

UNIVERSITY OF ENGINEERING & TECHNOLOGY MARDAN



DETAILED SPECIFICATION DOCUMENT

Procurement Reference	Tender Advertised for Procurement, Customization, Implementation & Support of Commercial ERP Solution for UET Mardan
Procuring Entity	University of Engineering & Technology Mardan
Procurement Method	Single Stage – Two Envelope Procedure (Technical Proposal & Financial Proposal)
Tender Uploading Date	Tuesday, March 10, 2026
Advertisement Date	Wednesday, March 11, 2026
Tender Submission Deadline	Monday, March 30, 2026, 11:00 AM
Opening of Tender Bids	Monday, March 30, 2026, 11:30 AM
Venue for Bid Opening	Video Conference Room, Old Academic Block, UET Mardan

1. ABOUT UET MARDAN

The University of Engineering & Technology (UET), Mardan is a public sector engineering university established by the Government of Khyber Pakhtunkhwa with the mandate to provide quality education, conduct applied research, and contribute to socio-economic development through engineering, technology, and innovation. The University operates under the charter of the Government of Khyber Pakhtunkhwa and functions in accordance with the statutes, regulations, and policies prescribed by the Higher Education Commission (HEC) of Pakistan.

UET Mardan is committed to producing highly skilled engineers, technologists, and researchers capable of addressing national and regional challenges through practical, industry-oriented solutions. The University offers undergraduate and postgraduate programs across various disciplines of engineering, computing, and emerging technologies, with a strong emphasis on academic excellence, research, and professional ethics.

In addition to its academic role, UET Mardan actively engages in research and development (R&D) activities, industry collaboration, faculty and staff capacity building, and institutional strengthening initiatives. The University is continuously working towards modernizing its academic, administrative, and financial systems to ensure transparency, efficiency, and effective governance in line with best practices of public sector universities.

To support its strategic objectives and operational requirements, UET Mardan seeks to adopt modern information systems and digital solutions that enhance institutional performance, improve service delivery, and ensure compliance with regulatory and audit requirements. This initiative reflects the University's commitment to digital transformation and sustainable institutional growth.

2. INVITATION TO BIDS

The University of Engineering & Technology (UET), Mardan invites sealed bids from eligible, registered, and experienced firms for the Procurement, Customization, Implementation, and Support of a Commercial ERP Solution (Odoo Enterprise or Equivalent) for its Finance and Human Resource Departments, in accordance with Khyber Pakhtunkhwa Public Procurement Rules (KPPRA) Rules.

3. TENDERING PROCEDURE

1.1. Single Stage – Two Envelope Procedure (Technical Proposal & Financial Proposal)

1.2. Bids shall be evaluated strictly as per KPPRA/PPRA rules.

1.3. Financial proposals of only technically qualified bidders shall be opened.

4. BACKGROUND & OBJECTIVES

UET Mardan intends to automate and integrate its financial and human resource operations through a commercial off-the-shelf ERP system to:

- Improve efficiency, transparency, and governance

- Ensure compliance with public sector rules
- Enable centralized data management and reporting
- Reduce manual and paper-based processes

5. SCOPE OF WORK

The successful bidder shall provide end-to-end ERP services, including:

- Requirement analysis and gap assessment
- ERP configuration and customization
- Data migration
- Deployment (on-premises or private cloud)
- User training and capacity building
- Go-live support
- Post-implementation support and maintenance

