



Securities and Exchange Commission of Pakistan

63-NIC Building, Blue Area, Islamabad
(Administration Department)

Subject: Request for Quotation - Maintenance and Support services of Service Desk Management System (SDMS) Web portal and Mobile Application

The Commission intends to acquire subject services from income tax and sales tax registered service providers as per the terms of reference given at **Annex – A**.

Terms and Conditions:

- **Price** must be inclusive of all taxes applicable by Govt. of Pakistan.
- **Quotation Validity** Minimum 90 Days from quoted date.
- **Quotation Submission deadline: as per SECP website**
- Quotation shall comprise a single package containing separately the financial proposal and the technical proposal.
- The service provider must be aware of SECP regulatory requirements.
- The list of customers/clients should be attached in the technical proposal.
- Quotation confirming to all the requirements of the RFQ/TORs and quoting lowest cost shall be selected.
- Successful service provider shall be engaged in an agreement for the subject requirement.
- 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,

M. Ubaidullah Khalid
Deputy Director (Admin)

TERMS OF REFERENCE

Service Level Agreement for the Service Desk Management System (SDMS)
(Web Portal and Mobile (Android) App)

Maintenance and Support of Service Desk Management System's website and mobile app will include ensuring:

- a)** Maintenance and Support of Service Desk Management System includes:
 - i. Bug fixing and Troubleshooting in the existing system
 - ii. Operational support to all the users of the SDMS
 - iii. Content Management (update and uploading)
 - iv. Maintenance of SDMS MIS, Web Page and all features of SDMS mobile app
 - v. Amendments in IVR, whenever required
 - vi. Updating the designs and layouts of existing system and reports (SDMS as well as Asternic & Elastix software)
 - vii. Maintenance, management, tuning and backup of backend database
 - viii. Management of Hosting Services with current service provider (if required)
 - ix. Migration of SDMS including mobile app, IP PABX, SIP Trunks and client applications to the choice of SECP service provider or systems (when required)
 - x. Any additions/ changes made in the SDMS website must be replicated to SDMS mobile app
- b)** All types of bug fixing, troubleshooting, migration, maintenance, fine tuning of system including but not limited to core system, database and mobile app will be the part of the contract and hence will not be liable of any additional charges to SECP.
- c)** The service provider will upgrade all components of the system and related technologies to the latest stable release versions available during the contract period.
- d)** The service provider shall take the responsibility of security of the system during the maintenance period.
- e)** The service provider will have to work on the system as requested by the Client by deploying one or more resources as necessary to complete the task(s) within the given deadline.