



TENDER DOCUMENT

No. BMP-TN-01/2020-21

## Request For Proposal

REQUEST FOR QUOTATION (THIS IS PRICE ENQUIRY – NOT AN ORDER)		
Please quote your best price for all items/services of following specifications. Please read the instructions attached herewith.		
		Earnest Money 5% Rs. _____ PO/DD No. _____
Description / Specifications	Location	Amount Rs.
<b>Consultancy services for the Assessment of the Launching and Revamping of;</b>		
<b><u>Lot-1</u></b> A. Online complaint registering via portal access using web or/and mobile app to enable complainant know his complaint's status stage wise till the final decision of complaint. B. Existing BMP website having features of lodgment and tracking of complaint status. The website should have ability to facilitate public for the complaint lodgment by interlink with the complaint lodgment portal. C. Upgradation of in-house complaint processing software having interactive dashboard to enable higher management of BMP to have full view and control of each segment of complaint and action taken on it. Also, software should have capacity to update the complainant about lodgment of the complaint with BMP and subsequent status of the case via SMS and email. D. Secured access and communication with third party (Banks) to measure effectiveness of complaint's status taken up with them for resolution.	Khi	
<b><u>Lot-2</u></b> E. Virtual connectivity with BMP's regional offices located at Provincial headquarters, Rawalpindi and Multan. F. Establishment of online Video Conferencing facility, enable connection with its regional offices and to conduct hearing proceeding.		



**TENDER DOCUMENT  
INSTRUCTIONS FOR THE BIDDERS**

**No. BMP-TN-01/2020-21**

**1. BID DOCUMENT COLLECTION AND BIDS SUBMISSION PROCEDURE**

- 1.1 Bidders must quote on the RFQ (Request For Quotation) provided by BMP office and should avoid submitting bids on their separate letterhead or paper. However, where necessary bid may be elaborated on the letter head but the cumulative and consolidated bid amount be quoted on the RFQ with the duly agreed attached terms & conditions of RFQ. All pages of the bids shall be initialed / signed and official seal/stamp be affixed by the person (s) authorized to sign.

**2 Bid Evaluation Criteria**

**2.1 Qualification Criteria**

- 2.1.1 Technical proposals shall be checked as "Compliant" to all of the following conditions.
- 2.1.2 If a bid is found "Non-Compliant" to any of the below conditions, the bid shall be rejected and shall not be considered for further technical as well as financial evaluation.

S.No.	Qualification Requirements	Document(s) to be Submitted
1.	Bidding firms shall be registered/ incorporated in Pakistan with relevant authority.	Certificate of incorporation / registration in Pakistan.
2.	Bidding firm should have existence in Pakistan for at least 5 years as on "Deadline/Last Date for Submission of Bids".	Proof of commencement of business.
3.	Bidding firm should have minimum 5 qualified resources/staff at senior/partner level.	Valid proof of being Partner of Firm along with CVs.
4.	Bidding firm should have valid Income Tax No (NTN). Bidding firm shall be on current Active Taxpayers List (ATL) of Federal Board of Revenue (FBR), Government of Pakistan.	Copy of NTN Registration Certification.
5.	Bidding firm should have valid Sales Tax Registration No (STRN).	Copy of Sales Tax Registration Certification.
6.	Bidding firm should have an annual revenue of over Rs. 5 million for last 03 audited years.	Last 3 years audited financial statement or Certificate from company's Chartered Accountant to this effect.
7.	Bidding firm should have been engaged in providing services for IT Infrastructure Assessment to minimum four financial institutions.	Completion Certificate/work order(s) of same nature consultancy assignment of at least one project completed.
8.	The bidder must have on their pay-roll at least three (03) relevant technical resources having experience of providing services for IT Infrastructure Assessment.	Provide CV/Resume comprising of work experience details and assignments carried out by the resources.
9.	Affidavit on non-judicial stamp paper confirming that the firm has never been black-listed by Government and SECP during the past 5 years.	A self-declaration on non-judicial stamp paper to this effect.



