



Securities and Exchange Commission of Pakistan
63-NIC Building, Blue Area, Islamabad
(Administration Department)

Subject: Quotations required for Service Desk Management System (SDMS) Mobile Phone Application.

The Commission intends to acquire SDMS mobile phone application from **income tax and sales tax registered service providers** for designing, development & maintenance (post deployment maintenance for 1 year included) for Mobile Application integrated with the existing SECP Service Desk Management System as per the statement of work and terms of reference given at **Annex – A**.

Terms and Conditions:

- **Price** must be inclusive of all taxes applicable by Govt. of Pakistan.
- **Bid Validity** Minimum 90 Days from quoted date.
- **Bid Submission deadline:** As per last date mentioned on SECP website.
- **Required Quantity:** 01.
- All components of the mobile application will be handed over by the contractor in their absolute entirety including source code to become the sole property of the SECP without any encumbrances whatsoever.
- Quotation shall comprise a single package containing separately the financial proposal and the technical proposal.
- The bidder must be aware of SECP regulatory requirements.
- The list of customers/clients should be attached in the technical proposal (specifically complaint mobile applications deployed at comparable government institutions).
- The service provider/supplier should also provide relevant information and evidence of its authorization and registration with the respective authority as required in the scope of work.
- Project to be completed within (3-4) Weeks after issuance of Work/Supply/Purchase Order/signing of contract.
- Designing, Development and Maintenance charges must be mentioned separately in the financial proposal.
- Companies/Firm's Seal/Stamp must be fixed on technical specification and financial proposal.
- The SECP reserves its right to cancel the entire purchase process without assigning any reason.

If you are interested, you may submit a sealed quotation for the above item/service to the undersigned within the specified period, at the following address:

SECP, 4th floor, 63-NIC Building, Jinnah Avenue, Blue Area, Islamabad.

With best regards,

Asim Ayaz
M E (Admin)

Statement of Work

SR	REQUIREMENT	QUANTITY
1.	Mobile Application integrated with SECP's existing SDMS along with 1 year Service post deployment	01

Statement of Work

SR	SPECIFICATION	REQUIREMENT	WEIGHTAGE
1.	Android or IOS or Android and IOS compatibility	Ability to replicate the front end of existing SDMS with ability to lodge and track queries and complaints	MUST
2.	Easy Download and accessibility	The application should be made available to all android users so that they may download it easily from their mobile sets	MUST
3.	Push sms for alerts and messages	A separate web based notification panel needs to be developed for push notifications to mobile users. Users should be able to receive all types of promotional messages, notifications and updates promptly on their android mobile sets as per the instructions of the system administrator	MUST
4.	Interactive	Not only should the external user be able to lodge queries and complaints using the application but also to track statuses of their lodged concerns. All enquirers and/or complainants should be able to respond to updates concerning their respective queries/complaints for it to form part of the query/complaint log and prompt the concerned handling POC immediately through the system	MUST
5.	Attachment of Documents	Just as in the case of the existing SDMS, the application must provide the ability to attach permissible files and documents to form part of the SDMS	MUST
6.	Replication and Navigation	All front end features of the existing SDMS must be enabled and the app. Must be developed to ensure easy navigation and use	MUST
7.	Integration with SECP databases	The application must be integrated so that all relevant company databases and others available through the existing SDMS are also available to external users in order to make necessary selections from eth category structures at the time of lodging a complaint.	MUST
8.	Versatility	Ability to send text, audio and/or video notifications	MUST
9.	Client Broadcasting		MUST

Technical Evaluation Criteria

SR	Explanation	Marks	Total Marks
1.	Experience in Mobile application designing, development, management (3 Marks per Year, Max marks for 5 years plus experience)	15	15
2.	Past work experience in successfully delivering comparable complaints management mobile applications for public sector organizations		50
a	If successfully delivered to 20 or more public sector organizations	50	
b	If successfully delivered to more than 15 and less than 20 public sector organizations	40	
c	If successfully delivered to more than 10 and less than 15 public sector organizations	30	
d	If successfully delivered to more than 5 and less than 10 public sector organizations	20	
e	If successfully delivered to 1 or more butt less than 5 public sector organizations	10	
f	If delivered to 0 public sector Organization.	0	
3.	Portfolio of clients		25
	(1 mark for each of the National, Multi-National Companies, Government Departments, Autonomous Bodies, Financial Institutions/Banks, subject to maximum of 5 marks for each of the mentioned categories)	25	
4.	Registration as a Company or Firm		10
a	If registered as Company	10	
b	If registered as Firm	5	

Quotation(s) that do not meet technical MUST requirement(s) of SECP, shall not be considered for financial evaluation.

Quotations found in compliance of the MUST requirements and securing minimum 60% marks in technical evaluation shall only be considered for further processing and financial comparison. Quotation with lowest cost in financial comparison will be selected.

Quotations must be submitted in a table format in the following manner for each of the following options:

Type of System	Cost inclusive of all applicable taxes (Rs.)
Android Only	
IOS Only	
Android and IOS	
Total Cost	

The Commission reserves the right to either buy any one of the systems and the selected service provider shall have to deliver accordingly.