



**PAKISTAN RAILWAYS**

**Request For Proposal  
For  
Procurement Of  
Sap Value Added Reseller For ERP**

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**Important Note:**

Bidders must ensure that they submit all the required documents indicated in the bidding documents without fail and within the time limit as specified in the bidding document. 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 right at the initial stage itself. The data sheets and valid documentary evidence for the critical components as detailed hereinafter should be submitted by the Bidder for scrutiny. Every page of the bid document must be properly signed and stamped.

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## **1. CONTEXT OF RFP**

Pakistan Railways has undertaken a comprehensive digital transformation initiative through the implementation of an SAP Enterprise Resource Planning (ERP) system to enhance operational efficiency, financial transparency, asset management, and decision-making across the organization. SAP ERP system is currently operational and covers multiple functional modules, supporting core business processes of Pakistan Railways at headquarters, divisions, workshops, and field offices.

To ensure continuity, optimization, and long-term sustainability of the existing SAP ERP environment, Pakistan Railways intends to engage the services of an experienced and authorized SAP Value Added Reseller (VAR). The selected VAR will be responsible for providing post-implementation support services, system maintenance, performance optimization, user support, enhancement of existing functionalities, and alignment of the system with evolving business and regulatory requirements.

### **1.1 Introduction**

Pakistan Railways has upgraded its passenger and freight ecosystem digitally by implementing SAP S/4 HANA based ERP. The digital ecosystem introduced via this implementation is not only bound to transform Pakistan Railways but also modernize customers, employees, business partners and other public sector entities approach, view, interaction and appreciation of Pakistan Railways. Pakistan Railways, under a forward-looking management, foresees services of SAP Value Added Reseller, to provide support and maintenance services to End Customer on already implemented SAP system.

The purpose of the document is to provide interested SAP Value Added Reseller with sufficient information to enable them to propose and submit proposals for Support services on already implemented SAP ERP modules and other software that are integrated with SAP ERP.

### **1.2 Background**

The office of the Project Management Unit (PMU), working under Pakistan Railways, is responsible for smooth functioning of SAP-based ERP. Essentially, ERP system comprises the New Accounting Model (NAM), and an SAP-ERP-based Information Technology platform. A key objective of PMU (i.e., NAM, along with the SAP-based IT platform) was to help produce timely, relevant, accurate, reliable and comprehensive financial reports for the decision makers to enable effective accountability and better financial governance. Another objective of PMU is to provide a comprehensive digital solution for Pakistan Railways that includes effective budgetary management, financial control, cash forecasting, trend analyses, fiscal administration and debt management.

The SAP-ERP based system is being run at various sites across jurisdiction of Pakistan Railways. All sites are linked to the data center resided at TMC data center, Lahore, thereby creating a seamless and integrated system capable of providing real-time information on financial transactions taking place on the system across the country. SAP system at Pakistan Railways is being used for all financial transactions, costing and financial management. In addition to FI-CO-FM, Pakistan Railways has procured following modules of SAP ERP.

- HCM
- Sales & Distribution
- Material Management
- Real Estate (REFX)
- Project Systems
- Production Planning
- Quality Management
- Business Intelligence
- Business Process Consolidation
- Document Management System.

Pakistan Railways has also integrated its Reservation System (RABTA) with SAP ERP and also intends to integrate other information system being developed / acquired by Pakistan Railways with SAP ERP.

### **1.3 Purpose / Objective**

Pakistan Railways intends to hire the services of an experienced and well reputed SAP Value Added Reseller - VAR for support and maintenance on already implemented SAP ERP modules as detailed in section 1.2 above at Pakistan Railways. Therefore, through this RFP, Pakistan Railways invites the vendors against the Annual Support & Maintenance, providing value in procured assets and handholding to become SAP Implementation and learning partner

## **2 PROCESS OF BIDDING**

The process of bidding is in line with Public Procurement Rules 2004 as amended from time to time and published by Public Procurement Regulatory Authority of Pakistan.

### **2.1 Mode of Advertisement**

Tender is advertised on PPRA's website, & Pakistan Railways website as well as advertised in print media through national newspapers. The bidding document carrying all details can be downloaded from Pakistan Railways Website [www.pakrail.gov.pk](http://www.pakrail.gov.pk) and from PPRA's website [www.ppra.gov.pk](http://www.ppra.gov.pk). Only those bids shall be accepted that are submitted on PPRA website. All prospective bidders are required to deposit an amount of Rs. 10,000/- (Only Ten Thousand Rupees) in favor of "Establishment of Project Management Unit in MOR" and collect the payment slip. The deposit slip must be attached with technical bid otherwise proposal will be ignored. The Pre-Bid meeting as required will be held as per date and time mentioned in the advertisement.

## 2.2 Invitation to Bids

Pakistan Railways intends to hire the services of an experienced, well reputed and eligible Suppliers/ local authorized Partner/Value Added Reseller - VAR of Systems, Applications and Products of SAP for support and maintenance on already implemented SAP ERP at Pakistan Railways. Therefore, through this RFP, Pakistan Railways invites the vendors to bid against Annual Support & Maintenance services, providing value in procured assets and handholding to become SAP Implementation and learning partner.

## 2.3 Bidding Mechanism

The bidding shall be conducted in line with the Quality and Cost Based Selection Method (QCBS) and Single stage two envelopes procedure of Public Procurement Rules and any Regulations, Regulatory Guides, Procurement Guidelines or Instructions issued by the Authority from time to time, and is open to all potential bidders. All bids must be accompanied by a Bid Security of Rs.1,000,000/- (Pak Rupees One Million Only) (Refundable) through demand draft/pay order/CDR in favor of the "Establishment of Project Management Unit in MOR".

The original bid along with two (02) copies, properly filled in, and enclosed separately in sealed envelopes must be delivered to 'Project Management Unit, Pakistan Railways, 2nd Floor Walton Block Headquarters Office Lahore' at or before February 9, 2026 by 11:30 A.M. The Technical bids will be opened promptly thereafter in public and in the presence of bidders' representatives who choose to attend in the opening at the Project Management Unit, Pakistan Railways, 2nd Floor Walton Block Headquarters Office Lahore on same day by 12:00 hours.

## 2.4 Scope of Services

The scope of services under this engagement includes application support for existing SAP modules. Pakistan Railways has acquired and operationalized following SAP ERP modules.

- FI – CO – FM
- HCM
- Sales & Distribution
- Enterprise Asset Management
- Material Management
- Real Estate (REFX)
- Project Systems
- Production Planning
- Quality Management
- Business Intelligence
- Business Process Consolidation
- Document Management System.

Pakistan Railways has also integrated its Reservation System (RABTA) with SAP ERP and also intends to integrate other information system with SAP ERP which are being developed /acquired or future systems to be acquired by Pakistan Railways.

The successful bidder is required to provide services including technical and functional troubleshooting, system upgrades and patches, integration support, security and authorization management, data integrity assurance, and advisory services for process improvements. Additionally, the VAR shall provide knowledge transfer, training support, and documentation to strengthen in-house capacity and ensure effective utilization of the SAP system. The main purpose is to execute a Service Level Agreement for smooth running of entire SAP ERP solution being implemented in Pakistan Railways alongwith integration of other software being used or under process of completion at Pakistan Railways or future systems acquired by Pakistan Railways.

## 2.5 Terms of Reference (TORs)

Pakistan Railways requires the continued availability of certified and experienced SAP certified professionals to ensure smooth operations, issue resolution, enhancements, and stabilization of SAP ERP system implemented under ERP Project.

