



## SECURITIES AND EXCHANGE COMMISSION OF PAKISTAN

**T# 14/14-15**

### Invitation to Bid

The Securities and Exchange Commission of Pakistan (SECP) invites sealed bids from bidders authorized for **ERP Maintenance and Support Services** and registered with sales tax department and having national tax number (NTN) based in Pakistan for:

1. Functional and Technical Service/Support
2. Database Administration Support
3. Training Requirements

The relevant details plus terms and conditions may be obtained from the undersigned personally or by visiting the SECP website: [www.secp.gov.pk/Procurement.asp](http://www.secp.gov.pk/Procurement.asp)

**Pre Bid Meeting:** In order to obtain full understanding of the Scope of Work, a meeting of the bidders is scheduled on **March 30, 2015** at 1500 Hrs at SECP Office.

Sealed bid with 5% earnest of the maximum total quoted cost of the required services, must reach the undersigned through courier or may be dropped in the tender box on the ground floor of the NICL Building. Bids must be received on **April 10, 2015**, by 1500 Hrs and will be opened on the same day at 1530 Hrs

M. Ubaidullah Khalid – Assistant Director (Admin)  
4th Floor, NICL Building, 63 Jinnah Avenue, Islamabad  
Tel: 9207091-4 Ext 107

## Terms and Conditions for Bids and Bidders

1. **Tender Identification Number: TENDER # 14/14-15**
2. Bids are invited for “**ERP Maintenance and Support Services**” through **SINGLE STAGE ONE ENVELOP METHOD**
3. **The Procurement Agency is:**

**Securities and Exchange Commission of Pakistan**  
4th Floor, NICL Building, 63 Jinnah Avenue, Blue Area,  
Islamabad.
4. Relevant details plus terms and conditions of the tender may be obtained from the undersigned personally or by visiting the SECP website: [www.secp.gov.pk/Procurement.asp](http://www.secp.gov.pk/Procurement.asp)
5. **Pre Bid Meeting:** In order to obtain full understanding of the Scope of Work, a meeting of the bidders is scheduled on **March 30, 2015** at 1500 Hrs at SECP Office.
6. Clarification if any on the technical requirement may also be obtained by sending an email to [ubaidullah.khalid@secp.gov.pk](mailto:ubaidullah.khalid@secp.gov.pk) till **March 30, 2015** (before pre-bid meeting).
7. The SECP is not bound to accept the lowest bid and reserves the right to accept full or partial supplies offered and bidders should supply the same at the rates finalized.
8. The bid validity period shall be at least 150 days.
9. The amount of the bid and earnest money shall be in Pak rupees. The bids should be accompanied by earnest money (refundable) for an amount equal to 5% of the total quoted price (inclusive GST, if applicable) in shape of pay order valid for not less than 6 months in favor of **Securities and Exchange Commission of Pakistan, 4th Floor, NICL Building, 63 Jinnah Avenue, Blue Area, Islamabad**. Bids not accompanied by earnest money will not be entertained.
10. If the bid is withdrawn before the expiry of its validity or the supply/services are not made/provided within due date, the earnest money will be forfeited in favor of the SECP, Islamabad.
11. It is of utmost importance that bids should be submitted very carefully and the instructions set forth above, scrupulously complied with, failing which the offer will be ignored.
12. The language of the bid is English and alternative bids shall not be considered.
13. Bidder must mention separate pricing for:
  - a. Functional and Technical Service/Support
  - b. Database Administration Support
  - c. Training Requirements
14. SECP reserves the right to avail/hire services for any single requirement (mentioned at Para 13) as per its requirement and successful bidder will have to provide the same.
15. Amendments or alterations/cutting etc., in the bids must be attested in full by the person who has signed the bids.
16. The prices quoted shall correspond to 100% of the requirements specified. The prices quoted by the bidder shall not be adjustable. Changes or revisions in rates after the opening of the bids will not be entertained and may disqualify the original offer.
17. The rates must be quoted strictly in accordance with our documents and Annex(s). In the event of non-acceptance of offer no intimation will be given to the individual bidder.

