hours** on **29th December, 2022**. In case the last date of bid submission falls in / within the official holidays / weekends of the Purchaser, the last date for submission of the bids shall be the next working day.

The bidder shall submit bids which comply with the Bidding Document. Alternative bids and options shall not be considered. The attention of bidders is drawn to the provisions of this tender document Clause regarding **“Determination of Responsiveness of Bid” and “Rejection**

**/ Acceptance of the Tender”** for making their bids substantially responsive to the requirements of the Bidding Document.

It will be the responsibility of the Bidder that all factors have been investigated and considered while submitting the Bid and no claim whatsoever including those of financial adjustments to the contract awarded under this Bid Process will be entertained by the Purchaser. Neither any time schedule, nor financial adjustments arising thereof shall be permitted on account of failure by the Bidder.

It must be clearly understood that the Terms and Conditions and Specifications are intended to be strictly enforced. No escalation of cost except arising from increase in quantity by the Bidder on the demand and approval of the Purchaser will be permitted throughout the period of completion of the contract.

The Bidder should be fully and completely responsible for all the deliveries and deliverables to the Purchaser.

The Contact for all correspondence in relation to this bid is as follows:

**(Ata Hussain Shah Hashmi)**

Government Liaison and Admin Officer

Postal Life Insurance Company Limited.

2nd floor, Postal Staff College,

G8/4, Islamabad

Phone No. 051-9192902

Bidders should note that during the period from the receipt of the bid and until further notice from the Primary Contact, all queries should be communicated via the Primary Contact and in writing (e-mail) only. In the case of an urgent situation where the Primary Contact cannot be contacted, the bidder may alternatively direct their enquiries through the Secondary Contact.

Bidders are also required to state, in their proposals, the name, title, contact number (landline, mobile), fax number and e-mail address of the bidder’s authorized representative through whom all communications shall be directed until the process has been completed or terminated.

The Purchaser will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.

1. **TENDER COST**

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 / liable for those costs / expenses.

1. **EXAMINATION OF THE TENDER DOCUMENT**

The Bidder is expected to examine the Tender Document, including all instructions and terms and conditions.

1. **CLARIFICATION OF THE TENDER DOCUMENT**

The Bidder may require further information or clarification of the Tender Document, within 05 (five) calendar days of issuance of tender in writing. The clarification and its replies will be shared with all prospective bidders.

Bidders should note that during the period from the receipt of the bid and until further notice from the Primary Contact given herein this document, all queries should be communicated via the Primary Contact and in writing (e.g. e-mail & letter) only. In the case of an urgent situation where the Primary Contact cannot be contacted, the bidder may alternatively direct their enquiries through the Secondary Contact.

1. **AMENDMENT OF THE TENDER DOCUMENT**
   1. The Purchaser may, at any time prior to the deadline for submission of the Tender, at its own initiative or in response to a clarification requested by the Bidder(s), amend the Tender Document, on any account, for any reason. All amendment(s) shall be part of the Tender Document and binding on the Bidder(s) as per Public Procurement Rules, 2004.
   2. The Purchaser shall notify the amendment(s) in writing to the prospective Bidders as per Public Procurement Rules, 2004.
   3. The Purchaser may, at its exclusive discretion, amend the Tender Document to extend the deadline for the submission of the Tender as per Rule-23(3) of Public Procurement Rules, 2004.
2. **TENDER PRICE**
   1. The quoted price shall be:
   2. Best / final / fixed and valid until completion of all obligations under the Contract i.e. not subject to variation / escalation;
   3. In Pak Rupees;
   4. Inclusive of all taxes, duties, levies, insurance, freight, etc.
   5. Including all charges up to the delivery point as mentioned in the tender document.
   6. If not specifically mentioned in the Tender(s), it shall be presumed that the quoted price is as per the above requirements.
   7. Where no prices are entered against any item(s), the price of that item shall be deemed be free of charge, and no separate payment shall be made for that item(s).
   8. In case of locally produced Equipment/Service, the price shall include all customs duties and sales and other taxes already paid or payable on the components and raw materials used in the manufacture or assembly of the item. In case of Contract of imported Equipment/Services offered Ex-Warehouse/Off-the-Shelf from within the Purchaser’s country, import duties and sales and other taxes already paid shall be shown separately (if required by the Purchaser).
3. **PAYMENT TERMS**

All prices quoted should be in Pak Rupees. Price quoted should include all costs and applicable taxes. PLIC will withhold applicable taxes on payments (as per prevailing tax laws of Pakistan).