The following high-level Terms of Reference outline the expected roles, responsibilities, and deliverables under the Service Level Agreement (SLA).

### Functional SAP Expertise (Per Module)

Provide SAP-certified and experienced functional consultants for the following modules:

1. Human Capital Management (HCM)
2. Financials & Controlling (FI/CO)
3. Business Intelligence (BI/BO/BW)
4. Document Management System (DMS)
5. Real Estate Management (REFX)
6. Production Planning (PP)
7. Quality Management (QM)
8. Project System (PS)
9. Enterprise Asset Management (EAM)
10. Sales & Distribution (SD)
11. Material Management (MM)
12. Business Planning & Consolidation (BPC)

### **TORs for Functional Consultants**

Functional Consultants must

- Ensure day-to-day functional support for their respective SAP modules.
- Address incidents, service requests, and configuration changes as per approved workflows.
- Support master data governance, validation, and correction.
- Recommend best practices to ensure system stability and compliance.
- Coordinate with Pakistan Railways PMU or Railway Administration for change requests and approvals.

### **Technical SAP Expertise**

Provide at least one dedicated technical resource in the following domains:

1. SAP Basis
2. SAP ABAP Development
3. SAP FIORI Development
4. BI/BW Technical Development

### **TORs – Technical Consultants**

Technical Consultant are required to:

- Ensure availability, performance, and security of SAP system landscape.
- Perform system monitoring, transport movement, user administration, and housekeeping.
- Support integrations with third-party systems (e.g., SBP, FABS, MPG, RAAST) and other software as per requirement of Pakistan Railways.
- Maintain technical documentation, version control, and system logs.
- Provide root-cause analysis and corrective actions for technical issues.

### **General Expectations**

It is generally expected from the bidder that he:

- Shall deploy certified, experienced, and reliable resources.
- must provide those consultants who adhere to Pakistan Railways' policies, protocols, and security standards.
- Must ensure seamless coordination with the PMU and department focal persons or nominated officer by Pakistan Railways.
- has abilities of knowledge transfer, handholding, and capacity-building activities. All these activities shall be carried out as requirement.

### **Learning Hub Participation / Training**

Under this Service Level Agreement, the SAP Value Added Reseller will impart training to Railway officials and officers as and when required. It is also imperative to train two officers / officials to the level that they get SAP Certification. Two officers / officials are required to be SAP certified in each SAP module which are implemented in Pakistan Railways. All the costs involved in training and SAP certification will be the responsibility of the successful bidder.

## **2.6 Duration of Contract**

Initially the bids will be called for a period of one Year (from contract date), which is further extendable with the mutual consent and subject to the performance of the service provider/related to the availability of budgetary provisions.

## **2.7 Process Of Open Competitive Bidding**

- i. The bid shall be a single package consisting of one stage two envelops, containing separately the financial and the technical proposals.
- ii. The envelopes shall be marked as "Technical Proposal" and "Financial Proposal".
- iii. 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 Project Management Unit, Pakistan Railways.
- iv. Pakistan Railways 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.
- v. During the technical evaluation, no amendments in the technical proposal shall be permitted. However additional information may be obtained and accepted if Pakistan Railways desires.
- vi. After the evaluation and approval of the technical proposals, the procuring agency shall open the financial proposals of the technically accepted responsive bids, publicly at a time, date and venue announced and communicated to the bidders in advance, within the bid validity period.
- vii. The financial bids found of technically nonresponsive shall be returned un-opened to the respective bidders; and the lowest evaluated bidder shall be awarded the contract.

## **2.8 Contact Management**

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

<b>Primary Contact</b>
Mr. Faisal Naeem AO/PMU Email: aopmu@pakrail.gov.pk Phone: 042-99204460 PMU Office of P.R HQS, Lahore.

Bidders should note that during the period from the receipt of the bid and until further notice from the contact, all queries should be communicated in writing (e-mail or written query to be received in the office of PMU). In the case of an urgent situation where the primary contact cannot be contacted, the bidder may alternatively direct his queries to Project Director / Project Management Unit, Pakistan Railways, Headquarters Office, Lahore.

Bidders are also required to state, in their proposals, the name, title, contact details (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.

### **3 GENERAL CONDITIONS**

- i. Pakistan Railways (procuring agency) will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.
- ii. The bidder shall submit bids which comply with the bidding document. Alternative bids 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.
- iii. The Bidder must be qualifying all the Items in the SAP Value Added Reseller eligibility criteria. If bidder does not fulfill any Items, terms & conditions and specifications, it shall be considered as disqualified/Non.
- iv. 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 Pakistan Railways. Neither any time schedule, nor financial adjustments arising thereof shall be permitted on account of failure by the Bidder.
- v. It must be clearly understood that the Terms and Conditions and Specifications are intended to be strictly enforced. No escalation of cost by the bidder will be permitted throughout the period of completion of the contract.
- vi. The Bidder should be fully and completely responsible for all the service deliveries and deliverables to the Pakistan Railways.
- vii. The bidder must mandatorily accomplish the Checklist for Bidder before submission of their Technical & Financial Bids proposals to the office of PR HQS Lahore.
- viii. The Contractor must be an authorized SAP Partner in Pakistan. The bidder must have expertise in implementation and development of SAP ERP solution, building tailored solutions, extensions, and applications on the SAP platform to add functionality, selling SAP software licenses to existing customers as per their requirement, must be able to streamlining workflows, improving collaboration, and enhancing operational efficiency across various business functions, and must have the capability for providing technical support, maintenance, and training to help users maximize their SAP investment.
- ix. AS SAP Value Added Reseller (VAR) goes beyond simply selling SAP software licenses; the bidder must act as strategic partners offering end-to-end services like consulting, customization, implementation, training, and ongoing support, adding unique value to deliver tailored, efficient, and compliant SAP solutions for Pakistan Railway's businesses.
- x. The bidder has to manage the entire customer lifecycle, from sale and setup through maintenance and renewals, becoming trusted advisor for digital transformation of Pakistan Railways.
- xi. The bidder/Service Provider must quote for all items / services required by Pakistan Railways.
- xii. 100% compliance of services is required; no partial services will be accepted.
- xiii. Provision of all the required licenses will be the responsibility of the bidder. However, for the purpose of obtaining licenses from SAP including Annual Maintenance Costs thereon, the bidder will assist Pakistan Railways for best possible price.
- xiv. All the price must be quoted by the Bidder/Service Provider in PAK Rupees which shall remain firm and fixed and not subject to any adjustment during framework contract performance period. Office of the Pakistan Railways HQS does not oblige responsive bidder/Service Provider against the dollar variation during the framework contract period in light of all Section of Procurement of SAP Value Added Reseller Services. The cost of SAP Value Added Reseller Services remains same and fixed during the duration of contract agreement to be signed with the successful bidder.
- xv. The Contractor/ Service Provider shall ensure that the Services shall be delivered complete to enable the testing and training to proceed without interruption. If it shall appear to the Client that the services have been or are likely to be delayed by reason of incomplete delivery or for any other reasons, he may require the Contractor/ Service Provider at the expense of the Contractor/Service Provider to deliver the missing items of the services or provide suitable service solutions.
- xvi. The Contractor/Service Provider shall ensure that the implementation design conforms to an open standard by which new services can be added without disruption to existing services.
- xvii. The Contractor/Service Provider shall provide a document stating step-by-step procedures for maintenance services of all modules of SAP ERP being implemented in Pakistan Railways.
- xviii. The Contractor/Service Provider shall configure the system for high availability and reliability, of all hardware and software against the Procurement of SAP Value Added Reseller Services for office of Pakistan Railways HQS.
- xix. The Contract shall be interpreted in accordance with the laws of the Islamic Republic of Pakistan.
- xx. The Contractor/Service Provider shall arrange and undertake a comprehensive training program (basic and advance level) for Pakistan Railways' staff responsible for operating the software as nominated by Pakistan Railways / the Client to ensure that they shall acquire a good working knowledge of the operation, and general maintenance of SAP ERP.



