



## SECURITIES AND EXCHANGE COMMISSION OF PAKISTAN

**No. T# 03/16-17**

### **Invitation to Bid**

The Securities & Exchange Commission of Pakistan invites sealed bids from suppliers/service providers registered with Income Tax and Sales Tax Departments for:

### **Service Desk Management System**

Bidding documents containing detailed terms and conditions, method of procurement, procedure for submission of bids, bid security, bid validity, opening of bid, evaluation criteria, clarification/rejection of bids etc. against above requirement(s) are available for the interested bidders from the undersigned and can also be downloaded from [www.secp.gov.pk/procurement.asp](http://www.secp.gov.pk/procurement.asp) free of cost.

The bids prepared in accordance with the instructions in the bidding documents, must reach undersigned on or before **August 16, 2016 at 1500 Hrs** and will be opened on the same day at 1530Hrs.

In case of any query, Admin Department may be contacted on Telephone No. 051-9207091(Ext-444) Email: [ubaidullah.khalid@secp.gov.pk](mailto:ubaidullah.khalid@secp.gov.pk) Office Hours (Monday to Friday excluding Public Holidays)

Asst. Director (Admin)

## **Terms and Conditions for Bids and Bidders**

1. **Tender Identification Number:** **TENDER # 03/ 16-17**
2. **The Procurement Agency is:**

**Securities and Exchange Commission of Pakistan**  
4th Floor, NICL Building, 63 Jinnah Avenue, Blue Area,  
Islamabad.
3. The Securities and Exchange Commission of Pakistan (SECP), setup in pursuance of the Securities and Exchange Commission of Pakistan Act, 1997 is an apex regulatory authority mandated to regulate and supervise the Pakistani securities markets, corporate sector, insurance industry and non-banking financial sector etc.
4. The Securities and Exchange Commission of Pakistan invites sealed bids from suppliers based in Pakistan and registered with sales tax department, having national tax number (NTN) for

### **“Service Desk Management System”**

through

### **SINGLE STAGE TWO ENVELOP METHOD**

5. **Pre Bid Meeting:** In order to obtain full understanding of the TORs, a meeting of the bidders is scheduled on August 08, 2016 at 1000 Hrs at SECP Head Office. Those who wish to attend/ participate should inform the undersigned, at least 24 hours in advance.
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 August 08, 2016 (before pre-bid meeting). Clarification requests received after pre-bid meeting will not be entertained.
7. The clarifications issued in respect of all queries (through email and during pre-bid meeting) **may be uploaded on SECP Website by August 09, 2016.**
8. Bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial Bid and the technical Bid. The envelopes shall be clearly marked as “FINANCIAL BID” and “TECHNICAL BID” in bold and legible letters.
9. Initially, only the envelope marked “TECHNICAL BID” shall be opened publically. The envelope marked as “FINANCIAL BID” shall be retained.
10. After the evaluation and approval of the technical Bid, financial Bids of the technically accepted Bids only will be opened at a time, date and venue announced and communicated to the Bidders in advance. Financial Bids of unsuccessful bidders (technically) will be returned.
11. Relevant details plus terms and conditions of the invitation 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)

12. The bid validity period shall be 150 days.
13. The amount of the bid and earnest money shall be in Pak rupees. **The Earnest money shall be submitted in a third sealed envelope with the technical bid.** The bids should be accompanied by earnest money (refundable) for an amount equal to 2% of the total quoted price (inclusive GST, if applicable) in shape of either pay order, demand draft 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.
14. If a bidder submits less bid security along with the bid i.e. less than prescribed in the bidding documents, then its bid shall only be considered if such bidder agrees to deposit the deficit amount of bid security within 01 working days or revised pay order/demand draft of required amount of bid security, otherwise bid of such bidder shall be considered as rejected.
15. In case any bidder submits more than one option against this invitation then bid security shall be submitted against highest quoted option.
16. The earnest money of successful bid will be retained and that of other bidders will be returned.
17. 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.
18. 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.
19. The language of the bid is English and alternative bids shall not be considered.
20. Amendments or alterations/cutting etc., in the bids must be attested in full by the person who has signed the bids.
21. 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 supplier/service provider will have to provide the required equipment/services, if selected and declared as best evaluated bidder. In case selected bidder is not willing to supply/provide service on quoted amount then earnest money submitted with the bid will be forfeited in favor of the Commission.
22. Bids shall be evaluated as per evaluation criteria prescribed in the bidding documents.
23. 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.
24. 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.

