



Government of Sindh
Sindh Peoples Housing for Flood Affectees
(SPHF)



REQUEST FOR QUOTATIONS

PROCUREMENT OF BUSINESS APPLICATIONS MAINTENANCE SLA & INTEGRATION LANDSCAPE SIMPLIFICATION SERVICES

Name of country: Islamic Republic of Pakistan
Project: Sindh Flood Emergency Housing Reconstruction Project (SFEHRP)
Credit No.: IDA-72530
Activity No: PK-SPHFC-405613-NC-RFQ
Date: 29 January 2024

1. The Government of Sindh (GoS) has received credit through EAD, Govt. of Pakistan from the International Development Association and intends to apply part of the proceeds of this credit to the payments under the contract for **Sindh Flood Emergency Housing Reconstruction Project** (the Project) to perform the services.
2. The company - Sindh Peoples Housing for Flood Affectees (SPHF), Government of Sindh being the implementing agency of the project is now seeking to procure the **Business Applications Maintenance SLA & Integration Landscape Simplification Services** (the services). The objective is to guarantee uninterrupted business operations and, simultaneously, to enhance the integration landscape. This enhancement involves optimizing the connections among different applications to achieve automated, real-time, and synchronized data transfer across the entire spectrum of business applications.
3. The services will cover but not limited to the following scope:
 - a. SAP S/4HANA Application Support
 - b. Qlik Dashboard Support
 - c. Custom Built MIS Portal Support
 - d. SAP Process Orchestration Support
 - e. Mobile Application Support (Android)
 - f. Development of APIs for 3rd Party Integration
4. The services are to be started in March 2024 and are expected to continue for a period of Twelve (12) months. Detailed description of services is available at the SPHF website www.sphf.gos.pk
5. The Company now invites firms to submit their quotations for the services. The interested firms are requested to provide information demonstrating that the firm has got the *required qualifications* and *relevant experience* to perform the Services. The required qualifications are mentioned in the description of services.
6. The received quotations will be evaluated as per 'RFQ' method of procurement in accordance with the World Bank Procurement Regulations for IPF Borrowers dated July 2016 as revised through Fourth Edition, November 2020 available on www.worldbank.org. The acceptable terms and conditions of the selected firm quotation shall be incorporated in the Contract.



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7. The quotations containing complete technical/financial details with firm's profile and qualifications/ relevant experience may be addressed and submitted to the Chief Executive Officer SPHF on the address below (in person, bycourier), or through email addressed to cpo@sphf.gos.pk by **16 Feb 2024** during the office hours.
8. The quotation must be valid for atleast 45 days from the submission date and the quoted price should include all the applicable local taxes/duties and other charges etc. Further information can be obtained at the address mentioned below during office hours.

Note: The Request for Expression of Interest (REoI) under activity reference # PK-SPHFC-402233-CS-CQS for the procurement of these services (closing date 12 Feb 2024), published in various newspapers on 25 & 26 January 2024 and posted on SPHF website is hereby withdrawn/cancelled.

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Khalid Mehmood Shaikh
Chief Executive Officer – SPHF

Bungalow # 20 Block 7/8,
Modern Cooperative Housing
Society, Tipu Sultan Road,
Karachi.



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Business Applications maintenance SLA & Integration Landscape Simplification Services

DESCRIPTION OF SERVICES

1. Background

Pakistan experienced heavy monsoon rains between June and September 2022, which has severely affected millions of households, mainly in Sindh and Balochistan. Around 33 million people have been displaced and more than 13,000 kilometers of roads destroyed. The flooding has damaged 2.2 million houses, flooded around 9.4 million acres of crops, and has killed an estimated 1.2 million livestock. Moreover, limited access to input and output markets and temporary disruptions to supply chains have driven up food prices and added to existing price pressures resulting from reduced agricultural yields and the global rise of food prices. Preliminary estimates suggest that as a direct consequence of the floods, the national poverty rate may increase up to 4 percentage points, potentially pushing around 9 million people into poverty. The recently completed Post-Disaster Needs Assessment (PDNA) estimates total damages to be US\$14.9 billion, while total economic losses have reached about US\$15.2 billion. Estimated needs for rehabilitation and reconstruction are at US\$16.3 billion, not including new investments beyond the affected areas needed to strengthen Pakistan's resilience to future shocks.

Sindh has been disproportionately affected by the 2022 floods. According to the NDMA, 792 of the 1,731 nationwide casualties were in Sindh, including 336 children, with 8,422 people injured. Similarly, reports estimate that more than 4.9 million acres of agricultural land has been affected in the province, which is more than half of the nationwide total.¹ Vast areas in Sindh witnessed prolonged inundation lasting several weeks.²

According to the last pre-floods housing census from 2017, there were 2,756,499 katcha (Mud/adobe) and 5,600,885 pakka (bricked/Blocked/RCC) housing units in Sindh, with the former concentrated mainly in rural areas and the latter more prevalent in the urban areas. While house ownership is higher in rural areas, housing with unclear ownership status is proportionately higher due to the relative informality of the housing sector in rural areas. Assuming linear growth between 1998 and 2017, the number of katcha houses in Sindh have grown at a rate of about 1.6 percent annually, while pakka houses have an annual growth rate of about 4 percent per year. However as per the estimates, around ~2 million of these houses have been damaged by the floods in Sindh alone.