- XXi. The Contractor/Service Provider shall take effective & efficient mandatory measures for the Data Security & Privacy. The bidder undertakes that no piece of information (either written or digitally stored in different modules of SAP ERP) will be given to any other individual / agency without prior permission of Pakistan Railways.
- XXii. If a Force Majeure situation arises, the Contractor/Service Provider shall, by written notice served on Pakistan Railways with a copy to the Client, indicate such condition and the cause thereof. Unless otherwise directed by Pakistan Railways in writing, the Contractor/Service Provider 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.

#### 4 TENDER ELIGIBILITY

Eligible Bidder is a Bidder who:

- I. Have a registered company/ firm in Pakistan. No Joint Venture/ Consortium of firms is allowed
- II. Is an official partner of SAP in Pakistan.
- III. Must be registered with Tax Authorities and have name in active taxpayer list at any time, as per prevailing latest tax rules (Only those companies which are validly registered with sales tax, income tax departments and having sound financial strengths can participate).
- IV. Has valid/ active Registration of General Sales Tax (GST) and National Tax Number (NTN)
- V. Has submitted bid for complete Items and relevant bid security against *SAP Value Added Reseller Services*.
- VI. has submitted complete bid. Non-Compliance of the same shall cause rejection of the bid.
- VII. Have the required relevant qualified personnel and enough strength to fulfill the requirement of assignment. The SAP modules being implemented in Pakistan Railways are outlined in section 1.2 above. The list of relevant SAP Consultants must be attached alongwith the bid.
- VIII. Has not been blacklisted by any of Provincial or Federal Government Department, Agency, Organization or autonomous body or Private Sector Organization anywhere in Pakistan. (Submission of undertaking on legal e-stamp paper is mandatory).
- IX. Conforms to the clause of "Responsiveness of Bid" given herein this tender document.
- X. has prepared and submitted all Technical and Financial bids as per enclosed Annexures.

##### 4.1 Tender Cost

The requisite Tender document against the SAP Value Added Reseller can be downloaded from Pakistan Railways Website [www.pakrail.gov.pk](http://www.pakrail.gov.pk) and from PPRA's website [www.ppra.gov.pk](http://www.ppra.gov.pk). The tender document cost can be deposited during office hours from **08.30 am to 03.30 pm** on the submission of a written request on the letter head of the Company/Firm Supplier business name against the payment of Rs. 10,000/- (Pak Rs. Ten Thousand Only) (Non-Refundable) in the favor of "Establishment of Project Management Unit in MOR" before the submission of bid.

##### 4.2 Examination of Tender Document

The Bidder is expected to examine the Tender Document including all instructions and terms & conditions carefully before submission of his Technical & Financial bids against the requirement of this tender document.

##### 4.3 Clarification of Tender Document

The Bidder may require in writing further information or clarification of the Tender Document, within 05 (five) working calendar days of issuance of tender in writing. The clarification and the 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-mail or written and received in the office of PMU) only. In the case of an urgent situation where the Primary Contact cannot be contacted, the bidder may alternatively direct his enquiries to the Project Director PMU.

##### 4.4 Amendment in Tender Documents

Pakistan Railways 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).

##### 4.5 Rejection Disqualification

The following are the requisites clauses which are considered to be cause of rejection or disqualification.

- i. Partial/Incomplete Bids will be rejected/disqualified.
- ii. The bidder who doesn't apply with complete modules as required by Pakistan Railways will be disqualified/non-Responsive/rejected.
- iii. If the bidder does not comply the Technical and Financial Bids as per enclosed Annexures or do not comply with the tender documents.
- iv. If the bidder who doesn't meet the yardstick of Tender Evaluation Criteria, (Technical & Financial) he will be considered as rejected/disqualified.
- v. If the bidder does not comply with Schedule of Technical Specification & TOR's with any mandatory requirements or subjected to interlineations / cuttings / corrections / erasures / overwriting.
- vi. Non-Responsive bids as detailed in the section "Evaluation of Bids".
- vii. Bids which do not comply with the tender document.

- viii. Non-submission of verifiable proofs in light of Technical Bid Evaluation Criteria, Checklist for Bidder, Technical Specifications and TOR's against the mandatory requirements will lead to disqualification/rejection of bids.
- ix. If the service provider/contractor does not provide the General & Relevant Experience on services required through this tender of SAP Value Added Reseller related to public sector organizations/departments.
- x. If the Service provider/bidder does not enclose the Relevant Technical Expert (SAP Consultants and Professionals) CV-Resumes with the technical bid.

## 5 DETERMINATION OF RESPONSIVENESS OF THE BID (TENDER)

Pakistan Railways shall determine the substantial responsiveness of the Tender on the basis of the contents of the Tender Documents itself without recourse to extrinsic evidence. A substantially responsive Tender is one which:

- i. Meets the eligibility criteria for the bidder regarding the required Services.
- ii. Must be compiled with all of tender documents.
- iii. Meets the Technical Specifications for the Services.
- iv. Meets the TORs for the services.
- v. Meets the delivery points for the Services.
- vi. Offers fixed price quotations for the Services.
- vii. Conforms to all terms and conditions of the Tender Document, without material deviation or reservation.
- viii. A material deviation or reservation is one which affects the scope, quality, or performance of the Services or limits the Pakistan Railways' rights or the bidder's obligations under the Contract.
- ix. The Tender determined as not substantially responsive shall not subsequently be made responsive by the bidder by correction or withdrawal of the material deviation or reservation. However, Pakistan Railways, may waive off any minor non-conformity or inconsistency or informality or irregularity in the Tender.

### 5.1 Contract Award Criteria

At first stage bids will be evaluated in a manner prescribed:

- i. Technical evaluation will be carried out as explained in Technical Bid Evaluation Criteria of this document, without reference to the price or financial bid.
- ii. Any proposal which does not conform to the specified requirements as listed in said RFP.
- iii. In first stage, bidder must comply with legal category while those who are Non-Compiled [NC] during the evaluation considered as Non-Responsive [NR] and their bids will not be evaluated for further categories.
- iv. In second stage bidder must comply with Technical Specifications Category while those who are Non-Compiled [NC] during the evaluation considered as Non-Responsive [NR] and their respective bids are not evaluated for further categories.
- v. In third stage bidder must comply with Experience Category those who are not compiled with this considered to be Non-Compiled [NC] and their bids considered to be Non-Responsive [NR]; the reason of this their respective bids not further evaluated.
- vi. The bidder qualifying score is 70% marks in Technical Bid Evaluation Criteria.
- vii. The financial bids will be opened only of those bidders who qualify technical evaluation and their bid is decided as Technically Responsive Bid.
- viii. Quality and Cost Based method will be adopted to determine the successful bidder. The detail of the method is given in relevant section 8.6.