18. Discounts (if any) offered by the bidder shall be part of the bid.
19. The interested bidders must have regular place of business, telephone numbers and email address and must provide proof of their existence in the particular business, for not less than 1 years.
20. A copy of authorized agency/partnership/dealership/distributorship certificate from their principals is to be submitted with the bid, in case of any such claim.
21. The bidders do not have the option of submitting their bids electronically. Telegraphic and conditional bids will not be accepted. Unsealed bids will not be entertained.
22. Detail of applicable taxes and whether included or not in the quoted price and breakup of quoted price shall be clearly mentioned.
23. In case applicable taxes have neither been included in the quoted price nor mentioned whether quoted amount is inclusive or exclusive of such taxes, then quoted amount will be considered inclusive of all taxes and selected service provider will have to provide the required services, if selected and declared as best evaluated bidder.
24. The place of destination is: **Securities and Exchange Commission of Pakistan**, 4th Floor, NICL Building, 63 Jinnah Avenue, Blue Area, Islamabad.
25. The envelopes shall bear the following additional identification marks:

**Bid for:** "ERP Maintenance and Support Services"  
**Firm Name:** XYZ Firm  
**Attention:** Assistant Director, Admin, 4th Floor  
NICL Building, 63 Jinnah Avenue  
Blue Area, Islamabad

26. The deadline for the submission of bids is:  
**Date: April 10, 2015**  
Time: 1500 Hrs
27. The bid opening shall take place at:  

**Securities and Exchange Commission of Pakistan**  
4th Floor, NICL Building, 63 Jinnah Avenue, Blue Area,  
Islamabad  
**Date: April 10, 2015**  
Time: 1530 Hrs
28. **A statement "Not to be opened before 1530 Hrs on April 10, 2015" shall be clearly mentioned on the top of the sealed bid.**
29. The bids received after the due date and time will not be entertained. SECP reserves the right to reject and cancel all received bids at any time of the bidding process without assigning any reason.
30. The earnest money of successful bidder will be retained and that of other bidders will be returned.
31. Successful bidder will be required to sign a non-disclosure agreement in respect of the confidentiality of data and information of any sort available to the successful bidder during performance of services.
32. Performance Guarantee equal to 10% of Purchase Order / contract value, in the shape of demand draft or pay order in favor of SECP will be required by the successful supplier/firm. Performance Guarantee will remain valid up to completion of the warranty / contract period. Moreover, on deposit of Performance Guarantee with SECP, earnest money of the successful bidder will be returned.
33. If the successful bidder fails to :
  - a. Start support services in given time, then a penalty of 1% of the performance guarantee per week will be imposed from the date of default in provision of required services.

- b. provide required services then their performance guarantee will be forfeited in favor of the Commission and contract/purchase order may be terminated.
34. The Bidder should not be currently blacklisted by any Government / Government agency/ Bank / institution in Pakistan or abroad. The bidder should provide declaration to this effect on their company's letterhead.
35. SECP reserves the right to relax any condition of the bidding document as per its requirement. Moreover, SECP reserves the right to amend/change/revise the Scope of Work, if deemed necessary. The successful bidder shall have to provide the services accordingly.
36. The right to accept, reject and cancel any offer without assigning any reason is hereby reserved. The SECP's decision will be final and binding in all matters relating to this tender.