6. FUNCTIONAL REQUIREMENT MATRICES

6.1. FINANCE MODULE – FUNCTIONAL REQUIREMENTS

S. No.	Requirement	Sub-Features
1	Core Accounting Module	<p>1.1 Configurable, multi-level Chart of Accounts</p> <p>1.2 Double-entry bookkeeping system</p> <p>1.3 General Ledger management</p> <p>1.4 Sub-ledgers with automatic posting</p> <p>1.5 Voucher Management System with date, time, cheque number, voucher number, and user ID</p> <p>1.6 General Journal, Cash Book, and Day Book reporting</p> <p>1.7 Trial Balance, Balance Sheet, Income & Expenditure Statement, and Receipt & Payment Account (cost-center wise)</p> <p>1.8 Automated Bank Reconciliation Reports for all bank accounts</p> <p>1.9 System audit trail for every financial transaction</p> <p>1.10 Auto-generated voucher numbering with configurable approval workflow</p> <p>1.11 Built-in standard reports and custom report builder</p>
2	Budgeting & Control	<p>2.1 Annual budget preparation</p> <p>2.2 Revised budget handling</p> <p>2.3 Department-wise budget allocation</p> <p>2.4 Budget utilization controls and spending limits</p> <p>2.5 Budget vs actual expenditure reporting</p> <p>2.6 Variance analysis for budgeted vs actual expenditures</p>
3	Receipts & Revenue Management	<p>3.1 Student and non-student fee receipts</p> <p>3.2 Management of grants from HEC, Government, and donors</p> <p>3.3 Bank and cash receipt handling</p> <p>3.4 Optional integration with bank statements</p> <p>3.5 Receipt tracking and revenue reporting</p>
4	Payments & Expenditure Management	<p>4.1 Payment voucher creation and processing</p> <p>4.2 Vendor and supplier master management</p> <p>4.3 Salary and non-salary payments</p> <p>4.4 Integration with withholding tax deductions</p> <p>4.5 Approval-based payment workflows</p>

5	Payroll Management	5.1 Employee master data management 5.2 Configurable salary structures and allowances 5.3 Deductions including GPF, income tax, loans, and advances 5.4 Payroll processing and generation 5.5 Payslip generation and payroll reports 5.6 Final settlement processing 5.7 Last Pay Certificate (LPC) generation
6	Fixed Assets & Inventory Management	6.1 Asset registration department-wise, location-wise, and office-wise 6.2 Auto-generated asset tag numbers 6.3 Asset verification and physical reconciliation 6.4 Asset transfer and disposal management 6.5 Straight-line depreciation calculation 6.6 Inventory receipt, issue, and balance tracking 6.7 Asset Disposal and Transfer Register with approval workflow 6.8 Integration with procurement and accounts modules
7	Tax Management	7.1 Income tax deduction and management 7.2 Sales tax management where applicable 7.3 Automated tax schedules and statutory reports
8	Internal Audit & Controls	8.1 Configurable approval workflows 8.2 Maker-checker control mechanism 8.3 Time-stamped audit trails 8.4 User-wise activity and transaction logs
9	Pension & Retirement Benefits	9.1 Pensioner profile management with personal and service details 9.2 Automatic calculation of personal, family, and commutation pension 9.3 Leave encashment calculation and settlement reporting 9.4 Monthly pension roll generation 9.5 Arrears management and adjustment 9.6 Pension revision and recalculation tools 9.7 Compliance with KP Pension Rules 9.8 Approval workflow for revisions
10	Procurement Module	10.1 Procurement planning and requisition management 10.2 Tendering and quotation processing 10.3 Purchase order generation 10.4 Vendor evaluation and approval workflows 10.5 Integration with inventory and accounts modules
11	Project Management (ADP, PSDP, Research Projects)	11.1 Project-wise budget allocation 11.2 Project expenditure tracking 11.3 Funding source management 11.4 Financial reporting per project 11.5 Integration with accounting and procurement modules
12	Special Grants Management	12.1 Special-purpose fund creation and management 12.2 Grant-wise receipt and expenditure tracking 12.3 Compliance reporting and audit trail
13	Hostel Fund Management	13.1 Hostel-wise fee collection 13.2 Hostel expenditure management 13.3 Student ledger maintenance 13.4 Fund-specific financial statements and reports 13.5 Fund-wise bank reconciliation is required

6.2. HR MODULE – FUNCTIONAL REQUIREMENTS

Sr.	Feature	Description	Compliance (Yes/No)
H-1	Employee Records	Complete employee master	
H-2	Organizational Structure	Departments & hierarchy	
H-3	Payroll	Salary, deductions, allowances	
H-4	Leave Management	Rules-based leave handling	
H-5	Attendance	Biometric integration	
H-6	Recruitment	Hiring & selection records	
H-7	Performance	Evaluation & appraisals	
H-8	Self-Service Portal	Employee access	
H-9	HR Reports	Statutory & management reports	
H-10	Pension & retirement		

7. TECHNICAL REQUIREMENTS

The proposed Enterprise Resource Planning (ERP) solution shall be a commercial, off-the-shelf (COTS), integrated, and modular system capable of supporting the Finance and Human Resource functions of the University. The system must be configurable, scalable, secure, and compliant with public sector operational and audit requirements.