25. Discounts (if any) offered by the bidder shall be part of the bid.
26. Bidder must have regular place of business, telephone numbers and email address and must provide proof of their existence in the particular business.
27. Bidder must submit an affidavit with the bid that the bidder is not blacklisted by any organization.
28. Only registered suppliers who are on Active Taxpayers List (ATL) of FBR are eligible to supply goods/services to the Commission.
29. If any supplier is not in ATL then his payment shall be stopped till he files his mandatory returns and appears on ATL of FBR.
30. Items included in Compulsory Certification Scheme of PSQCA shall be duly certified by an accredited laboratory and fulfill necessary conditions of PSQCA, as applicable.
31. 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 invitation.
32. 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 between the agency and the bidder.
33. SECP reserves the right to cancel this invitation and reject all bids at any stage of the bidding process.
34. Comprehensive warranty & onsite support for mentioned years shall be given for the equipment at Islamabad, Karachi, and Lahore offices (if applicable).
35. All software based items contains installation and configuration and end user orientation which is responsibility of the supplier (if support is not provided by the Principal).
36. The equipment/software/renewals supplied must be duty paid in respect of all applied duties and taxes.
37. The quantities required may vary according to SECP requirement.
38. The end user License, end user warranties and end user support services will be in the name of SECP for all equipment and software loaded on the equipment delivered.
39. A copy of valid authorized agency/partnership/dealership/distributorship certificate from their principals is to be submitted with the bid in case of any such claim.
40. 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.
41. Sealed bids may be dropped in the tender drop box placed at Ground Floor of the NIC Building, 63 Jinnah Avenue, Islamabad.
42. Clarification if any on the technical requirement may be obtained from:
  - [ubaidullah.khalid@secp.gov.pk](mailto:ubaidullah.khalid@secp.gov.pk)

43. The bids received after the due date and time will not be entertained.
44. Successful bidders will have to sign a legal agreement with the Commission. In case of late delivery, late delivery (LD) charges equivalent to 1% (of the PO Value) per week shall be imposed and deducted from the payment. However, imposed penalty shall not exceed 10% of the PO value.
45. The place of bid destination is: **Securities and Exchange Commission of Pakistan**, NICL Building, 63 Jinnah Avenue, Blue Area, Islamabad.
46. Bid(s) may be dropped in the tender box on the ground floor of the NICL Building 63 Jinnah Avenue, Blue Area, Islamabad.
47. The envelopes shall bear the following additional identification marks:

**Bid for:** **“Service Desk Management System”**  
**Firm Name:** XYZ Firm  
**Attention:** **M. Ubaidullah Khalid**  
Assistant Director, Admin, 4th Floor  
NICL Building, 63 Jinnah Avenue  
Blue Area, Islamabad

48. The deadline for the submission of bids is:  
**Date: August 16, 2016**  
Time: 1500Hrs

49. The bid opening shall take place at:

**Securities and Exchange Commission of Pakistan**  
NICL; Building, 63 Jinnah Avenue, Blue Area,  
Islamabad  
**Date: August 16, 2016**  
Time: 1530Hrs

**A statement “Not to be opened before 1530Hrs on August 16, 2016” shall be clearly mentioned on the top of the sealed bid.**

**Note:**

- **The attachment details are as under**

<b>1. Terms of Reference</b>	<b>Annex “A”</b>
<b>2. Evaluation Criteria</b>	<b>Annex “B”</b>
- **If the above terms and conditions are acceptable then bids must be submitted well in time and according to the requirements.**

### Terms of Reference

The purpose of this invitation is to solicit bids from companies interested in providing a complete Service Desk Management System including call center integration for queries and complaints. **The complete solution along with source codes and all other ownership rights will need to be transferred in their entirety to SECP by the vendor.** The invitation is designed to assess whether organizations are able to provide the services required, and through a competitive and fair assessment, select a winning vendor for a goods and services year-long contract.

