

House Building Finance Company



(Bid No.3950)

Application Software Solutions
(Loan Management, Document Management and
Treasury Systems)

Request for Proposal (RFP)

October 2018

Head Office: 3rd floor, Finance & Trade Centre,
Shahrah-e-Faisal, Karachi, Pakistan
www.hbfcl.com

Addendum

Reference to subject “Invitation To Bids” of House Building Finance Company (HBFC) published in Daily “Jang” and Daily “Business Recorder” on October 16, 2018 (Bid No. 3950), it is informed that the earlier bid submission deadline of Monday, November 12, 2018 11:00 AM has been **extended till Tuesday, November 27, 2018 11:00 AM** (See Annexure-A RFP Schedule).

Moreover, sections 4.15.5 (Payment Terms / Schedule) and 4.15.6 (Bid Currencies) have also been modified.

For details and complete understanding, please refer the relevant above mentioned sections and Annexure - A.

All interested are requested to submit their bids as per this updated RFP document.

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Invitation To Bid for Application Software Solutions

House Building Finance Company Limited (HBFC) is Pakistan's pioneer finance institution. It is now geared up for digital innovation to provide best and quick service to housing finance customers specially the low and middle income groups of population.

Amongst other business, operational and digital initiatives, HBFC invites sealed bids from the prospective Bidders for provision, customization, implementation & support of:

- **Loan Management System which covers the end-to-end workflow based Islamic and conventional modes loaning cycle and is successfully running in financial sector;**
- **Document Management System with file movement and noting provision;**
- **Treasury System**

Bidders can choose to offer all or any of the three solutions.

Bidding document containing detailed instructions, terms & conditions and this advertisement can be downloaded for review from HBFC (www.hbfcl.com) and PPRA (www.ppra.org.pk) websites. However all prospective bidders are required to participate in bidding process by collecting **RFP against an application on company letterhead with Pay Order/Demand Draft of Rs. 1,000/-** favouring 'House Building Finance Company Limited'.

The bid, prepared in accordance with the instructions in the bidding documents must reach the undersigned on or before **12th November 2018, 11 AM**. The Bids will be opened the same day at **11:30 AM**, in the presence of the bidder's designated representatives, who may choose to attend. The bids will be evaluated in terms of Rule 36(b) of Public Procurement Rule-2004 i.e. "Single Stage – Two Envelope Procedure".

HBFC reserves the right to accept or reject any or all bids in compliance with the relevant clause of PPRA Rules.

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1. Definitions

- a) "Affiliate(s)" means an individual or an entity that directly or indirectly controls, is controlled by, or is under common control with the Consultant.
- b) "Applicable Law" means the laws and any other instruments having the force of law in the Islamic Republic of Pakistan, as those may be issued and in force from time to time.
- c) "PPRA" is Public Procurement Regulatory Authority
- d) "LMS" is Loan Management System (including loan origination)
- e) "DMS" is Document Management System
- f) "MM" is Money Market
- g) "FSI" is Financial Services Industry
- h) "HBFC" or "Procuring Agency" or "Purchaser" means House Building Finance Company Limited or any other person/entity for the time being or from time to time duly appointed in writing by the Purchaser to act as Purchaser.
- i) "Successful Bidder": The eligible bidder, who is technically and financially competitive, and has the probability of award of contract for LMS project, subject to necessary approvals and applicable policies.
- j) "Confirmation" means confirmation in writing.
- k) "Bidder/Supplier/Vendor/Contractor" - The entity making the proposal. Means a legally-established and registered company that has submitted its bid as per the criteria/specifications listed.
- l) "Contract" means the contract proposed to be entered into between the procuring entity and the Bidder, including all attachments, appendices, and all documents incorporated by reference therein.
- m) "Contract Price" means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations.
- n) "Day" means a calendar day.
- o) "EMD" means Earnest Money Deposit.
- p) "Joint Venture (JV)" means an association with or without a legal personality distinct from that of its members, of more than one Consultant where one member has the authority to conduct all business for and on behalf of any and all the members of the JV, and where the members of the JV are jointly and severally liable to the HBFC for the performance of the Contract.

- q) "Pre-Bid Conference/Meeting" means the meeting conducted by the procuring entity on given date and time prior to actual date of bid opening.
- r) "Proposal" means the Technical Proposal and the Financial Proposal of the Bidder.
- s) "Purchase Committee" means the committee responsible for opening and processing of bids, reviewing the evaluations performed by TEC and evaluating financial bids.
- t) "RFP" means Request for Proposals, including any amendments that may be made by the procuring entity for the selection of bidder.
- u) "Scope of Work" or "SoW" means the document which explains the objectives, scope of work, activities, task to be performed, respective responsibilities of the procuring entity and the bidder, and expected results and deliverables of the assignment.
- v) "Services" means the tasks to be performed by the bidder pursuant to the Contract as mentioned vide this document.
- w) "TEC" means the Technical Evaluation Committee, constituted for the purpose of evaluating the Proposals received.

2. Introduction

This Request for Proposal (“RFP”) provides the participating Bidders, (“Bidder(s)” or Bidder(s)”) with the necessary information to allow the bidder to prepare a comprehensive proposal in response to this RFP. This document contains solicitation information and procedures, response submission instructions and general response format requirements. The bidder is expected to examine carefully all requirements stipulated in this document and respond to each requirement individually in the format prescribed.

This document represents the best estimate of House Building Finance Company Limited referred to as “HBFC” current and future requirements. HBFC reserves the right to adjust the specifications or scope of its requirements as stated in this document. In the event that any modifications to the original document become necessary, all bidders shall be notified in writing by means of an addendum.

The interested bidders submitting the proposal must provide the names, titles, phone numbers and e-mail addresses of those individuals with authority to negotiate and contractually bind the bidder. HBFC may contact those individuals to obtain clarification of information contained with the proposal.

The bidder’s proposal must be submitted with the intent of it being considered the most competitive offer available at the time of submission, specially keeping in mind the organization which provides housing financing to primarily the lower and middle income groups of population. Therefore, the financials, corresponding licensing and support models must be in cognizant of the fact that it effects the cost of fund for the services being offered and social goals to the people of Pakistan.

HBFC may award a contract to the bidder of HBFC’s choice through fair, transparent and professional evaluation process, without prior notification to any other bidder. This RFP is not an offer to enter into a contract. It is a request by HBFC to receive responses on their specified requirements.

2.1 Company Overview

House Building Finance Company Ltd. (HBFC) is the pioneer housing finance institution in Pakistan, established in 1952 by the Government of Pakistan. It was corporatized in 2007 and is now an unlisted public company. State Bank of Pakistan (SBP) and Government of Pakistan (GoP) jointly hold the capital of HBFC with 90.31% and 9.69% shareholding respectively.

HBFC is the sole financial institution in the country dedicated to provide Housing Finance to low and low-middle income group, with a vision and mission as follows:

Vision

“To be the prime housing finance institution in the country, providing affordable housing solutions to low and low-middle income groups of population by encouraging new construction in affordable housing sector”.

Mission

“To be a socially responsible and financially viable housing finance institution”

HBFC has actively developed products to accommodate this market to include repayment plans up to 20 years period. Presently, nearly 60% of HBFC’s clientele is of the Lower income

demographics with loan amount of less than Rs.1, 500,000. Our current mortgage product, GAS-flexi is based on Islamic principles of diminishing musharka and hence addresses the needs of faith sensitive customers as well.

HBFC provides financing facilities for construction and purchase of houses through its deep rooted and national footprint of 48 branches, 3 camp offices, 3 regional offices and the head office based in Karachi. Going forward, we are gearing ourselves towards enhancing mortgage rapidly so as to reduce the demand supply gap of housing units in the country.

2.2 Company Structure

HBFC currently has around 458 employees working at:

- Head Office based at Karachi;
- 3 Regional Offices (South, Central and North);
- A nationwide branch network comprising a total of 51 branches which also include 4 camp offices.