**Note:**

- **The attachment details are as under**

|   |                  |
|---|------------------|
| <b>1. Scope of work</b>                     | <b>Annex "A"</b> |
| <b>2. List of current functional issues</b> | <b>Annex "B"</b> |
| <b>3. Oracle ERP Customized Reports</b>     | <b>Annex "C"</b> |
| <b>4. Evaluation criteria</b>               | <b>Annex "D"</b> |
| <b>5. Bid Submission Form</b>               | <b>Annex "E"</b> |
- **If the above terms and conditions are acceptable then bids must be submitted well in time and according to the requirements.**

## **SCOPE OF WORK**

### **Purpose:**

This is a Request for Proposal (RFP) to solicit sealed proposals to Support Oracle ERP. If a suitable offer is made in response to the RFP, the Commission may enter into a contract to have the selected Service Provider for the Support of the solution to the satisfaction of the Securities and Exchange Commission of Pakistan (SECP)

### **BACKGROUND:**

Securities and Exchange Commission of Pakistan (SECP) consists of a Main Head Office, located in NICL Building 63-Jinnah Avenue, Islamabad with its eight branch offices across the country. The SECP is a government agency whose purpose is to develop a modern and efficient corporate sector and a capital market based on sound regulatory principles, in order to foster economic growth and prosperity in Pakistan.

### **Support Objective:**

The objective of this RFP is to support the following Oracle ERP modules for period of one year extendable for one more year subject to the conditions.

| No. | Oracle ERP  | Module                             |
|-----|-------------|------------------------------------|
| 01  | HRMS        | Oracle Human Resource              |
| 02  |             | Oracle Performance Management      |
| 03  |             | Oracle Self Service Human Resource |
| 04  |             | Oracle Learning Management         |
| 05  |             | Oracle Payroll                     |
| 09  | Financials  | General Ledger                     |
| 10  |             | Account Payable                    |
| 12  |             | Fixed Assets                       |
| 13  |             | Cash Management                    |
| 10  | Procurement | Purchasing                         |
| 11  |             | Inventory                          |

## **SCOPE OF SERVICE**

### **Oracle ERP Outsourced Service Support Contract**

SECP has implemented Oracle Enterprise Resource Management R12. All the module are live since July, 2013

#### **Functional**

- Support for all existing Modules
- Functional enhancements
- Workarounds and alternate resolution to issues

- Existing issues and shortfalls highlighted by user departments (Annex-B)
- Reports development (Annex-C). This includes reports mentioned in Annex-C as well as any other reports identified during the term of contract.
- Implementation of new features
- Assessment of new functional process additions
- Support for existing and new Third Party system integrations
- Support for financial period closing
- Any other tasks that may be identified during the course of engagement
- Involvement and training of SECP functional team

### **Technical**

- Support for all existing applications
- Troubleshoot existing custom programs
- Application upgrade
- Support / develop custom objects (eg Reports, workflows etc)
- Data extracts and batch programs
- Support for existing and new Third Party system integrations
- Involvement and Training of SECP IT Professionals
- Document the performed tasks

### **Database Administration**

- 24x7 Remote DBA
- Apps Database Administration
- Design, Implement and manage Backups
- Patch / Dot release Upgrades
- Database Installation / Refresh / Cloning
- Proactive Monitoring and Maintenance
- Performance Management and Tuning
- Red Hat Linux Operating System Support and Patch Management

### **Training Requirements**

The Service Provider is required to prepare and submit a training schedule, identifying courses and provide description of courses included. Training courses shall include instructions, documentation/training manuals and training environment. Conduct specific training courses on all the modules under support according to the requirements of the user departments. Super users of all modules should be given training according to their specific modules. Involvement and training of SECP IT Professionals in all technical aspects.

### **Contract Term**

- The contract Term will be one year from the date of initiation of support period and extendable by the period of further one year by mutual consent of both parties. However the service provider should ensure satisfactory completion / accomplishment of all tasks and deliverables identified during the course of engagement period; either during the engagement period or within reasonable time post completion of engagement period.

### **Location & Timing in Scope**

- The required outsourced services shall be provide in a hybrid onsite-offshore model with the onsite location being SECP offices in Islamabad, Pakistan.
- The working hours for provisioning of support services shall be as per SECP working hours.

### **Support Model**

This being the first major ERP system implemented within SECP, it is evident that most of the end users are new to this type of system and technology. It is therefore SECP preference to ensure complete support to the end user by adopting a flexible onsite-offshore support model.

