

PAKISTAN MICROFINANCE INVESTMENT COMPANY LIMITED (PMIC)

Hiring of a Firm for the Implementation of Enterprise Resource Planning (ERP) System

REQUEST FOR PROPOSAL

Introduction of Company

Pakistan Microfinance Investment Company Limited (PMIC) is registered as an Investment Finance Company under NBFCS. The purpose of the organization is to provide a wide range of financial services to inter alia microfinance institutions and microfinance banks to promote financial inclusion in Pakistan to alleviate poverty and contribute to broad based development.

Instructions to bidders

- a) Sealed Technical and Financial proposals in separate envelopes must be delivered to the address below, clearly mentioning the title of the assignment on the top-right of the envelope, **not later than 2 PM on September 26, 2024. Firm/consultant shall also share pdf version of the technical proposals on the below mentioned email addresses.**

Head of Procurement
Pakistan Microfinance Investment Company Limited (PMIC)
Plot # 55-C, 21st Floor, Ufone Tower, Blue Area, Islamabad
Phone: (051) 8487820-40
Email: yasir.masud@pmic.pk
Cc.: ahmed.saleh@pmic.pk

- b) All documents relating to the RFP shall be written in English language.
- c) The complete proposal shall consist of the following documents:
- Technical proposal consisting of the following.
 - Firm's/consultant background & experience.
 - Examples of past experience and in financial/microfinance sector
 - Proposed timeline
 - Proposed methodology
 - Expertise of technical staff
 - Valid NTN # or Company registration documents
 - Financial proposal
 - A detailed budget reflective of all activities identified separately.
- d) Firm/Consultant may express the price only in PKR (inclusive of all applicable taxes).
- e) All queries must be directed to yasir.masud@pmic.pk, Cc. ahmed.saleh@pmic.pk **no later than September 17, 2024.**
- f) The proposals shall remain valid for Forty-Five (45) days after the proposal submission deadline established by PMIC. A proposal valid for a shorter period shall be rejected as non-responsive. In exceptional circumstances, prior to the expiration of the bid validity period, PMIC may request all firms/consultants who submitted their proposals to extend the period of validity of their proposal for a specified additional period. The request and the responses shall be made in writing. If the firm/consultant agrees to extend the validity, it shall be done without any change in the original proposal. The firm/consultant has the right to refuse to extend the validity in which case such proposals will not be further evaluated.
- g) Evaluation Criteria: **Quality and Cost Based.** (70% Quality, 30% Cost)

- h) The evaluation of proposals will be based on:
- Technical responsiveness/full compliance to the RFP requirements
 - Full acceptance of the general terms and conditions stated in the RFP.
 - Past clientele served.
- i) At any time prior to the deadline for submission of proposals, PMIC may amend the RFP and communicate to the vendors. To give prospective firms/consultants reasonable time in which to take the amendment into account in preparing their proposals, PMIC may, at its discretion, extend the deadline for the submission of proposals. Similarly, at any time PMIC may, at its own discretion, call off this RFP.

TERMS OF REFERENCE (TORs)

1. Introduction

This Terms of Reference (TOR) document outlines the requirements for the implementation of an Enterprise Resource Planning (ERP) system for Pakistan Microfinance Investment Company Limited (PMIC). The ERP system will streamline and integrate various business functions, ensuring efficiency, transparency, and effective management of resources.

2. Objectives

- To implement an ERP system that effectively supports PMIC's business operations, including Finance, Lending and Borrowings, Risk, Grants, Treasury, Corporate Finance, Procurement, HR, etc.
- To ensure that the ERP system is aligned with PMIC's strategic goals and operational requirements.
- To achieve seamless integration across all functional areas of PMIC, with a focus on improving data integrity management, reporting, and decision-making processes.
- The ERP solution must be developed locally in Pakistan.

3. Scope of Work

The scope of work includes the implementation of the following modules within the ERP system:

3.1 GL / FICO Module

- Integration with GL module with all other modules i.e Procurement, HR, etc.
- Sub-modules of Fixed Assets, Accounts Payable/Receivable with aging alerts and relevant functionalities. Budgeting and financial reporting, including balance sheets, profit and loss accounts, and cost center reports.

3.2 Lending/Asset Module

- Borrower profiling, credit proposal creation, disbursement notes, and repayment schedule management.
- Monitoring and reporting on borrower performance and covenant compliance.
- Management of retail lending including onboarding, KYC, loan approval, and repayment tracking.

