

Additional Information in red to Response to Queries RFP - 83

S. No.	Initial Query	Karandaaz Response	Follow up Query
1	<p>There is no mention of user quantities/number of users by modules/business processes or needs. This information is required to compute software licenses/subscription pricing.</p> <p>Otherwise each vendor will propose a different License Bill of material and hence a correct price comparison will not be possible for Karandaaz. Kindly provide.</p>	<p>A definitive number for specific usage cannot be declared as it will change over time. Indicatively there are currently 57 employees who would be using the ERP in different capacities. For the current FY, the approved headcount is 71. The number can change with time. We expect a user access control/management mechanism in place that allows for flexibility to grant access and access types to modules</p>	<p>Please note that in almost all internationally known Tier 1 ERPs have different types of users who can perform different nature of operations in the respective solution. Therefore, these types of users are priced differently on the basis of their usage. In order to assess the correct License pricing and subsequent Software Annual Maintenance & Support charges, we require a definitive number of users by modules and the extent of usage of that specific module. This information is not assumed by the bidder because it is a binding obligation on the bidder and there is a high probability that each vendor may propose a different license bill of material making it difficult for procuring organization to compare all bids on same grounds. Therefore, user license bill of material must be shared by the procuring organization.</p> <p>We do understand that at this stage it is also difficult for Karandaaz to assess their exact user license requirement with respect to different ERPs. Hence, in order to simplify this, please find below a generic table which has Karandaaz specific modules and ERP OEM independent user types. Kindly share the breakdown of total number of 57 users as per the table below:</p> <p style="color: red;">Table 1: Indicative numbers provided below based on an assumption that there's 2 types of roles: 1. That can add/update/approve records and 2. That can add/update only</p> <p style="color: red;">Also, there are users in there who would most definitely be using multiple modules but they have been counted ONCE as part of their core subject area only (Total is at 57 which is the actual headcount)</p> <p style="color: red;">So as a baseline for all, pricing may be submitted using these guidelines if necessary, for any bidder. Upgrading or downgrading licenses at any point in time would remain a right of Karandaaz</p>

			Module	Posting/Data Entry and Approvals	Posting/Data Entry Only
			CIC, Finance and Accounts	7	16
			DFS and Program Management – Planning & Budgeting	3	
			DFS and Program Management – Project Management	5	3
			DFS and Program Management – Grants Management	5	2
			HR	3	
			Admin	3	7
			Procurement	3	
Please note that:					
<ul style="list-style-type: none"> · If a user has usage of multiple modules then it should be mentioned only once. Therefore, the total number of all users should never increase a total of 57. · “Transaction Entry users” have rights of “Approvers” and “Approvers” have rights of “View only/Report Viewers”. 					
2	Please confirm if the verticals mentioned here are registered as separate legal entities or part of a single legal entity i.e., Karandaaz as business units.	Single entity i.e Karandaaz Pakistan. However, the ERP must be scalable to induct any sister concerns in future.	As it is mentioned in response to “question#: 2” that “ Single entity i.e Karandaaz Pakistan. However, the ERP must be scalable to induct any sister concerns in future ”, therefore it was our initial understanding that “ multiple book of account of subsidiaries ” as mentioned in response to “ question#: 3 ” will be required in future i.e., after implementation and will not be part of scope of work for current implementation. But it is further mentioned here that “ The feature of consolidated accounts is also required. ” and in response to “ question#: 4 ” it is mentioned that “ To be in the safer side, consider the consolidation phase as part of implementation phase of the contract. ”		
3	“Multiple companies and multiple divisions with different chart-of-accounts must be supported” Does this mean that Karandaaz is	Karandaaz at the moment is not operating multiple companies but in the future, we intend to add multiple book of account of subsidiaries and the ERP should be flexible enough			

