Request for Proposal

Software and Mobile Development Outsourcing

[January 08, 2014]

CMPak (ZONG)



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# Confidentiality Statement

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Thank you for your consideration, CMPak (Zong).

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# Submission Details

## TECHNICAL CONTACT

*Any questions concerning technical specifications or Statement of Work (SOW) requirements should be directed to:*

|  |  |
| --- | --- |
| **Name** | Faisal Sajjad |
| **Email** | [faisal.sajjad@zong.com.pk](mailto:faisal.sajjad@zong.com.pk) |
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## 

## PROPOSAL SUBMISSION

Please submit Printed / electronic copy of your complete proposal, including all attachments, to:

|  |  |
| --- | --- |
| **Name** | Noman Aslam |
| **Phone** | 03145272264 |
| **Email** | [noman.aslam@zong.com.pk](mailto:noman.aslam@zong.com.pk) |

All submissions must be received by the due date below.

## DUE DATES

All proposals are due by **on 21th January 2014, 5:00 PM PKT**. Any proposal received after the required time and date specified for receipt shall be considered late and non-responsive. Any late proposals will not be evaluated for award.

## ORIGINAL SIGNATURE

A cover letter, signed by either the owner of the company/HOD, sole proprietor, or other representative authorized to bind the Partner, must accompany every Response to the RFP in order for it to be considered.

## PRESENTATION

CMPak may ask a Proposer to come in for a presentation. If a presentation is requested, the proposed key project staff, as identified in the Proposal, must be in attendance.

## SCHEDULE OF EVENTS

|  |  |
| --- | --- |
| Event | Date |
| 1. RFP Distribution to Partner(s) | 15th January, 2014 |
| 1. RFP clarification for Submission | 17th January, 2014 |
| 1. Proposal Due Date | 20th January, 2014 |
| 1. Solution Presentation and Proof of Concept | 21st  to 24th January, 2014 |
| 1. Solution Short listing & Finalization Discussion(s) | 28th January, 2014 |
| 1. Contract / SOW sign-off | 31st January, 2014 |

# Executive Summary

CMPak has a Software development and Automation department catering to the needs of only internal departments as of now. As per 2014 strategy we are focusing on expanding our scope of software development. For this purpose we intend to out-source some of the areas. The primary reason of outsourcing is the increased requirements from the stake holders. In addition to that we need to consolidate our existing set of applications, which needs to be done in parallel to the new developments. With 3G coming closer, there is a lot of emphasis on mobile application development for internal users as well as actual customers (23 Million subscribers). We are hence looking to build long term relationship with delivery partners on set of technologies which are written specifically in below sections. The working model shall be project based delivery against a certain scope of work mutually agreed between CMPAK and the delivery Partner. We intend to do a frame contract on a per man day / hours rate basis, with our partners in order to achieve these objectives. We are looking for partners with significant experience in Telecom Environment with prior references of concrete deliveries in Mobile Operators.

# Business Overview

Currently our In House Software Development and Automation department has developed the following key Applications.

1. HRMS
   1. Employee Information Services
      1. Employee Profile
      2. Job description
      3. Departmental Org chart
      4. Employee Search
   2. Performance Appraisal ( Quarterly and Annual )
      1. KPI / KCI
      2. Behavioral Goals
      3. Workflows for approvals and performance ratings
   3. New Employee Acquisition Request workflows
   4. Employee Status Change / Authorization workflows
   5. Employee Confirmation and Separation workflows
   6. Employee Recognition workflows
   7. Salary Slip
   8. Training Management System and E learning
   9. Idea Drop box
   10. Champion of the Month
   11. Rewards and Recognition
   12. HR Announcements
   13. Employee final Settlement workflows
   14. Vehicle Request workflows
2. CMPak Portal
3. Policy and process management system
4. Contract Management System
5. Franchise Visibility Portal
6. Several portals for customer care and complaints management
7. Corporate Sales portal
8. Business Process Management System for employee facilitations and PR management
9. Payables Suite
10. Several portals of engineering processes
11. Litigation management system
12. Event Management System
13. Law Enforcement Management System
14. Geo Marketing Portal
15. Gate Pass Management System
16. Outage tracker
17. Corporate SMS and Group SMS
18. Faulty Asset Management System
19. CS E-Learning Portal
20. Lucky Draw portals
21. VAS Automation
22. MNP Booking Portal
23. Online Recharge and Bill Payment through UBL E Merchant System
24. Risk Management System
25. SMS Communication Channel
26. CS on Smart Phone
27. SIM Booking through Portal and SMS
28. USSD and SMS based help Menus
29. Asset Management System
30. Finance Management
    1. PO approval
    2. PR approval
    3. Invoice Automation
    4. E-bidding
    5. TAF
    6. GRN automation
    7. CAPEX and Opex Module
    8. Budgeting Software