The Bidder must submit a payment proposal with milestones which the Procuring Agency has to agree.

All invoices must be made on the bidder official letterhead in favor of PLIC and duly signed & stamped by the relevant authority from the bidder.

1. **SERVICE LEVEL AGREEMENT**

Selected Bidder shall be required to sign Service Level Agreement (SLA) for ERP solution which at-least should cover service availability (uptime), initial response time and resolution time for resolving the issues. In addition to this the selected bidder should provide turnaround time for new developments in agreement with the PLIC.

1. **SUPPORT & WARRANTIES**

The Bidders should mention the warranties they propose for products and services to be rendered.

1. **ANNEXURE-A (BID FORM)**

**POSTAL LIFE INSURANCE COMPNAY LIMITED**

**ISLAMABAD**

**Tender Form**

Note: (1) Contractors / Venders must fill in all the detail as required in the form.

(2) Use Capital Letters.

Company Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NTN: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Sales Tax Registration No (ISB): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of Registration: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Proof of being active on FBR ATL. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of CEO: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name(s) of Directors: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Business Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone: (Land Line)/Mobile …………………………………….Fax.----------------------------------------------

E-mail: --------------------------------------------------

Authorized Signatures/ Stamp

(Chief Executive or the person Authorized to sign on his behalf)

**Attachments**

1. Copy of CNIC
2. Copy of Company Registration Certificate
3. Proof of being active on ATL FBR website.
4. Copy of Sales Tax Registration in Islamabad.
5. An affidavit on judicial stamp paper regarding non-black list of the firm by any Government /semi-govt / autonomous body, and firm is not under litigation in any court of law.