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	operating multiple companies/legal entities with consolidation at multi-levels or it provides financial support to many companies/legal entities and requires consolidation of their CoA into Karandaaz CoA?	to adapt separate financial management of parent and subsidiaries. The feature of consolidated accounts is also required.	<p>Hence, our final understanding from all of the above responses is that we have to consider consolidation phase as part of implementation phase of the contract. If our understanding is correct then please clarify the following questions and share the information requested below:</p> <p>Does Karandaaz require maintenance of separate book of accounts for each separate legal entity, with controls and checks on data entry e.g. budgeting & its consumption with controls, grant disbursement & its consumption with controls, and with consolidation at Karandaaz group level? Please note that this will require complete configurations of financial and other relevant modules as per the requirement, which will be considered additional implementations requiring substantial level of effort for each legal entity, which may further increase depending on its respective industry sector's business complexities. Furthermore, each additional legal entity will also have impact on required software licenses as each entity would require additional user licenses for data entry, approvals and report viewing etc.</p> <p>If this is not the case, then please confirm if these consolidated accounts of multiple legal entities, each with separate book of account, are required only for reporting purpose?</p> <p>In either of the above cases, please also specify the total number of such legal entities, that will be part of implementation phase of the contract, including the following for each such entity:</p> <ul style="list-style-type: none"> · Industry type · Modules required · Module-wsie number of user licenses required <p>It is pertinent to mention here that the information requested above will have a substantial impact on the implementation cost, therefore, we need clarity on this to assess the best financial proposition for Karandaaz.</p>
4	In either case please confirm if this requirement is to assess system capabilities or such consolidations will be part of implementation as part of scope to be delivered within the stipulated contract period?	To be in the safer side, consider the consolidation phase as part of implementation phase of the contract.	<p>If this is not the case, then please confirm if these consolidated accounts of multiple legal entities, each with separate book of account, are required only for reporting purpose?</p> <p>In either of the above cases, please also specify the total number of such legal entities, that will be part of implementation phase of the contract, including the following for each such entity:</p> <ul style="list-style-type: none"> · Industry type · Modules required · Module-wsie number of user licenses required <p>It is pertinent to mention here that the information requested above will have a substantial impact on the implementation cost, therefore, we need clarity on this to assess the best financial proposition for Karandaaz.</p>

			<p>All of the above described functionality may be required at a later stage which may or may not commence during the life of this project. Therefore, the offered solution MUST be scalable so that as and when an extension is required, it may be requested by Karandaaz and delivered by the partner under a separate arrangement without disrupting the existing project or service (if requested post go live). The requested details will be shared when the functionality is required</p>
5	Please confirm with respect to contract period and maintenance period. Both are mentioned as 3 years, however, the start date of both shall be different.	Karandaaz expects an implementation/project timeline to cover off customization/s and deployment for achieving Go Live. Yearly support and maintenance for 3 years post go live.	<p>Please note that there are 2 types of support that have been required by Karandaaz:</p> <ol style="list-style-type: none"> 1. Enterprise Software Support & Maintenance which is provided by OEM of the ERP solution. In case of international OEMs, it is mostly provided indirectly through authorized local partners with Support & Maintenance Center of Expertise (CoE). This type of support & maintenance includes software updates, upgrades, patches, major & minor product related bug fixes etc. This support fee is payable annually in advance including the first year prorated, based on number of months remaining in the running calendar year, along with the license fee. As this is applicable before or at the start of implementation, therefore, including the year in which implementation will be done, as per Karandaaz requirements, adding 3 years post go-live support & maintenance, it is to be mentioned for clarity that Software Support & Maintenance fee is required to be quoted for a total of 4 years. Kindly confirm this understanding. 2. The second type of support is provided directly by ERP OEM's implementation partner for addressing the issues relating to the configurations and/or customizations etc. done during the implementation. This type of support is applicable only after go-live of the system and payable as per mutually agreed terms. As per Karandaaz requirements, 3 years post go-live support is also required to be quoted separately. Please confirm this understanding.

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			Simply put, Karandaaz is looking for a Support and Maintenance contract for 3 years post go live which will provide support for the entire system that Karandaaz goes live with. There is no segregation required/expected within the S&M part of the cost
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