2.3 Existing Products

HBFC provides loans for:

- Ghar Aasan Scheme – Flexible, for Construction of Flats/ Houses;
- Ghar Aasan Scheme – Flexible, for Purchase of Flats/ Houses;
- Ghar Aasan Scheme – Flexible, for Balance Transfer Facility;
- Small Builder Scheme, for Short-Term Finance Facility.

3. Invitation to Bid

The House Building Finance Company Limited, hereinafter called “HBFC” or the ‘Purchaser’, intends to invite bids for the “Application Software Solutions (Loan Management, Document Management and Treasury Systems)”, from eligible Bidders.

This solution should have the capability to integrate with existing internal and third party systems at HBFC. The solution must have the capability of handling both Conventional & Islamic mode of financing.

3.1 PPRA Rules to be followed

Public Procurement Regulatory Authority (PPRA) Rules (Public Procurement Rules, 2004), will be strictly followed. These may be obtained from PPRA’s website.

In this document, unless otherwise mentioned to the contrary, "Rule" means a Rule under the Public Procurement Regulatory Authority Rules, 2004.

3.2 Mode of Advertisement(s)

As per Rule 12, this RFP is being placed online at PPRA's and HBFC websites, as well as being advertised in print media.

Bidding document containing detailed instructions, terms and conditions and this advertisement can be downloaded for review from HBFC and PPRA websites. However all prospective bidders are required to contact the undersigned and participate in bidding process by collecting **RFP against an application on company letterhead with Pay Order/Demand Draft of Rs. 1,000/-** favouring ‘House Building Finance Company Limited’.

3.3 Type of Open Competitive Bidding

As per PPRA rule 36 (b), Single Stage - Two Envelope Procedure shall be followed.

This is as follows:

- The bid shall comprise of a single sealed package containing two separate sealed envelopes. Each envelope shall contain separately the financial proposal and the technical proposal;
- The envelopes shall be marked as “FINANCIAL PROPOSAL” and “TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion;
- Initially, only the envelope marked “TECHNICAL PROPOSAL” shall be opened;
- The envelope marked as “FINANCIAL PROPOSAL” shall be retained in the custody of the procuring agency without being opened;
- The technical proposal will be evaluated in a manner as per the clauses mentioned in this document; and proposals, which do not conform, to the specified requirements as listed in said document will be rejected;
- The Bidders will be first checked for the eligibility, as per the requirements in eligibility criteria. Thereafter, all eligible bidders shall be shortlisted against the technical requirements.

- The shortlisted Bidders will be technically evaluated and those securing a minimum of **70%** marks in the technical evaluation will be qualified for Financial Evaluation;
- In case of only one bidder secures equals to or greater than 70% score in technical evaluation, HBFC may decide to lower the cut-off score for technical qualification but not beyond 60%.
- During the technical evaluation no amendments by the bidder in the technical proposal shall be permitted;
- After the evaluation and approval of the technical proposals, the procuring agency shall open the financial proposals of the technically accepted bids, publically at the time, date and venue announced and communicated to the bidders in advance, within the bid validity period;
- The financial proposal of bids found technically non-responsive shall be returned unopened to the respective bidders;
- The contract may be awarded to bidder(s) securing highest combined score of Technical plus Financials Bids. The overall bid score has been divided as follows:
 - **Technical Proposal Evaluation carries 70% weightage;** whereas
 - **Financials Proposal Evaluation carries 30% weightage.**
- The procuring agency may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. The procuring agency shall upon request communicate to any Bidder who submitted a bid or proposal, the grounds for its rejection of all bids or proposals, but is not required to justify those grounds.
- The procuring agency shall incur no liability, solely by virtue of its invoking sub-rule (1) towards Bidder who have submitted bids or proposals.
- Notice of the rejection of all bids or proposals shall be given promptly to all Bidders that submitted the proposals.

4. Instructions to Bidders

4.1 Language

The Bid and all documents relating to the Bid, exchanged between the Bidder and the Purchaser, shall be in English. Any printed literature furnished by the Bidder in another language shall be accompanied by an English translation which shall govern for purposes of interpretation of the Bid.

4.2 Bid Document / Notice of Intent to Bid

The bid document can be collected from the HBFC **against an application on company letterhead with Pay Order/Demand Draft of Rs. 1,000/-** favouring 'House Building Finance Company Limited'.

4.3 Contact Information and Communication

The contact detail for all correspondence in relation to this bid is as follows:

Name: Hafeez ur Rehman

Designation: Head of General Services Department

Email: hafeez.rehman@hbfc.com

Address: House Building Finance Company Limited, Head Office, 3rd Floor, Finance & Trade Centre, Shahrah-e-Faisal, Karachi.

Phone: +92 21 35641717

(For Technical Discussion)

Name: Kafeel Ahmed Khan

Designation: Project Lead

Email: kafeel.ahmed@hbfc.com

Address: House Building Finance Company Limited, Head Office, 3rd Floor, Finance & Trade Centre, Shahrah-e-Faisal, Karachi.

Phone: +92 21 35641741

Under no circumstances must anyone from your organization or any affiliated organization contact, attempt to contact, meet, visit, discuss or attempt to discuss this RFP with any HBFC employee other than those specified above. Non-compliance with this requirement may disqualify the bidder's proposal from further consideration.

4.4 RFP Clarifications and Questions

To ensure fair consideration for all Bidders, HBFC prohibits communication to or with any department, officer or employee during the submission process except as provided below. If the Bidder should be in doubt as to the meaning of any of the Proposal documents, or is of

the opinion that the plans and/or specifications contain errors, contradictions or reflect omissions, Proposers shall email a written request for interpretations or clarification.

Any interpretation will be made only by an addendum. No oral explanation or instruction of any kind or nature whatsoever given before the award of a contract to a bidder shall be binding.

4.5 Pre-Bid Meeting

A pre-bid meeting may be scheduled according to 'Annexure A' at the HBFC Head office premises to respond to queries of interested bidders.

Queries from the Bidders (if any) for seeking clarifications regarding the specifications of the services must be received in writing to the HBFC. Only written queries will be responded in the pre bid meeting. HBFC reserve the right not to address any verbal query during meeting (pre-bid meeting), Phone calls or any other verbal medium.

Bidders should note that during the period from the advertisement of the Bid till the receipt of the bid, all queries should be communicated to contact person(s), mentioned in this document, in writing via e-mail or post only.

Please include the following reference as the subject of your email/letter:

“Application Software Solutions (Loan Management, Document Management and Treasury Systems)”

Response to any Participant's inquiries will be made in writing by HBFC in a timely manner to all prospective Participants. Any oral interpretations or clarifications of this RFP shall not be relied upon.

Bidders are also required to state, in their proposals, the name, title, fax number and e-mail address of the bidder's authorized representative through whom all communications shall be directed until the process has been completed or terminated.

Any changes or clarification resulting from the pre bid meeting will be shared in writing by HBFC.

HBFC will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.

4.6 RFP / Bid Price

The quoted price shall be:

- Itemized;
- In Pak Rupees;
- Inclusive of all taxes, duties, levies, insurance, freight, etc.;
- Best / final / fixed and valid until completion of all obligations under the Contract i.e. not subject to variation / escalation;
- Including all charges up to the delivery point / closeout;
- If not specifically mentioned in the Bid, it shall be presumed that the quoted price is as per the requirements given in this document;

- Where no prices are entered against any item(s), the price of that item shall be deemed to be free of charge, and no separate payment shall be made for that item(s);
- **Withholding Tax, Sales Tax and Other Taxes:** The Bidder is hereby informed that the HBFC will deduct tax at the rate prescribed under the Tax Laws of Pakistan, from all payments for products and services rendered by any Bidder who signs a contract with HBFC;
- Total cost of the Bid will be the cost calculated based on the total cost of ownership over five (5) years, including all taxes, duties, levies, insurance, freight, etc.

