



## BOARD OF INTERMEDIATE & SECONDARY EDUCATION MARDAN

### NOTICE INVITING TENDER/ADVERTISEMENT Trough EPADS (E-pak Acquisition & Disposal system)

The Board of Intermediate and Secondary Education (BISE) Mardan invites proposals from reputable and experienced IT companies to design, develop, implement, and maintain a comprehensive Enterprise Resource Planning (ERP) system through a Single Stage Two Envelopes bidding process.

The bidder must be a registered firm/company with Pakistan Software Export Board (PSEB), possess valid NTN, KPRA, and GST registration that are active on the Federal Board of Revenue (FBR) Active Taxpayers list, and maintain offices in Peshawar & Islamabad. Documentary evidence like paid electricity bills of offices must be enclosed. The sealed tender(s) along with earnest money which is fixed Rs. 200,000/- should be submitted in the BISE, Mardan before 17-11-2025 at 2:00 PM Tender will be opened on same day at 2:30 PM in presence of tenderer/representatives.

#### Terms & Conditions:

##### Availability of Bidding Documents:

The Bid Solicitation Documents (BSDs) can be downloaded from the E-PADS portal ([www.kp.eprocure.gov.pk](http://www.kp.eprocure.gov.pk)) after publication of this advertisement in newspapers and up to the **last date of bid submission**. The advertisement is also available on [www.kppra.gov.pk](http://www.kppra.gov.pk) and [www.bisem.edu.pk](http://www.bisem.edu.pk). **Interested bidders must be registered with E-PADS to participate.**

##### Submission of Bids:

Bidders must **carefully read the BSDs** and quote their rates accordingly. **All rates and required documents must be uploaded online** via the E-PADS system. **No hard copies of rates or documents will be accepted**, except for the **original bid security**, which must be submitted in a **sealed envelope** clearly mentioning the category/item for which the security is submitted. The bid security must be in the form of **Call Deposit Receipt (CDR) or Demand Draft (DD)**, issued in favor of **Secretary BISE Mardan**.

##### Clarification:

For further clarification, bidders are advised to **thoroughly study the BSDs**, which provide complete details and technical specifications for each category.

##### Note:

The Board reserves the right to **reject any or all bids** in accordance with KP-PPRA Rules.

  
Secretary BISE,  
Mardah.  
0937-9230257,



# Board of Intermediate & Secondary Education Mardan

No. 630/admin/25

Dated:-31/10/2025

To

The Director General  
Information Department: Khyber Pakhtunkhwa  
Peshawar.

**SUBJECT: - ADVERTISEMENT**

Enclosed, please, find here with 08 copies of advertisement for publication in 03 national daily newspapers two Urdu & one in English as per rules regarding Notice inviting tenders.

Bill of advertisement may be sent directly to the undersigned for payment.

Regards,

  
**SECRETARY**

Copy to:

1. P.S to Chairman
2. P.A to Secretary
3. Web page master to upload the tender on KPPRA and BISE Mardan web site.
4. Project file

# **REQUEST FOR PROPOSAL (RFP) FOR ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM**

## **1. Introduction**

The Board of Intermediate and Secondary Education (BISE) Mardan invites proposals from reputable and experienced IT companies to design, develop, implement, and maintain a comprehensive Enterprise Resource Planning (ERP) system through a Single Stage Two Envelopes bidding process. The bidder must be a registered firm/company with Pakistan Software Export Board (PSEB), possess valid NTN, KPRA, and GST registration that are active on the Federal Board of Revenue (FBR) Active Taxpayers list, and maintain offices in Peshawar and Islamabad. Documentary evidence like paid electricity bills of offices must be enclosed.