Onsite-Offshore (Team deployment partially Onsite and partially Offshore):

- Onsite Functional Consultant– this person will be fulltime onsite for the duration of the contract and will act as the Project Coordinator between SECP and the Service Provider
- Technical Consultant – Due to additional user requirements, we would prefer to have this role onsite for the first 6 months and then work offshore
- Data Base Administrator – Again this being a new implementation we would prefer to have the DBA onsite for the first 3 months and then offshore
- Functional Support Working Hours: As per SECP working hours
- If required, SECP can do first level support and assign support request to Service Provider

You are requested to provide full technical and commercial proposals for the above support model. Please provide details of how the help desk support process will work including service levels.

Please provide details of your support methodology and ensure that you highlight anything that you feel would NOT be in-scope and any assumptions that you have made.

**LIST OF CURRENT FUNCTIONAL ISSUES****Outstanding / Recurring Issues in Oracle ERP**

|  |  |
|--|--|
| General                                      | How to replace a person in workflow.   |
|  | Notification doesn't exist in the list of notification.  |
| HR- Core HRMS, Oracle Performance Management | The integration within all the HR modules as well as with Finance and Admin HR related modules.  |
|  | Reporting in accordance with the formats/templates available by HR to IS&T Department to fulfill the data requirements.  |
|  | Transferring of data issues from in house HRMS application to new HR modules in Oracle (ERP) i.e., past employment record, training history etc., as data prior to 1999 cannot be entered.   |
|  | Absence Management issues with reference to SECP leaves policies/ procedures/ rules i.e., leave of employees according to assigned quota, up-gradation of leave after close of financial year, leave hierarchy, checks on various leaves, removal of unnecessary options etc., and provision of history of leaves statistics.            |
|  | Development of various forms and their on line assessment in case of performance appraisal, promotion, probation, job description, KRAs/ objective setting, dependents, beneficiary etc., summary of points/data. Objective setting and performance cycle may be visible to HR department to monitor the stages (pending/approved/etc.). |
|  | Email prompt/reminders for the employee and relevant supervisor in case of leaves, trainings and other HR updates.   |
| HR- Oracle Learning Management               | Complete data including date of the training program of an employee, training date (start and completion) and type (local and foreign) cannot be viewed/accessed   |
|  | Department wise training data of the employees cannot be accessed  |
|  | Option to find training data with Employee ID, department wise, designation wise and date wise is unavailable.   |
|  | Complete information of a specific training with detail of the employee is not available. (option to merge performance data with training information is required)   |
| Administration                               | Sender name does not appear in approval notifications  |
|  | Workflow gets stuck at “In Process”  |
|  | Approval workflow database error occurs while approving Purchase Requisition, PO or Invoice.   |
|  | Transfer and delegation of rights issue.   |
|  | Notification issues  |
|  | Alerts in notification or Detailed Action History  |
|  | System integration issues  |
|  | Integration of Inventory and purchase modules.   |
|  | Reports generation   |
|  | Inventory closing issues   |
|  | Distribution of the Cost should be available at the stage of the requisition.  |
|  | Workflow gets stuck at “In Process”  |
| Finance                                      | Addition and Deletion in Rules   |
|  | Generated Reports should be convertible to Microsoft excel for analysis.   |
|  | Distribution of the Cost should be available at the stage of the requisition.  |
|  | Bank wise sorting on Transfer Advice (TR) should be available in Cash Management module.   |
| Payroll                                      | At the time of approval of payment withholding tax amount should be available on the screen.   |
|  | Financial reports generated in the system e.g. General Ledger, Trial Balance, Income and Expenditure Accounts, Balance Sheet should have drill down option in the accounts for conducting investigation of accounts.   |