# DETAILED REQUIREMENTS

## APPROACH AND METHODOLOGY

The Approach and Methodology consists of following Key Areas

1. Consolidation of Existing Portals

Currently CMPak is facing a challenge in managing all of the above portals since they are not in the form of applications. Our goal is to consolidate them and merge then into the following key applications. All of the above mentioned portals listed in ‘Business Overview’ Section, should be merged in the form of applications as below.

* 1. **HRMS**
  2. **Finance Management**
  3. **Customer Services Management**
  4. **Sales and Distribution Management**
  5. **Marketing / Commercial Management**
  6. **Engineering Management**

1. **New Requirements from Internal Departments**

There are new requirements coming day by day from our internal stake holders in the same domains that are listed above in ‘Business Overview’. So these requirements shall be catered also by the delivery partners. In addition our ambition is that once the consolidation is complete, we need to enable all these Applications on Windows Mobile Platform since in future our company strategy is to give Windows Smart Phones to employees.

1. **New 3G Applications for Consumers**

3G is an emerging area and we need to quickly build our capability in this area. The ambition is to provide Mobile applications to our end users which can improve the customer experience and also generate new revenue sources for the company. We intend to make a platform of Zong Branded Applications which can be purchased by the Consumers using their prepaid credit or postpaid bill payment options. In addition we intend to do partnership with OTT Application Providers (i.e. Skype, Whats-App, Game loft etc.) and enable our customers to use them most effectively. The expectation from our delivery partners is to go very creative on this area and work with us in order to build a very Rich and Solid platform that can drastically improve the user experience on Zong 3G networks.

### COMPLIANCE TO REQUIREMENTS

Vendor shall provide compliance on the following high-level objectives for delivery.

1. **Project Management**

The partner must have strong focus on project management and have strong background with practical implementation of process groups i.e. Initiating, planning, implementation, monitoring & control and closing. Vendors should be strongly following project management knowledge areas e.g. integration, scope, time, cost, quality, etc. For every project a PM should be assigned by the partner as to drive and manage all the project management functions. He should be aligned with CMPak expectations prior to the execution of project. The PM must be capable to apply different project management approaches like critical chain, event chain, process, lean model, agile project management, etc depending on the situation of the project and CMPak expectations. The PM must submit detailed WBS before CMPak provides go ahead to proceed with implementation.

1. **Software Release model:**

A release is an operational version of a system or part of system that demonstrate a subset of capabilities provided in the final product. The software shall follow the ‘**Agile Development Cycle**.’

1. **Application Design**

Application shall be build based on 3- tier architecture with the following MUST to have features

1. User Profiling and Management
2. Log Management both on App Server / Database layers
3. SOA based Web-Services for all external interfaces
4. Configurable Parameters
5. Theme based Web templates
6. APP Layout should support the following devices
   1. Desktop/laptop
   2. Mobile Browsers
   3. Tablets
7. Ability to port as Mobile Application
8. **Platform Up Gradation:**

During software development, it is likely that some of the platform chosen for implementation may become obsolete or newer version with enhanced functionalities may become available. In such cases switching over to newer version shall be done in discrete steps without having a major impact on connected systems. The latest version available at the time of deployment is to be used depending on the feasibility.

1. **Concurrent-User Environment:**

The software system should ensure such a flexible architecture that can be scalable with respective to increase in number of users. Our internal users are around 4,000 where as consumer base is 23 Million (scope for mobile apps)

1. **Quality of the systems:**

The software should be developed under quality system with proper Quality assurance and control mechanisms. All steps toward quality assurance and quality testing shall have to be taken from the beginning of the project. No deliveries should be made without proper testing and related test artifacts, test case evolution, summary and test results.

1. **Security:**

The partner should indentify extremely sensitive data and chalk out strategy for storing the same in high security environment in consultation with the customer. The design should allow encryption and decryption mechanism.

1. **Software Documentation and deliverables:**

The partner shall always supply a set of technical and user guide documents both in hard and soft copy.