TENDER DOCUMENT

No. BMP-TN-01/2020-21

**2.2 Evaluation Criteria for Technical Proposals**

- 2.2.1** Technical Proposals of those bidders will be evaluated who have been found "compliant" to all conditions of the "Qualification Criteria".
- 2.2.2** A Total obtained Score of minimum 70 (Seventy) and individually minimum 50% of each section shall be the "Technical Score Threshold" for technical proposals. Proposals passing "Technical Score Threshold" shall be considered as "Technically Responsive" bids.
- 2.2.3** Proposals which fail to pass any criteria/sub-criteria or "Technical Score Threshold", shall be considered as "Technically Non-Responsive".
- 2.2.4** Technical Proposals will be evaluated and score will be assigned in accordance with following criteria:

S.No.	Evaluation Criteria	Marks Awarding	Maximum Marks	Means of verification
<b>1.</b>	<b>Experience of Firm</b>		<b>36</b>	
a)	Firm's experience in providing services for " <b>IT Infrastructure Assessment</b> " to financial institutions.	4 marks for each assignment	12	Any of the following: • Authentic copy of purchase order (PO) of client. • Assignment completion letter from client
b)	Firm's experience in providing services for " <b>IT Infrastructure Assessment</b> " to non-financial institutions.	4 marks for each assignment	12	
c)	Firm's experience in providing services for " <b>IT Infrastructure Assessment</b> " to government institutions.	4 marks for each assignment	12	
<b>2.</b>	<b>Proposed Approach and Methodology</b>		<b>20</b>	
a)	Adequacy and quality of the proposed methodology in response to the Terms of Reference.	16-20 marks for Excellent rating 11-15 marks for Good rating 5-10 marks for Satisfactory/Average rating 0 marks for Unsatisfactory/Poor rating	20	Complete details of methodology, description and duration of each phase of the project.
<b>3.</b>	<b>Proposed Key Personnel/Team Staffing</b>		<b>44</b>	
a)	<b>Project Lead</b>		<b>30</b>	
i.	Educational Qualification in Computer Engineering /Computer Science/IT discipline.	4 marks for Master's Degree 3 marks for Bachelor's Degree 0 marks for no Degree	4	• Detailed CV • Copy of all educational degrees



TENDER DOCUMENT

No.**BMP-TN-01/2020-21**

ii.	Any two certifications relevant to the project (ITIL, CISA, COBIT, CISM).	3 marks for each certification	6	<ul style="list-style-type: none"> <li>Authentic and valid copies of certificates verifiable at source.</li> </ul> <p>Note: Certificates should be a valid one and not expired.</p>
iii.	Minimum 5 years of experience in providing services for " <b>IT Infrastructure Assessment</b> ".	1.6 marks for each year	8	Details of completed assignments e.g. mentioning assignment name, project start/end date, client name, role assigned and activities performed.
iv.	Minimum 03 assignments completed for " <b>IT Infrastructure Assessment</b> " in financial institutions.	2 marks for each assignment	6	Details of assignments completed by team lead mentioning assignment name, project start/end date, client name, role assigned and activities performed
v.	Minimum 03 assignments completed for " <b>IT Infrastructure Assessment</b> " in non - financial institutions.	2 marks for each assignment	6	
<b>b)</b>	<b>Project Members</b>		<b>14</b>	
i.	Educational Qualification in Computer Engineering /Computer Science/IT discipline.	4 marks for Bachelor's Degree	4	<ul style="list-style-type: none"> <li>Detailed CV</li> <li>Copy of all educational degrees</li> </ul>
		0 marks for no Degree		
ii.	Any one certification relevant to the project (ITIL, CISA, COBIT, CISM).	2 marks for each certification	2	<ul style="list-style-type: none"> <li>Authentic and valid copies of certificates verifiable at source.</li> </ul> <p>Note: Certificates should not be expired.</p>
		Zero mark for no certification		
iii.	Minimum 02 years of experience in providing services for " <b>IT Infrastructure Assessment</b> ".	2 marks for each year	4	Details of completed assignments e.g. mentioning assignment name, project start/end date, client name, role assigned and activities performed.
iv.	Minimum 02 assignments completed for " <b>IT Infrastructure Assessment</b> ".	2 mark for each assignment	4	Details of assignments completed by team members mentioning