### 5.2 Project Scope

- i. Office of Pakistan Railways HQS seeks to modernize and reduce the cost of its operations through the implementation of Enterprise Resource Planning (ERP) based customized Pakistan Railways HQS SAP S4HANA and upgrading its existing technical, operational, inventory & financial systems into more synthesis & synchronized advance user-friendly result-oriented processes.
- ii. SAP ENTERPRISE RESOURCE PLANNING is a systematic approach for making organization's workflow more effective, more efficient, and more capable of adapting to an ever-changing environment. A well designed and implemented organization performance management information system is to reduce human error and miscommunication and focus key stakeholders on the requirements of their roles. The primary strategic role is to improve and an enhanced existing system through proper fine tuning and streamline the processes in order to accomplish desired focused goals of the organization.
- iii. SAP S4HANA ERP in (Pakistan Railways HQS SAP ERP) will effectively and efficiently use all the digitized data of the office of Pakistan Railways HQS along with Divisional offices and get best possible outcomes by processing all available application data. A good performance management information system works towards the improvement of the overall organizational performance by managing the performances of teams and individuals for ensuring the achievement of the overall organizational ambitions and goals. An effective performance management system can play a very crucial role in improved organizational performance, employee retention and loyalty, improved productivity, overcoming the barriers to communication, clear accountabilities, and cost advantages. Fully managed SAP services across Pakistan is also scope of this document.
- iv. Support will be required to all Production sites of Pakistan Railways on the following modules at least and not limited to already configured SAP functionalities/Modules like.
  - a. General Ledger

- b. Account Payable
- c. Receipt
- d. Banks
- e. Asset Recording
- f. Commitments
- g. Petty Cash
- h. Budgeting (FM & PS)
- i. Cash Forecasting
- j. Development Projects
- k. Payroll
- l. Pensions
- m. General Provident Fund
- n. HCM : Human Capital Management
- o. EAM : Enterprise Asset Management
- p. MM : Material Management
- q. BI/BW : Business Intelligence / Business Warehouse
- r. PO : Purchase Order
- s. BPC : Business Processes Consolidation
- t. SD : Sales and Distribution
- u. DMS : Document Management System
- v. PS : Project Systems
- w. PP : Production Planning
- x. QM : Quality Management
- y. REFX : Flexible Real Estate Management

Pakistan Railways has also integrated its Reservation System (RABTA) with SAP ERP and also intends to integrate other information system with SAP ERP which are currently in use / in the process of completion or other systems which Pakistan Railways acquire or get developed in order to digitize its business processes. The bidder will be required to integrate these systems with SAP / ERP and maintain the same as per requirement of Pakistan Railways.

#### **Learning Hub Participation / Training**

AS SAP Value Added Reseller, the successful bidder is required impart SAP functional training of respective modules to Railway officials and officers as and when required. It is also imperative to train two officers / officials to the level that they get SAP Certification. Two officers / officials are required to be SAP certified in each SAP module which are implemented in Pakistan Railways. All the costs involved in training and SAP certification will be the responsibility of the successful bidder. Pakistan Railways will nominate the officers / officials to be trained and SAP certified.

## 6 TECHNICAL POLICIES

The prospective bidder shall follow all the policies issued from time to time by Pakistan Railways for effective and efficient management of SAP ERP modules implemented in Pakistan Railways.

### 6.1 Accounting and Other Manuals / Policies

- i. Different Accounting Manuals / Statement of Accounts used at present by Pakistan Railways are given below.
  1. Financial Statements and records in accordance with NAM
  2. Tangible Fixed Assets
  3. Intangible Assets
  4. Long terms loan and advances to employees
  5. Investments
  6. Procurements
  7. Stores and Stocks
  8. Cash and Banks
  9. Revenue
  10. Receivables
  11. Payables
  12. Expenditures
  13. Government Grants and Investment by Government
  14. Employees benefits and payrolls
  15. Borrowings
- ii. Manuals regarding Operations of Pakistan Railways in its different departments e.g. Civil Engineering Manuals, Mechanical Engineering Manuals, Operation Manual, different Commercial Manuals etc.
- iii. Amendments in these Manuals.
- iv. Different policies in vogue as notified by Government of Pakistan and / or notified by Ministry of Railways and Pakistan Railways.

Successful Bidders are required to provide support for SAP / ERP in accordance with above statements / manuals / books and policies as per requirement of Pakistan Railways.

### 6.2 Service Level Policy For SAP Value Added Reseller

A Service Level Agreement (SLA) will be executed between Pakistan Railway and Service Provider. This document identifies the services required and the expected level of services during the currency of the agreement.

#### Purpose

This section defines the goals of the contract agreement. The purpose of this SLA is to specify the Requirements for service that will be provisioned to Pakistan Railways.

- Agreed service targets
- Criteria for target fulfilment evaluation
- Roles and responsibilities of [Service Provider]
- Duration, Scope and Renewal of this SLA contract
- Supporting processes, limitations, exclusions and deviations.

#### Contractual Parameters

This section specifies the contractual parameters of this agreement:

- Contract renewal must be requested by [Customer] at least 30 days prior to expiration date of this agreement.
- Modifications, amendments, extension and early termination of this SLA must be agreed by both signatory parties.
- Pakistan Railways requires a minimum of 60 days' notice for early termination of this SLA.

#### Service Agreement

This section can include a variety of components and subsections. into the following components:

- KPIs and metrics
- Service levels, rankings, and priority
- Exceptions and limitations
- Responses and responsibilities
- Service Management

### KPIs and Metrics

Key performance indicators (KPIs) and other related metrics can and should support the SLA, but the achievement of these alone does not necessarily result in the desired outcome for Pakistan Railways.

Metric	Commitment
Availability	
Reliability	
Issue Recurrence	

### Service Levels, Rankings, and Priority

Metric	Description	Target Response
Critical	The Incident may only be assigned Critical priority if the Production Environment unenviable for carried out business processes. It could be a production shutdown or the stoppage of a core business process in the system.	Within 0-30 minutes
High	The Incident may only be assigned priority High if an important business process is seriously affected. That means, necessary key activities cannot be carried out. It could be an urgently required function that is not available from time to time or that does not work as it should.	Within 4 Hours
Medium	The Incident may only be assigned priority medium if an important business process of is partially affected.	Within 8 Hours
Low	If a business process of End User is not affected, the Incident must be assigned priority Low. For example, request of new service or function.	Within 12 hours
Informational	Inquiry for information	Within 24 Hours

### Exceptions and Limitations

Include any exceptions to the SLA conditions, scope, and application, such as: This SLA is subject to the following exceptions and special conditions:

- [Service Provider] must ensure proper maintenance, support and availability of SAP / ERP ,99.9% during the currency of the contract agreement.
- [Service Provider] may not be liable to credit reimbursement for service impact to data centers due to natural disasters.
- Support incidents regarding a third-party software other than in scope third party services, release, version and/or functionalities of Software developed specifically for Licensee.
- The root cause behind the support incident is not a malfunction, but a missing functionality or the support incident is ascribed to a request.

### Responses and Responsibilities

Responsibilities of both the service provider and the customer will be defined in this section.

Pakistan Railways Responsibilities:

- Pakistan Railways shall provide all necessary information and assistance related to service performance that allows the [Service Provider] to meet the performance standards as outlined in this document. Pakistan Railways will only provide space within Headquarters Office with necessary furniture etc. for continuous working alongwith internet connection.
- Pakistan Railways shall inform [Service Provider] regarding changing business requirements that may necessitate a review, modification, or amendment of the SLA.
- Other responsibilities of Pakistan Railways regarding payment to [Service Provider] etc. will be outlined.