#### **TERMS OF REFERENCE**

Project Title: Service Desk Management System

Expected Start Date: October, 2016

Term: Annual with a provision of extension for a year period on the satisfactory performance of the vendor.

#### **ABOUT SECP**

The Securities and Exchange Commission of Pakistan (SECP) is the apex regulator of corporate and financial sector in Pakistan. SECP regulates all businesses including the entire corporate sector, capital markets, the non-banking finance sector (mutual funds, leasing companies, venture capital, housing finance, and investment banks), insurance business. The SECP is also responsible for the oversight of various external service providers to the corporate and financial sectors, including chartered accountants, credit rating agencies, corporate secretaries, brokers, surveyors etc. Investor education is also a statutory obligation of SECP and in this regard various investor education and awareness initiatives are being carried out by SECP on ongoing basis.

Securities Regulators across the globe have adopted investor education as a key strategy to enhance investor protection, promote investor confidence and foster investor engagement in financial planning and decision-making. Securities and Exchange Commission of Pakistan (SECP) recognizes the strategic importance of investor education to create financial literacy for protection of investors’ rights as well as to raise their financial capability in order for them to make informed investment decisions.

Accordingly addressing the general public’s queries and complaints and proactively extending financial literacy are key focus areas for SECP.

#### **ABOUT THE PROJECT**

The SECP following the requisite policies and procedures launched its Service Desk facility in 2012 with the aim of assisting the general public with their queries and complaints. To facilitate the public further, additional requirements have evolved. These requirements require superior system capability, analytics, tools and services to effectively manage the end to end Service Desk operations of SECP.

1. The new system should therefore provide the general public much enhanced convenience to lodge and track the fate of their queries and complaints.
2. In addition, the new SDMS should enable the service desk agents to extend investor education to the callers, enquirers and complainants for better facilitation.

## TARGET SEGMENT

While this program is primarily focused on existing investors and public seeking corporate registration and its related matters it is also to be made available to the general public, youth, potential investors, professionals, housewives, market intermediaries, other stakeholders and in general anyone who seeks information regarding financial literacy as well.

### SDMS Operational, Technical and Modular Requirements

For emphasis the desired SDMS must have at least the following features incorporated in the system:

#### **User Management:**

Roles and privileges based user management module is required for the following :

1. Complaint Cell In charge
  - a. Act as an administrator
    - i. User Management
    - ii. Role Management
    - iii. Category Structure Management
  - b. Monitoring Dashboards
    - i. Calls and
    - ii. Complaints
  - c. On request and periodic reporting
  - d. Receive TAT violation alert
  - e. Receive Feedback on resolved and disposed-off query/complaint
2. Point of Contact (POC)
  - a. Receiving email alerts
  - b. View query/complaint details
  - c. Reassignment request of query/complaint
  - d. Acceptance of query/complaint
  - e. Assignments of query/complaint to Sub POC
  - f. Receive TAT violation alert
  - g. On request and periodic reporting
  - h. Receive Feedback on resolved and disposed-off query/complaint
3. Sub Point of Contact (Sub POC)
  - a. Receiving email alerts
  - b. View query/complaint details
  - c. Mark query/complaint issues
  - d. Handling of query/complaint
  - e. Appending additional details
  - f. Receive Feedback on resolved and disposed-off query/complaint
4. Facilitation Officer
  - a. Receive calls
  - b. Call transfer to relevant FOs
  - c. Accessing FAQs
  - d. Disposing Off calls
  - e. File queries and complaints
  - f. Report status with historical trail to caller

## **Category Structure Management**

Multi-level category structure management with the provision to add/update categories/sub categories/issues.