## Oracle ERP Customized Reports

| Sr.No     | Customized Report Name   | Module                        |
|-----------|--|-------------------------------|
| HRMS-R-01 | Overall approved, filled and vacant positions of NTC, OTC, Contract, Deputation Employees (Designation, Grade, Location, Cadre, Wing, Department, Division Wise including overall %)   | Core HRMS                     |
| HRMS-R-02 | Gender Profile NTC, OTC, Contract, Deputation (Designation, Grade, Location, Cadre, Domicile, Religion, Wing, Department, Division Wise including %)   | Core HRMS                     |
| HRMS-R-03 | Qualification Profile NTC, OTC, Contract, Deputation (Designation, Grade, Location, Cadre, Domicile, Profession, Degree, University, at the time of joining and after joining, Wing, Department, Division Wise including %)  | Core HRMS                     |
| HRMS-R-04 | Age Profile NTC, OTC, Contract, Deputation (Designation, Grade, Location, Cadre, Wing, Department, Division Wise including %)  | Core HRMS                     |
| HRMS-R-05 | Overall Complete Data of all employees (Existing and Ex-employees according to Emp I.D, Name, Designation, wing, department, division, Portfolio, Location, CPS, Date of Birth, Age, Date of Initial Appointment in Govt, Date of Appointment in SECP, Contract Date, Appointment on Deputation, Regular Date, First Promotion/ Reappointment, Second Promotion, Third Promotion, 1 <sup>st</sup> Term, Present Post, Experience from Initial Govt. appointment till induction, From Induction to-date, Total Experience, Govt Date to Till Induction, Induction to 1 <sup>st</sup> Promotion, 1 <sup>st</sup> Promotion to 2 <sup>nd</sup> Promotion, 2 <sup>nd</sup> Promotion to 3 <sup>rd</sup> , Deputation date to till induction, From Contract to till Regular Post, Regular to date, Experience from Induction to 1 <sup>st</sup> Term, Experience from 1 <sup>st</sup> Term to 2 <sup>nd</sup> Term, 2 <sup>nd</sup> Term to 3 <sup>rd</sup> Term, From Contract date, From Present Post to-date, Total Experience, Cadre wise, GRADE (A-H & CPS), Opted NTC, NTC & OTC, Status, Date of End of Contract, Qualification, Status (Matric /Inter/ Graduation /Masters), Year of Completion of Qualification, Yearly Performance Appraisal, Yearly Assessment Rating, Date of Retirement, Religion, Age Group, Domicile, Gender, NIC #, Blood Group, NTC Date, Re-designation, Beneficiary and dependent Information) | Core HRMS                     |
| HRMS-R-06 | Turnover Profile NTC, OTC, Contract, Deputation (in and out, Monthly, Quarterly, Yearly, Designation, Grade, Location, Domicile, Wing, Department, Division along with separation status i.e., resignation, retirement etc, including %)   | Core HRMS                     |
| HRMS-R-07 | Performance Appraisal NTC and OTC ( Designation, Grade, Location, allocated points, Status – first line, second line, overall rating, points used, total points allocated, training and promotion recommendation, promotion and KPI numbers, overall summary of all Wing, Department, Division including %, deadline)  | Oracle Performance Management |
| HRMS-R-08 | Leave Reports NTC, OTC, Contract, Deputation (Leave history, total, availed and balance, pending, search option ID and employee wise, absent and present statistics according to types of leave, change of password and supervisor request, leave rules, Leave Reason, statistics week wise, month wise, wing, department, division)   | Core HRMS                     |
| HRMS-R-09 | All Emp. ID/ Name/Designation /Qualification/wing/Department/ Gender/Location/Date of Joining/No. of Year of Service/ Status of Employee NTC or OTC/ Training type – Soft/Technical/ Training Name/ Training dates/ training duration/ training year/ Training Institute/ Training held in City/ Country/ Training in-house/local/Foreign/ Training Funded/ Non Funded/ Partially funded/ Training Funded by SECP or other Agency/ Attended/ Past No. of local & Foreign trainings attended/Cost, Air Ticket, TA/DA, Hotel Stay/ training fee/ total expense of this training/ Past training expense local & Foreign of the employee/ Last three years ratings.  | Oracle Learning Management    |