## **2. Objectives of the ERP System**

The objectives of the ERP system are:

- To automate and integrate various business processes
- To improve efficiency and productivity
- To enhance decision-making through real-time data analytics
- To improve transparency and accountability
- To provide a scalable and flexible system for future growth

## **3. Scope of Work**

The scope of work includes the design, development, implementation, and maintenance of the following modules:

### **3.1 FILE MANAGEMENT SYSTEM (FMS)**

✓ **Objectives:**

- a. Categorize and structure files using folders, tags, and metadata
- b. Store files securely, either locally or in the cloud
- c. Quickly search and retrieve files using search functions and filters
- d. Set permissions and access rights for users or groups
- e. Track changes and maintain version history
- f. Share files and collaborate with others in real-time

### **3.2. HUMAN RESOURCE MANAGEMENT SYSTEM (HRMS)**

✓ **Objectives:**

- a. Manage employee profiles and service records
- b. Integrate existing Attendance system with ERP
- c. Automated notifications and approvals
- d. Digital Notifications/Letters/Approvals
- e. Real-time Dashboard and reporting for HR and Employee

### **3.3 FINANCE/ACCOUNTS MODULE**

✓ **Objectives:**

- a. Integration of existing Payroll software
- b. Annual Budget preparation and tracking

- c. Automated ledger management
- d. Real-time financial reporting
- e. Audit-ready trails and compliance reporting
- f. Income Dashboard and reporting

### **3.4. INVENTORY & STOCK MANAGEMENT MODULE**

- ✓ **Objectives:**
  - a. Centralized database for assets and consumables
  - b. Stock issuance, return, and replenishment tracking
  - c. Bar-code/QR code integration for item tagging
  - d. Alerts for low stock levels and maintenance cycles
  - e. Reporting on asset allocation and utilization
  - f. Integration with HRMS

### **3.5 AI CHATBOT**

- ✓ **Objectives:**
  - a. Provide 24/7 support for users
  - b. Answer frequently asked questions
  - c. Route complex queries to human support agents

### **3.6 MOBILE APP**

- ✓ **Objectives:**
  - a. Provide users with mobile access to services
  - b. Enable users to submit requests and track status
  - c. Push notifications for important updates

### **3.7 ONLINE SERVICES**

- ✓ **Objectives:**
  - a. Verification of Certificates
  - b. Duplicate Mark Sheet
  - c. Migration Certificate
  - d. Other online services as required

#### 4. Deliverables

The selected vendor shall deliver the following for the ERP System:

- Fully functional ERP software with all approved modules, features, and workflows customized as per BISE Mardan requirements.
- Database design and technical documentation, including schema, entity relationship diagrams, and deployment guides.
- User documentation and training: user manuals for all roles, administrator guides, and on-site/virtual training workshops for BISE Mardan staff.
- System testing and pilot deployment, including User Acceptance Testing (UAT), bug fixing, and incorporation of feedback before final roll-out.
- Source code and development artifacts, including wireframes, prototypes, APIs, and configuration files, delivered in open, editable, and compilable form.
- Operational support and maintenance for a minimum of one (01) year after Go-Live, extendable further on mutual consent between BISE Mardan and the vendor.

#### 5. Project Teams' Training and Capacity Building

The vendor shall be responsible for providing comprehensive hands-on training to designated BISE Mardan staff to ensure autonomous operation, management, and first-level support of the ERP after deployment.

##### ❖ Training Requirements

**Duration:** Minimum of three (03) full working days of on-site training at BISE Mardan (or a designated location).

##### ❖ Training Materials: The vendor must provide:

- Step-by-step user manuals for administrators and operational staff.
- Quick-reference guides for generating key reports and dashboards.
- Video tutorials (if available) for staff training and refresher sessions.
- Post-training assessment/feedback survey to evaluate effectiveness.