2. Objective

The SPHF is now seeking to procure *Business Applications maintenance SLA & Integration Landscape Simplification Services*. The purpose of this document is to articulate the comprehensive business requirements and deliverables that prospective consultants/firm must consider when preparing their profiles/proposals for the support of previously implemented and developed business applications. The primary objective is to guarantee uninterrupted business operations and, simultaneously, to enhance the integration landscape. This enhancement involves optimizing the connections among different applications to achieve automated, real-time, and synchronized data transfer across the entire spectrum of business applications.

¹ FAO Monsoon Flood Situation Update – Pakistan September 27, 2022.

² FAO Rapid Geospatial Flood Impact Assessment Pakistan, September 2022.



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To achieve this overarching goal, the selected consultant/firm will be tasked with not only maintaining the current suite of business applications but also implementing strategic improvements to ensure their continued effectiveness. The support framework should encompass troubleshooting, system updates, and ongoing maintenance activities. Additionally, the consultant is expected to propose enhancements that will contribute to the seamless integration of the applications, thereby fostering a more cohesive and efficient operational environment.

Furthermore, a critical aspect of this initiative is the optimization of data transfer mechanisms among applications. The consultant should focus on refining integration processes to facilitate automation, ensuring that data exchanges occur in real time and are synchronized across all relevant systems. This will contribute to a more agile and responsive business environment, enabling timely decision-making based on accurate and up-to-date information.

3. Scope of Services

3.1. Service Level Agreement (SLA) Related Tasks

SPFH requires to engage a firm for a period up to 12 months to provide following services under SLA component of work:

a) SAP S/4HANA Application Support:

- Respond to and resolve issues within the defined timeframes as per the SLA.
- Conduct regular system checks to proactively identify potential problems and address them promptly.
- Ensure a high level of system availability and performance for SAP S/4HANA modules as per agreed-upon SLA metrics.

b) Qlik Dashboard Support:

- Respond to Qlik dashboard-related issues within the stipulated SLA timelines.
- Monitor and maintain data accuracy and dashboard performance to meet SLA requirements.
- Provide timely resolution of user-reported problems with Qlik dashboards.

c) Custom Built MIS Portal Support:

- Address user issues and implement updates for the MIS portal within SLA-defined timeframes.
- Ensure the MIS portal's alignment with evolving business requirements is maintained as per SLA expectations.

d) SAP Process Orchestration Support:

- Respond to and resolve integration issues within the agreed SLA parameters.
- Optimize orchestration processes for efficiency and meet SLA requirements for data transfer.

e) Mobile Application Support (Android):

- Address mobile application-related issues within the defined SLA timeframes.
- Ensure the mobile application's functionality and user experience align with SLA expectations.



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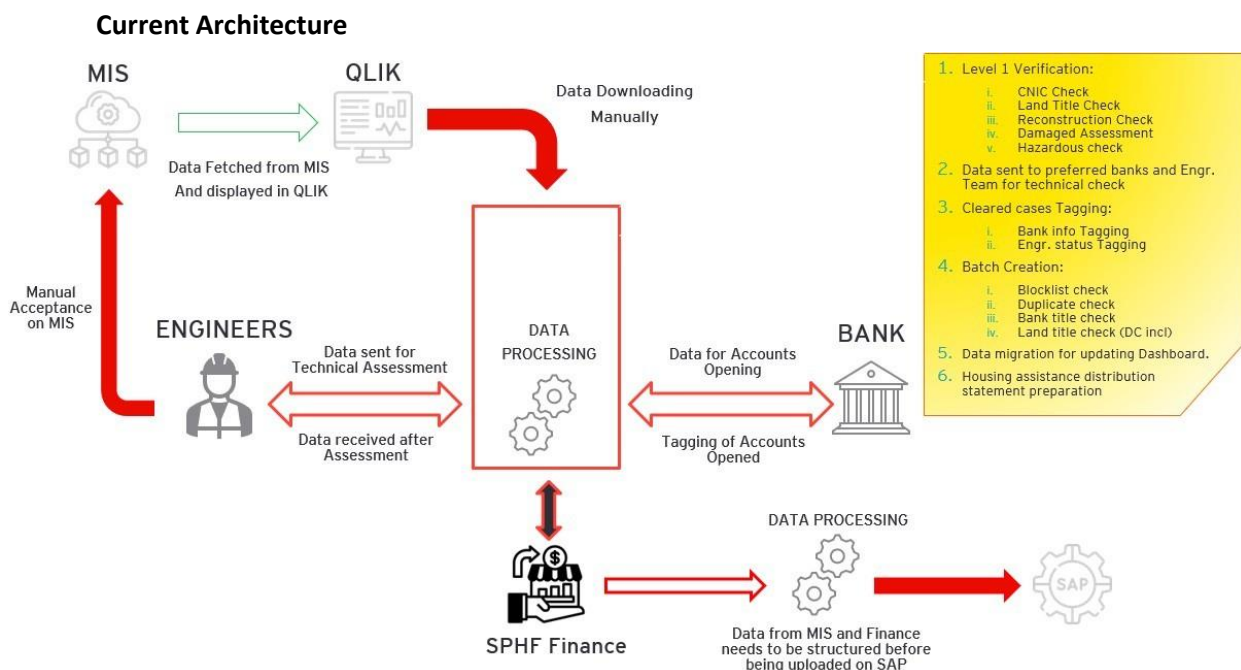