## **Filing of Query/Complaint**

1. Filing by:
  - a) External User
  - b) Service Desk Facilitation Officer (FO)
2. Selection of Filing Source – only for Facilitation Officer (FO)
  - a) Telephone
  - b) Postal Mail
  - c) Email
3. Filing of query/complaint in QCMS through internet
4. Integration with company database
5. Category Structure Display
6. Area specific Complaint Lodgment Forms
7. Attachment of documents/files
  - a) Maximum number of attachable files - 6
  - b) Maximum file size – 2MB per file
  - c) Acceptable File extension - PDF
8. Provision of Quick Tips/FAQs/Guides
9. Identification of Mandatory/Optional fields
10. Client side verification of input fields
  - CNIC
  - Passport
  - Mobile Numbers
  - Email addresses
11. Drop Down Menus for the Selection of:
  - International Countries
  - Pakistan
    - Provinces
    - Cities
12. Provision of text editor to provide query/complaint information
13. On page message generation of successful filing
14. Client side verifications for missing information
15. Log FO's details
16. Date and Time Stamping on each record

## **Predefined Workflow Management**

1. Predefined Workflows
  - a. Filing
  - b. Handling
  - c. Monitoring and Reporting
  - d. Status Check and Feedback
2. Role based accessibility
  - a. Complaint Cell In charge and FOs



- b. POC
  - c. Sub-POC
- 3. Content Management
  - a. Attachments/Documents management on:
    - i. Filing and
    - ii. Handling
- 4. Escalation Mechanism
  - a. Generate TAT Violation Alerts
    - i. Will be sent to assigned roles on a parallel basis
  - b. Issue Based (TATs) - *desirable in the future*
- 5. Complete Activity Based Audit Log
- 6. Status Check
  - a. Parameters based search
    - i. Tracking No.
    - ii. CNIC No.
    - iii. Mobile Number
  - b. Provision of additional information form during complaint handling
  - c. In case of receiving additional information from complainant, append data in the complaint record with time stamp
  - d. In case of resolved provision of feedback form to gather feedback from complainant
  - e. Append feedback record in the complaint trail and generate feedback alert to Complaint Cell

#### **e-Mail Communication component:**

There will be fixed email templates that will fetch record specific data to generate from the system and send the following on the provided email addresses along with copy (cc) to [QCMS@secp.gov.pk](mailto:QCMS@secp.gov.pk):

- 1. Acknowledgments – Enquirer/Complainant
- 2. Additional information alert – 3<sup>rd</sup> Party/enquirer/complainant
- 3. Status Updates - Enquirer/Complainant
- 4. Notification alerts – POCs/Sub-POCs
- 5. Escalation alerts – POCs/HODs/Commissioners
- 6. Feedback alerts – Administrator/POCs/Sub-POCs

#### **SMS Alert Feature**

Coverage is required for subscribers of all mobile communication service providers. Generate sms alert by fetching record specific data and send for the following activities:

- 1. Acknowledgments – Enquirer/Complainant
- 2. Status Updates - Enquirer/Complainant

#### **Monitoring Dashboards**

- 1. Real Time Activity Monitoring Dashboards for
  - a. TAT Violations
  - b. Status based position
  - c. Departmental position
  - d. PoCs / Sub-PoCs performance
  - e. Top Ten Issues

- f. Top Ten Complaints Against/By whom
- g. Feedback Count

## Reporting Component

Reporting capability on pre-defined reporting criterion and formats.

1. Report generation on combination of multiple criterion
2. Ability to select single/multiple options for criteria
3. Export feature in Excel
4. Find record
5. Save as PDF
6. Total Record Count
7. Graphical Display of Report Data
8. Sorting of data on multiple columns
9. Flexible number of pages display
10. On request reports and
11. Periodic reports

Sample Reports
FOs Log Report
Inbound/Outbound Call Monitoring Report
Complaint Summary Report
Company Wise Query/Complaint Report
Issue Wise Query/Complaint Report
Repeat Complainant Report
POC / Sub POC Performance Report
Status Based Complaint Handling Report
TAT Violation Report
Complaint Details Report
Complaints Aging Report
Complaint Resolution Feedback Report

## FAQs/ Quick Tips and Guides

Content Management features:

1. Categorization
2. Uploading
3. Editing
4. Searching

FOR

1. Videos
2. Guides
3. Info-graphics
4. Text

## Telephony – Facilitation Officers (FOs)

- Inbound Calling (Routing and disposing)
- Outbound Calling (FO call transfer)