|           |   |                            |
|-----------|---|----------------------------|
| HRMS-R-10 | Emp. ID Name/Designation/ Department/ Wing/Division/ status of Employee NTC or OTC/ No. of Year of Service / Training type – Soft or Technical/ training Local or Foreign/ Past Training names/training dates/ training Institute/ Training location/ Training year                               | Oracle Learning Management |
| HRMS-R-11 | Training Budget Details department wise both local & Foreign i.e. Allocated Budget department wise/ Actual Expense department wise / Budget Available department wise / no of employees of the department/ expense per head   | Oracle Learning Management |
| HRMS-R-12 | Department wise expense on Foreign or local Trainings for year 2011-12 or any year i.e. name of Departments/ No. of Trainings/ No. of Employees/ total expense  | Oracle Learning Management |
| HRMS-R-13 | Local or Foreign Trainings analysis for example: since February 2012 to August 2012 OR any month or year with histograms, pie charts, graphics etc. This should embed or contain details such as Designations/ Name of departments/ no. of trainings of the departments / total no. of trainings. | Oracle Learning Management |
| TRNG-R-62 | List of Trainings by Employee   | Training                   |
| HRMS-R-59 | Payroll and Salary Tax Annual Reports   | Payroll                    |
| HRMS-R-60 | Employee wise Loan detailed Report  | Payroll                    |
| FNCE      | Development of Account Analysis Report with the detail tracking requirements as per user's input.   | Finance                    |
| FNCE      | Complete Assets Report showing following information.   | Finance                    |
|           | <input type="checkbox"/> Asset Number   |                            |
|           | <input type="checkbox"/> Asset Description  |                            |
|           | <input type="checkbox"/> Date place in service  |                            |
|           | <input type="checkbox"/> Life of asset  |                            |
|           | <input type="checkbox"/> Cost   |                            |
|           | <input type="checkbox"/> Year to date depreciation.   |                            |
|           | <input type="checkbox"/> Accumulated depreciation.  |                            |
|           | <input type="checkbox"/> Written down Value   |                            |
|           | <input type="checkbox"/> Major categories   |                            |
|           | <input type="checkbox"/> Minor categories   |                            |
|           | <input type="checkbox"/> Location detail containing city, building, floor, department   |                            |
| FNCE      | Asset addition report for a specific period.  | Finance                    |
|           | <input type="checkbox"/> Asset Number   |                            |
|           | <input type="checkbox"/> Asset Description  |                            |
|           | <input type="checkbox"/> Date place in service  |                            |
|           | <input type="checkbox"/> Life of asset  |                            |
|           | <input type="checkbox"/> Cost   |                            |
|           | <input type="checkbox"/> Year to date depreciation.   |                            |
|           | <input type="checkbox"/> Accumulated depreciation.  |                            |
|           | <input type="checkbox"/> Written down Value   |                            |
|           | <input type="checkbox"/> Major categories   |                            |

|           |   |                |
|-----------|---|----------------|
|           | <input type="checkbox"/> Minor categories   |                |
|           | <input type="checkbox"/> Location detail containing city, building, floor, department         |                |
|           |   |                |
| FNCE      | Asset retirement report.  | Finance        |
|           | <input type="checkbox"/> Asset Number   |                |
|           | <input type="checkbox"/> Asset Description  |                |
|           | <input type="checkbox"/> Date place in service  |                |
|           | <input type="checkbox"/> Life of asset  |                |
|           | <input type="checkbox"/> Cost   |                |
|           | <input type="checkbox"/> Year to date depreciation.   |                |
|           | <input type="checkbox"/> Accumulated depreciation.  |                |
|           | <input type="checkbox"/> Written down Value   |                |
|           | <input type="checkbox"/> Sales Proceeds   |                |
|           | <input type="checkbox"/> Gain / Loss on disposal  |                |
|           | <input type="checkbox"/> Major categories   |                |
|           | <input type="checkbox"/> Minor categories   |                |
|           | <input type="checkbox"/> Location detail containing city, building, floor, department         |                |
|           |   |                |
| FNCE      | Withholding Tax Certificate   | Finance        |
| FNCE      | Development of the new reports for easing the operational work as required by the management. | Finance        |
| ADMN-R-60 | GRN Report  | Administration |
| ADMN-R-61 | Stockable items Departmental Comparison Report  | Administration |
| ADMN-R-62 | Items Cost History  | Administration |
| ADMN-R-63 | Customization of Existing Reports   | Administration |