**Tender Submission Date: --------------------------------------------------**

**Bank Draft / Pay Order No: --------------------------------------------------**

1. **ANNEXURE - B (BILL OF MATERIAL (BoM)**

|  |  |  |  |
| --- | --- | --- | --- |
| **S.NO** | **Module** | **Requirements** | **Bidder Response FC= Fully Compliant=10 PC=Partially Compliant=5 NC = Non-Compliant=0** |
| 1 | **GENERAL LEDGER MODULE (Including Bank & Cash Modules)** | Chart of Accounts (20 digits) |  |
| 2 | Cost Centre Setup |  |
| 3 | Trial balance (Many combinations) |  |
| 4 | Ledger (Many Combinations) |  |
| 5 | Budget Entry Setup |  |
| 6 | Revised Budget Setup |  |
| 7 | Budget Comparison |  |
| 8 | Voucher Entry/ printing |  |
| 9 | Multi-Currency |  |
| 10 | Foreign Currency gain / loss voucher |  |
| 11 | Tax deductions |  |
| 12 | Vendor Tax Certificates |  |
| 13 | Payment approvals |  |
| 14 | User Security Groups |  |
| 15 | Activity Logs |  |
| 16 | Balance Sheet |  |
| 17 | Profit & Loss |  |
| 18 | Cheque Payment |  |
| 19 | System Generated Cheque Printing |  |
| 20 | Bank Reconciliation (Auto & Manual) |  |
| 21 | Bank Statement |  |
| 22 | Cheque Book Management (Single & Multiple) |  |
| 23 | Cash Management |  |
| 24 | Revise Payment |  |
| 25 | Flexible Report writer tool |  |
| 26 | Excel-Adin tool for user defined reports |  |
| 27 | Flexible Interface |  |
| 28 | **ACCOUNTS RECEIVABLE MODULE** | Invoice |  |
| 29 | Bank Receipt |  |
| 30 | Cash Receipt |  |
| 31 | Customer Debit Note |  |
| 32 | Customer Credit Note |  |
| 33 | Aging report of Customer Receivable |  |
| 34 | Month wise detail of Revenue reports |  |
| 35 | Month wise detailed Receipt reports |  |
| 36 | Customer Balances |  |
| 37 | Customer Ledger |  |
| 38 | Ageing Analysis |  |
| 39 | **ACCOUNTS PAYABLE MODULE** | Bill |  |
| 40 | Cheque Payment |  |
| 41 | Cash Payment |  |
| 42 | Supplier Debit Note |  |
| 43 | Supplier Credit Note |  |
| 44 | Supplier Ledger |  |
| 45 | Supplier Balances |  |
| 46 | Supplier credit aging |  |
| 47 | **PURCHASE MODULE** | Purchase Requisition |  |
| 48 | Request for Quotation |  |
| 49 | Purchase Quotation |  |
| 50 | Comparative Statement |  |
| 51 | Purchase Order |  |
| 52 | Gate Pass In |  |
| 53 | Goods Inspection |  |
| 54 | Goods Received Note |  |
| 55 | Purchase Return |  |
| 56 | Debit/Credit Note (Supplier) |  |
| 57 | Unlimited document types |  |
| 58 | Integration with G. Ledger |  |
| 59 | Sales Tax Provisions |  |
| 60 | Direct / Non-Inventory Items Purchase for Departments |  |
| 61 | **INVENTORY MANAGEMENT** | Multiple Stores/Preferences |  |
| 62 | Material Requisition Note |  |
| 63 | Material Issue Note |  |
| 64 | Material Return Slip |  |
| 65 | Balance Transfer Notes |  |
| 66 | Stock Adjustments/ Stock Transfers |  |
| 67 | Recalculate Inventory |  |
| 68 | Year/Period End |  |
| 69 | Date/Period Closing/Opening |  |
| 70 | Period/Year Status Report |  |
| 71 | Inventory List/ Stock Status |  |
| 72 | Inventory Below Safety Stock |  |
| 73 | List of Documents |  |
| 74 | **FIXED ASSET MANAGEMENT** | Asset Maintain |  |
| 75 | Asset Tracking |  |
| 76 | Auto Depreciation |  |
| 77 | Asset Transfer |  |
| 78 | Asset Reclassification |  |
| 79 | Asset Disposal |  |
| 80 | Asset Write Off |  |
| 81 | Asset Integration with GL |  |
| 82 | Dynamic Barcode Setup |  |
| 83 | Barcode Printing |  |
| 84 | Fixed Asset Register Detail Report |  |
| 85 | Fixed Asset Register Summarized Report |  |
| 86 | Asset Physical Verification Setup |  |
| 87 | Asset Transfer Report |  |
| 88 | Asset Disposal Report |  |
| 89 | Asset Write Off Report |  |
| 90 | Monthly depreciation Process |  |
| 91 | **PAYROLL MANAGEMENT SYSTEM** | Employee Profile |  |
| 92 | Salary processing |  |
| 93 | Income Tax |  |
| 94 | Leave Management |  |
| 95 | Loans Management |  |
| 96 | Overtime Calculation |  |
| 97 | Bonus/Arrears Calculation |  |
| 98 | Contributions / EOBI / Social Security / Gratuity |  |
| 99 | Provident Fund |  |
| 100 | Medical Reimbursement |  |
| 101 | Final Settlement |  |
| 102 | Payslip emailing |  |
| 103 | Tax Certificate Emailing |  |
| 104 | Income Tax exemptions & adjustments |  |
| 105 | Employee Family information |  |
| 106 | Next of Kin information |  |
| 107 | **HUMAN RESROUCE MANAGEMENT SYSTEM AND ATTENDANCE** | Personnel |  |
| 108 | Job profiling |  |
| 109 | Online CV component |  |
| 110 | Recruitment & Selection (Paperless – Linking with client Website) |  |
| 111 | Performance & evaluation Management |  |
| 112 | Post review actions |  |
| 113 | Training Management |  |
| 114 | Course enrolment & assessment |  |
| 115 | Correspondence |  |
| 116 | Workflow (Dynamic Workflow) |  |
| 117 | Employee Self Service |  |
| 118 | Company Announcements |  |
| 119 | Organization Organogram |  |
| 120 | Paperless workflows |  |
| 121 | Workflow alerts Popups & Emails |  |
| 122 | Online Leave Request approval |  |
| 123 | Online Loan request & approval |  |
| 124 | Online Travel authorization & approval |  |
| 125 | Integration with Attendance devices |  |
| 126 | Offline & Online attendance management |  |
| 127 | Shift Management |  |
| 128 | Dynamic Leave Rules linking with attendance device |  |
| 129 | Auto Payroll preparation through Attendance system |  |
| 130 | Data verification & validation by Admin users |  |
| 131 | Time Management |  |
| 132 | Training & Event Management |  |
| 133 | Training Needs Management |  |
| 134 | Integration with Payroll |  |
| 135 | Organizational Management |  |
| 136 | Travel Management |  |
| 137 | Master Data Management |  |
| 138 | Expiry alerts on CNIN, Driving License, Contract and many more |  |