**[Service Provider] responsibilities**

- [Service Provider] will act as primary support provider of the services for which this tender document has been floated.
- [Service Provider] will inform Pakistan Railways regarding scheduled and unscheduled service outages due to maintenance, troubleshooting, disruptions or as otherwise necessary.
- [Service Provider] will enable two officers / officials for each module to get SAP certification in respective module.

**Service Management**

Include service management and support details applicable to the service provider in this section

**Service Availability**

Service coverage by the [Service Provider] as outlined in this agreement follows the schedule specified below:

- On-site support through regular provision of SAP Consultants during office hours as notified by Pakistan Railways during the currency of the agreement.
- Phone Support: 24-Hours
- Email Support: 24-Hours

**7 TENDER DOCUMENT FOR THE PROVISION OF PROCUREMENT OF SAP VALUE ADDER RESELLER**

**Pakistan Railways, Headquarters, Office, Lahore**

**Firm/Supplier Name:**

**Date of Issue of Request:**

Pakistan Railways HQS graciously invites sealed bids for the provision of following **SAP VALUE ADDED RESLLER** from NTN/GST/PST registered firms/companies. Tenders of the same will be opened on February 9, **2026** at 12.00 hours following the **Single Stage - Two Envelopes** bidding.

<i>Contract for SAP Value Added Reseller Services</i>		
<i>Item No.</i>	<i>Service Name</i>	<i>Description</i>
1	SAP VALUE ADDED RESLLER	Detailed prescribed in RFP

Tender document including **SAP VALUE ADDED RESELLER** details and comprehensive specifications are available on Pakistan Railways website ([www.pakrail.gov.pk](http://www.pakrail.gov.pk)) and PPRA website ([www.ppra.org.pk](http://www.ppra.org.pk)) and also from office of the Pakistan Railways HQS from the date of advertisement during office hours only **(08.30 am to 03.30 pm)**.

The management of Office of the Pakistan Railways HQS reserves the right to accept or reject all the Bids at any time before the acceptance of any Bid. The reasons of rejection shall be communicated to the bidders upon request.

## **8 EVALUATION OF BIDS:**

### **8.1 Bid Opening Evaluation**

All the technical & financial bid documents must need to be responsive under all the Sections and must comply with Checklist for Bidder before proceeding to Technical and Financial Evaluation process. If bidder's technical bid documents do not comply with all Sections and Checklist for bidder, it will be considered to be non-responsive/disqualified for further technical & financial evaluation process.

### **8.2 Technical Bids Evaluation:**

- i. If an offer (Technical Bid) is not substantially responsive and contains material deviations or reservations to the Terms and Conditions, and specifications in this Request for Proposal, it will not be considered further for Financial Evaluation. The Procuring Agency will evaluate and compare only the Technical Bids determined to be substantially responsive.
- ii. Technical Bid Evaluation Criteria are based on a 100-point scale. In the Evaluation Criteria, 70 percent or higher will be considered qualified for opening the Financial Bid.
- iii. Only those bidders' bid will be considered to Financial Evaluation stage whose bids have been declared as responsive as per the Technical Bid Evaluation Criteria. Non-responsive bids after the Technical Bid Evaluation Criteria will not proceed to Financial Bid Evaluation Stage and shall remained sealed and returned.
- iv. The Bidders who have duly complied with the Eligibility/Qualification and Evaluation Criteria against *Procurement of SAP Value Added Reseller* will be eligible for further processing.
- v. The Bids which do not conform to the Technical Specifications or Bid conditions or the Bids from the Bidders without adequate capabilities for supply and maintenance / warranty services will be rejected.

### **8.3 Technical Bid Evaluation Criteria**

The Mandatory Requirements must be fulfilled for further technical evaluation. In case of non-fulfillment of any of the Mandatory Requirement the bidder will be technically disqualified for further processing of financial proposal.

### **8.4 Mandatory Requirements**

- i. The bidder must be registered in Pakistan with SECP or Registrar of Firms and have listed in Active Tax Payer List.
- ii. Bidder must be official SAP Partner in Pakistan.
- iii. Bidder Must have experience of managing at least 10 Projects as SAP Value Added Reseller or have executed at least 10 SLAs for maintenance and operation of SAP having minimum service value of 50 million per year for each project.
- iv. The bidder must have experience of providing similar service i.e. SAP Value Added Reseller or executed SLAs to at least five Government (Federal or Provincial) departments.
- v. The bidder must have SAP certified resources in all 12 modules of SAP which have been implemented in Pakistan Railways.
- vi. Average annual revenue of bidder for last three financial years must be more than Rs.1,000 million.
- vii. The bidder is never blacklisted



## 8.5 Evaluation Criteria

Vendors are advised to carefully read evaluation criteria and provide complete information in each category. In-complete or partial information will not be weighted and bid will be declared as Non responsive bid.

S. No.	Parameters	MAX MARKS
1	<b>Number of Projects as SAP Value Added Reseller (OR Execution of SLA for maintenance and Operation of SAP Software)</b> No. of Projects (As SAP Value Added Reseller or execution of SLA) with value of Rs.50 million or more (per annum) Less than 10 Projects 00 marks 10-14 Projects 10 marks 15-19 Projects 15 marks 20 + Projects 20 marks	20
2	<b>Number of Projects with Federal / Provincial Govt. Departments</b> Less than 5 Projects 00 marks 5 -9 Projects 05 marks 10+ Projects 10 marks	10
3	<b>Average Annual Revenue of Last 3 years. (in PKR)</b> Average revenue less than Rs.1000 million 00 Marks Average revenue Rs.1000 million to Rs.1499 million 05 Marks Average revenue Rs.1500 million to Rs.2500 million 07 Marks Average revenue Greater than Rs.2500 million 10 Marks	10
4	<b>Staff</b> SAP Certified Expert with at least three complete SAP lifecycle implementation is required in the following modules. 1. Human Capital Management 2. Financial and Controlling 3. Business Intelligence 4. Document Management System 5. Real Estate Management 6. Production Planning 7. Quality Management 8. Project System 9. Enterprise Assets Management 10. Sales & Distribution 11. Material Management 12. Business Planning & Consolidation	30
5	<b>Methodology</b> i. Methodology and capacity to provide support and maintenance, setting up troubleshooting mechanism, providing onsite support and escalation mechanisms that must include support portal/Helpdesk for Pakistan Railways SAP ERP S4 HANA (10 marks) 1. Providing value in procured SAP assets : i. Provision of SAP OEM learning hubs/ certification ii. Action plan and handholding for PR to become SAP Implementation and learning partner (20 marks)	30
<b>TOTAL MARKS</b>		<b>100</b>

### Explanation

- For Serial No. 1:** Work order is required to be submitted. Value of Project will be determined on the basis of Official document of bidder stating value with customer name, address, agreement year, value of agreement etc. or Official document of customer certifying that the bidder has executed / undertook the project as SAP Value Added Reseller or executed SLA with value of the project, year etc.
- For Serial No.2:** Agreement is required or letter by Govt. Department confirming execution of project or SLA is required as proof.
- For Serial No.3:** Revenue of FY 2022-23, 23-24 & 24-25 will be averaged.
- For Serial No.4:** The bidder must have SAP Certified staff in all 12 modules as listed and have implemented SAP lifecycle for at least three projects. CV of staff alongwith certificate indicating number of projects and project name for implementation of lifecycle that

has been carried out is required. Zero marks will be awarded if the bidder do not have required SAP certified staff in all modules.