7.1. System Architecture & Platform Requirements

- 7.1.1. The ERP solution shall be web-based, accessible through standard web browsers without the need for proprietary client software.
- 7.1.2. The system shall follow a modular architecture, allowing independent activation and configuration of functional modules.
- 7.1.3. The architecture shall support scalability to accommodate future modules such as Procurement, Inventory, Academics, Student Management, and Asset Tracking.
- 7.1.4. The system shall support multi-user and multi-role operations with centralized control.
- 7.1.5. The solution shall be **deployable on on-premises infrastructure** or private cloud environments, as per university requirements.

7.2. Configuration & Customization

- 7.2.1. The system shall be highly configurable through built-in tools without extensive source code modification.
- 7.2.2. Workflow customization shall be available for approvals, validations, and role-based routing.
- 7.2.3. Custom fields, forms, reports, and dashboards shall be supported.
- 7.2.4. Customization shall not affect future upgrades or system stability.
- 7.2.5. Localization support shall be available for public sector accounting and HR rules.

7.3. User Management & Security

- 7.3.1. Role-based access control (RBAC) shall be implemented to restrict system access based on user roles and responsibilities.
- 7.3.2. Multi-level approval hierarchies shall be configurable.
- 7.3.3. The system shall maintain a complete audit trail of all transactions and changes.
- 7.3.4. Data security shall include encryption of sensitive data at rest and in transit.
- 7.3.5. Session management, password policies, and access logs shall be configurable.
- 7.3.6. Two-factor authentication for administrator accounts.
- 7.3.7. SSL certificate for secure web access.
- 7.3.8. IP-based access restriction capability.
- 7.3.9. Password complexity and expiry policy enforcement
- 7.3.10. Audit Logs datetime based

7.4. Workflow & Business Process Automation

- 7.4.1. Configurable approval workflows for Finance and HR processes.
- 7.4.2. Automated notifications and alerts for approvals, rejections, and deadlines.
- 7.4.3. Escalation mechanisms for delayed approvals.
- 7.4.4. Ability to define process rules without programming.
- 7.4.5. Workflow configuration must be achievable through graphical or form-based tools accessible to trained administrators without software development.

7.5. Reporting & Dashboards

- 7.5.1. Built-in reporting tools for operational and management reports.
- 7.5.2. Customizable dashboards for different user roles.
- 7.5.3. Real-time data visualization and key performance indicators (KPIs).
- 7.5.4. Ability to schedule and export reports.
- 7.5.5. Authorized University users must be able to modify and create reports without vendor dependency after go-live.

7.6. Data Migration & Integration

- 7.6.1. The bidder shall be responsible for:
 - 7.6.1.1. Data extraction, cleansing, validation, and migration
 - 7.6.1.2. Migration of at least 1-2 years of historical Finance & HR data
 - 7.6.1.3. Reconciliation sign-off by UET before go-live
 - 7.6.1.4. Data validation and reconciliation mechanisms shall be included.
 - 7.6.1.5. Integration capability with third-party systems and the UET Mardan's CMS and Banks for Fee Collections via APIs.
 - 7.6.1.6. Support for standard data formats (CSV, Excel, XML).

- 7.6.2. After the completion of the project, the data will belong to UET Mardan and not to the bidder. The bidder won't right over it.

7.7. Performance & Reliability

- 7.7.1. The system shall support concurrent users without performance degradation.
- 7.7.2. High availability and fault tolerance mechanisms shall be provided.
- 7.7.3. Regular system backups and disaster recovery options shall be supported.
- 7.7.4. System performance monitoring tools shall be available.

7.8. Training & Documentation

- 7.8.1. The bidder shall provide comprehensive training for end-users and administrators.
- 7.8.2. User manuals, technical documentation, and configuration guides shall be provided.
- 7.8.3. Knowledge transfer sessions shall be conducted for University IT, Finance and Admin/HR staff.
- 7.8.4. Training must include hands-on sessions using UET's actual data and workflows.