TENDER DOCUMENT

No.**BMP-TN-01/2020-21**

				assignment name, project start/end date, client name, role assigned and activities performed
	<b>Total Score</b>		<b>100</b>	

**3. RATE**

- 3.1 The tender should be submitted for all the listed Lots or for specific Lot clearly mentioning the Lot number and rates must be quoted against each & every line item mentioned in RFQ.
- 3.2 The rate quoted should be firm, final, and clearly written/typed out without any ambiguity against each item in the lot.
- 3.3 Rates quoted must be inclusive of all applicable duties and taxes.
- 3.4 The rates should be quoted on "Net of discount" basis. Discount allowed on the total amount of bid before submission of bid and no post bid variation or any discount offer shall be considered. Hence no negotiation in respect of bid shall be carried out except for clarifications in writing after opening the bids.
- 3.5 In order to avoid ambiguous or incomplete bid, the bidder must pay attention to the following points while preparing RFQ.
  - 3.5.1 No overwrite or re-write of prices / amount & use of Blanco etc.
  - 3.5.2 Rates must be quoted against each & every line item mentioned in RFQ.
  - 3.5.3 Price of bid total must be mentioned in words with figures.

**4. BID SECURITY / EARNEST MONEY**

- 4.1 The bidder shall furnish a bid security 5% of the total value of bid in the form of demand Draft/Pay Order/ Banker's Cheque in favor of Banking Mohtasib Pakistan. The said draft of the successful bidder will be retained and will be returned after a period of 3 months from the completion of the job. Personal Cheque will not be accepted as earnest money/ bid security.
- 4.2 Any bid not accompanied by or earnest money of short-value may be rejected by the Committee.
- 4.3 The bid security amount of un-successful bidders, who are not in competition will be returned earlier at the tender committee's discretion upon receiving a request.
- 4.4 The bid security may be forfeited if the successful bidder fails to fulfill obligations / terms and conditions of contract.

**5. DEADLINE FOR SUBMISSION OF BID**

- 5.1 Sealed bids along with 5% Bid Security shall be delivered in person or sent by the registered mail / courier, which should reach the office of Banking Mohtasib Pakistan Secretariat, 5<sup>th</sup> Floor, Shaheen Complex, M.R.Kiyani Road, Karachi on or before the closing date i.e. 1st October, 2020 by 02:30 pm.
- 5.2 E-mail or Faxed bid will not be accepted.
- 5.3 No bid will be received/ entertained after the date and time of tender opening.

**6. OPENING OF BID**

- 6.1 The tender committee will open the Bids at 04:00 pm on tender opening date as mentioned on PPRA website i.e. 1st October, 2020 in the presence of bidder's authorized representatives who wish to attend the office of the Banking Mohtasib Pakistan Secretariat, Karachi.
- 6.2 The Chairman tender opening committee will resolve any issue raised by the bidders, on the spot and after that no complaint will be entertained.



TENDER DOCUMENT

No. BMP-TN-01/2020-21

**7. CLARIFICATIONS / CORRECTIONS OF BID**

- 7.1 To assist in the examination, evaluation and comparison of the bids, the Committee, at its discretion, asks the bidders for a clarification of its bid. The request for clarification and the response shall be in writing and no change in the rate or substance of the bid shall be sought, offered or permitted.
- 7.2 If the bidder does not accept the corrected amount of bid, his bid will be rejected and his tender security will be forfeited.

**8. Timeline and Deliverables**

- 8.1 The Vendor is liable to complete the task/assignment within 90 days from issuance of P.O/W.O. In case of any extension in said period would be on mutual consent of both parties.
- 8.2 Project plan and Timeline will be shared by vendor before commencement of the work.
- 8.3 The Final report should have all defined deliverable (Annexure -A) and if any deliverable should not meet, missing/incomplete or irrelevant to the defined task deliverables submitted report would be treated as incomplete and BMP has right to reject the report and hold the payment.
- 8.4 5 copies of the final assessment report should be submitted to BMP authorities.