**EVALUTION CRITERIA**

|                      |      |
|----------------------|------|
| Technical Evaluation | 70%  |
| Financial Evaluation | 30%  |
| Total                | 100% |

| Technical EVALUATION CRITERIA  |      |             |                  |                                  | Total Marks                     |              |              |                  |                                  |  |  |  |  |  |  |  |  |  |  |                |  |  |  |  |   |              |
|--|------|-------------|------------------|----------------------------------|---------------------------------|--------------|--------------|------------------|----------------------------------|--|--|--|--|--|--|--|--|--|--|----------------|--|--|--|--|---|--------------|
| Marks towards final Technical Evaluation   |      |             |                  |                                  | 70                              |              |              |                  |                                  |  |  |  |  |  |  |  |  |  |  |                |  |  |  |  |   |              |
| Factors  |      |             |                  |                                  | Marks Criteria                  | MAX Marks    |              |                  |                                  |  |  |  |  |  |  |  |  |  |  |                |  |  |  |  |   |              |
| <b><u>Company Profile</u></b>  |      |             |                  |                                  |                                 |              |              |                  |                                  |  |  |  |  |  |  |  |  |  |  |                |  |  |  |  |   |              |
| <b>1. Office Location</b> <ul style="list-style-type: none"><li>Main Office Located at Islamabad</li><li>Main Office not Located in Islamabad</li></ul>  |      |             |                  |                                  | 5<br>0                          | Max Marks 20 |              |                  |                                  |  |  |  |  |  |  |  |  |  |  |                |  |  |  |  |   |              |
| <b>2. Age of Company</b> <ul style="list-style-type: none"><li>Being in the Business for at least 7 years</li><li>Being in the Business for 4 to 7 years</li><li>Being in the Business for less than 4 year</li></ul>  |      |             |                  |                                  | 10<br>5<br>0                    |              |              |                  |                                  |  |  |  |  |  |  |  |  |  |  |                |  |  |  |  |   |              |
| <b>3. Financial strength</b><br>Last Three year Audited Report of the Company<br>Not provided  |      |             |                  |                                  | 5<br>0                          |              |              |                  |                                  |  |  |  |  |  |  |  |  |  |  |                |  |  |  |  |   |              |
| <b><u>ERP Experience:</u></b><br>Number of ERP projects successfully executed in public/private sector for last 5 years (Only one project per client will be considered)<br>Attach list of ERP public/private clients with appropriate references<br>(Completion certificate should be attached in the proposal)<br><br>Each project = 5 marks<br><b>Experience must cover all the modules implemented in SECP</b>                               |      |             |                  |                                  | Max 2 clients<br>Max 2 projects |              | Max Marks 10 |                  |                                  |  |  |  |  |  |  |  |  |  |  |                |  |  |  |  |   |              |
| <b><u>Support Experience:</u></b><br>Number of ERP projects under support for last 3 years (Only one project per client will be considered)<br><br>Attach list of ERP support clients<br>Each project = 5 marks  |      |             |                  |                                  | Max 2 clients<br>Max 2 projects | Max Marks 10 |              |                  |                                  |  |  |  |  |  |  |  |  |  |  |                |  |  |  |  |   |              |
| <b>Relationship with Principal (Oracle)</b> <ul style="list-style-type: none"><li>Platinum</li><li>Gold</li></ul>  |      |             |                  |                                  | 10<br>5                         | Max Marks 10 |              |                  |                                  |  |  |  |  |  |  |  |  |  |  |                |  |  |  |  |   |              |
| <b>Technical staff and Project Management:</b> <ul style="list-style-type: none"><li>Certified Project Management Professional (PMP)</li></ul> <table><tr><th>S . #</th><th>Name</th><th>Designation</th><th>Total Experience</th><th>Experience with present employer</th></tr><tr><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td></tr><tr><td colspan="5">* 2 marks each</td></tr></table> |      |             |                  |                                  | S . #                           | Name         | Designation  | Total Experience | Experience with present employer |  |  |  |  |  |  |  |  |  |  | * 2 marks each |  |  |  |  | 5 marks for PMP resource<br>2 marks for senior technical resources deputed for SECP | Max Marks 10 |
| S . #  | Name | Designation | Total Experience | Experience with present employer |                                 |              |              |                  |                                  |  |  |  |  |  |  |  |  |  |  |                |  |  |  |  |   |              |
|  |      |             |                  |                                  |                                 |              |              |                  |                                  |  |  |  |  |  |  |  |  |  |  |                |  |  |  |  |   |              |
|  |      |             |                  |                                  |                                 |              |              |                  |                                  |  |  |  |  |  |  |  |  |  |  |                |  |  |  |  |   |              |
| * 2 marks each   |      |             |                  |                                  |                                 |              |              |                  |                                  |  |  |  |  |  |  |  |  |  |  |                |  |  |  |  |   |              |
| Support methodology including help desk support, service levels and escalation matrix<br>24/7 within 4 hour<br>24/7 within 4-8 hours<br>24/7 after 8 hour  |      |             |                  |                                  | 10<br>5<br>0                    | Max Marks 10 |              |                  |                                  |  |  |  |  |  |  |  |  |  |  |                |  |  |  |  |   |              |
| <b>Total Points</b>  |      |             |                  |                                  |                                 | 70           |              |                  |                                  |  |  |  |  |  |  |  |  |  |  |                |  |  |  |  |   |              |