7.9. Support & Maintenance

- 7.9.1. Post-implementation support for a minimum period of **two years** shall be provided.
- 7.9.2. Issue tracking and helpdesk support shall be available.
- 7.9.3. Regular system updates, backups, and bug fixes shall be included every 3rd day.
- 7.9.4. Support response and resolution times shall be clearly defined in the SLA.

7.10. Compliance & Audit Readiness

- 7.10.1. The system shall be compliant with public sector audit requirements
- 7.10.2. Logs and reports required by internal and external auditors shall be readily available.
- 7.10.3. No proprietary lock-in shall restrict data access or reporting.

7.11. Future Expansion Capability

- 7.11.1. The system shall support future functional expansion without major re-implementation.
- 7.11.2. Licensing and architecture shall allow the addition of users and modules as required.

8. FORCE MAJEURE

Definition For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, is unforeseeable, is unavoidable, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances. This includes, but is not limited to:

8.1. Exclusions Force Majeure shall not include:

- 8.1.1. Natural disasters (floods, earthquakes, storms);
- 8.1.2. War, hostilities (whether war be declared or not), invasion, or act of foreign enemies;
- 8.1.3. Rebellion, terrorism, revolution, or insurrection;

- 8.1.4. Riot, commotion, or disorder;
- 8.1.5. Epidemics, pandemics, or government-mandated lockdowns.

8.2. Exclusions Force Majeure shall not include:

- 8.2.1. Any event caused by the negligence or intentional action of a Party;
- 8.2.2. Any event which a diligent Party could reasonably have been expected to take into account at the time of Contract signing;
- 8.2.3. Insufficiency of funds or failure to make any payment required hereunder.

8.3. No Breach of Contract

The failure of a Party to fulfil any of its obligations shall not be considered a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care, and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.

8.4. Measures to be Taken

- 8.4.1.** Notice: A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event.
- 8.4.2.** Mitigation: The Parties shall take all reasonable measures to minimize the consequences of any event of Force Majeure.
- 8.4.3.** Extension: Any period within which a Party shall, pursuant to this Contract, complete any action or task (including Payment Milestones), shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

8.5. Termination: If the event of Force Majeure continues for a continuous period of more than fifteen (15) days, either Party may terminate this Contract by giving written notice to the other Party. In such event, the Procuring Entity (UET Mardan) shall pay the Vendor for the portion of the services satisfactorily performed up to the date of the Force Majeure notice.

9. KEY PERFORMANCE INDICATORS (KPIs)

Sr. No.	KPI Category	KPI Description	Measurement Criteria	Target
1	Project Timeliness	Completion of implementation milestones	Milestones achieved within the approved timeline	≥ 95% on-time
2	Functional Coverage	Compliance with approved Finance & HR requirements	Approved functionality delivered vs planned	100%
3	System Quality	Number of critical issues at go-live	Count of unresolved critical issues	Zero
4	Data Migration Accuracy	Accuracy of migrated data	Reconciliation results	≥ 99%
5	User Acceptance	Successful completion of UAT	Formal UAT sign-off	100%
6	System Availability	ERP system uptime post go-live	System monitoring reports	≥ 99%
7	Training Effectiveness	Completion of training sessions	Attendance & feedback	100%
8	Support Responsiveness	Resolution time for critical issues	SLA compliance reports	As per SLA
9	Documentation Quality	Submission of complete documentation	Acceptance by University	100%
10	Project Closure	Submission of final project report	Acceptance certificate	Completed