##### 5.2 Onsite Support Services (Post-Deployment)

The vendor shall provide on-site technical support for a period of one (1) year from the date of final acceptance. This support will cover:

- **Support Scope:**
  - System downtime or failure of analytics dashboards.
  - Integration problems with BISE Mardan portal.
  - Data refresh issues or discrepancies in analytics output.
  - User access management or role-based security errors.
- **Response Time & SLA:**
  - Critical issues: On-site response within 24–48 hours of issue reporting.
  - Non-critical requests: Response within 72 hours.
  - Monthly support reports must be submitted to the BISE Mardan

### 5.3 Remote Helpdesk Support

A remote support facility must be operational for the entire project support window (minimum 12 months), offering:

- **Access Channels:**
  - Dedicated support email.
  - Helpdesk hotline (optional).
  - Live remote support sessions via Zoom/Teams for analytics walkthroughs and troubleshooting.
- **Support Hours:**
  - 24/7 technical support for analytics-related issues.
  - SLA must ensure timely responses for all categories of issues.

### 5.4 Documentation and Handover

Upon completion of deployment, the vendor shall provide:

- **Technical Deployment Report:**
  - System architecture diagrams.
  - Data integration and ETL workflows.
  - Configuration and customization snapshots.
- **User Documentation:**
  - Admin manuals for ERP configuration, module management, and system maintenance.
  - User guides for finance, HR, inventory, and other core ERP modules.

- Troubleshooting FAQs for common user issues and first-level support.
- Contact list and escalation matrix for vendor or technical support.

**Documentation shall be delivered both in printed form and in soft copy (editable formats).**

## **6. Special Condition for Software**

**The successful bidder must ensure:**

### **6.1 Intellectual Property Compliance**

All software, tools, and frameworks used in the development of the analytics system must be:

- The project must be fully customized to BISE Mardan specified requirements. Generic, partially developed, or off-the-shelf solutions are not permitted without prior written approval from BISE Mardan.
- The Contractor shall not use, sell, or reproduce the developed solution for any third party without prior written authorization from BISE Mardan.
- The software must not contain any watermark, logo, or branding of the Contractor or its company.
- No encryption, obfuscation, or proprietary locks shall be applied to the code. Source code must be delivered in a fully open, editable, and compliable form.

### **6.2 Technology Stack**

The system must be developed using the following technologies (unless otherwise approved in writing by BISE Mardan):

- Laravel Framework (PHP)
- **Database:** MySQL

### **6.3 Audit and Verification**

Upon completion, BISE Mardan reserves the right to conduct an independent technical and financial audit of the solution.

Any deficiencies, bugs, or deviations identified during the audit must be rectified by the Contractor at no additional cost to BISE Mardan.

#### **6.4 Quality Assurance**

Any substandard, incomplete, or non-compliant solution shall be rejected by BISE Mardan at any stage during or after deployment.

The vendor shall ensure full compliance with the functional and technical specifications outlined in this RFQ.

#### **6.5 Testing and Acceptance**

The solution shall undergo User Acceptance Testing (UAT) at BISE Mardan premises under the supervision of designated officials.

Final acceptance shall be granted only upon successful completion of UAT and compliance with all agreed functional and technical requirements.

#### **6.6 Confidentiality**

The Contractor shall maintain strict confidentiality regarding BISE Mardan data, systems, and processes. No information shall be disclosed to third parties without prior written approval of BISE Mardan.

**6.6** Software shall be compatible with Linux & Window based server.

## **7. Terms and Conditions**

### **7.1 Mandatory Eligibility Criteria**

#### **o Legal Status & Registration**

- ✓ Must be a registered firm/company with PSEB.
- ✓ Valid NTN, KPRA and GST registration which are on Active Taxpayers list of the Federal Board of Revenue (FBR)
  - **Offices**
    - ✓ Must have offices in Peshawar & Islamabad. Documentary evidence like paid electricity bills of offices must be enclosed.
    - ✓ Must upload on judiciary stamp (both side should uploaded) of Rs.500 that the firm is not black listed.
      - **Submission of Bid**
        - As per EPADS policies. And the BISE Mardan has the right to ask for original or hard copy of the documents for vitrification.