4.7 RFP Schedule

Critical dates and milestones in connection with this RFP are provided in “Annexure A – RFP Schedule”.

4.8 Confidentiality

The Bidder (whether or not he submits a Proposal to the RFP) shall treat this RFP document and its details as confidential.

No information pertaining to this RFP or the examination, clarification, evaluation, comparison and award of this RFP shall be disclosed to other Bidders or any other persons not officially connected with the RFP process, including, but not limited to, the Bidder’s own affiliate companies and subsidiaries. The Bidder is not permitted to make any public announcement or release any information regarding this RFP without HBFC’s prior written approval.

HBFC reserves the right to share the Bidder’s response to this RFP with its advisors and affiliates.

In the event the Bidder commits a breach of confidentiality, HBFC reserves the right to disqualify the Bidder from this RFP process and furthermore not include the Bidder in any future similar exercises.

HBFC is not responsible for declaration of the short listed Bidder(s).

The Bidder shall state clearly those elements of its response that it considers confidential and/or proprietary. Failure to properly identify and mark confidential or proprietary information may result in all information received being deemed non-confidential, non-proprietary, and in the public domain.

Separate Non-Disclosure Agreement shall be signed with the successful Bidder(s) upon award of contract.

4.9 Notices

In this document, unless otherwise specified, wherever provision is made for exchanging notice, certificate, order, consent, approval or instructions amongst the Parties, the same shall be:

- In writing;
- Issued within reasonable time;

- Served by sending the same by courier or registered post to their principal office as they shall notify for the purpose; and
- The words "notify", "certify", "order", "consent", "approve", "instruct", shall be construed accordingly.

4.10 Option to Bid

The bidders are allowed to Bid for all or any of the required systems, however in that case, it is preferred that the Bidders form joint venture / consortium in case they do not offer all required systems. Further in such cases, where HBFC opts to select best solution from respective different Bidders for each solution, then each Bidder must provide complete integration support amongst the systems.

4.11 Joint Venture / Consortium

Joint venture / consortium are eligible for this RFP.

4.12 Headings

In this document, headings and titles shall not be construed to be part thereof or be taken into consideration in the interpretation of the document and words importing the singular only shall also include the plural and vice versa where the context so requires.

4.13 Corrupt Practices

HBFC requires that bidders / contractors, observe the highest standard of ethics during the procurement and execution of contract and refrain from undertaking or participating in any corrupt or fraudulent practices.

HBFC will reject a proposal for award, if it determines that the bidder recommended for award was engaged in any corrupt or has been blacklisted.

Any false information or misstatement on the part of the bidder will lead to disqualification/ blacklisting/ legal proceeding regardless of the price or quality of the product.

4.14 Indemnification

By Bidder: Bidder will, at its own expense, indemnify and hold harmless HBFC, and their respective officers, directors, employees, representatives, licensees and agents from and against and in respect of any and all claims, liabilities, allegations, suits, actions, investigations, judgments, deficiencies, settlements, inquiries, demands or other proceedings of whatever nature or kind, whether formal or informal, brought against HBFC or any of their respective officers, directors, employees, representatives, licensees or agents, by any third parties against and in respect of any and all damages, liabilities, losses, costs, charges, fees and expenses, including without limitation reasonable legal fees and expenses, as and when incurred, relating to, based upon, incident to, arising from, or in connection with any claim or allegation with regard to any misrepresentation by the bidder, breach of any provision of this document by the bidder, negligence or willful misconduct of the contractor, infringing in any manner any copyright, trademark, intellectual property, trade secret or patent of any third party. The foregoing obligation is subject to HBFC giving bidder

a prompt written notice of any claim and giving the bidder sole control of the defense of such claim. Bidder agrees that it may not, without HBFC's prior written consent, as the case may be, enter into any settlement or compromise of any claim that results in any admission of liability or wrongdoing on the part of HBFC, as the case may be.

To the fullest extent permitted by law, the bidder shall indemnify and hold harmless HBFC and their respective officers, directors, employees, representatives, licensees and agents from and against claims, damages, losses and expenses, including but not limited to legal fees, arising out of or resulting from performance of the work under this document in relation to any claim, damage, loss or expense attributable to bodily injury, sickness, disease or death to the bidder's personnel or any third party hired by the bidder or to injury to or destruction of tangible property.

4.15 Preparation of Bid

4.15.1 Cost of Bidding

The issuance of this RFP and the receipt of information in response to this RFP shall not in any way cause HBFC to incur any liability or obligation to the bidder (and /or any proposed Subcontractor(s), if any), financial or otherwise. HBFC assumes no obligation to reimburse or in any way compensate the bidder for costs and/or expenses incurred in connection with the bidder's Proposal in response to this RFP. All costs and expenses incurred by the bidder (and/or any proposed subcontractor(s), if any) pertaining to all activities in the preparation, submission, review, selection and negotiation of the bidder's proposal in response to this RFP shall be borne by the bidder (and/or any proposed subcontractor(s), if any) ("costs and expenses").

4.15.2 Bid Security / Earnest Money Deposit (EMD)

- In accordance with PPRA Rules 2004, Rule 25, the Bidder will submit a bid security of 2% of total amount in shape of Bank Draft/Bank Guarantee in favor of House Building Finance Company Limited;
- The Bid Security issued by any scheduled bank of Pakistan will be acceptable. Cheques will not be acceptable in any case. Bid security of the successful bidder will be returned once the Performance Guarantee is submitted to HBFC;
- The bid security shall be part of financial bid envelope, failing to do so will cause rejection of the bid;
- The Bid Security shall be forfeited by the Purchaser, on the occurrence of any / all of the following conditions:
 - If the Bidder withdraws the Bid during the period of the Bid validity specified by the Purchaser; or
 - If the Bidder, having been notified of the acceptance of the Bid by the Purchaser during the period of the Bid validity, fails or refuses to furnish the Performance Security, in accordance with the Bid Document.
- The Bid security shall be returned to the technically unsuccessful Bidder with unopened/sealed financial bid.

- While the unsuccessful bidders of financial bid opening procedure will be returned the Bid Security only within one month period.
- Validity of the Bid Security should be 180 days minimum.

4.15.3 Technical Proposal

Bidders are required to submit the technical proposal stating a brief description of the bidder's organization outlining their recent experience, the names of professional staff / sub-supplier(if applicable) who participates during the assignment, solution offered with feature set, the technical approach, sample templates/prototypes of deliverables, methodology, detailed work plan / work breakdown structure, organization and staffing, workable suggestions that could improve the quality and effectiveness of the assignment. Submittal requirements for information can be found in subsequent section.

Note, the bidder shall also provide recommended specification of hardware (hardware sizing) along with performance benchmarks for the proposed system. Refer Annexure B – Submittal Requirements for Technical Proposal.

Any other technical and/or sales and marketing materials provided separately by the bidder shall not be considered as part of the proposal. Such additional materials may be provided as a part of annexures.

4.15.4 Financial Proposal

- The Financial proposal shall be prepared using the standard form attached, duly signed by the authorized representative of the bidder. It should list all costs associated with the project including cost of additional software required such as any third party software, database etc. Bidder must ensure that there is no hidden cost.
- The bidder shall provide its list of costs with all items described in the Technical proposal priced separately.
- The bidder should provide alternatives in Supporting Technology software (like database, middleware etc.) for cost effective solution.
- Refer Annexure C – Submittal Requirements for Financial Proposal. Note, pricing shall be provided in an itemized way.
- Any function with specifications responded as 'Can be developed' must be made available during implementation or before Go-live without any extra cost.

4.15.5 Payment Terms / Schedule

Payments will be made by HBFC against the invoice/s raised by the bidder by following the procedure in vogue against each milestone on production of following documents:

- Sales tax invoice duly signed and stamped by the organization.
- A certificate issued by standing Technical Committee of HBFC certifying that the relevant claim is correct and the bidder has successfully accomplished the task against respective milestone.
- There will be no Advance payment / mobilization.

