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## REQUEST FOR PROPOSAL (RFP) FOR AUTOMATION OF “CAPA” PROCESS

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## A. INTRODUCTION


The Owner, Methanol Chemical Company Limited (CHEMANOL) is a leading Manufacturer of formaldehyde and its derivatives based in Jubail, Saudi Arabia. CHEMANOL is certified company in ISO 9001, RC14001 and ISO17025 Management Systems.

CHEMANOL (former Saudi Formaldehyde Chemical Company Limited) is a grass root, second-generation petrochemical complex located in the Secondary Industries Park at Madinat Al Jubail Al Sinaiyah (Jubail Industrial City), Kingdom of Saudi Arabia, Manufacturing premium grade Methanol Derivatives, such as Aqueous & Urea Formaldehydes, Formaldehyde derivatives, super plasticizers and various Amino resins, which have a diverse applications including agricultural fertilizers, pharmaceuticals, solvents, intermediates, laminates / wood industry, plastics, paper and the production of various types of concrete admixtures.

CHEMANOL is a true manifestation of the objectives of the Saudi Ministry of Industry & Ministry of Electricity and the GCC, which jointly encourage industrial cooperation between its citizens. CHEMANOL's business model is, based on utilization of the Kingdom's natural hydrocarbon resources to achieve substitution of imports by establishing petrochemical units to manufacture downstream products and the implementation of export-oriented projects using the vast industrial infrastructure made available by the government of the Kingdom of Saudi Arabia.

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## **B. REQUEST FOR PROPOSAL**

1. Currently, IMS Department at Chemanol is seeking to implement an enterprise-wide IT system for managing its Auditing & Compliance Assurance program. The desired system must address specific process needs in the areas of CAPA (Corrective Action Preventive Action) Tracking, Management/Leadership Dashboards for performance reporting and oversight.

The following are the key requirements for the system, including rapid availability and configurability, intuitive and user-friendly interfaces, multi-lingual; with services for system configuration, reports development, deployment and rollout.

Additionally, the ability functional and operational leaders to access real-time performance reports across different levels of the enterprise and to drill-down to the underlying data is a critical objective of this system implementation.

### Scope of Implementation


2 sites in Saudi Arabia - Al Jubail; ~100 Users

The contract value available is Seventy Thousand Saudi Riyals with  $\pm 15\%$  (SAR. 70,000.00  $\pm 15\%$ ), the proposals exceeding this value shall be automatically rejected at the opening of commercial proposals.

2. The Chemanol now Requests for Proposal (RFP) for the services of from a service provider that can suitably fulfill the requirements stated.
3. The accomplished RFQ, must be delivered on or before 4:00 p.m. on 22 August 2021 to the P&C, CHEMANOL, P. O. Box 2101, Industrial Area – Road 251 – crossing 198, Jubail 31951 – Saudi Arabia. Please submit your lowest and most responsive technical & commercial proposals in accordance to section C – Instructions for submission of RFP, in a sealed envelope.  
Please note that technical & commercial proposals submitted after the above mentioned deadline shall not be accepted.

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## **C. INSTRUCTIONS FOR SUBMISSION OF RFP:**

### **1. Technical scope of work:**


#### **1.1. Software Installation & Training Services:**

The service provider undertakes and commits that it will promptly and fully perform and deliver to Chemanol the required tracking mechanism software / application in accordance with the following requirements and specifications of Chemanol, but not limited to:

- a) Setting-up of a dedicated software / platform that helps Chemanol track, monitor, analyze and effectively mitigate its Audit findings in coordination with Chemanol IMS dept. & IT dept.
- b) Customize the software according to Chemanol's workflow (Refer Annexures).
- c) Facilitate Training & Support of all Chemanol users before and during project implementation
- d) After the successful implementation, ensure user support for additional queries, training, transactional support, and enhancement request evaluations / follow-up that may arise from time to time.

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### 1.1.1. Technical Specifications:

The Service Provider should have the following minimum qualifications:

- a) The Service Provider must have at least three (3) years of experience in the field of providing such services;
- b) The Service Provider must have a good track record and should be in a position to arrange for any reference on demand
- c) Its working teams should comprise of team members with actual hands-on experience on projects of similar nature.
- d) Information indicated in the paragraphs below must be provided by the Service Provider :
  - i. A brief description of the Service Provider and outline of recent experience on projects of a similar and related nature. For each project, the outline should indicate the project, contract amount and the Service Provider's involvement. Information should be provided only for those projects for which the Service Provider was legally contracted by itself. Service Provider should be prepared to substantiate the claimed experience if so requested by the Procuring Entity.
  - ii. A concise, complete, and logical description of how the Service Provider's team shall carry out the services to meet all requirements.
  - iii. A proposed work (project) plan showing the general timing of major activities. The project plan shall be mutually agreed.
  - iv. Comments and Suggestions of the Service Provider, if any, on Chemanol to improve performance in carrying out the Project. Innovativeness shall be appreciated, including workable suggestions that could improve the quality/effectiveness of the Project.
  - v. A list of facilities requested by the Service Provider to be provided by the Chemanol that may include support facilities such as office space, etc. that would be needed to carry out the project.