| 139 | Hiring, Leaving, Transfer, Promotion actions |  |
| 140 | Warning or Appreciation letters (e-Letter’s - Paperless) |  |
| 141 | Over time Management / Approval |  |
| 142 | Manager Self-assessment |  |
| 143 | Employee Self-Assessment |  |
| 144 | **INVESTMENT PORTFOLIO MANAGEMNET** | a)           System should be able to handle complete life cycle of Purchase, Sale, Capital Gain, Coupon receipt and payment of following investments: |  |
| 145 | (i)               Pakistan Investment Bonds, MTBs and any security issued by the Government |  |
| 146 | (ii)              Corporate debt instruments such as Term Finance Certificates & Sukkuks |  |
| 147 | (iii)            Mutual Fund Units (Open & closed end schemes) |  |
| 148 | (iv)            National Savings Schemes |  |
| 149 | (v)              TDRs, COIs |  |
| 150 | (vi)            Marginal trading system |  |
| 151 | (vii)           Equity investments in PSX (listed equity) |  |
| 152 | b)           Investment Portfolio is a unique and distinctive feature of the accounting software. They must adhere to the relevant Accounting Standards, IFRS, IAS, Rules and regulations of the Fund. |  |
| 153 | c)           Provision must be available to take into account and record the Corporate action (Dividends & Coupons) associated with these instruments. |  |
| 154 | d)           System should contain feature to enter the term structure of investments and associated corporate action and be able to generate a report for viewing. |  |
| 155 | e)           System should be able to generate deal tickets for the purchase & sales of financial instruments |  |
| 156 | f)            system should be flexible to generate Portfolio Reports for the Investments of each class separately and a consolidated view should also be available |  |
| 157 | g)           System should be able to calculate the income on each financial system automatically and should complete the whole life cycle of a financial instruments since inception |  |
| 158 | h)           Multiple companies option to handle portfolios of multiple funds of PLICL |  |
| 159 | i)            System should have an upload option for valuation of PKRV, Corporate Bond rates |  |
| 160 | j)            IDS & Non-IDS purchase and sales are necessary along with KATS sheet upload option for better control |  |
| 161 | **Application Architecture & Underline Infrastructure:** | a.      PLIC is acquiring SaaS model, all underline infrastructure (i.e.) Database, hardware server’s storage and network devices will be vendor responsibility. |  |
| 162 | b.      All modification to the production will be tested in UAT environment and no change shall be made directory in production environment. |  |
| 163 | **Data Backups** | a.      The Vendor is responsible to maintain daily, weekly, monthly and yearly data backups. |  |
| 164 | **Data Migration** | a.      Currently, PLIC does not have an ERP Solution therefore legacy data conversion/migration would be negligible. In case data conversion is required, the Vendor is expected to assist PLIC in the conversion of both electronic and manual data to the new system. |  |
| 165 | **Annual Audits** | a.      For annual audit inspection, vendor will allow PLIC audit team to conduct the audit activity as and when needed. |  |
| 166 | **Change Requests:** | a.      A complete change management process will be adopted for implementation of CR. Vendor will share the change management process along with the turnaround time for the new developments. |  |
| 167 | **Uptime & DR Site** | a.      Vendor will maintain and ensure 99.98% uptime to the systems. |  |
| 168 | b.      Vendor will also maintain DR site as it should be the replica of the production environment. |  |
| 169 | **Information & Data Security** | a.      Vendor will ensure complete set of data security standards are in place. |  |
| 170 | b.      The Vendor shall ensure that the provided ERP solution is based on appropriate architecture to ensure data security and no unauthorized access to PLIC data is allowed. |  |
| 171 | **System Availability & Go-Live** | a.      After successful testing and demonstration, the ERP solution should be ready within 30 working days. The timeline may be extended on sole discretion of PLIC. |  |
| 172 | **Training and documentation:** | a.      Vendor shall provide user manuals and online help for use by PLIC as part of the initial training (these are different from the training material for the trainings) and on-going operational support. Additionally, the Vendor is expected to provide technical documentation for user management, backups and system administration tasks. |  |
| 173 | b.      The Vendor will be required to develop a Training Strategy to ensure that all identified Systems Users and Technical Support Staff is thoroughly trained in the use and support of the system. Training for Key Users must be imparted early in the implementation stage, preferably in the first month, to enable them to actively participate in the Configuration/Realization process. |  |
| 174 | c.      Training will be required in two main areas:  (a) Technical Staff, and  (b) Key System/Power Users. Key System/Power Users are currently identified as Key Users/Business Process Owners. The Vendor will be required to develop a Training Strategy to ensure that all identified Systems Users and Technical Support Staff is thoroughly trained in the use and support of the system. Training for Key Users must be imparted early in the implementation stage, preferably in the first month, to enable them to actively participate in the Configuration/Realization process. The Vendor is required to provide materials for training users. |  |