- Partial deliveries & part payments may be allowed and payment shall be released only after achievement of milestones. Following is the payment schedule based on defined milestones:

S.No.	Particulars for Software Provision, customization, Implementation till closure of the project	Percentage(%) of Total till Closure
1	<i>Upon Successful Installation of System (Provision of licenses in the name of HBFC and Delivery of software; Software installation; and Project Initiation and Planning Document Finalization and Signing)</i>	40%
2	<i>Upon Successful Deployment of System (Configuration, customization and system integration testing; and Completion of User Acceptance Testing (UAT))</i>	15%
3	<i>Upon Go-Live</i>	15%
4	<i>Upon Successful Closeout</i>	30%

Support Services

S.No.	Particulars for Support Services	Percentage(%) of annual support cost
1	Biannual payment of Support Services for each year of the TCO period	50%
Note: The payment term can be further reviewed and mutually agreed before signing of the contract with the successful bidder.		

4.15.6 Bid Currencies

Bids are to be quoted in PKR. Bids received in any currency other than PKR shall not be accepted.

4.15.7 Advice of Omission or Misstatement

In the event it is evident to a bidder responding to this RFP that HBFC has omitted or misstated a material requirement to this RFP and/or the services required by this RFP, the responding bidder shall advise the contact identified in the RFP Clarifications and Questions section above of such omission or misstatement.

4.15.8 Bid Validity Period

The bid shall have a minimum validity period of One Hundred and Eighty (180) days from the last date for submission of the Bid. The Procuring Agency may solicit the Bidder's consent to an extension of the validity period of the bid. The request and the response thereto shall be made in writing.

Bid Security shall also be suitably extended. The Bidder may refuse extension of validity period of the Bid, without forfeiting the Bid security.

4.15.9 Additional Charges

No additional charges, other than those listed in the financial proposal, shall be made. Prices quoted will include verification/coordination of order, all costs for shipping, delivery to the site, setup, installation, training etc.

4.15.10 Right to Request Additional Information

HBFC reserves the right to request any additional information that might be deemed necessary during the evaluation process.

4.15.11 Right of Refusal

- The procuring agency may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. The procuring agency shall upon request communicate to any Bidder who submitted a bid or proposal, the grounds for its rejection of all bids or proposals, but is not required to justify those grounds.
- The procuring agency shall incur no liability, solely by virtue of its invoking sub-rule (1) towards Bidder who have submitted bids or proposals.
- Notice of the rejection of all bids or proposals shall be given promptly to all Bidders that submitted the proposals.

4.16 Submission of Bids

4.16.1 Sealing and Marking of Bids

Bid shall comprise a single sealed package containing two separate sealed envelopes. Each envelope shall contain separately the financial proposal and the technical proposal. Envelope shall be marked as “FINANCIAL PROPOSAL” and “TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion.

The bids along with the bid security, must be dropped at: House Building Finance Company Limited, Head Office, situated at 3rd Floor, Finance & Trade Centre, Sharah-e-Faisal, Karachi.

All submissions are due to the attention of the authorized person, no later than the date and time specified in Annexure A. Any proposal received after the due date and time will not be accepted by HBFC.

Proposal Identification

Proposal submissions must be organized according to the instructions provided in this and separately packaged, sealed and identified as follows:

- Identify as **Technical** or **Financial** Proposal
- Bid Number:
- Title: Application Software Solutions (Loan Management, Document Management and Treasury Systems)
- HBFC, Head Office, 3rd floor, Finance & Trade Centre, Shahrah-e-Faisal, Karachi, Pakistan.

Proposal submissions must include the following copies:

- One (1) original version of the entire Technical Proposal with original signatures;
- One (1) photocopied version of the entire Technical Proposal;

- One (1) softcopy containing the entire Technical Proposal;
- One (1) original version of the Financial Proposal with original signatures;
- One (1) photocopied version of the entire Financial Proposal;
- One (1) softcopy containing the entire Financial Proposal.

Softcopies of Technical as well as Financial proposal are required to be submitted in the form of USB/DVD/CD in the respective sealed envelopes. The files must be unprotected, editable, electronic documents and must be clear of any viruses, imbedded documents, or executable links.

4.16.2 Extension of Time Period for Submission of Bids

HBFC may extend the deadline for submission of bids, if the following condition exists;

- If Purchase Committee is convinced that such extraordinary circumstances have arisen owing to law and order situation or a natural calamity that the deadline should be extended;
- If Purchase Committee decides to extend the deadline due to any administrative reason.

4.16.3 Late Bids

Late bids shall not be considered. Therefore it is suggested that the response be sent in a manner that ensures it arrives on time, for example: through verifiable courier, Registered Mail or in person. Responses through Fax, email, and non-registered delivery through Pakistan Post Mail will not be considered.

4.16.4 Presentation by Bidders

Bidders may be asked to present their proposal as per the terms and conditions listed along with the announcement of this RFP. The Bidder will be required to provide and present a detailed and comprehensive project management plan that will become the sole source for determining implementation tasks and completion time of each task. The bidders are expected to present the technical proposal and the various components fitment within the overall proposal. The bidder must be able to answer all queries and question of the evaluation committee within the presentation.

4.16.5 Modification or Withdrawal of Proposals

Proposal modification and withdrawal terms and conditions are governed by the HBFC procurement rules / PPRA Bid rules and Regulations. Such laws and regulations shall always prevail at all times. Under no circumstances shall a bidder be allowed to modify or withdraw his proposal if such actions are prohibited by the relevant Bid laws.

4.16.6 Submittal Requirements

- *For Technical Proposal, please ensure that the listed requirements in "Annexure B" are provided.*
- *For Financial Proposal, please ensure that the listed requirements in "Annexure C" are provided.*

4.17 Opening and Evaluation of Bids

4.17.1 Opening of Bids by HBFC

Initially only the envelope marked “TECHNICAL PROPOSAL” shall be opened and envelope marked as “FINANCIAL PROPOSAL” shall be retained in the custody of the HBFC without being opened. HBFC shall evaluate the technical proposal and without reference to the price and may reject any proposal which does not confirm to the specified requirements.

4.17.2 Modification of Bids

No bidder shall be allowed to alter or modify its bids after the expiry of deadline for the receipt of the bids unless, HBFC may, at its discretion, ask a bidder for a clarification of bid for evaluation purposes. The request for clarification and the response shall be in writing and no change in the prices or substance of bid shall be sought, offered or permitted.

4.17.3 Missing Information

Information requested in this document is aimed to evaluate the bidder and their system in a best possible way, therefore HBFC encourage bidder to furnish the information as requested in this document. Any missing information shall be considered as not available.

4.17.4 Addendum or Supplement to Request for Proposal

At any time prior to the deadline for submission of the Bid, HBFC may, for any reason, whether on its own initiative or in response to a clarification request by prospective bidder, modify the RFP by issuing addenda.

A summary of all questions and responses as well as any adjustments regarding the scope of this Bid - if any, will be prepared and distributed to all potential bidders that submitted their intent to bid. It is the responsibility of Bidder, prior to bid date, to inquire as to addenda issued and to ensure their bid reflects any and all changes. HBFC will maintain a register of holders of this RFP. All addenda must be acknowledged on the Form of Proposal page and copies of the signed addenda must be included in the Bidder’s proposal.

4.17.5 Request for Demo Sessions

Shortlisted bidders shall be contacted within 2 weeks after the date of opening of technical proposals. For detailed demo / POC sessions, each bidder shall be able to demonstrate their capabilities on technical and functional requirements stipulated in this document.

Shortlisting will purely be based on the information provided in the submitted proposal and related documents, where the eligible bidder would acquire at least 70% score in the given technical evaluation criteria. Note, the shortlisted bidder’s evaluation score shall be recalculated based on the results of the demonstrations and detailed analysis of the proposed solution(s).

For these session, Bidders shall be required to setup the environment for demonstration of the solution and the select processes in HBFC premises.