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- vi. The Service Provider shall coordinate with the IMS Department at Chemanol and / or designated end user representative on all matters relating to contract implementation.

#### 1.1.2. Selection of Service Provider:

- a) The Chemanol shall select the most qualified Service Provider using the quality-cost based method.
- b) The criteria and rating system for the selection of the Service Provider are as follows:

Evaluation Criteria	Weight
a. Technical Proposal	
i. Applicable Experience and Capability of the Participating Contractor	20%
ii. Qualification and Competence of its team members	20%
iii. Plan of Approach and Methodology	20%
b. Commercial Proposal	40%
Total	100%

- c) Commercial proposals should not exceed Seventy Thousand Saudi Riyals with  $\pm 15\%$  (SAR. 70,000.00  $\pm 15\%$ ) and shall be inclusive of all taxes, duties, fees and other charges imposed under applicable laws.

#### 1.1.3. Training and support requirements:


In order to strengthen the implementation and awareness of the software / hosting service, the Service Provider shall liaise with IMS team of the Chemanol by undertaking the key activities.

### 2. Commercial proposal requirements:

2.1. The commercial proposal shall be prepared, and submitted by the Service Provider to Chemanol Procurement & Contracts Dept.

2.2. It shall contain the following:

- Submission letter indicating total fees.
- Summary of costs
- Breakdown of fees per activity
- Breakdown of reimbursable costs/expenses per activity, if any.

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e) Miscellaneous expenses

### 2.3. Payments:

- Payments shall be made only upon the services that have been rendered or delivered in accordance with the terms of this Contract and have been duly verified and accepted.
- The Service Provider shall make promptly by the Chemanol, but in no case payments later than Thirty (30) days after submission of an invoice or claim.
- The currency in which payment made to the Service Provider under this Contract shall be in Saudi Arabian Riyals (SAR).
- The Chemanol's End-user/Representative shall issue a Certificate of Completion to the Service Provider upon deciding that the service is completed, which should form part of the supporting documents to initiate processing of payment.

### 3. Service Provider's Responsibilities:

3.1. The Participating Service Provider is responsible for the following:


- To carefully examine all of the documents in the RFP;
- Acknowledge all conditions affecting the implementation of the contract;
- An estimate of the facilities available and needed for the contract, if any;
- Ensuring that each of the documents submitted in satisfaction of the RFP requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct;
- Complying with existing labor laws and standards, if applicable.

Failure to observe any of the above responsibilities shall be at the risk of the Participating Service Provider concerned.

3.2. The Participating Service Provider expected to examine all instructions, forms, terms and specification in the RFP.

3.3. It shall be the sole responsibility of the Service Provider to determine and to satisfy itself by such means, as it considers necessary or desirable as to all matters pertaining to this project including the location and the nature of the contract and other factors that may affect the cost, duration and execution or implementation of the contract.

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3.4. The Service Provider shall bear all costs associated with the preparation and submission of its proposal, and Chemanol in no case be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.

#### 4. Clarification of RFP:

- To assist in the evaluation, comparison, and post-qualification of the RFP, Chemanol may ask in writing any Participating Service Provider for a clarification of its RFP.
- All responses to requests for clarification shall be in writing.
- Each milestone implemented shall mutually acknowledged & agreed.



#### 5. Award of Contract

5.1. The Chemanol shall award the contract to the Service Provider whose technical and commercial proposals has been evaluated/determined to be the Highest Rated Offer.

5.2. The Chemanol shall enter into contract with the Successful Service Provider within three (3) working days from evaluation-completed date, provided all the documentary requirements complied.

5.3. Within three (3) working days from the date of approval or signing of the Contract, the Chemanol end-user shall coordinate with Service Provider for mutually agreed Project schedule & its implementation.

#### Annexures:

Sr. No.	Description	Attachments
1	Anx. 1 - IA & ERM Applications Questionnaires	 Anx. 1 - IA & ERM Applications Questionnaires
2	Anx. 2 - CAPA Automation Workflow	 Anx. 2 - CAPA Automation Workflow

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