- **For Serial No.5:** Capacity of the bidder to provide support and maintenance, setting up troubleshooting mechanism, providing onsite support etc. be submitted in terms of bidders' company profile, infrastructure, staff employed etc. be submitted. Bidder must clarify that either Support Portal will be provided or Help Desk will be established. Provision of 24/7 online Support Portal will be preferred. Proof of learning hub and Certification is required. Action plan and methodology for Pakistan Railways for SAP implementation and learning partner is required.

**Note:** Minimum passing/qualifying marks (in technical bid) is 70%.

## 8.6 Financial Bids Evaluation

- i. Technically qualified/ responsive bidder(s) shall be called for opening of the Financial Proposal(s). The Financial Proposals/bids will be opened in the presence of the Bidders at the time and venue indicated by Pakistan Railways accordingly. The technically responsive Bidder(s) or their authorized representatives against **Procurement of SAP Value Added Reseller** shall be allowed to take part in the Financial Proposal(s) opening against their relevant quoted financial proposals.
- ii. The sealed financial proposals/bids of Non-Responsive/Disqualified bidders will be returned to the bidders or their representatives.
- iii. Overall/Consolidated highest sum of Technical Weightage and Financial Weightage will be considered as the most advantageous bid for contract award while technical and financial weightages are given with method of selection to gauge/measure the competitiveness of the bidders, and their technical and financial capacity to perform the contract in compliance of their bids as per PPRA Rules, 2004 (as amended from time to time), Services Regulations 2010 (as amended from time to time) and technical requirements of Procuring Agency (Project Management Unit, Pakistan Railways, Headquarters Lahore. The selection method of the Procurement with weightage is given below:
  - **Quality and Cost Based Selection (QCBS)**
  - **Total weightage 100%** (Technical -70% + Financial 30%)
  - Financial Formula=  $\frac{\text{Lowest bid price among bidders}}{\text{Concerned bidder price}} * 100$
- iv. In evaluating the **financial bids**, Pakistan Railways will adjust for any arithmetical errors as follows:
  - a) Where there is a discrepancy between amounts in figures and in words, the amount in words will govern.
  - b) If a Bidder/Supplier refuses to accept the correction, his Financial Bid will be rejected.

## 8.7 Determination Of Responsiveness Of The Bid (Tender)

- 8.7.1 Pakistan Railways shall determine the substantial responsiveness of the Tender to the Tender Document, prior to the Tender evaluation, on the basis of the contents of the Tender itself without recourse to extrinsic evidence. A substantially responsive Tender is one which:
- Meets the eligibility criteria given herein this tender document Services.
  - Meets the Technical Specifications and TOR's for the Services against each item in **Procurement of SAP Value Added Reseller**.
- 8.7.2 Prices shall be quoted in Pak Rupees.
- 8.7.3 Bidder offers fixed price financial bid for all the services.
- 8.7.4 Is accompanied by the required Bid Security @ **Rs. 1 million** in the shape of CDR/Pay Order/DD in favor of "Establishment of Project Management Unit in MOR" part of technical bid envelope.
- 8.7.5 In compliance with the Preparation/Submission of Tender in a manner prescribed in this tender document Checklist for Bidder.
- 8.7.6 Conforms to all terms and conditions of the Tender Document, without material deviation or reservation.
- 8.7.7 The Tender determined as not substantially responsive shall not subsequently be made responsive by the bidder by correction or withdrawal of the material deviation or reservation.
- 8.7.8 Bidder must prepare all Technical and Financial bids as per enclosed Annexures.
- 8.7.9 **Bids (Technical & Financial)** must be typed or written and shall be signed and stamped by authorized representative. Without a signature & stamp in Form of Bids (Technical & Financial), Bids will not be considered further.
- 8.7.10 Bids (Technical & Financial) should be submitted as per the following instructions and in accordance with the attached **Form of Bids**. The attached Terms and Conditions of **Procurement of SAP Value Added Reseller** are an integral part of the Contract. Each bidder must carefully read before preparing and submission of bids in the office of PR HQS Office, Lahore,

## 9 TERMS AND CONDITIONS

- i. The scope of work includes support, maintenance and operational services to run SAP ERP modules implemented in Pakistan Railways.
- ii. The Office of PD PMU - PR HQS reserves the right to accept or reject all the bids at any time before the acceptance of any Bid. The reasons of rejection shall be communicated to the bidder.
- iii. Bids must be completed in all requisite respects giving necessary details specifications and requirements of the bidding document.
- iv. If bidder's technical bid does not comply with one or more Items as required in tender documents and Schedule of Technical Specification and TORs then technical bids will be considered as rejected & ineligible for financial evaluation.
- v. The bidder will have to ensure Mandatory Attributes:
  - a) Bear National Sales Tax Number (STN) and National Tax Number (NTN).
  - b) Is an authorized business partner of SAP in Pakistan.
  - c) Has a registered incorporated authorized company/firm in Pakistan.
  - d) Has the required relevant qualified personnel and enough strength to fulfill the requirement of assignment.
  - e) In addition to the quoted price, the evaluated price shall include sales tax or any other tax or duty as per applicable rules in Pakistan.

### 9.1 Validity Of The Offer:

Bids prices should be valid for a period of 120 Days from the deadline for receipt of bids. If bidder withdraw bids during

the validity period and/or refuse to accept the award of a contract when and if awarded, his security will be forfeited.

Further information can be obtained from:

**Office of the PD PMU, PR, HQS, Office Lahore**

**Concerned person: Mr. Faisal Naeem, AO/PMU**

**Email: aopmu@pakrail.gov.pk**

**Phone: 042-99204460**

**9.2 Currency Of Bid:**

The currency of bid is Pakistani Rupee (PKR); All prices offered/ quoted must be in Pakistani Rupees (PKR). Bid will be rejected if any price is quoted in any other currency.

**9.3 Applicable Taxes**

All applicable Taxes (at the time of tender and during the currency of the agreement) will be deducted as per government rules.

All offered prices must be quoted inclusive of all applicable taxes and taxes should be quoted separately with price. If only price is mentioned it would be assumed that all applicable taxes are included in it.

**9.4 Award Of Contract:**

The award will be made to the bidder offering the lowest price as calculated on Quality and Cost Based selection method indicated in Financial Bid Evaluation section above and that meets the required terms and conditions of technical specification and financial capabilities.

**9.5 Letter Of Acceptance:**

The bidder (Firm/Supplier) must issue/submit the Letter of Acceptance on their letter head against the Letter of Award issued by Pakistan Railways within week's time.

**9.6 Mode Of Payment:**

- i. The bidder will be eligible for Payment as mentioned in Terms & Conditions in Form of Contract Agreement. The bidder will be paid on quarterly basis at the end of each quarter.
- ii. Pakistan Railways HQS must receive an invoice for payment from the bidder. Process of Payment will be initiated after the invoice is submitted by the bidder and confirmed by Railways. The payment invoice must be supported by any invoices, receipts, or other documentation as necessary.

**9.7 Contract Amendments:**

- i. The bidder shall not execute any change in the contract until and unless Pakistan Railways has allowed the said change, by written order issued by the concerned authorities of Railways.
- ii. 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.
- iii. No variation in or modification in the Contract shall be made, except by written amendment signed by both the Pakistan Railways and the bidder.

**9.8 Assignment/Sub-Contracting:**

The bidder shall not assign or sub-contract its obligations under the Contract, in whole or in part, except with the Pakistan Railways' prior written consent.