4.17.6 Current References

The Bidder must provide in the proposal the names and complete contact information of at least three (3) client references in prescribed format under Annexure F who:

- Are able to discuss Bidder's performance in providing solutions similar to those contemplated in this RFP, and
- Have agreed to be contacted by HBFC representatives. HBFC expects the bidder to contact their client references to confirm their availability to speak with HBFC during this time.

4.17.7 Bidder Evaluation

Contract(s) shall be awarded at the sole discretion of HBFC after evaluation of the bidder's proposal, reference discussions, negotiations, determination of competitive advantage and cost. Bidder must have a satisfactory record of contract performance, integrity, business ethics, adequate financial resources (in the opinion of HBFC) and vision to meet the contractual requirements contemplated in this RFP. By submitting a proposal, the Bidder warrants that:

- a) It is legally authorized to provide the subject solution(s) globally or locally,
- b) It is in compliance with all applicable laws and regulations,
- c) It is not prohibited from doing business with HBFC by law, order, regulation or otherwise, and
- d) The person submitting the proposal on behalf of the Bidder is authorized to bind it to the terms of the proposal.

An evaluation committee ("Technical Evaluation Committee") specifically formed for this RFP process will evaluate all submitted proposals. Proposals may be evaluated and eliminated without further discussions and at the sole discretion of HBFC. HBFC will be the sole initiator of discussions to clarify or negotiate the proposal offerings. The HBFC evaluation committee will evaluate each proposal based upon their understanding of the proposals. The HBFC evaluation committee will conduct a fair, impartial and comprehensive evaluation of all proposals. If applicable, a contract shall be awarded, taking into consideration the best interests of HBFC. The selection criteria is defined in subsequent section and may include:

- a) Experience of the bidder with similar projects, size and scope
- b) Management and staff profiles
- c) Solution differentiation and implementation approach
- d) Details of Scalability, Performance, Integration, Configurability, Parameterization
- e) Cost/Value/Favorable contract terms & conditions

HBFC reserves the right to award a contract without any further discussion with the bidder(s) who have submitted proposals in response to this RFP. Therefore, proposals should be submitted initially on the most favorable terms available to HBFC from a price, contractual terms and conditions, and technical standpoint. However, HBFC reserves the right to conduct discussions with Bidders who submit proposals that pass the initial screening process for the feasibility of the solution(s).

HBFC is not under any obligation to reveal, to a bidder, how a proposal was assessed or to provide information relative to the decision-making process.

HBFC shall evaluate a bidder's "confidence in its own ability to perform" based on a bidder's willingness to provide HBFC with meaningful contractual assurances and remedies HBFC may exercise in the event of that Bidder's non-performance.

4.17.8 Evaluation Model

Following are the six domains on the basis of which all the proposals will be evaluated:

- Technical:
 - Core System Functionality;
 - Bidder's Risk;
 - System's Base Technology;
 - Bidder's Future Prospects;
 - Intangibles.
- Financial / Cost.

Overall Domain's Weighted Scores

<i>S. No</i>	<i>Domain</i>	<i>Weighted Score within Technical Domain</i>	<i>Overall Weighted Score</i>
1	Technical		70%
1.1	<i>Core System Functional and Technical Requirements</i>	40%	
1.2	<i>Bidder's Risk</i>	25%	
1.3	<i>System's Base Technology</i>	10%	
1.4	<i>Bidder's Future Prospects</i>	10%	
1.5	<i>Intangibles</i>	15%	
2	Cost		30%
		Total	100%

4.17.9 Proposal Acceptance

A proposal submitted in response to this RFP shall constitute a binding offer. Acknowledgment of this condition shall be indicated by the signature of the Participant bidder or an officer of the Participant bidder legally authorized to execute contractual obligations. A submission in response to this RFP acknowledges acceptance by the Participant of all terms and conditions including compensation, as set forth herein. A Participant shall identify clearly and thoroughly any variations between its proposal and the HBFC's RFP. Bidder shall ensure that every page of their proposal is signed and stamped.

4.17.10 Discussions Prior to Evaluation

If required, prior to evaluation of the technical proposal and financial proposal, HBFC may, within 6-7 days of receipt of the technical and financial proposals, call upon any of the Bidders

to discuss or to ask for clarification about anything contained in the technical proposal submitted by the Bidder or may seek clarification in writing through email.

4.17.11 Availability of Professional Staff / Experts

Having selected the bidder on the basis of, among other things, an evaluation of proposed professional staff, the HBFC expects to get the contract executed by the professional staff named in the proposal. Before contract negotiations, the HBFC shall require assurances that the professional staff shall be actually available. HBFC shall not consider substitutions during contract negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable or for reasons such as death or medical incapacity. If this is not the case and if it is established that professional staff were offered in the proposal without confirming their availability, the Bidder may be disqualified. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate and his name be submitted by the Bidder within the period of time specified in the letter of invitation to negotiate.

4.17.12 Alternative Provisions

The Bidder must provide any relevant information if the Bidder proposes to deliver solution(s), service(s) and/or product(s) (“Solution(s)”) to meet our requirements in a different manner than that specified in this RFP. The Bidder must clearly demonstrate the benefit to HBFC (in terms of service level, cost savings or both) from the proposed alternative solution(s). HBFC, at its sole discretion, will consider the alternative solution(s) provided the Bidder also submits a response for HBFC’s requirements detailed in this RFP.

Alternative solution(s) must clearly identify any deviations from HBFC’s requirements. Such deviations shall be evaluated, only after the Bidder’s primary response to HBFC’s requirements has been fully evaluated. If alternative solution(s) are submitted without a primary response to HBFC’s requirements, the alternative solution(s) will be rejected. Any alternative solution(s) proposed by the Bidder must improve and not compromise overall contract performance and must be in HBFC’s best interests; otherwise, the alternative solution(s) will be rejected.

4.17.13 Redressal of Grievances by the Procuring Agency

- The Purchaser has constituted a committee comprising of odd number of persons, with proper powers and authorizations, to address the complaints of bidders that may occur prior to the entry into force of the procurement contract.
- Any bidder feeling aggrieved by any act of the Purchaser after the submission of his bid may lodge a written complaint concerning his grievances not later than ten days after the announcement of the bid evaluation report.
- The committee shall investigate and decide upon the complaint within fifteen days of the receipt of the complaint.
- Mere fact of lodging of a complaint shall not warrant suspension of the procurement process.
- Any bidder not satisfied with the decision of the committee of the Purchaser may lodge an appeal in the relevant court of jurisdiction.

5. Award of Contract

5.1 Award Criteria

HBFC shall award the contract to the successful bidder, whose bid has been determined to be substantially responsive in the view of our requirements & expectations and has provided the most competitive bid, provided further that the bidder is determined to be qualified to perform the contract satisfactorily.

5.2 HBFC's Right to Accept Any Bid and to Reject Any or All Bids

HBFC reserves the right to accept or reject any Bid, and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the bidder(s).

5.3 Notification of Award

Prior to the expiration of the period of bid validity, HBFC will notify the successful bidder in writing by letter or by facsimile, to be confirmed in writing by letter, that his/her bid has been accepted.

The notification of award will constitute the formation of the contract.

Upon the successful bidder's furnishing of the performance security pursuant to section, HBFC will promptly notify each unsuccessful bidder.

5.4 Signing of Contract

Within seven (7) days from the date of notification of the award the successful bidder shall furnish to HBFC particulars of the person who would sign the contract on behalf of the successful bidder along with an original power of attorney executed in favor of such person.

5.5 Performance Security

Within (15) days of the receipt of notification of award from the Procuring Agency, the successful Bidder will furnish the Performance Security and sign the Contract. The value of Performance Security shall be 10% of the bid value to be issued by any scheduled bank of Pakistan having "A" rating. The Performance Security will remain valid for a period of six (6) months after the successful delivery till the closure phase of the project. Whereas, the support period shall commence upon successful closure of the project. There will be separate performance security submission to claim the mobilization advance as mentioned in the payment terms.