**Bid Submission Form**

1. **Name of Interested Bidder** : \_\_\_\_\_

2. **NTN#** : \_\_\_\_\_

(Please attach Copy of NTN Certificate)

3. **GST#** : \_\_\_\_\_

(Please attach Copy of GST Certificate)

4. **Offered Price for Functional and Technical Service/Support** : **Rs.** \_\_\_\_\_

(In words) \_\_\_\_\_

5. **Offered Price for Database Administration Support** : **Rs.** \_\_\_\_\_

(In words) \_\_\_\_\_

6. **Offered Price for Training Requirements** **Rs.** \_\_\_\_\_

(In words) \_\_\_\_\_

7. **Value of Earnest Money** **Rs.** \_\_\_\_\_

(5% of the offered prices in 4-6)

(In words) \_\_\_\_\_

8. **Contact Number** : \_\_\_\_\_

9. **Postal Address** : \_\_\_\_\_

10. **Email Address** : \_\_\_\_\_

| S. No.      | Quoted for | Total Amount (Rs.) |
|-------------|------------|--------------------|
| 1           |            |                    |
| 2.          |            |                    |
| 3.          |            |                    |
| Grand Total |            |                    |

***Note: Taxes included must be mentioned and breakup of the quoted proposal quote must be attached***

*Declaration: I certify that, to the best of my knowledge and belief, all of the information on and attached is true, correct, complete and made in good faith. I understand that false or fraudulent information on or attached to this form may be grounds for not entertaining my bid, or for cancellation after bid acceptance, and may be punishable by fine or imprisonment according to law of Pakistan. I understand that any information I voluntarily provide on or attached to this bid may be investigated.*

**Name** : \_\_\_\_\_

**Signature & Official Stamp** : \_\_\_\_\_

**Date** : \_\_\_\_\_