- Toll Free Number
- IVR enablement
- Voice Recording (Inbound/Outbound)
- Information Interface (status update)
- Provision of FAQs
- Filing of Query/Complaint
- Administration (FOs Management)
- Performance Monitoring Interface
- Agent Logs
- Call reporting
- Calls retrieval on time slice basis

### **Pre Bid Requirements**

- A. A review of the SDMS Business Requirements Document is deemed necessary before any vendor initiates a bid.
- B. A visit of SECP is necessary during which the bidders must interact with the user department to get a better understanding of the requirements and to visit and evaluate the existing infrastructure

The vendor must also make a workload assessment and make proposal for manpower / capacity requirements adequate to support the proposed SDMS.

### **PROJECT COORDINATION**

Both SECP and the firm shall nominate primary and secondary focal persons who will be responsible for all coordination related to the project. In the absence of prime, the secondary person shall have the overall update of the project. SECP's IEIRD and IS&TD staff shall act as prime and secondary focal persons from the client's end and will review the initial templates for all design work. The firm shall submit monthly progress reports and presentations, as and when required to the SECP

### **TIMELINE**

The entire project must be completed within 90 days including UAT from the time of project initiation.

### **OWNERSHIP/CONTROL OF WORK AND PRODUCT/PUBLICATION**

All materials produced or acquired shall remain the property of SECP unless and to the extent such rights are explicitly relinquished (in whole or in part) by SECP, in writing. SECP furthermore retains the exclusive right to publish or disseminate in all languages reports arising from such materials. Initially the SDMS is expected to be delivered in the English language. However, after completion of UAT, the entire SDMS facility will need to be translated to Urdu as well.

Upon successful User Acceptance Testing (UAT) all SDMS related maintenance and technical support will be provided by the selected vendor. Offsite support to be provided over the internet will be permissible if the vendor is not Islamabad based. The support must insure SECP's business continuity without lapse and the vendor will be expected to work to

resolve any issues immediately to meet SECP's business needs. The support will be available from 9am till 6pm (Pakistan Standard Time).

In the event of early termination of the appointment or non-renewal upon its expiration, the firm shall, if requested by SECP, deliver to it all system evolution aspects and assets, copies of all materials and data developed in respect of its services.

#### **TASK MANAGER/REPORTING**

The firm will report to the Joint Director of IEIR department of SECP who will act as a task manager. SECP may designate another qualified task manager should it deem fit. The Joint Director IEIR will have final sign off on deliverables and invoices.

## Evaluation Criteria

### **PREPARATION AND SUBMISSION OF PROPOSALS & EVALUATION CRITERIA**

#### **Eligibility**

SECP may specify certain minimum qualification criteria in the Terms of Reference e.g. minimum years of relevant experience. The firm has an obligation to disclose to SECP any situation of actual or potential conflict that impacts its capacity to serve SECP’s best interests. Failure to disclose such situations may lead to the disqualification of the firm or the termination of its Contract. Firms shall provide such evidence of their continued eligibility satisfactory to SECP, upon request.

#### **QUALIFICATION**

The ideal firm would bear the following key elements:

#### **Understanding of Program Requirements and Operating Environment:**

The firm should express their understanding of the required services and address how they will implement the Scope of Work provided ABOVE

#### **Capability Statement and Past Performance:**

The firm should provide a capability statement that gives information for each of the following:

##### **A. *Company Details:***

1. Vendor Company Name
2. Parent Company (if applicable)
3. Ownership structure
4. Years in operation
5. Mailing address (Head Office)
6. Other office locations
7. Main telephone
8. Fax number
9. Web URL
10. Primary point of contact (name, title, phone and email address)
11. Total number of employees
12. Resume of each individual to be assigned to the project
13. Please list any potential conflicts with existing client base and this INVITATION
14. A statement confirming that the firm has all relevant and required licensing and permits to operate as an entity to carry out the services and works in Pakistan. If the firm is registered under a different company name in Pakistan, the firm must provide a clear, concise and detailed explanation of their licensing legitimacy and documentation from the Government of Pakistan acknowledging their presence and permission to operate as a private entity under a different name.