5.6 RFP Response Ownership

All information, materials and ideas submitted become the property of HBFC upon submission. HBFC reserves the right to modify, reject or use without limitation any or all of the ideas from submitted information.

All information, materials and ideas contained in the Bidder's proposal can be used by HBFC without any restriction, provided that HBFC will not disclose any financial and pricing information the Bidder designates as confidential with any other potential Bidder.

HBFC reserves the right to share, disclose or discuss to any of its consultants any proposal in response to this RFP in order to secure expert opinion.

Please submit the softcopies of technical and financial proposals in USB / CD / DVD, along with the respective proposal in sealed envelopes.

5.7 Integrity Pact

The successful bidder(s) shall upon the award of the contract execute an Integrity Pact with HBFC. [Specimen is attached in Annexure "I"]

5.8 Non-Disclosure Agreement

The successful bidder(s) shall upon the award of the contract execute a Non-Disclosure Agreement with HBFC. [Specimen is attached in "Annexure J"]

5.9 Contract Terms and Conditions

The successful bidder(s) shall upon the award of the contract, agree and sign a formal contract with HBFC, which shall be based on the terms and conditions in this document, PPRA contractual guidelines and HBFC's contractual requirements.

Where ever in conflict with the RFP and the contract or no safeguard of HBFC is mentioned, the stipulation of PPRA 2004 as internally adopted by HBFC shall prevail.

5.10 Escrow Agreement

The successful bidder(s) shall upon the award of the contract, agree and sign a formal escrow agreement with HBFC in relation to the Source Code to some or all of the Software, where applicable.

5.11 Warrantee Period and Service Level Agreement (SLA)

Upon successful closure of the project, the successful bidder(s) shall be required to provide a post implementation / closure warrantee period of 6 months. Upon completion of warrantee period, an agreed upon support and maintenance period shall start for which separate service level agreement shall be made part of the overall contract of this project.

6. Scope of Work

The scope of work includes mainly three application software solutions including:

- Loan Management System (LMS), which covers the end-to-end workflow based Islamic and conventional modes loaning cycle and is successfully running in financial sector;
- Document Management System, with file movement and noting provision; and
- Treasury System.

This solution should have the capability to integrate with existing system at HBFC like ERP and Infrastructure services (Active Directory, Email Server, SMS gateway etc.). The solution MUST have the capability of handling BOTH Conventional & Islamic mode of financing.

Prospective bidders are to propose solution with its installation, customization, configuration, deployment / implementation, verifying data quality, data migration, testing, rollout, training, documentation, knowledge transfer, project closure services and support.

The Bidder shall also provide training to Company's designated personnel and also provide Module wise user manuals as well as administrator's manual, post-implementation on-site support for 6 months from GO LIVE date.

6.1 Loan Management System

The Loan Management System (LMS) would broadly include, but is not limited to:

- Customer Information Management with 360 degree view
- Loan Account Management
- Loan Origination (complete loan origination cycle from lead processing till approvals)
- Configurable/parameterized multi-level product definition
- End-to-end workflow based approvals with escalations
- Credit Risk Management
- Limit Management
- Capturing of KYC requirements as per company policy
- Ability to manage internal and external contact information
- Provide internal credit checking, credit scoring, rating and compliance check (in compliance to HBFC's internal as well as SBP's guidelines/regulations)
- Loan Cycle Monitoring (Turn-around-time management with escalation and alerts)
- Cash Management (Repayment mechanism with different modes of payments like postdated cheques, funds transfer etc.)
- Reporting / MIS / Dashboard
- Generate letters and forms automatically
- Ability to log and timestamp activities for audit purposes

- Comprehensive security framework
- Collections System to manage end to end collections/recovery
- Ability to configure risk profiles and configure dunning strategies for various segments of collections
- Automate the dunning process and actions like SMS, Emails, Letters and Tele calling activities
- KPI / Target setting for Internal / External Collections, Performance reviews
- Commissions and Incentive calculations for the collections departments
- Ability to store the Collections trails and actions, with prompt reminder to Collectors
- MIS / Reporting to review performance of collections, No action accounts, Collections Inventory and other reports to optimize the overall Collections initiatives
- Loan relating documents capturing mechanism (Centralized Document imaging and archiving)
- Financial Management (including demand time liability management and branch wise / consolidate reporting)
- Non-Performing Loan Management
- Integration with external systems (like external GL, Payroll, HRMS, Treasury and collections with other banks, NADRA Verisys & Biosys etc.)
- Digital Authentication using digital signatures and images with required standard of security
- LMS to be accessible on multiple digital channels like mobile, tablet, web etc. through availability of related APIs.
- The system should cater for at least 300 users, 51 offices/branches spread over the office network of HBFC across Pakistan

Further, the bidder must provide detailed description of the proposed solution along with complete technical details like: *What is the maximum number of concurrent users supported? Is the solution primarily batch or real-time? What are to maximum number of users supported? To what degree is the application customizable? What DBMSs are supported? What query languages are supported? What programming languages/compiler are supported? Does the proposed solution support n-tier architecture?*

The bidder must provide technical product information pertaining to every product included in their proposed solution.

Following is the list of applications to be integrated with the proposed solution:

S. NO	Software / System	Purpose
1	Backend Business Application (MAQS400)	To update accounts (Posting and Processing of Monthly Transactions) and Reporting

S. NO	Software / System	Purpose
2	Treasury	To run Treasury Function by Treasury Department Users
3	GL (SHERP)	To run General Ledger activities by Finance Division Users
4	Payroll System (Merlin ERP - MillSoft)	Payroll activities by HR users
5	Digital Archiving (Rosetta)	Archiving of Property Documents in Disaster Recovery Scope
6	Time Management (NEDO)	Employees Attendance / Leave Management
7	Expenditures Management (In-House)	Management of Monthly Expenditures in Zones
8	Employee Pensions (In-House)	Employees' Pension Management system
9	Saima / Bisma Financing Frontend System	Data Capturing of cases under Saima / Bisma Projects
10	PF/BF Software (In-House)	PF / BF of Employees
11	Employee Advances (In-House)	Car / HB advance etc.

Please refer Annexure D and E for details regarding functional and technical requirements.

6.2 Document Management System

Document management system should provide functionality for catering company wide document movement workflows with appropriate approval mechanism having correspondence and noting functionalities.

Document Management System (DMS) would include, but is not limited to:

- Document Input;
- Document Indexing;
- Document Search;
- Document Security;
- Document Processing;
- Workflow Automation;
- Noting and References;
- User Management with multi-level authorization;

- Administrative Reporting;
- Digital Authentication;
- Turn-around-time management with escalation and alerts;
- Document Security;
- User Dashboard;
- Customization.

Please refer Annexure D and E for details regarding functional and technical requirements.

6.3 Treasury System

Treasury Solution (initially limited to Money Market business, but has the capability to provide other Treasury products) would include, but is not limited to:

- Transaction Management (Including Deal Initiation, Confirmation, Settlement, Revaluation/Impairment, Disposal of Products etc.);
- Cash & Liquidity Management;
- User Management;
- Security and Controls;
- Risk & Limit Management;
- Reporting / MIS;
- System Integration like GL, RTGS etc.

Please refer Annexure D and E for details regarding functional and technical requirements.

6.4 Data Migration

Successful bidder will be required to migrate the entire financial & non-financial data from existing Loan Management System for all Accounts and associated data to the proposed solution.

Historical data will also be migrated for all the products and accounts to proposed solution to fulfil the objectives of printing back dated customer statements. The data may include instruments and other data required to run normal day to day operation. Solution should also support printing MIS reports as desired by the company for the data migrated.

The objective of this exercise is to ensure availability of data in the proposed LMS so that all transactional & historical data can be viewed from the new Solution.

6.5 Training

The bidder will be responsible for the training of the employees in the areas of implementation, operations, management, error handling, and system administration of in-scope solutions as per following.

