



SECURITIES AND EXCHANGE COMMISSION OF PAKISTAN

No. T# 17/16-17

INVITATION TO BID

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

Supply and Installation of Token/Queue Management Machine at Companies Registration offices in Islamabad and Lahore

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 free of cost.

The bids prepared in accordance with the instructions in the bidding documents, must reach undersigned on or before **March 20, 2017 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-437) during Office Hours (Monday to Friday excluding Public Holidays)

Deputy Director (Admin)

Terms and Conditions for Bids and Bidders

1. Tender Identification Number: **TENDER # 17 / 16-17.**
2. 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.
3. The Securities and Exchange Commission of Pakistan invites sealed bids from the principal's authorized dealers/distributors/partners/resellers based in Pakistan and registered with sales tax department, having national tax number (NTN) for

Supply and Installation of Token/Queue Management Machine at Companies Registration offices in Islamabad and Lahore.

through

SINGLE STAGE ONE ENVELOP METHOD

4. **The Procurement Agency is:**

Securities and Exchange Commission of Pakistan
4th Floor, NICL Building, 63 Jinnah Avenue, Blue Area,
Islamabad.

5. 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
6. SECP reserves the right to reject all bids and cancel this invitation at any stage of the bidding process. The right to accept or reject any offer without assigning any reason is hereby reserved. The decision of the Commission would be final and binding on all matters relating to this invitation.
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 between the agency and the bidder.
8. The bid validity period shall be 150 days.
9. The amount of the bid and bid security shall be in Pak rupees.
10. The bids should be accompanied by bid security (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 bid security or with less amount of bid security will not be entertained.
11. In case any bidder submits more than one option against this invitation then bid security shall be submitted against highest quoted option.
12. If the bid is withdrawn before the expiry of its validity or the supply/services are not made/provided within due date, the bid security will be forfeited in favor of the SECP, Islamabad.
13. 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.

14. The language of the bid is English and alternative bids shall not be considered.
15. Amendments or alterations/cutting etc., in the bids must be attested in full by the person who has signed the bid.
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 tender 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. Bidder must have regular place of business, telephone numbers and email address and must provide proof of their existence in the particular business.
20. Comprehensive warranty & onsite Support for mentioned years shall be given at Islamabad, Karachi, Lahore, Multan, Sukkur, Faisalabad, Peshawar, and Quetta Offices (if applicable).
21. 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).
22. The equipment/renewals supplied/provided must be duty paid in respect of all applied duties and taxes.
23. The quantities required may vary according to SECP requirement.
24. Only registered suppliers who are on Active Taxpayers List (ATL) of FBR are eligible to supply goods/services to the Commission.
25. 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.
26. Items included in Compulsory Certification Scheme of PSQCA shall be duly certified by an accredited laboratory and fulfill necessary conditions of PSQCA, as applicable.
27. 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.
28. 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.
29. 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/equipment, if selected and declared as best evaluated bidder. In case selected bidder is not willing to supply on quoted amount then bid security submitted with the bid will be forfeited in favor of the Commission.
30. Sealed bids may be dropped in the tender drop box placed at Ground Floor of the NIC Building, 63 Jinnah Avenue, Islamabad.

31. 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.
32. Clarification if any on the technical requirement may be obtained from:
○ ubaidullah.khalid@secp.gov.pk
33. The bid security of successful tenders will be retained and that of other bidders will be returned.
34. The place of bid destination is: **Securities and Exchange Commission of Pakistan**, 4th Floor, NICL Building, 63 Jinnah Avenue, Blue Area, Islamabad.
35. The envelopes shall bear the following additional identification marks:

Bid for: **Supply and Installation of Token/Que Management Machine at Companies Registration offices in Islamabad and Lahore**
Bidder Name: **XYZ**
Attention: **M. Ubaidullah Khalid**
Deputy Director, Admin, 4th Floor
NICL Building, 63 Jinnah Avenue
Blue Area, Islamabad

36. The deadline for the submission of bids is:
Date: March 20, 2017
Time: 1500 Hrs

37. The bid opening shall take place at:

Securities and Exchange Commission of Pakistan
4th Floor, NICL Building, 63 Jinnah Avenue, Blue Area,
Islamabad

Date: March 20, 2017
Time: 1530 Hrs

38. A statement **“Not to be opened before 1530 Hrs on March 20, 2017”** shall be clearly mentioned on the top of the sealed bid.
39. Bid(s) received after the due date and time will not be entertained.
40. The SECP reserves the right to amend/change/revise the TORs of tender if deemed necessary. The successful bidder shall have to provide the services accordingly.