1. **ANNEXURE – C (FORMS & OTHER REQUIRED DOCUMENTS TECHNICAL PROPOSAL SUBMISSION FORM**

To (Name and address of Client / Purchaser)

**[Location, Date]**

Dear Sir,

We, the undersigned, offer to provide the **(insert title of assignment**) \_ in accordance with your Request for Proposal/Tender Document No. dated \_ (insert date) \_ and our Proposal. We are hereby submitting our Proposal, which includes the Technical Proposal and the Financial Proposal sealed in two separate envelopes.

We undertake, if our Proposal is accepted, to provide supply of\_\_\_\_\_\_\_\_\_\_\_ related to the assignment.

We also confirm that the Government of Pakistan has not declared us, or any, ineligible on charges of engaging in corrupt, fraudulent, collusive or coercive practices. We furthermore, pledge not to indulge in such practices in competing for or in executing the Contract, and we are aware of the relevant provisions of the Proposal Document.

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

We remain,

Yours sincerely,

Authorized Signature (Original)

***(In full and initials)***

Name and Designation of Signatory

Name of Firm

Address

1. **ANNEXURE-D FINANCIAL PROPOSAL FORM**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S. No.** | **Item / Module(Mentioned in the Tender Document).** | **Monthly Hosting Fees (In PKR Excluding Taxes.** | **Sales Tax** | **Total** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  | **Total** |  |  |  |

**Terms and Conditions for Financial Proposal:**

* Rate quoted on vendor designed / composed document will be rejected.
* Quoted rate should be inclusive of all applicable taxes.
* Quoted rate shall be in Pakistani Currency.
* Quoted rate shall be in digits and clearly readable.
* This page (i.e.) financial proposal of the tender documents shall be sealed in separate envelop.
* This page will be opened after the approval of the Technical Proposal.

**Certificate**

This is to certify that I have read and completely understood the Tender Notice as well as the Terms and Conditions of this Tender Documents, and hereby accept the same.

In case of any dispute, the decision of Pakistan Post will be final and shall not be challengeable for litigation. It is also certified that Firm or any of its sponsors/ Directors / Partners is not Black Listed by any Government Company. It is also certified that the items provided by my company, if found sub-standard, below prescribed specification on anything misstated deliberately, the procuring agency shall have the right to forfeit my earnest money.

|  |  |
| --- | --- |
| **Name of the vendor & Complete Address** |  |
| **Signature** |  |
| **Date & Stamp** |  |
| **Phone & Mobile No.** |  |

1. **ANNEXURE – E (Financial Proposal Submission Form (Part of Financial Bid Envelope)**

[Location, Date]

To \_ (Name and address of Client / Purchaser)

Dear Sir,

We, the undersigned, offer to provide the \_ (Insert title of assignment) \_ in accordance with your Request for Proposal No. dated \_ (insert date) \_ and our Technical Proposal. Our attached Financial Proposal is for the sum of (insert amount in words and figures). This amount is inclusive of all taxes.

Our Financial Proposal shall be binding upon us up to expiration of the validity period of the Proposal, i.e. before the date indicated in of the Proposal Data Sheet.

We also declare that the Government of Pakistan has not declared us or any Sub-Contractors for any part of the Contract, ineligible on charges of engaging in corrupt, fraudulent, collusive, or coercive practices. We furthermore, pledge not to indulge in such practices in competing for or in executing the Contract, and are aware of the relevant provisions of the Proposal Document.

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

Signed

In the capacity of:

Duly authorized to sign the proposal on behalf of the Applicant.

Date:

1. **ANNEXURE-F (**UNDERTAKING)

It is certified that the information furnished here in and as per the document submitted is true and correct and nothing has been concealed or tampered with. We have gone through all the conditions of tender and are liable to any punitive action for furnishing false information / documents.

Dated this\_\_\_\_\_\_\_\_\_\_ day of\_\_\_\_\_\_\_\_\_\_20\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature

(Company Seal)

In the capacity of

Duly authorized to sign bids for and on behalf of:

1. **ANNEXURE-G (GENERAL CONDITIONS OF DRAFT CONTRACT)**
2. **CONTRACT**

The Purchaser shall, after receipt of the Performance Security from the successful Bidder, send the Contract provided in the Tender Document, to the successful Bidder. Within three working days of the receipt of such Contract, the Bidder shall sign and date the Contract and return it to the Purchaser.