- Business User Training for 20 Master Trainers

- Administration / customization Training for Technical User

Training material, written (in English) and video (in Urdu) for all users should be provided as part of Training.

6.6 Implementation and Support Services

Services for the implementation of proposed LMS / DMS / Treasury are required. The skilled professional team with the domain knowledge will have to document the processes/uses cases with business rules / exceptions in the format coinciding with the offered solution based on the detailed requirements by HBFC.

Timelines of the project will be agreed before the contract signing and preferred to be within four (4) months or earlier but not beyond six (6) months after signing of the contract.

Support services will be required for the TCO period as asked in this document. The services will be effective after implementation and expiry of the warranty period.

HBFC reserves the right to change the payment terms with the consultation of the successful bidder at the time of the contract signing. Once the contract is signed bidder will be bound to invoice as per performed services agreed in the contract.

6.7 Project Documentation

Bidders are required to provide comprehensive documentation related to the project such as user manuals, training material, configurationally and administration manuals, security compliance / access control document etc.

Further, the bidder shall provide editable copies of all documents/manuals for HBFC's internal purposes without any additional fee.

7. Evaluation Process

7.1 Eligibility

Below is the criterion for the eligibility of the interested Bidders. These are all mandatory requirements and failing to comply will result in ineligibility for further technical evaluation. Please ensure complete and valid documentary evidences are provided against each item. HBFC reserves the right to check the authenticity of any submitted document. In case of a JV or Consortium responding to the RFP, the Lead Bidder must qualify this eligibility criteria:

1. Is a registered/incorporated company/firm in Pakistan with relevant business experience of last five (5) years;
2. Valid Registration Certificate for Income Tax, Sales Tax and/or other allied agencies / organizations / regulatory authorities;
3. Is an Active Taxpayers as per Federal Board of Revenue (FBR)'s database i.e. Active Taxpayer List (ATL);
4. Has not been blacklisted by any of Provincial or Federal Government Department, Agency, Organization or autonomous body or Private Sector Organization anywhere in Pakistan. (Submission of undertaking);

5. Proposed team which is to be deployed on this project till closure, should be composed of at least two individuals for LMS, at least one for DMS and at least one for Treasury. The relevantly qualified individuals must have the domain knowledge having at least two successful implementations in relevant domains.
 6. Services can only be supplied / sources / routed from origin in “eligible” member countries.
 - “Eligible” is defined as any country or region that is allowed to do business in Pakistan by the law of Government of Pakistan.
 - “Origin” shall be considered to be the place where the Services are produced or from which the Services are provided.
 7. Audited financial statements to demonstrate that Bidder had minimum an average annual turnover of over PKR 100 million or equivalent in past consecutive three (03) financial years;
 8. Bidder should have experience on similar projects in the proposed solution & technology.
- Note: Verifiable documentary proof for all above requirements is a mandatory requirement.

7.2 Separate Evaluation Provision

All the three solutions sought in this RFP shall be evaluated separately.

7.3 Technical Evaluation Criteria and Bidder’s Response

Bidder(s) are required to provide their responses on the following sheet:

S. No	Technical Criteria	Scores	Bidder Response	Pg. Ref.
1	Core System Functionality (Functional and Technical):	Max Score (2,176)		
1.1	Data Sheets: Functional and Technical			
1.1.1	<i>Available</i>	Critical = 6 High = 5 Medium = 4 (per requirement)	<i>(response to be provided in Data Sheets for core system functionalities)</i>	
1.1.2	<i>Can be developed / Can be made Available</i>	Critical = 3 High = 2 Medium = 1 (per requirement)		
1.1.3	<i>Not Available</i>	0		

S. No	Technical Criteria	Scores	Bidder Response	Pg. Ref.
2	Bidder's Risk	Max Score (72)		
2.1	How much time frame offered by the Bidder for expected implementation? Submit more than one proof/ reference from your previous installation.			
2.1.1	<i>Within 12 weeks</i>	5		
2.1.2	<i>Within 12 to 24 weeks</i>	3		
2.1.3	<i>More than 24 weeks</i>	0		
2.2	The representation of the Bidder Locally			
2.2.1	<i>Main Office and Technical Team present in Karachi</i>	5		
2.2.2	<i>Main Office and Technical Team in Pakistan other than Karachi</i>	3		
2.2.3	<i>Main Office and Technical Team not present in Pakistan</i>	1		
2.3	How is the Bidder's ability to Execute? (How many successful implementation in Pakistan).			
2.3.1	<i>More than 5 implementations</i>	5		
2.3.2	<i>Within 3 to 5 implementations</i>	3		
2.3.3	<i>Less than 3 implementations</i>	1		
2.4	How is the Bidder's ability to Execute? (By reviewing project management, implementation strategy and details of project closure in successful implementations in Pakistan)			
2.4.1	<i>More than four (4) implementations with excellent in TEC team review</i>	5		
2.4.2	<i>Within 2 to 4 implementations with excellent in TEC team review</i>	3		
2.4.3	<i>1 implementation with excellent in TEC team review or more than one</i>	1		

S. No	Technical Criteria	Scores	Bidder Response	Pg. Ref.
	<i>implementation with average TEC team review</i>			
2.4.4	<i>No Implementations</i>	0		
2.5	Client Feedback (based on mean opinion score from 3 client references)	(Max Score 10)		
2.6	Bidder's business in Pakistan or established in Pakistan?			
2.6.1	<i>Bidder's business in Pakistan or established in Pakistan since 10 years</i>	5		
2.6.2	<i>Bidder's business in Pakistan or established in Pakistan since 8 years</i>	3		
2.6.3	<i>Bidder's business in Pakistan or established in Pakistan since 4 years</i>	1		
2.6.4	<i>Bidder's business in Pakistan or established in Pakistan less than 4 years</i>	0		
2.7	How much is the bidder's financial turnover? (Bidder has an annual average turnover as analyzed in submitted past 3 consecutive years financials)			
2.7.1	<i>More than 300 million</i>	5		
2.7.2	<i>Less than 300 million but more than or equal to 100 million</i>	3		
2.8	Number of Years of experience of Project Manager(s) to be assigned on this project?			
2.8.1	<i>More than 15 years</i>	5		
2.8.2	<i>Between 10 to 15 years</i>	4		
2.8.3	<i>Between 5 to 10 years</i>	3		
2.8.4	<i>Less than 5 years</i>	1		
2.9	Bidder's Manpower Strength			
2.9.1	<i>200 + employees</i>	5		
2.9.2	<i>100 + employees</i>	3		

S. No	Technical Criteria	Scores	Bidder Response	Pg. Ref.
2.9.3	<i>50 + employees</i>	1		
2.9.4	<i>Less than 50 employees</i>	0		
2.10	Bidder's Manpower annual turn over			
2.10.1	<i>Less than or equal to 10%</i>	5		
2.10.2	<i>Between 11 to 15%</i>	3		
2.10.3	<i>Between 15% to 20%</i>	1		
2.10.4	<i>More than 20%</i>	0		
2.11	Is Backup project manager provided?			
2.11.1	<i>Yes</i>	2		
2.11.2	<i>No</i>	0		
2.12	Number of technical staff of the bidder in Pakistan to provide support related to the proposed solution			
2.12.1	<i>10 or more</i>	5		
2.12.2	<i>Greater or equal to 6 but less than 10</i>	3		
2.12.3	<i>Greater or equal to 3 but less than 6</i>	1		
2.12.4	<i>Less than 3</i>	0		
2.13	Conformity with Other Requirements of RFP for specific solution (responses and details provided as mentioned in Annexure B – Submittal Requirements for Technical Proposal)			
2.13.1	<i>All Requirements</i>	10		
2.13.2	<i>Partial Requirements (less than 80%)</i>	5		
3	System's Base Technology	Max Score (38)		
3.1	How current is the technical design, infrastructure, and architecture fit of tool set?			