Note:

- **The attachment details are as under**

1. Terms of Reference

Annex “A”

- **If the above terms and conditions are acceptable then bids must be submitted well in time and according to the requirements.**

TERMS OF REFERENCE

1. Supply and Installation of Token/Queue Management Machine at Companies Registration offices in Islamabad and Lahore.

2. Bidders are required to quote as per following:

Solution Cost

- | | |
|---|-----------|
| a. Complete Solution Cost for CRO Islamabad | = _____ ? |
| b. Complete Solution Cost for CRO Lahore | = _____ ? |
| c. Total Cost of Offered Solutions (a+b) | = _____ ? |

Cost of Maintenance

- | | |
|---|-----------|
| d. for 2 nd Year for CRO Islamabad | = _____ |
| e. for 2 nd Year for CRO Lahore | = _____ |
| f. Total Cost of Maintenance (d+e) | = _____ ? |

Bid Security to be submitted with the bid shall be calculated as under:

- | | |
|---|-----------|
| c. Total Cost of Offered Solutions (a+b) | = _____ ? |
| g. Total Cost of Maintenance Agreements (d+e) | = _____ ? |
| h. Total (c+g) | = _____ ? |
| i. Bid Security (2% of h) | = _____ ? |

3. Offered Solution Vendors solution should be compatible with our existing IT infrastructure. i.e.
 - a. Compatible with Cat-6 network. compatible with 10/100/1000 Mb switch port.
 - b. Windows 2012/Windows 10 and upgraded OS versions 64 bit operating system
4. Bidders must have minimum of 2 years of experience of relevant supplies to Government/Autonomous Institutions.
5. Supply orders details over last one year (Min.) from government organization / Autonomous Institutions.
6. Company Product should be ISO certified.
7. Presence of technical staff should be available locally.
8. Valid NTN, GST Certificate and Professional Tax certificate.
9. Original Manufacturer/Regional Distribution Certificate.
10. One year warranty will be provided by the bidder on parts and labor work/installation.

11. Payment Terms

- a. No Advance Payment Shall be Made
- b. Successful Bidder will handover the completed project to nominated officers of the concerned offices.
- c. Successful bidder will submit the invoice after complete delivery of the project.

Retention Money

12. 5% of the total solution cost (excluding maintenance cost of 01 year) will be retained from invoice of the successful bidder for 06 months starting from handing over date of the project to SECP.

- a. In case successful bidder is unable to complete the supply and installation within delivery period then penalty shall be charged equivalent to 5% of retained amount on weekly basis.

In case successful bidder is unable to complete project even after forfeiture of the retained amount (i.e. 5% of the total project cost excluding maintenance cost of 01 year) then issued PO shall be cancelled and bid security should be forfeited in favor of the Commission.

Specifications and Other details:

1- Ticket Dispenser (Qty: 02)	
Sr. No	Description
a)	Handle Minimum 5 Services
b)	Thermal Printer Head, No Ink or Toner
c)	Paper Cutter included, Support all Windows fonts,
d)	Dispenser stand table/wall mount/floor, may be in wooden/plastic or iron made.
2- System Management Software Characteristics (Qty: 02)	
a)	Queue Management Module (Addition, Queue Depth settings, Deletion of tickets within queue etc)
b)	Services Management module (addition, deletion, updation, time bound services , Assignment of queues with services etc)
c)	Ticket Management module (Ticket designing and formatting , Ticket Contents updation/deletion/addition etc)
d)	Reporting Module – Information Management Module – includes all reports related to queues , services, tickets , Performance management based on multiple criteria.
e)	User/Counter Management Module (Addition/Deletion/updation of users/managers/system administrators) , Assignment of counters to User etc.
f)	Support (Hardware/Software) Calling devices
g)	Software management should be on web based.
3- Display for Counters (Qty: 08)	
a)	Show Ticket Number on Counters
b)	LED Display that can show min. 3 Digits/Alphabets
c)	LED Display in any color for alert
e)	Flash ticket and counter number and show OFF when closed
f)	Connectable with Bell and voice
4- Waiting Area Display -Double LED (Qty: 02) optional	
a)	LED Display that can show ticket No. Along with Counter No.
b)	LED Display in any color for alert. Flash the display information
c)	Connectable with Bell and voice
5- Counter Terminal Software (Qty: 08)	
a)	Ticket-Counter management for manager and support staff (Call next customer, Transfer Ticket No. closing of tickets, Priorities of tickets)
b)	Counter Services management (Close counter/temporary close, Select or change option for service. Facility of staff login
c)	Manage power for connected devices
d)	Work load/ monitoring performance reports and any other.
e)	Also offer features Like Transfer, Walk Direct, Recall, Call selected ticket numbers, etc.
6- Data Storage Devices for both Locations:	
a)	Should be save or import configuration setting as per requirement
b)	Save at-least last 4 months' statistics/Data

7- Complete Installation and other items (if any) for Both Locations:	
a)	Installation charges includes Cabling, wiring, Ducting etc. including training of staff with one year free maintenance support.(for LAN, from network switch to device and for Power, from nearest UPS enabled power socket to device location)
b)	Facility of data storage to save or import configuration setting as per requirement save for last four month statistics/ data.
c)	Power adapters. Voice options connectable with waiting area and counter display
d)	Any other item if deemed necessary.

Note:

1. Bid found in compliance with all the requirements and quoting lowest cost shall be selected.