In addition to this, please provide Details of the firm's relevant technical capabilities, resources, and similar project engagements for multinational organizations and/or high-tech organizations.

**B. General:**

Please list all consultancy services provided to clients with reference to call center and service desk management systems installation along with written references.

**C. Past performance:**

1. How much experience do you have with projects of a similar scope?
2. List at least three major contracts/purchase orders held over the past three years for the same or similar work as mentioned in this INVITATION and provide the following information for each contract:
  - a) Customer's name, address, and telephone numbers of customer's lead contract and technical personnel; o Contract number and type; Date of the contract, place(s) of performance, and delivery dates or period of performance;
  - b) Contract size (number of personnel employed) and Pak Rupee value;
  - c) Brief description of the work, including responsibilities; comparability to the work required under this solicitation; and,
  - f) Brief description of any notable security incidents and their resolutions.

**Language of proposal**

All documents relating to the proposal shall be written in the English language.

**Financial Proposal, Currencies of Bid and Payment**

The document will need to be supported with a financial proposal. Firms may express the price only in PKR.

**Clarification of Bids**

To assist in the examination, evaluation, and comparison of proposals, SECP may, at its discretion, ask any firm for clarification of the firm's proposal. The request for clarification and the response shall be in writing, but no change in the price or substance of the proposal shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by SECP in the evaluation of the bids.

**Preliminary Examination of Proposals**

Prior to the detailed evaluation of proposals, SECP shall first review each Proposal and check the power of attorney or any other form demonstrating that the representative has been duly authorized to sign the proposal, initialization of all pages, etc.

**Determination of Firm's Eligibility and Qualifications**

Then SECP shall determine whether the firm meets the eligibility and qualification requirements of the bidding documents. Firms failing to comply with the eligibility criteria indicated in 'Eligibility' shall be disqualified.

Further, SECP shall determine whether the proposal is substantially responsive to the requirements of the bidding documents.

SECP's determination of a proposal's responsiveness is to be based on the contents of the proposal itself. A substantially responsive proposal is one, which conforms to all the terms, conditions, and specifications of the INVITATION, without material deviation or reservation. A material deviation or reservation is one (a) which affects in any substantial way the scope, quality, or performance of the service; (b) which limits in any substantial way, inconsistent with the INVITATION, SECP's rights or firm's obligations under the contract; or (c) whose rectification would affect unfairly the competitive position of other firms presenting substantially responsive Proposals.

### **Evaluation of Technical Proposal**

SECP shall evaluate the technical aspects of the proposals received, applying the evaluation criteria specified in this point. Each proposal that is not rejected for reasons stated in these Instructions will be given a technical score. The evaluation criteria, relevant sub-criteria, and point system to be used to evaluate the Technical Proposals shall be:

### **Financial Evaluation                      30% of consolidated evaluation**

#### **Total Marks for Financial Evaluation =100 Marks**

The financial evaluation will be broadly based on:

- |  |          |
|--|----------|
| 1. SDMS Development (with complete ownership transfer to SECP) | 30 Marks |
| 2. Licensing   | 20 Marks |
| 3. Service Level Agreement General Maintenance                 | 30 Marks |
| 4. Hardware  | 10 Marks |
| 5. Recurrent System Management                                 | 10 Marks |
| a. Toll Free   |          |
| b. UAN   |          |
| c. SMS etc.  |          |

All costs must be mentioned separately covering all details.