**9.9 Performance Guarantee:**

- i. Performance Guarantee (PG) equivalent to 10% of the awarded contract price (for 24 months) shall be submitted by the bidder on prescribed form (approved by Procurer), deposited by the responsive bidder and retained by the Office of the PR HQS valid for a period of 24 months (from the contract signing date).
- ii. Performance Guarantee (PG) will be forfeited in case of failure to comply with any terms & conditions for the Procurement of SAP Value Added Reseller.
- iii. A responsive bidder must submit their Performance Guarantee within 10 days (or extended period approved by competent authority of PR) after receiving of letter of Award by Pakistan Railways.
- iv. Performance guarantee is an essential pre-requisite before signing of Contract Agreement.

**9.10 Liquidated Damages**

If the Contractor/Service Provider 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, Pakistan Railways may, without prejudice to any other right of action / remedy it may have, deduct from the Contract Price, as liquidated damages, a sum of money @ 0.1% of the Contract Price which is attributable to such part of the Services / the Works as cannot, in consequence of the failure/delay, be put to the intended use, for every day with any extension of time thereof granted by Pakistan Railways.

**9.11 Termination Of Contract**

- i. If the bidder 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, Pakistan Railways may, at any time, without prejudice to any other right of action/remedy it may have, by written notice served on the Contractor/Service Provider, indicate the nature of the default(s) and terminate the Contract, in whole or in part, without any compensation to the Contractor/Service Provider.
- ii. (120) days termination notice will be served from either side. Bidder will be bound to properly migrate complete data of Pakistan Railways to the new location along with operating system, certificates, licenses or any other allied service/resource

- which is required to run said project smoothly.
- iii. The Pakistan Railways may, at any time, by written notice served to bidder terminate the Contract, in whole or in part, for its convenience, without any compensation to the Contractor/Service Provider.

**10 ACCEPTANCE OF TERMS & CONDITIONS OF BIDDING DOCUMENT:**

Responsive bidder (Firm/Company/Service provider) must read and accept all the sections & clauses of this tender document by signing at each and every page of bid document/ RFP otherwise it considers to be disqualified.

**11 GRIEVANCE REDRESSAL COMMITTEE:**

In case of any dispute, the bidder must submit a written grievance to the Grievance Redressal Committee (GRC) as notified by the procuring agency / Pakistan Railways. The Grievance Redressal Committee will address the complaints of bidders that may occur prior to the entry into force of the procurement contract.

**ANNEXURE-A (FORM OF TECHNICAL BID)**  
**FRAMEWORK CONTRACT OF SAP Value Added Reseller Services**  
**(To be filled by Company/Firm using his/her covering letter head)**

To

PD PMU,  
Pakistan Railways HQS, Lahore.

We offer to execute the contract for **SAP Value Added Reseller Services** in accordance with the Conditions of Contract accompanying this tender document. We propose to complete the delivery of Services as described in the Contract from the Date of Signing of the Contract.

Technical Specifications of SAP Value Added Reseller Services Items as per of the bidding document:

Item No	Description of Services	Year 1	Year 2
1			
2			
3			

SAP Value Added Reseller Services

Technical Manuals

} Specify, if applicable.

Maintenance Requirements

}

We hereby confirm that this Technical Bid complies with the Validity of the Offer and services conditions under the Request for Bid document and agree with each section & clause of Tender Bidding Document of **Procurement of SAP Value Added Reseller Services**, respectively along with Term of Reference (TOR's) of the RFP. We have read and agreed with the bidding document for Procurement of SAP Value Added Reseller Services.

Authorized Signature: \_\_\_\_\_ Name and Title of Signatory \_\_\_\_\_  
Name of Supplier: \_\_\_\_\_ Address : \_\_\_\_\_  
Phone Number: \_\_\_\_\_ Fax Number, if any \_\_\_\_\_  
Email: \_\_\_\_\_

**Mandatory Note:**

**Each Page of Technical Bid Form must be signed and stamped by the Company/Firm/Supplier.**

**ANNEXURE-B (FORM OF FINANCIAL BID)**  
**FRAMEWORK CONTRACT OF SAP VALUE ADDED RESELLER SERVICES**  
**(To be filled by Company/Firm using his/her covering letter head)**

To

PD PMU,  
Pakistan Railways HQS,  
Lahore.

We offer to execute SAP Value Added Reseller Services in accordance with the Conditions of Contract accompanying this tender document for the Contract Price/Cost as mentioned below. We propose to complete the delivery of Services under **Procurement of SAP Value Added Reseller Services** described in the Contract from the Date of Signing of the Contract.

**Financial Bid : Procurement of SAP Value Added Reseller Services (Pak Rupees)**

Item No.	Description of Services	Annual Cost (A)	All applicable Taxes (B)	Gross Total Recurring Cost with all taxes (A+B)
1	Maintenance and operation of following modules of SAP ERP alongwith integration, when required. 1. Human Capital Management 2. Financial and Controlling 3. Business Intelligence 4. Document Management System 5. Real Estate Management (REFX) 6. Production Planning 7. Quality Management 8. Project System 9. Enterprise Assets Management 10. Sales & Distribution 11. Material Management 12. Business Planning & Consolidation			

<b>Grand Total of Amount in Figures</b>	
<b>Grand Total of Amount in Words</b>	

Note: All allied services must include in the above-mentioned prices for smooth operation of **SAP Value Added Reseller Services**. No other cost will be born by Pakistan Railways.

We hereby confirm that this Financial Bid complies with required terms & conditions and each section & clause of Tender Document of **Procurement of SAP Value Added Reseller Services**. We agreed that the above cited Quoted Prices will be fixed for two years, and it will never be changed within 2 years in any dollar or price variation in any circumstances.

Authorized Signature: \_\_\_\_\_

Name and Title of Signatory \_\_\_\_\_

Name of Supplier: \_\_\_\_\_

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

Phone Number: \_\_\_\_\_

Fax Number, if any \_\_\_\_\_

Email: \_\_\_\_\_

**Mandatory Notes:**

- a) All allied services must include in the above-mentioned prices for smooth operation of **SAP Value Added Reseller Services**. No other cost will be born by Pakistan Railways.
- b) Each Page of Financial Bid Form must be signed and stamped by the Company/Firm/Supplier.
- c) All applicable Government Taxes will be deducted by Office of Pakistan Railways HQS during payments.
- d) The Quoted Prices will be fixed for two years, and it will never be changed within 2 years in any dollar or price variation in any circumstances.



**ANNEXURE-C (LETTER OF 24/7 SERVICE DELIVERY)**  
**PROCUREMENT OF SAP VALUE ADDED RESELLER SERVICES**  
**(To be filled by Company/Firm using his/her covering letter head)**

To

PD PMU,  
Pakistan Railways HQS,  
Lahore.

**SUBJECT:        LETTER OF 24/7 SERVICE DELIVERY AGAINST THE TENDER**

We, M/s. \_\_\_\_\_ have read and accepted to provide 24/7 service delivery against this RFP Document.

Authorized Signature: \_\_\_\_\_

Name and Title of Signatory \_\_\_\_\_

Name of Supplier: \_\_\_\_\_

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

\_\_\_\_\_

Phone Number: \_\_\_\_\_

Fax Number, if any \_\_\_\_\_

Email: \_\_\_\_\_

**Mandatory Notes:**

Each Page must be signed and stamped by the Company/Firm/Supplier.