1. **CONTRACT DURATION**

The Contract duration shall be for one (1) year, starting from the date of service /application usage (User acceptance) with full features & functionalities till end date of service period.

1. **CONTRACT DOCUMENTS AND INFORMATION**

The Contractor shall not, without the Purchaser's prior written consent, make use of the Contract, or any provision thereof, or any document(s), specifications, pattern(s), sample(s) or information furnished by or on behalf of the Purchaser in connection therewith, except for purposes of performing the Contract or disclose the same to any person other than a person employed by the Contractor in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

1. **CONTRACT LANGUAGE**

The Contract and all documents relating to the Contract, exchanged between the Contractor and the Purchaser, shall be in English. The Contractor shall bear all costs of translation to English and all risks of the accuracy of such translation.

1. **STANDARDS**

The services provided under this Contract shall conform to the authoritative latest industry standards.

1. **PATENT RIGHT**

The Contractor shall indemnify and hold the Purchaser harmless against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Service or any part thereof.

1. **EXECUTION SCHEDULE**

The Contractor shall deliver/enable the service within eight (08) weeks from the issuance of Intent Letter.

1. **TAXES AND DUTIES**

The Contractor shall be entirely responsible for all taxes, duties and other such levies imposed make inquiries on income tax / sales tax to the concerned authorities of Income Tax and Sales Tax Department, Government of Pakistan.

1. **CONTRACT COST**

The Contractor shall bear all costs / expenses associated with the preparation of the Contract and the Purchaser shall in no case be responsible / liable for those costs / expenses. The successful bidder shall provide legal stamp papers of relevant value according to Govt. rules and regulations for signing of the formal contract.

1. **DELIVERY**
2. The Contractor shall indicate his delivery approach clearly specifying the requirements of software and its documentation.
3. The Contractor shall ensure that the Service shall be delivered complete to enable the testing and training to proceed without interruption.
4. **SAFETY**
5. The Contractor shall be responsible for the addition of bilingual warnings and caution notices, where hazards cannot be eliminated or risks cannot be reduced.
6. The Contractor shall be responsible for the protection of the power sources, controls, and critical components of the redundant systems and subsystems by shielding or physical separation when possible.
7. **INSPECTION AND TESTING**
8. The Client shall inspect and test the Goods supplied, the Services provided or the Works carried out, under the Contract, to verify their conformity to the Technical Specifications.
9. The inspections and tests shall be conducted at the premises of the Contractor / at the final destination. Where conducted at the premises of the Contractor, the Contractor shall provide all-reasonable facilities and assistance.
10. The Purchaser may reject the Goods, the Services or the Works if they fail to conform to the Technical Specifications, in any test(s) or inspection(s) and the Contractor shall either replace the rejected Goods, Services or Works or make all alterations necessary to meet the Technical Specifications, within three working days, free of cost to the Purchaser.
11. The Purchaser’s post-delivery right to inspect, test and, where necessary, reject the Goods shall in no way be limited or waived by reason of pre-delivery inspection, testing or passing of the Goods.
12. Nothing contained in this document shall, in any way, release the Contractor from any Warranty or other obligations under the Contract.
13. **WARRANTY**

The Bidders should mention the warranties they propose for products and services to be rendered.

1. **PAYMENT**
2. The Contractor shall provide all necessary supporting documents along with invoice.
3. The Purchaser shall get verified the details of Goods/Services delivered against the invoice from the concerned Technical Team of PLICL and Payment shall be made on complete delivery of hardware/equipment and after issuance of satisfactory certificate by concerned Technical Team PLICL, as per details given in relevant Letter of Intent.
4. The Purchaser shall pay the amount verified within thirty (30) days. Payment shall not be made in advance and against partial deliveries. The Purchaser shall make payment for the Goods/Services provided to the Contractor, as per Government policy, in Pak Rupees, through treasury Cheque.
5. The Contractor shall cause the validity period of the performance security to be extended for such period(s) as the contract performance may be extended.
6. All payments shall be subject to any and all taxes, duties and levies applicable under the laws of Pakistan for the whole period starting from issuance of Letter of Intent (LOI) till termination of the signed contract in this regard.
7. **CONTRACT AMENDMENT**
8. The Purchaser may at any time, by written notice served to the Contractor, alter or amend the contract for any identified need/requirement in the light of prevailing rules and regulations.
9. The Contractor shall not execute any Change until and unless the Purchaser has allowed the said Change, by written order served on the Contractor with a copy to the Client.
10. The Change, mutually agreed upon, shall constitute part of the obligations under this Contract, and the provisions of the Contract shall apply to the said Change.
11. No variation in or modification in the Contract shall be made, except by written amendment signed by both the Purchaser and the Contractor.
12. **ASSIGNMENT / SUBCONTRACT**
13. The Contractor shall not assign or sub-contract its obligations under the Contract, in whole or in part, except with the Purchaser's prior written consent.
14. The Contractor shall guarantee that any and all assignees / subcontractors of the Contractor shall, for performance of any part / whole of the work under the contract, comply fully with the terms and conditions of the Contract applicable to such part / whole of the work under the contract.
15. **EXTENSIONS IN TIME FOR PERFORMANCE OF OBLIGATIONS UNDER THE CONTRACT**