### **Technical Evaluation                      70% of consolidated evaluation**

#### **Total Marks for Technical Evaluation =100 Marks**

Detailed evaluation criteria for the above appear below:

Broad Breakdown of the (100 Marks) will include:

- |  |          |
|--|----------|
| 1. Ownership and System Expansion Capacity | 15 Marks |
| 2. Functional and Technical Evaluation:    | 60 Marks |
| a. Telephony & Integrated SDMS             | 20 Marks |
| b. Service Desk Management System and      | 40 Marks |
| 3. Other Evaluation Criteria               | 25 Marks |

### **Ownership and System Expansion Capacity (15 Marks)**

1. Source Code handover to SECP with full ownership 10 Marks
2. Licensing and expansion capacity 5 Marks

## **Functional and Technical Evaluation (60 Marks)**

### **Telephony & Integrated SDMS (20 Marks)**

1. Inbound/Outbound Calling (Routing and disposing)\*
2. Outbound Calling (SDA call transfer)
3. Toll Free Number
4. IVR enablement
5. Voice Recording (Inbound/Outbound)
6. Information Interface (status update)
7. Provision of FAQs
8. Filing of Query/Complaint
9. Administration (SDAs Management)
10. Performance Monitoring Interface
11. Agent Logs
12. Call reporting
13. Calls retrieval on time slice basis

\*Input parameters for inbound and outbound calls must be designed to facilitate the relevant procedure. As an example for outbound calls the SDA will need to input:

- Number to be dialed
- Customer Name
- Query Reference No. (In case of existing/old query)
- Purpose of call (provision of information, responding to a query OR request for deficient information)
- Mark status etc.

### **Service Desk Management System (40 Marks)**

1. **Predefined Workflow Management (10 Marks)**
  - Filing of Query/Complaint – Multisource (*Attachments and Appending of documents/files*) with the provision of complaint reassignment within and across departments during any stage of complaint handling
  - Complete Complaints/query Feedback management
2. **Live Monitoring Dashboards (5 Marks)**
3. **Communication Management (5 Marks)**
  - SMS Alert Feature
  - eMail Communication component
4. **Integration Requirements (3 Marks)**
  - Integration with corporate Business Process Management
  - Integration with Company Record
  - Complete Complaint information sharing (data and attachments) with other SECP applications



<ul style="list-style-type: none"> <li>• Customized Area Specific Complaint Filing Forms with integrated company record drop down menus</li> <li>• Past and existing queries and complaints data integration into SDMS</li> </ul> <p><b>5. Content Management Solution (3 Marks)</b></p> <ul style="list-style-type: none"> <li>• FAQs/ Quick Tips and Guides</li> </ul> <p><b>6. Reporting Component (5 Marks)</b></p> <ul style="list-style-type: none"> <li>• Flexible Reports</li> <li>• Flexible number of pages display</li> <li>• Report generation on combination of multiple criterion</li> <li>• Ability to select single/multiple options for criteria</li> <li>• Export feature in Excel and PDF</li> <li>• Export feature in Excel and PDF</li> <li>• Paging and Total Record Count</li> <li>• Graphical Display of Report Data</li> <li>• Sorting of data on multiple columns</li> </ul> <p><b>7. Administration (3 Marks)</b></p> <ul style="list-style-type: none"> <li>• User Management</li> <li>• Category Structure Management</li> </ul> <p><b>8. Look and Feel (3 Marks)</b></p> <ul style="list-style-type: none"> <li>• Customizability and Capability in aesthetics/general look and Feel of SDMS</li> </ul> <p><b>9. Backup and Security (3 Marks)</b></p> <ul style="list-style-type: none"> <li>• Information Security, backup and System Robustness</li> </ul>
<p><b>Other Evaluation Criteria (25 Marks)</b></p> <ol style="list-style-type: none"> <li>1. Maintenance Support Plan (7 Marks)</li> <li>2. Key Personnel Experience (4 Marks)</li> <li>3. Project Implementation Plan (4 Marks)</li> <li>4. Training Plan (2 Marks)</li> <li>5. User and Technical Guides (3 Marks)</li> <li>6. Other value added services (5 Marks)</li> </ol>

## Award Criteria

SECP shall award the contract to the bidder whose proposal has been determined to be substantially responsive to the INVITATION and which has the highest combined technical and financial score, provided that such firm has been determined to be eligible in accordance with eligibility criteria.

## SECP's right to accept any proposal and to reject any or all proposals

SECP reserves the right to accept or reject any proposal, and to cancel the bidding process and reject all bids, at any time prior to the award of contract, without thereby incurring any liability to the affected firm or firms or any obligation to inform the affected firm or firms of the grounds for SECP's action.