10. IMPLEMENTATION AND DELIVERABLES

Sr. No.	Deliverable	Description	Phase	Acceptance Criteria	Responsible Party
1	Project Initiation Document (PID)	Detailed project scope, objectives, governance structure, communication plan, and risk register	Project Initiation	Approved and signed by UET Mardan	Bidder
2	Detailed Project Plan	Implementation methodology, milestones, timelines, resource allocation, and dependencies	Planning	Approved by Project Management Committee	Bidder
3	Requirement Specification Document	Documented Finance & HR functional and technical requirements	Requirement Analysis	Signed-off by Finance & HR departments	Bidder
4	Gap Analysis Report	Identified gaps between standard ERP features and University requirements, including customization plan	Requirement Analysis	Approved customization scope	Bidder
5	System Configuration & Customization	Configured Finance & HR modules including workflows, roles, and approvals	Configuration	Functionality verified by users	Bidder
6	Data Migration Plan	Strategy for data extraction, cleansing, validation, and migration	Data Migration	Approved migration approach	Bidder
7	Migrated Historical Data	Clean and validated Finance & HR data migrated to ERP	Data Migration	≥99% reconciliation accuracy	Bidder
8	Integration Setup (if applicable)	Integration with existing systems and biometric devices	Configuration	Successful integration testing	Bidder
9	System Test Reports	Results of system and integration testing	Testing	No critical unresolved defects	Bidder
10	User Acceptance Testing (UAT)	Execution of UAT with documented results and issue resolution	Testing	Formal UAT sign-off	Bidder
11	Go-Live Readiness Report	Confirmation of system readiness, performance, and security	Deployment	Approved by University	Bidder
12	ERP Go-Live	Deployment of ERP system into production environment	Deployment	Successful production use	Bidder
13	Training Plan & Materials	End-user and admin training content and schedule	Training	Training completion certificate	Bidder
14	Training Completion Report	Attendance records, training feedback, and evaluation	Training	Accepted by University	Bidder
15	User Manuals	Functional user guides for Finance & HR modules	Documentation	Approved documentation	Bidder
16	Technical Documentation	System architecture, configurations, and admin guides	Documentation	Accepted by IT department	Bidder
17	Post-Go-Live Support	On-site/remote support during stabilization period	Support	SLA compliance achieved	Bidder

18	Performance Monitoring Reports	Periodic reports against defined KPIs	Support	KPI targets met	Bidder
19	Project Closure Report	Summary of deliverables, lessons learned, and final status	Closure	Accepted by the University	Bidder
20	Final Acceptance Certificate	Formal project completion and acceptance	Closure	Issued by UET Mardan	UET Mardan

11. ELIGIBILITY CRITERIA

Sr. No.	Eligibility Requirement	Detailed Description	Documentary Evidence Required	Yes/No
1.	SECP Registration	The bidder must be registered with the Securities and Exchange Commission of Pakistan (SECP)	Copy of SECP Registration Certificate	
2.	FBR Registration	The bidder must be registered with the Federal Board of Revenue (FBR) and appear on the Active Taxpayers List (ATL)	NTN Certificate and ATL status printout	
3.	KPPRA Registration	The bidder must be registered with KPPRA.	Valid KPPRA Registration Certificate	
4.	Financial Capacity	The bidder must have adequate financial capacity to undertake the project	Original bank statement / bank certificate showing minimum average balance of PKR 10 million during the last 6 months	
5.	Annual Turnover	Minimum average annual turnover of PKR 30 million during the last 3 financial years	Audited financial statements	
6.	Relevant Experience	Minimum 3 years of experience in ERP implementation	Copies of contracts / completion certificates	
7.	Similar Projects	Successfully completed at least 5 ERP projects for government or large organizations	Client completion certificates / work orders	
8.	Technical Manpower	Availability of qualified ERP professionals (Project Manager, ERP Consultant, HR & Finance Functional Experts)	CVs and certifications	
9.	OEM / ERP Authorization	Authorization from ERP OEM (Odoo or equivalent), where applicable	OEM Authorization Letter	
10.	Blacklisting Status	The bidder must not be blacklisted by any government or semi-government or any autonomous organization	Affidavit on stamp paper	
11.	Litigation Status	The bidder must not be involved in any litigation affecting performance	Affidavit	
12.	Bid Security	Submission of bid security as per tender requirement	Pay Order / Bank Guarantee	
13.	Undertaking	Undertaking to comply with KPPRA/PPRA rules	Signed undertaking on letterhead	
14.	Joint Venture	Joint ventures are allowed under the KPPRA rules. The leading firm must have at least 30 percent stakes in the agreement. Both parties must have relevant experience and must be registered with relevant authorities like FBR, KPPRA, SECP etc. In case of joint venture both the firms will be responsible for damages caused to the procuring entity.	Signed JV agreement	
15.	General Data Protection Regulation	Bidder must comply General Data Protection Regulation of the Company's respective region / origin.	Undertaking on company letter head to be enclosed	