**ANNEXURE-D (LETTER OF ACCEPTANCE)**  
**PROCUREMENT OF SAP VALUE ADDED RESLLER SERVICES**  
**(To be filled by Company/Firm using his/her covering letter head)**

To

PD PMU,  
Pakistan Railways HQS,  
Lahore.

**SUBJECT:     LETTER OF ACCEPTANCE AGAINST THE TENDER NO. \_\_\_\_\_ FOR ALL SECTION OF PROCUREMENT OF SAP VALUE ADDED RESLLER SERVICES**

We, M/s \_\_\_\_\_ have read and accepted all the terms and conditions for the  
Procurement of SAP Value Added Reseller Services vide Tender Document.

Authorized Signature: \_\_\_\_\_

Name and Title of Signatory \_\_\_\_\_

Name of Supplier: \_\_\_\_\_

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

Phone Number: \_\_\_\_\_

Fax Number, if any \_\_\_\_\_

Email: \_\_\_\_\_

**Mandatory Notes:**

- a) Each Page must be signed and stamped by the Company/Firm

**ANNEXURE-E (UNDERTAKING ON LEGAL E-AFFIDAVIT)**  
**PROCUREMENT OF SAP VALUE ADDED RESELLER SERVICES**  
**(Submission of undertaking on legal valid and attested e-stamp paper**  
**(Rs. 1200 or above etc.)**

To

PD PMU,  
Pakistan Railways HQS,  
Lahore.

It is certified that We, M/s \_\_\_\_\_:

- i) are never blacklisted on any grounds whatsoever by any Federal or Provincial Govt. Department.
- ii) will take all mandatory steps to comply the Tender Document.
- iii) have experts / SAP Consultants in 12 modules of SAP for SAP ERP digital solution being implemented by Pakistan Railways.
- iv) have accepted all the Sections of Tender Document for **Procurement of SAP Value Added Reseller Services.**
- v) will provide 24/7 Service delivery as required through Tender Document No. against the Procurement of SAP Value Added Reseller Services for office of Pakistan Railways HQS.

Authorized Signature: \_\_\_\_\_

Name and Title of Signatory \_\_\_\_\_

Name of Supplier: \_\_\_\_\_

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

Phone Number: \_\_\_\_\_

Fax Number, if any \_\_\_\_\_

Email: \_\_\_\_\_

\* Mandatory Notes: \* Each Page must be signed and stamped by the Company/Firm.

**ANNEXURE-F (Checklist of Bidder's Qualification)**  
**PROCUREMENT OF SAP VALUE ADDED RESELLER SERVICES**

<b>Sr #</b>	<b>Document related to Bidder's Qualification Criteria to be attached with the Technical Bid</b>	<b>Evidence/ supporting document (Yes/No)</b>	<b>Ref. Page # in bid</b>
1	Certificate of Registration with Registrar of Firms/Security Exchange Commission of Pakistan- Provide relevant documents/certificates.		
2	Certificate of Income Tax Registration- Provide valid/active Income tax (NTN) certificate issued by Federal Board of Revenue. Name in Active Tax Payer List		
3	Certificate of General Sales Tax Registration. Valid/Active Sales Tax Certificate issued by Federal Board of Revenue is required. Bidder should have active GST filing status.		
4	Number of Projects completed as SAP Value Added Reseller or execution of agreements for SLA in SAP. Documentary evidence is required.		
5	Certificate to proof Official Partner of SAP in Pakistan.		
6	Number of Projects completed as SAP Value Added Reseller or execution of agreements for SLA in SAP with Govt. Departments. Documentary evidence is required.		
7	Total strength of SAP Certified staff. Proof is required that SAP Certified Staff is available in required 12 modules who have completed at least 3 projects.		
8	Proof of yearly average revenue of last three financial years.		
9	A valid SAP Certified Center of Expertise for providing the required Software Maintenance & Support Services on behalf of the SAP in Pakistan. Valid SAP Certificate to be provided.		
10	The bidder must have experience and facilities/personnel for end user trainings and must have SAP Certified/Authorized training Partnership. Valid Certificate to be provided with relevant documents		
11	Proof of Confirmation to be provided on Company's Letterhead along with the address of the office locations and/or name(s) of the permanent resources		
12	Integrity pact form as per PPRA prescribed form on Company's letter head. Format is available on PPRA website i.e www.ppra.org.pk		
13	<b>i)</b> Signed Letter of bid Form under Section VI duly Notarized Power of Attorney authorizing the signatory of the Bidder to submit the bid as per PPRA Rules, 2004 for complying all bidding terms and conditions. <b>ii)</b> Attach copy of the signed Non-Disclosure agreement form.		

**Signature by the bidder/VAR of SAP**

**ANNEXURE-G (Checklist of Documents To Be Attached with Technical Bid)**  
**PROCUREMENT OF SAP VALUE ADDED RESELLER SERVICES**

<b>Sr #</b>	<b>Document to be attached with the Technical Bid</b>	<b>Ref. Page # in bid</b>
1	Proof of SAP implementations in Pakistan at <b>private sector</b> (distinct clientele). The number of projects completed with documentary evidence /successful completion certificate.	
2	Proof of SAP implementations in Pakistan at <b>public sector</b> (distinct clientele) The number of projects completed with documentary evidence /successful completion certificate.	
3.1	<b>A)</b> At least one SAP Certified Expert in every module having at least three complete SAP lifecycle implementation <b>(Relevant certificate and documents be attached as evidence).</b>  <b>B)</b> At least one resource in Technical SAP ERP Modules having at least two complete SAP lifecycle <b>(Relevant certificate and documents be attached as evidence).</b> <ol style="list-style-type: none"> <li>1. SAP Basis</li> <li>2. Advanced Business Application Programming (SAP ABAP)</li> </ol>	
3.2	<b>Average lifecycle implementation of proposed team (Relevant certificate, documents be attached as evidence).</b> List of Proposed Team for the Project alongwith CVs. Average lifecycle implementation of proposed team.	
4	<ul style="list-style-type: none"> <li>• Methodology and capacity to provide support and maintenance, setting up troubleshooting mechanism, providing onsite support and escalation mechanisms that must include:</li> <li>• Certified that online support portal for Railways will be established or</li> <li>• Certificate to establish Help Desk</li> <li>• Experience of developing mobile / Fiori applications.</li> <li>• Providing value in procured SAP assets (Relevant certificate/ documents/feasibility report/diagram/Action Plan etc be attached as evidence).</li> <li>• Provision of 05 SAP OEM learning hubs/ certifications.</li> <li>• Action plan and handholding for Pakistan Railways to become SAP Implementation and learning partner.</li> </ul>	
5	<ul style="list-style-type: none"> <li>• Bid Security on legal instrument be attached i.e Original draft/pay order/CDR amounting to Rs.1,000,000/-in favor of "Establishment of Project Management Unit in MOR"</li> </ul>	

**Signature by the bidder/VAR of SAP**

**ANNEXURE-H (Checklist of Documents To Be Attached with Financial Bid)**  
**PROCUREMENT OF SAP VALUE ADDED RESELLER SERVICES**

S.No.	Description	Documents attached with the bid (Yes/No)	Reference page (s) # in bid
1	Signed copy of Letter of Bid/Form of Bid (with total Financial bid price in words and figures) as per format.		
2	Signed copy of Price Schedule/Bill of Material for which bid price/Total Annual Maintenance fee with taxes/duties etc has been quoted		
3	Compliance of bid validity period of 180 days from bid opening date.		
4	Compliance to payment terms and bid solicitation document terms.		

**Signature by the bidder/VAR of SAP**