1. **Training:**

A professional computer based tutorial on the use of application software should be made and provided by the vendor. The CBT shall be used to impart onsite training for all short listed users.

1. **Transfer of Technology to CMPak**

Vendor shall ensure a complete transfer of technology to CMPak. This shall ensure the handover of the following but not limited to the following key items

1. Scope Documentation
2. All Design Documentation
3. ERD and Data Flow Diagrams
4. Complete Source Code
5. All executables i.e. DLLs (Dynamic Link Libraries), exe etc.
6. Third party license transfer

**10 . Service management**:

Partner shall give guarantee for reliability of the complete application. A methodology shall also be worked out by partner under warranty for a specific period after implementation, integration, testing and completion of the application. They shall provide bug fixes of the application along with upgrade release in specified SLA.

The broad support which shall be provided by the vendor for period under contract shall include:

1. Provision of support engineer with user for hardware, software and deployments
2. Analysis and bug fixing for application software when not.
3. Change Request Management for new enhancements in the Software.
4. Provision of Patches, upgrades etc.

## 

## COMPLIANCE TO COMPETENCIES

CMPak intends to select a delivery partner with a rich portfolio of competencies in order to deliver as per our expectations. Vendors shall also provide compliance against the following list of competencies which we shall be using to benchmark and compare the vendors.

### Web/ Desktop Development

* The partner must have capabilities for desktop/ web development with .Net framework using languages C#, VB.Net, C++, ASP.Net, Microsoft Silverlight, CSS3, Bootstrap, Knockout, Web services, MVVM, MVC, HTML5, etc and other web languages like PHP, JSP, Python, CGI, etc.
* The partner should have a proven track record of deployment on Windows servers 2008 /2012 and the web applications developed should be supported on Internet Explorer, Chrome, Safari, Firefox, etc.
* The partner must have capacity and potential to work on Microsoft digital media technologies and Microsoft office related tools
* Should be comfortable with development and deployment on any RDBMS e.g. Oracle, MS SQL Server, SQL Lite, Postgres, MySQL, etc.

### Mobile Application Development

* Should have the development capabilities on mobile platforms iOS, Android, Windows Mobile, and Windows Phone.
* Should be capable and equipped with development on mobile frameworks and technologies like jQuery Mobile\*, Phone Gap\*, Rhodes\*, XUI\*, Zepto.js\*, Application Craft, eMobc, ShiVa 3D, V-Play, Jo HTML5 Mobile App Framework\*, CNET iPhone UI\*, Apache Flex, Appcelerator Titanium Mobile\*, GWT mobile webkit + gwt mobile ui\*, iUI\*, JQ Touch\*, Quick Connect\*, Sencha Touch\*, WebApp.net\*, ChocolateChip-UI, Dojo Mobile, DHTMLX Touch, Corona, Kendo UI, Marmalade, Handheld Designer, Mobify.js, Moai, iWebKit, Mono for Android, MonoTouch, qooxdoo, RareWire, NSB/AppStudio, AppConKit, Trigger.io, ViziApps.
* Should be capable of building Mobile App, Native App, Hybrid App, and Mobile Website.
* Should be capable of using hardware features like Accelerometer, Gyro, Camera, Capture, Compass, Connection, Contacts, Device, Native Events, File, Geolocation, Notification, Storage, Gestures/Multitouch, Messages/Telephone, Bluetooth, NFC, Vibration and GPS.
* Have worked on programming languages like PHP, Java, Ruby, Action Script, C#, Lua, HTML, CSS, Java Script, C++.

# EVALUATION FACTORS FOR AWARD

## CRITERIA

Any award to be made pursuant to this RFP shall be based upon the proposal, with appropriate consideration given to compliance to our requirements, ability and commitment to deliver for a long term partnership with CMPak. Vendors shall present their roadmap for at least 3 to 5 years.

The following elements shall be the primary considerations in evaluating all submitted proposals and in the selection of a turnkey Partner:

1. Completion of all required responses in the correct format.
2. An assessment of the vendor ability to deliver the indicated services in accordance with the specifications set out in this RFP.
3. Vendor experiences, and record of past performance in delivering to telecom sector
4. Availability of sufficient and skilled personnel with the required skills and experience for the specific approach proposed.
5. Proposed Per Man day Rate and TCO.

CMPak may, at our discretion and without explanation to the prospective vendors, at any time choose to discontinue this RFP without obligations