12. TECHNICAL EVALUATION CRITERIA

Sr. No.	Evaluation Criteria	Description (Basis of Evaluation)	Max Marks																		
1	ERP Functional Coverage (Finance & HR)	Compliance with functional requirements of Finance and HR modules. <ul style="list-style-type: none"> • Full compliance with all mandatory Finance & HR requirements: 21–25 marks • Minor gaps with acceptable workarounds/customization: 15–20 marks • Partial compliance with significant gaps: 8–14 marks • Major non-compliance: 0–7 marks 	25																		
2	Technical Architecture & Security	System architecture, scalability, and security controls. <ul style="list-style-type: none"> • Modern, scalable architecture with strong security, RBAC, encryption, audit logs, backups: 12–15 marks • Architecture with standard security controls: 7–11 marks • Weak or poorly defined architecture/security: 0–6 marks 	15																		
3	Implementation Methodology & Project Plan	Implementation approach, project plan, and risk management. <ul style="list-style-type: none"> • Clear methodology, realistic timelines, defined milestones, risk mitigation: 12–15 marks • Plan with minor gaps: 7–11 marks • Vague or unrealistic plan: 0–6 marks 	15																		
4	Relevant Experience & Past Performance	Bidder's ERP implementation experience, especially in public sector. <ul style="list-style-type: none"> Project worth more than PKR 2 million: 4 marks/project Project worth PKR 1 to 2 million: 3 marks/project Project worth less than PKR 1 million: 2 marks/project 	20																		
5	Project Team Qualification & Capacity	<table border="1"> <thead> <tr> <th>Criteria</th> <th>Marks</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Project Manager</td> <td>3.0</td> <td>3.0: >10 yrs exp + PMP/Prince2 + 3 ERP Go-lives. 1.5: 5-10 yrs exp + relevant project history. 0.0: <5 yrs exp or no ERP leadership.</td> </tr> <tr> <td>Technical Lead</td> <td>2.5</td> <td>2.5: >7 yrs exp in system architecture & proposed tech stack. 1.0: 4-7 yrs exp; limited experience in complex integrations. 0.5: <3 yrs exp or general software background only.</td> </tr> <tr> <td>Functional Experts</td> <td>2.5</td> <td>2.5: Dedicated experts for Finance (CA/ACCA) & HR with 5+ yrs exp. 1.0: Generalists or only 1 expert for both domains. 0.5: Relevant degree but no ERP configuration experience.</td> </tr> <tr> <td>QA & Data Lead</td> <td>1.0</td> <td>1.0: Dedicated lead for testing and data migration. 0.0: No dedicated resource or shared developer role.</td> </tr> <tr> <td>Team Continuity</td> <td>1.0</td> <td>1.0: Formal commitment to retain core staff for project duration. 0.0: No staff retention or replacement guarantee.</td> </tr> </tbody> </table>	Criteria	Marks	Description	Project Manager	3.0	3.0: >10 yrs exp + PMP/Prince2 + 3 ERP Go-lives. 1.5: 5-10 yrs exp + relevant project history. 0.0: <5 yrs exp or no ERP leadership.	Technical Lead	2.5	2.5: >7 yrs exp in system architecture & proposed tech stack. 1.0: 4-7 yrs exp; limited experience in complex integrations. 0.5: <3 yrs exp or general software background only.	Functional Experts	2.5	2.5: Dedicated experts for Finance (CA/ACCA) & HR with 5+ yrs exp. 1.0: Generalists or only 1 expert for both domains. 0.5: Relevant degree but no ERP configuration experience.	QA & Data Lead	1.0	1.0: Dedicated lead for testing and data migration. 0.0: No dedicated resource or shared developer role.	Team Continuity	1.0	1.0: Formal commitment to retain core staff for project duration. 0.0: No staff retention or replacement guarantee.	10
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6	Training, Support & Maintenance Plan	Training approach and post-implementation support. <ul style="list-style-type: none"> • Comprehensive training plan, defined SLA, helpdesk & maintenance strategy: 8–10 marks • Adequate training and support plan: 5–7 marks • Weak or unclear support plan: 0–4 marks 	10																		
7	Documentation & Compliance	Completeness and quality of documentation and bid compliance. <ul style="list-style-type: none"> • Complete documentation and full compliance: 4–5 marks 	5																		