If the Contractor encounters conditions impeding timely performance of any of the obligations, under the Contract, at any time, the Contractor shall, by written notice served on the Purchaser with a copy to the Client, promptly indicate the facts of the delay, its likely duration and its cause(s). As soon as practicable after receipt of such notice, the Purchaser shall evaluate the situation and may, at its exclusive discretion, without prejudice to any other remedy it may have, by written order served on the Contractor with a copy to the Client, extend the Contractor's time for performance of its obligations under the Contract.

1. **LIQUIDATED DAMAGES**

If the Contractor fails / delays in 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 the Purchaser may, without prejudice to any other right of action / remedy it may have, deduct from the Contract Price against undelivered portion, as liquidated damages, a sum of money @0.25% of the total Contract Price which is attributable to such part of the Services / the Works, in consequence of the failure / delay, be put to 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, 10% of the Contract Price.

1. **BLACKLISTING**

If the Contractor fails / delays in 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 or found to have engaged in corrupt or fraudulent practices in competing for the award of contract or during the execution of the contract, the Purchaser may without prejudice to any other right of action / remedy it may have, blacklist the Contractor, either indefinitely or for a stated period, for future tenders in public sector, as per provision of Public Procurement Rules, 2004 and PLICL Procurement Regulations and Guidelines.

1. **FORFEITURE OF PERFORMANCE SECURITY**
2. The Performance Security shall be forfeited by the Purchaser, on occurrence of any / all of the following conditions:
3. If the Contractor commits a default under the Contract;
4. If the Contractor fails to fulfill any of the obligations under the Contract;
5. If the Contractor violates any of the terms and conditions of the Contract.
6. The Contractor shall cause the validity period of the performance security to be extended for such period(s) as the contract performance may be extended.
7. If the Contractor fails / delays in 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 the Purchaser may, without prejudice to any other right of action / remedy it may have, forfeit Performance Security of the Contractor.
8. Failure to supply required items/services within the specified time period will invoke penalty as specified in this document. In addition to that, Performance Security amount will be forfeited and the company will not be allowed to participate in future tenders as well.
9. **TERMINATION FOR DEFAULT**

If the Contractor fails / delays in 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 the Purchaser may, at any time, without prejudice to any other right of action / remedy it may have, by written notice served on the Contractor with a copy to the Client, indicate the nature of the default(s) and terminate the Contract, in whole or in part, without any compensation to the Contractor. Provided that the termination of the Contract shall be resorted to only if the Contractor does not cure its failure / delay, within fifteen working days (or such longer period as the Client may allow in writing), after receipt of such notice.

1. **TERMINATION FOR INSOLVENCY**

If the Contractor becomes bankrupt or otherwise insolvent, the Purchaser may, at any time, without prejudice to any other right of action / remedy it may have, by written notice served on the Contractor with a copy to the Client, indicate the nature of the insolvency and terminate the Contract, in whole or in part, without any compensation to the Contractor.