### **7.2 Relevant Experience**

- Demonstrated experience in developing and implementing Enterprise Resource Planning (ERP) systems or large-scale enterprise software solutions for public/private boards, universities, or education foundations/institutions.
- Experience in implementing ERP modules related to finance, HR, IT infrastructure management, examinations/education management, and workflow automation will be given preference.
- Experience in providing ERP solutions with multi-language support, including Urdu, English, and regional languages, will be considered an added advantage.

### **7.3 Technical Capability**

- In-house expertise in software development, database design, and system integration with third-party platforms and services.
- Demonstrated ability to support multi-language content (including Urdu, English, and other regional/local languages as required).
- Capacity to handle complex data structures, specialized formats, and domain-specific requirements within enterprise software environments.

#### 7.4 Human Resource Strength

- Availability of a qualified team including software engineers, database administrators, system analysts, quality assurance engineers, UI/UX designers, and project managers.
- Demonstrated ability to conduct training workshops and capacity-building sessions for end users, administrators, and technical staff.

#### 7.5 Infrastructure & Security

- Capacity to host solutions on secure servers (cloud or on-premise) with data protection measures.
- Strong track record in data confidentiality, encryption, and secure access protocols.

#### 7.6 Client References

- 7.6.1 At least three references from public/private sector boards/universities/education foundations/institutions where digital solutions related to the project have been deployed.

### 8. Evaluation and Scoring Matrix

#### 8.1 Mandatory Eligibility (Pass/Fail):

Bidders must meet all eligibility requirements as mentioned in mandatory eligibility criteria before moving to technical evaluation.

#### 8.2 Technical Evaluation (80 Marks):

**Passing Threshold:** Bidders must score at least 80 to qualify for financial evaluation. Obtain no x 80/100= score

Criteria	Description	Max Marks
<b>Relevant Experience</b>	Past relevant projects • 3 projects = 5 marks • 4–5 projects = 12 marks • 6+ projects = 15 marks	20
<b>Technical Solution &amp; Methodology</b>	Proposed system design, functionality, multi-language & equation handling.	15

<b>Team &amp; Expertise</b>	Availability of qualified professionals: software engineers, psychometricians, subject specialists, project managers. • Strong team with CVs = full marks	15
<b>Security &amp; Infrastructure</b>	Data security, encryption, audit logs, cloud/on-premise hosting flexibility.	05
<b>Innovation &amp; Value-Addition</b>	Additional features (psychometrics, dashboards, AI analysis, etc).	05
<b>Presentation of Idea</b>	Presentation of the concept, design and any working video demonstration of the idea history, marking experience, financial position concept of the project, service delivery etc.	40

### **8.3 Financial Evaluation (20 Marks)**

**Formula to calculate the marks is as under:**

Financial evaluation marks obtained =  $(20 * \text{lowest rate} / \text{firm actual rate})$

Technical points+ Financial marks obtained from financial evaluation criteria

**Note:** In the Financial Bid, bidders must clearly and separately state the Cost of Development and the Cost of One-Year Backend Support. The backend support cost shall be calculated as 15% of the main project value and quoted as an annual cost by the bidder. However, payment for backend support will be made in 12 equal monthly instalments starting immediately after final acceptance.

S.No.	Component	Cost (PKR)	Notes
1	System Design, Development, Deployment		Covers all phases up to final acceptance
2	One-Year Backend Support (15%)		To be shown separately, payable in 12 equal monthly installments starting after final acceptance.
3	Total Project Cost (Development + Support)		Sum of above.

#### 8.4 Payment Schedule

It will be decided on mutual consent for better and timely service.

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**Note:** In the Financial Bid, bidders must clearly and separately state the Cost of Development and the Cost of One-Year Backend Support. The backend support cost shall be calculated as 15% of the main project value and quoted as an annual cost by the bidder. However, payment for backend support will be made in 12 equal monthly installments starting immediately after final acceptance.