

REQUEST FOR PROPOSAL

Procurement and Implementation of Enterprise Resource Planning (ERP) System

1. Introduction

Pakistan Revenue Automation (Pvt.) Limited (PRAL) invites proposals from qualified and experienced firms for the design, development, implementation, and support of a comprehensive Enterprise Resource Planning (ERP) system.

The objective of this RFP is to select a competent firm capable of delivering an integrated ERP solution to streamline organizational processes, enhance efficiency, and improve decision-making through centralized data management.

2. Scope of Work

The selected firm shall be responsible for providing a complete end-to-end ERP solution, including but not limited to:

- System design, architecture, and implementation
- Customization based on organizational requirements
- Data migration from legacy/existing systems
- Integration with existing software/applications
- System testing (Unit, Integration, UAT)
- Deployment and go-live support
- User training and capacity building
- user manuals
- Post-implementation support and maintenance

2.1 ERP Modules

The ERP solution should include, but not be limited to, the following modules:

- Finance and Accounting
- Human Resource Management
- Procurement
- Inventory Management

- Asset Management
- Document Management System
- Reporting and Dashboard/Business Intelligence

3. Deliverables

The selected firm shall provide:

- Detailed Project Plan with timelines and milestones
- System Requirement Specification (SRS)
- Configured and customized ERP solution
- Data migration and validation reports
- Training materials and sessions
- Final deployment and go-live report
- Maintenance and support plan

4. Eligibility / Qualification Criteria

4.1 Legal Status

- The firm must be registered with relevant regulatory authorities.
- Valid NTN and Sales Tax registration certificates must be provided.

4.2 Experience

- Minimum 5 years of experience in ERP implementation.
- Successfully completed at least 3 ERP projects in public sector organizations.

4.3 Technical Capability

- Proven expertise in ERP system design, development, and implementation.
- Availability of qualified technical resources, including:
 - ERP Project Manager
 - ERP Functional Consultants

- Software Developers
- Database Administrators
- Technical Support Staff

4.4 Financial Capacity

- 50 Million average turnover for last three years
- Submission of audited financial statements for the last three years.

5. Proposal Submission Requirements

Bidders must submit a comprehensive proposal, including:

5.1 Technical Proposal

- Company profile and organizational structure
- Understanding of the assignment
- Proposed ERP solution and methodology
- Work plan and implementation schedule
- Details of key personnel and team structure
- Relevant experience and project portfolio

5.2 Financial Proposal

- Detailed cost breakdown (software, implementation, training, support, etc.)
- Taxes and applicable duties clearly mentioned

5.3 Supporting Documents

- Registration certificates (NTN, Sales Tax, etc.)
- Audited financial statements (last three years)
- A partner officially authorized by the OEM to act on its behalf
- Certifications (if any)

6. Submission Procedure

Proposals must be submitted through EPADS 2.0, the online procurement system launched by PPRA, in accordance with the prescribed guidelines.

- Technical and Financial Proposals must be submitted (Single Stage single Envelope Procedure).
- Deadline for submission: 09-04-2026

7. Evaluation Criteria

- **Technical Evaluation Criteria (100 Marks)**

The following criteria will be used to evaluate RFP:

Evaluation Criteria	Description	Marks
Company Experience	05 years experience in ERP solutions (5 number for each year)	25
Relevant ERP Projects	05 Nos completed ERP projects (4Number for each Project)	20
Experience in Public Sector	Minimum 03 ERP implementation in Government organization (5Numbers for each Project)	15
Technical Team	Qualification and experience of key technical staff	05
Training & Support Plan	Training approach and post-implementation support	10
Financial Strength	Audited financial statements and financial stability (50Million average turnover for Last 3 years)	25
Total		100

Minimum Qualifying Score 70 marks

8. Project Timeline (Indicative)

The expected duration of the project is 04 months, including:

- Requirement Analysis
- Development/Customization
- Testing
- Deployment
- Training

9. Payment Terms:

Payments may be made based on milestone completion, such as:

- Completion of design phase
- Successful system deployment
- Final acceptance after UAT
- Post-implementation support

10. Post-Implementation Support

The selected firm shall provide:

- Minimum 5 years support and maintenance
- Bug fixing and system updates
- Technical assistance and helpdesk support
- System upgrades (if required)

11. Rights of the Organization

Pakistan Revenue Automation (Pvt.) Limited reserves the right to:

- Accept or reject any or all proposals
- Cancel the procurement process at any stage
- Request additional information or clarification from bidders

12. Confidentiality

All information provided by the organization must be treated as confidential and used solely for the purpose of proposal preparation.