**OTHER TERMS AND CONDITIONS**

1. The vendor shall functionalize, monitor and fulfil its operational requirements continuously throughout the period of Agreement.
2. Bidder shall assign a designated contract administrator or on back-up for handling BMP office queries.
3. The bidder should have verifiable presence of support office in Karachi.
4. The terms & conditions, requirements, specification including prescribed performance guarantee are made by BMP office and therefore has the right to interpret its terms and conditions and as such will not entertain any alternatives suggested or offered by the vendor.
5. The total amount of mentioned services would be paid in installments as follows;
  - i. 20% of the total amount would be paid along with issuance of P.O/ W.O.
  - ii. 25% of the total amount would be paid after 60 days of the work commencement on the contract. Work commencement letter be provided before start of the work to BMP.
  - iii. 15% of the total amount would be paid after the submission of assessment report.
  - iv. Remaining 40% of the total amount would be paid after the review and satisfaction of the higher management of the report submitted.
6. If the contactor fails to complete the service / job or delivery of services within time stipulated mentioned in the Purchase / Work Order the BMP office will be entitled to deduct from his due amounts or bills for job awarded through this order. Other moneys due to him by BMP office, a value of 10% of the purchase order / service order shall be liable to be recovered from the contract on his default.
7. If BMP office avails the services of any third party as a result of negligence shown by the vendor, the amount paid to the third party will be deducted from the remaining installments of vendor.
8. The work will only be accepted after inspection and approval by the I.T Incharge of BMP office.
9. Quality is the prime concern of BMP office; no compromise shall be made in this regard. Only standard and satisfactory service and supervision will be utilized by the vendor which shall strictly conform to the Purchase / Work Order specification.



**TENDER DOCUMENT**

**No.BMP-TN-01/2020-21**

10. The information gathered or analyzed by the vendor, would be kept confidential and shall not be disclosed to anyone without the prior permission of BMP.
11. The document presented by the vendor after the completion of assignment would be the property of BMP.
12. In case of complaint against the vendor, BMP office reserves the right to hold an enquiry against the conduct of the vendor. When the vendor is found guilty of any of the following the BMP office may cancel the order of the vendor and share the name of the party with the Government depts. and SECP to add it in their list of black listed vendors.
  - a) General conduct of the vendor found unsatisfactory.
  - b) Indulged in malpractices.
  - c) Willfully tries to deceive the company.
  - d) Supplies the services which is off-specification to the sample or requirements.
  - e) Refuses to replace defective services.
  - f) Violates the terms and conditions of the purchase Order without seeking prior approval from the company.
  - g) When a vendor is subject to be blacklisted, he would be disqualified for future contracts and the company particulars will be provided to all concerns.
13. In case of any conflict related to the terms and conditions, requirements, specification and other matters, decision of the BMP would be treated as final.
14. Any other terms and conditions given by the bidder will not be acceptable to BMP office and offers consisting separate terms assigned by the bidder shall not be considered part of the bid, as only agreeing RFQ terms & conditions brings the vendors on the competitive bidding platform for evaluation.
15. The materials / equipment / services of restricted origin(s) cannot be quoted as per the policy of Government of Pakistan.
16. A sufficient time is allowed according to PPRA rules for the bid submission; therefore, bidders are requested to submit their bids accordingly and do not urge for extension.
17. BMP office may ask for any further information and details at any time during evaluation period if required.

**Assistant Director (Coordination)**



TENDER DOCUMENT

No. BMP-TN-01/2020-21

**RS. 100/- STAMP PAPER**

**CERTIFICATE**

The bid documents have been filled in accordance with terms and conditions specified in bidding documents and there is no ambiguity regarding, evaluation criteria, award of work etc. I hereby undertake that the firm is not black listed by any Government agency/ dept./ SECP what so ever.

**Company Name and Address:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NTN #: \_\_\_\_\_

Sales Tax Registration: \_\_\_\_\_

Stamp: \_\_\_\_\_

**Contractor Signature:**

Authorized Person: \_\_\_\_\_

CNIC #: \_\_\_\_\_