1. **TERMINATION FOR CONVENIENCE**
2. Any of the parties may, at any time, by written notice served on the other party with a copy to the Client, terminate the Contract, in whole or in part, for its convenience, without any compensation to the other party.
3. The Services which are complete or to be completed by the Contractor, within thirty working days after the receipt of such notice, shall be accepted by the Purchaser. For the remaining Services, the Purchaser may elect:
   1. To have any portion thereof completed and delivered; and/or
   2. To cancel the remainder and pay to the Contractor an agreed amount for partially completed Services, Works and materials / parts previously procured by the Contractor for the purpose of the Contract.
4. **FORCE MAJEURE**
5. For the purpose of this contract “Force Majeure” means an event which is beyond the reasonable control of a party and which makes a party’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances, and includes, but is not limited to, War, Riots, Storm, Flood or other industrial actions (except where such strikes, lockouts or other industrial actions are within the power of the party invoking Force Majeure), confiscation or any other action by Government agencies. In all disputes between the parties as to matters arising pursuant to this Contract, the dispute be referred for resolution by arbitration under the Pakistan Arbitration Act, 1940, as amended, by one or more arbitrators selected in accordance with said Law. The place for arbitration shall be Lahore, Pakistan. The award shall be final and binding on the parties.
6. The Contractor shall not be liable for liquidated damages, forfeiture of its Performance Security, blacklisting for future tenders, termination for default, if and to the extent his failure / delay in performance /discharge of obligations under the Contract is the result of an event of Force Majeure.
7. If a Force Majeure situation arises, The Contractor shall, by written notice served on the Purchaser, indicate such condition and the cause thereof. Unless otherwise directed by The Purchaser in writing, The Contractor shall continue to perform under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
8. Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or Agents or Employees, nor (ii) any event which a diligent Party could reasonably have been expected to both (A) take into account at the time of the conclusion of this Contract and (B) avoid or overcome in the carrying out of its obligations here under.
9. Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder.
10. **DISPUTE RESOLUTION**
11. The Purchaser and the Contractor shall make every effort to amicably resolve, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract.
12. If, after thirty working days, from the commencement of such informal negotiations, the Purchaser and the Contractor have been unable to amicably resolve a Contract dispute, either party may, require that the dispute be referred for resolution by arbitration under the Pakistan Arbitration Act, 1940, as amended, by one or more arbitrators selected in accordance with said Law. The place for arbitration shall be Lahore, Pakistan. The award shall be final and binding on the parties.
13. **STATUTES AND REGULATIONS**
14. The Contract shall be governed by and interpreted in accordance with the laws of Pakistan.
15. The Contractor shall, in all matters arising in the performance of the Contract, conform, in all respects, with the provisions of all Central, Provincial and Local Laws, Statutes, Regulations and By-Laws in force in Pakistan, and shall give all notices and pay all fees required to be given or paid and shall keep the Purchaser indemnified against all penalties and liability of any kind for breach of any of the same.
16. The Courts at Lahore shall have the exclusive territorial jurisdiction in respect of any dispute or difference of any kind arising out of or in connection with the Contract.
17. **THE CLIENT**
18. The Client shall only carry out such duties and exercise such authority as specified in the Contract. The Client shall have no authority to relieve the Contractor of any of his obligations under the Contract, except as expressly stated in the Contract.
19. The Contractor shall proceed with the decisions, instructions or approvals given by the Client in accordance with these Conditions.
20. The Client shall conform to all the relevant clauses of this Tender Document to carry out all responsibilities assigned thereto in a timely manner.
21. **AUTHORIZED REPRESENTATIVE**
22. The Purchaser, the Client or the Contractor may, at their exclusive discretion, appoint their Authorized Representative and may, from time to time, delegate any / all of the duties / authority, vested in them, to their authorized Representative(s), including but not limited to, signing on their behalf to legally bind them, and may, at any time, revoke such delegation.
23. The Authorized Representative shall only carry out such duties and exercise such authority as may be delegated to him, by the Purchaser, the Client or the Contractor.
24. Any such delegation or revocation shall be in writing and shall not take effect until notified to the other parties to the Contract.
25. Any decision, instruction or approval given by the Authorized Representative, in accordance with such delegation, shall have the same effect as though it had been given by the Principal.
26. Notwithstanding Clause 33 (II), any failure of the Authorized Representative to disapprove any Goods or Services or Works shall not prejudice the right of the Client to disapprove such Goods or Services or Works and to give instructions for the rectification thereof.
27. If the Contractor questions any decision or instruction of the Authorized Representative of the Purchaser / the Client, the Contractor may refer the matter to the Purchaser / the Client who shall confirm, reverse or vary such decision or instruction.
28. **WAIVER**

Failure of either party to insist upon strict performance of the obligations of the other party, under the Contract, shall in no way be deemed or construed to affect in any way the right of that party to require such performance.

1. **DOCUMENTATION**

The Contractor shall furnish the user documentation, the operation manuals other information pertaining to the ERP, in soft copy format and in the form of on-line help.