		<ul style="list-style-type: none">• Minor documentation gaps: 2–3 marks• Major non-compliance or missing documents: 0–1 mark	
	Total		100

Minimum qualifying score: 70 marks

13. FINANCIAL EVALUATION

- Financial proposals shall be opened only for technically qualified bidders.
- Financial evaluation shall be carried out on a 30-marks basis.
- The bidder quoting the lowest evaluated financial cost (L1) shall be awarded the maximum 30 marks.
- All other bidders shall be awarded marks proportionately with reference to the lowest evaluated bid.
- The final score shall be calculated by adding Technical Score (out of 100) and Financial Score (out of 30).
- The bidder obtaining the highest combined score shall be declared the successful bidder, subject to approval by the competent authority.
- The financial score shall be calculated using the following formula:

$$\text{Financial Score} = \left(\frac{\text{Lowest Evaluated Bid Price}}{\text{Bidder's Evaluated Bid Price}} \right) \times 30$$

14. PAYMENT BREAKDOWN

The payments to the successful bidder shall be made in accordance with the following milestone-based payment schedule, subject to satisfactory performance and certification by the competent authority of UET Mardan:

Sr. No.	Payment Milestone	Description	Payment (%)	Linked KPIs (Conditions for Release)
1	Contract Signing & Kick-off	Signing of contract, submission of performance security, approval of project plan, and formal kick-off.	20%	KPI 1: Approved Project Plan & Timeline submitted.
2	Configuration & Customization	Completion of ERP configuration for Finance and HR modules as per approved requirements.	20%	KPI 2: 100% Functional Coverage. KPI 9: Technical documentation submission.
3	UAT & Go-Live	Successful completion of UAT, system deployment, and formal Go-Live certification.	20%	KPI 3: Zero critical issues. KPI 4: ≥ 99% Data accuracy. KPI 5: 100% UAT sign-off. KPI 7: 100% Training completion.
4	Post-Go-Live Support & Closure	Completion of support period, final documentation, and project closure report.	40%	KPI 6: ≥ 99% System uptime. KPI 8: SLA compliance for support. KPI 10: Acceptance Certificate issued.
	TOTAL		100%	

15. TERMS AND CONDITIONS

1. Price can be quoted for the entire scope of work mentioned in the tender document.
2. The University reserves the right to increase or decrease the scope of work.
3. The validity period of the quotation/tender must be at least 06 months.
4. Bidder must be an authorized Partner / Distributor / Principal of the quoted product (copy of a valid certificate must be enclosed).
5. Bidder must comply General Data Protection Regulation of the Company's respective region / origin (Undertaking on company letter head to be enclosed).
6. The total time to complete the project will be **6 months**. The time will start from the date of the agreement.
7. The vendor will be bound to sign the agreement within seven days of the release of the work order.
8. The rates should be mentioned in both words and figures. Rates with cutting or overwriting will be considered nonresponsive. No tender with a conditional, ambiguous or alternative price will be considered.
9. Arithmetical errors will be rectified on the following basis.
 - a. If there is a discrepancy between words and figures, the amount in words will prevail. If the Supplier does not accept the correction of the errors, its bid will be rejected, and its bid security may be forfeited. The forfeiting of bid security and call deposit shall be dealt as per KPPRA Rules in vogue.
10. The Supplier should produce NTN/CNIC with the bill, other wise 2% additional Income tax will be deducted from the Bill.
11. **Security @ 10% of the total bid amount must be submitted as performance guarantee at the time of agreement.**
12. Interested firms fulfilling the required conditions may send their quotations in a sealed envelope (single stage, two envelopes) for technical and financial (separately) evaluation along with 2% Call Deposit/Bank Draft in favour of the Treasurer, UET Mardan, latest by the deadline mentioned on the first page of the document.
13. Cheques will not be accepted. The Call Deposits shall be verified before the preparation of comparative statements and if found fake, legal action will be taken against the firm as per the rules.
14. The University Purchase Committee will open bids on the same day at the mentioned date, time and venue on the first page of the documents, in the presence of the bidders who may wish to attend the opening meeting.
15. The firm will be bound to start the implementation of the system within 10 days of the issuance of the work order, failing which their call deposit will be forfeited, and the orders will be cancelled /withdrawn.
16. All applicable Govt. Taxes will be deducted from the approved firm bill as quoted in the bid.
17. Suppliers must provide free of cost after-sales Services, backups, & Maintenance for at least 2 years. The 2-year period will start from the successful handover of the system to the university. In this regard, a contract/agreement will have to be signed between the suppliers and UET Mardan.
18. In case of fraudulent practice by the supplier, strict action will be taken against the supplier i.e., forfeit of security and call deposit amount and penalty.
19. All documents relating to the bid and contract shall be in English.
20. The bidding documents should be signed and stamped by a person duly authorised on behalf of the suppliers on every page.