3.3 Corporate Finance Module

- Management of different borrowing products (e.g., term loans, etc.).
- Auto-generation of repayment schedules and GL postings.
- Covenant tracking and report generation for borrowing facilities.

3.4 Treasury Module

- Complete management of treasury deals including deal creation, GL posting, accruals, and mark-to-market valuation.
- Maintenance of a treasury deal register and related reports.

3.5 Risk Management Module

- Modules for operational risk, market & liquidity risk, and credit risk.
- Tools for ALM support, stress testing, gap analysis, and risk reporting.
- Database management for PMIC's borrowers, including KYC and compliance tracking.

3.6 Procurement Module

- Automated creation and approval of purchase requisitions.
- Comprehensive procurement workflow from HOD review to CEO approval.
- Support for various procurement methods including micro and macro procurements.

3.7 Human Resource Module

- Employee management from recruitment to exit, including payroll processing and performance management.
- Integration with biometric systems for attendance tracking.
- Employee self-service portal for leave management, travel requests, and loan applications.

3.8 SDD/Grants Module

- Management of grant-based interventions and related project proposals.
- Automated disbursement notes and reporting for grant projects.

3.9 Other Functionalities

- Ability to export/import data in various formats and generate custom alerts.

4. Deliverables

- A fully functional ERP system covering all specified modules and functionalities.
- Detailed documentation including user manuals, training materials, and technical specifications.
- Migration of legacy data.
- Comprehensive user training and support.
- Post-implementation support and maintenance.

5. Implementation Timeline

The project is expected to be completed over 9 months (270 Days), with key milestones including:

- Phase 1: Project Plan Preparation and Team Mobilization – 15 Days
- Phase 2: Business Design and Configuration Customization – 120 Days
- Phase 3: Training and Integration Testing – 30 Days
- Phase 4: Data Migration and Cutover Preparation – 15 Days
- Phase 5: "Ready to Use" and Post-Implementation Support – 90 Days

6. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- Understanding of the project scope and alignment with PMIC's business requirements.
- Technical capability and experience in implementing similar ERP systems.
- Compliance with PMIC's functional and technical guidelines.
- Cost-effectiveness and value-added services.
- Post-implementation support and service level agreements.

7. Governance and Reporting

- The project will be overseen by a steering committee with regular progress reports.

- The ERP Solution Provider will be responsible for meeting all project milestones and deliverables, with formal acceptance required at each phase.
- A detailed SLA will be established to monitor and manage the service levels provided by the ERP Solution Provider.

8. Detailed project plan and timeline.

- Breakdown of costs and payment schedule.
- Description of post-implementation support and SLA management

9. Conclusion

The ERP system implementation is critical to enhancing PMIC's operational efficiency and strategic decision-making capabilities. The selected ERP Solution Provider will play a key role in ensuring the success of this initiative, from design and implementation to post-implementation support

ERP Project Management

- I. The Solution Provider is required to organize the project to ensure these timelines failing to which may occur in penalizing the solution provider as per the contract.
- II. Deployment of a competent team of experts in the area of the ERP and specific functional areas.
- III. Deployment of resources to ensure that the project activities are carried out as per plan.
- IV. Deployment of a project structure for effective monitoring, review and risk mitigation.
- V. Training the key executives and Core IT Team along with all users of PMIC for operating the ERP Solution and its main functionalities.
- VI. Project Support Services
- VII. During implementation optimization of current & proposed processes & reports as per provided solution.
- VIII. Onsite support for hand holding the users, performance tuning, bug fix, update for all critical functions.
- IX. On-site operational support after implementation
- X. Ensuring the ERP Solution Software Corporation services for system support (including performance tuning, upgrades etc.)
- XI. Upgrade the documentation system on any new releases (where applicable).
- XII. The proficiency/skills-set for the functional consultants to be deployed for capacity building of PMIC Teams for usage of ERP system must be same as the functional consultants required for the project team.

Note: ERP Functional Requirements and Technical Requirements are attached as Annexure A & B respectively

Contractual information

PMIC shall award the contract to the firm/consultant whose proposal has been determined to be substantially responsive to the RFP and which has the highest combined technical and financial score.

Proposal Submission Form

The attached proposal submission form shall be filled in and shared with the proposal.