f) Development of APIs for 3rd Party Integration:

- Design and deliver APIs within the agreed-upon SLA, ensuring timely integration with third-party applications.
- Monitor and maintain API performance to meet SLA requirements for data transfer.

The firm should provide an estimated resources plan assigned for the period of 12 months and related cost of services (fees and expenses, if any). The firm will be required to submit a comprehensive report at the end of each month, detailing the services provided and how it has ensured provision of services so that system remains active / live for timely execution of SPHF business without interruptions.

3.2. Integration enablement and Simplification of integration architecture



- The current application landscape at SPHF comprises three main applications: the MIS portal, Qlik system, and SAP S/4HANA.
- The MIS portal manages data related to damage assessment forms for beneficiaries, handling approval processes and tasks such as manual checks, CNIC validation, land ownership assessment, and reconstruction verification.
- The Qlik system is integrated with the MIS portal for dashboarding and provides data extracts to the SPHF finance department for payment processing.
- Processed data extracts are transformed into a structured format and uploaded into SAP S/4HANA.
- There is no direct integration currently among the MIS portal, Qlik, and SAP S/4HANA, leading to manual interventions for data transfers between these systems.

To-be requirements:

- Streamline the integration architecture to remove manual tasks through development and enablement of integrations between systems.
- Directly integrate the MIS portal with SAP through application interfaces.
- Establish a direct connection between Qlik and the MIS portal.



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- Enable direct connections from SAP S/4HANA to fulfill real-time reporting and dashboarding requirements.
- Ensure SAP S/4HANA processes payment batches automatically without human intervention once a case is verified and approved in the MIS portal, reducing delays.

The firm is required to provide specific methodology it will adopt to deliver the services. Based on the desired milestones achieved with regard to system improvements, payments will be linked.

4. Consultants' Profile /Qualification Criteria:

The consultants/firms with experience in funded projects management, particularly in the public sector, utilizing solutions like S/4HANA, Qlik, and Customized Web Portal will be preferred. A comprehensive documentation supporting against each of the following criteria may be provided:

4.1. Technical Expertise:

Proven 10 years track record supporting business applications, including S/4HANA, Qlik, and Customized Web Portal, preferably for the public sector entity. In addition to firm, the staff proposed (to be deployed) for the engagement, should also demonstrate technical expertise / experience in this regard.

4.2. Grants Management:

Successful track record of developing / deploying grants management systems / MIS in the public sector in Pakistan.

4.3. Integration Experience:

Demonstrated expertise in optimizing integration for automated, real-time data transfer across application landscape.

4.4. Strategic Improvements:

Experience in proposing and implementing strategic improvements for applications.

4.5. Innovation:

Demonstrated ability to innovate for continuous improvement.

4.6. Cost-Effectiveness:

Competitive pricing with transparent cost breakdown for technology-based solutions.

4.7. Compliance:

Evidence of compliance with relevant legal and regulatory requirements.

4.8. Financial Stability:

Financial statements indicating stability and capability in managing technology projects.

4.9. Staffing:

The details of the technical staff demonstrating technical expertise and relevant experience should be mentioned in the consultant's profile.



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5. Structure of the Proposal/Quotation

The consultants/firms will use following structures while preparing their technical proposals/Quotations:

- a) Executive Summary
- b) SLA (must include Service definition and scope, Resource plan, Assumptions, Service availability period, Priority Matrix & incident management procedure)
- c) Approach for integration simplification requirement
- d) Timelines and deliverable for integration simplification solution
- e) Proposed architecture for integration simplification solution
- f) Responsibility Matrix
- g) Firms Profile and Qualification
- h) Client references
- i) Assumptions and risks

6. Duration of the Assignment

The duration of the assignment will be 12 months.

7. Procurement Method

The firm will be selected in accordance with the Request for Quotations (RFQ) method set out in the WB Procurement Regulations for IPF Borrowers (Procurement in Investment Project Financing, Goods, Works, Non-Consulting and Consulting Services - Fourth Edition, November 2020).