21. UET Mardan, on obtaining the Technical Committee report and a satisfactory report submitted by the end user, will release the payment after inspection. If any item is rejected by the UET Technical/Inspection Committee, the supplier will be bound to resolve the issue within 03 days at their own risk and cost.
22. The suppliers shall also be responsible for installing and demonstrating the required equipment at the site specified by the authority at their own cost.
23. No claim for Travelling Allowance (TA), Daily Allowance (DA), boarding, lodging, or any related accommodation expenses shall be admissible during the execution or implementation of the project. The successful bidder shall be solely responsible for arranging and bearing all such expenses for their personnel, staff, or representatives involved in the project. No reimbursement, compensation, or additional payment on this account shall be entertained by the procuring agency under any circumstances.
24. Incomplete Tenders & after the due date, no tenders will be accepted.
25. Any other factor that a procuring entity may deem relevant, depending on the nature and complexity of the contract, but not inconsistent with these rules, shall be clearly specified in the bidding documents and shall be expressed in monetary terms or as a weighted score.

IT Department
University of Engineering & Technology, Mardan

ANNEXURE-1

ERP IMPLEMENTATION & SUPPORT AGREEMENT

THIS AGREEMENT is made at Mardan on this _____ day of _____, 2026.

BETWEEN

University of Engineering & Technology (UET), Mardan, a public sector engineering university established by the Government of Khyber Pakhtunkhwa, located at Mardan, hereinafter referred to as the "**Procuring Entity**".

AND

[**Selected Vendor Name**], a company registered under the laws of Pakistan with its registered office at [Address], hereinafter referred to as the "**Supplier**".

1. INCORPORATION OF TENDER DOCUMENTS

- 1.1. This Agreement shall be read in conjunction with the original Bidding Document (Tender No. [Insert No.]).
- 1.2. All terms, conditions, and specifications mentioned in the Bidding Document are hereby incorporated as an integral part of this Agreement.
- 1.3. A signed and stamped copy of the complete Bidding Document, as submitted by the Supplier, is attached as **Annexure-A** and shall be binding upon both parties.

2. SCOPE OF WORK & TIMELINE

- 2.1. The Supplier shall provide end-to-end ERP services for Finance and HR as per the Functional Requirement Matrices.
- 2.2. The total project duration is **six (6) months** starting from the date of this Agreement.
- 2.3. The Supplier must begin implementation within **ten (10) days** of the issuance of the work order.

3. PERFORMANCE SECURITY

- 3.1. The Supplier submitted a **Performance Guarantee** equal to **10% of the total bid amount** at the time of signing.
- 3.2. This security will be retained as a guarantee for successful delivery and compliance with all KPPRA/PPRA rules.

5. POST-IMPLEMENTATION SUPPORT

- 5.1. The Supplier shall provide free of cost after-sales services, backups, and maintenance for **two (2) years**.
- 5.2. This two-year period commences from the date of successful handover to the University.

6. FORCE MAJEURE

- 6.1. Neither party is liable for failure to perform due to unforeseeable events beyond their control (e.g., natural disasters, war, pandemics).
- 6.2. The affected party must provide notice within **fourteen (14) days**.
- 6.3. If the event continues beyond **fifteen (15) days**, either party may terminate the contract.

7. COMPLIANCE & TERMINATION

7.1. All documents and system logs must remain accessible for internal and external audit compliance. 7.2. Any fraudulent practice or failure to resolve rejected items within **three (03) days** may lead to forfeiture of security and contract cancellation.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the date first written above.

For UET Mardan: _____

For [Supplier Name]: _____