S. No	Technical Criteria	Scores	Bidder Response	Pg. Ref.
3.1.1	<i>Latest release live implemented within less than 2 years</i>	3		
3.1.2	<i>Latest release live implemented within 2-3 years</i>	1		
3.1.3	<i>Latest release live implemented within 3-4 years or not reviewed at all.</i>	0		
3.2	How mature are the bidder's software applications in relation to the scope of LMS, DMS and Treasury?			
3.2.1	<i>Goes beyond the HBFC's needs/ all standard needs</i>	3		
3.2.2	<i>All standard needs fulfilled</i>	2		
3.2.3	<i>Fulfills 70% of the needs</i>	1		
3.2.4	<i>Fulfills less than 70% of the needs</i>	0		
3.3	Number of bugs reported in last 2 years			
3.3.1	<i>More than 0 but less than 30</i>	2		
3.3.2	<i>More than 30 but less than 50</i>	1		
3.3.3	<i>More than 50</i>	0		
3.4	Percentage of Number of bugs corrected in last 2 years			
3.4.1	<i>Up to 100 %</i>	3		
3.4.2	<i>Up to 50%</i>	2		
3.4.3	<i>Bugs not corrected</i>	0		
3.5	Offered solution should be able to provide interface for business user, who can define reports and dashboard themselves.	10		
3.6	Bidder's No. of Projects (Local + Internationals) of at least - 100 Million PKR each for LMS related			

S. No	Technical Criteria	Scores	Bidder Response	Pg. Ref.
	<ul style="list-style-type: none"> - 10 million PKR for DMS/file movement - 10 million Treasury 			
3.6.1	<i>7 or more</i>	5		
3.6.2	<i>Greater or equal to 4 but less than 7</i>	3		
3.6.3	<i>Greater or equal to 2 but less than 4</i>	1		
3.6.4	<i>Less than 2</i>	0		
3.7	Bidder's experience of application Integration & maintenance project			
3.7.1	<i>7 or more</i>	5		
3.7.2	<i>Greater or equal to 4 but less than 7</i>	3		
3.7.3	<i>Greater or equal to 2 but less than 4</i>	1		
3.7.4	<i>Less than 2</i>	0		
3.8	Solution should support SBP specific functionalities & Reporting required in Pakistani FIs, either out of the box or through add-ons.			
3.8.1	<i>Complete compliance through configuration (core level)</i>	3		
3.8.2	<i>Partial compliance through configuration</i>	1		
3.8.3	<i>Compliance through customization</i>	0		
3.9	Is the base technologies like OS, DB, webserver is opensource, however reliable widely used in world renowned services are used in the offered solution			
3.9.1	<i>Yes</i>	5		
3.9.2	<i>No</i>	0		
4	Bidder's Future Prospects	Max Score (34)		
4.1	What are the future product development directions? How much			

S. No	Technical Criteria	Scores	Bidder Response	Pg. Ref.
	does the bidder spend in Research & Development?			
4.1.1	<i>Strategy exist for the proper allocation of budget in Research and Development and budget</i>	3		
4.1.2	<i>Although strategy not exist but money spend on need basis</i>	1		
4.1.3	<i>Strategy not exist</i>	0		
4.2	Does the bidder perceive its core competency as software development/ implementation?			
4.2.1	<i>Core Business Software development/ implementation</i>	3		
4.2.2	<i>Software development/ implementation is not the core service</i>	0		
4.3	Is the bidder a market leader (in Pakistan) and is their vision statement aligned with client's goals?			
4.3.1	<i>More than 30 % of market share</i>	3		
4.3.2	<i>Less than 30% but more than 10 % of market share</i>	2		
4.3.3	<i>Less than 10% of market share</i>	1		
4.4	Does the bidder try to develop expertise in different industries? (please mention names of sectors along with proof)			
4.4.1	<i>Expertise present in financial as well as others</i>	5		
4.4.2	<i>Expertise present in only financial sector</i>	3		
4.4.3	<i>Expertise present only in non-financial sectors</i>	1		
4.5	How much flexible, parameterized and configurable the application is along with workflow ?			

S. No	Technical Criteria	Scores	Bidder Response	Pg. Ref.
4.5.1	<i>HBFC's related products can be setup by HBFC without development by the bidder</i>	20		
4.5.2	<i>HBFC's related products can be setup by HBFC but with development by the bidder</i>	0		
5	Intangibles	Max Score (33)		
5.1	Does the bidder have a 24 hours effective product support helpdesk and hotline?			
5.1.1	<i>24/7 effective Helpdesk/hotline support exists</i>	3		
5.1.2	<i>Helpdesk/hotline does not exist</i>	0		
5.2	How much time the bidder takes for responding to critical level queries / issues?			
5.2.1	<i>Within four (4) hours</i>	5		
5.2.2	<i>Within six (6) hours</i>	3		
5.2.3	<i>More than six (6) hours</i>	0		
5.3	How is the bidder's Service and Support for critical issues?			
5.3.1	<i>Resolution in 1 day</i>	5		
5.3.2	<i>Resolution in a week</i>	3		
5.3.3	<i>Resolution in two weeks</i>	1		
5.3.4	<i>More than two weeks</i>	0		
5.4	Does the bidder disclose information about new product offerings, maintenance releases, and new module functionality promptly?			
5.4.1	<i>Mechanism available for communication of new product offerings, maintenance releases, and new module functionality promptly</i>	2		

S. No	Technical Criteria	Scores	Bidder Response	Pg. Ref.
5.4.2	<i>Mechanism not available for communication of new product offerings, maintenance releases, and new module functionality promptly</i>	0		
5.5	What kinds of training resources are made available to clients and partners?			
5.5.1	<i>Separate training staff/ division exist in the company</i>	3		
5.5.2	<i>Separate training staff/ division does not exist</i>	0		
5.6	What type of training materials does the bidder provide for client?			
5.6.1	<i>Manuals / User Guide, Administrative manuals available</i>	5		
5.6.2	<i>Manuals and User Guide not available</i>	0		
5.7	Bidder's performance, display of behavior and professionalism during demonstration sessions? (Mean opinion score of two HBFC and one consultant employee)	10 Total MOS (1 to 10, 10 being highest)		

Note, verifiable documentary evidences must be provided for all of the responses, the marking can be based on provided documents/information, demonstrations, presentations, client feedbacks any other valid source.

7.4 Team Evaluation Criteria and Bidder's Response

Company Strength & Relevant Skills Set				
S. No.	Role/Position	Score	Bidder's Response	Pg. Ref.
1.	Project Manager	20 Marks		
2.	Subject Matter Experts with 5 plus years of Experience in LMS	20 Max (5 Marks each)		
3.	Subject Matter Experts with 5 plus years of Experience in DMS	20 Max (5 Marks each)		
4.	Subject Matter Experts with 5 plus years of Experience in Treasury	20 Max (5 Marks each)		

Company Strength & Relevant Skills Set				
S. No.	Role/Position	Score	Bidder's Response	Pg. Ref.
5.	Solution Architects with Product experience	10 Max (5 Marks each)		
6.	Data Migration Experts	10 Max (5 Marks each)		

Note, please attach resume along with relevant certification copies of each resource which must be verifiable. Separate Team's evaluation will be carried out for each solution.

7.5 Technical Proposals Evaluation Summary

- The Bidders shall be first checked for the eligibility, as per the requirements in eligibility criteria. Thereafter, all eligible bidders shall be shortlisted against the technical requirements.
- The shortlisted Bidders shall be technically evaluated and those securing a minimum of **70%** marks in the technical evaluation will be qualified for Financial Evaluation;
- In case of only one bidder secures equals to or greater than 70% score in technical evaluation, HBFC may decide to lower the cut-off score for technical qualification but not beyond 60%.
- During the technical evaluation no amendments by the bidder in the technical proposal shall be permitted;
- After the evaluation and approval of the technical proposals, the procuring agency shall open the financial proposals of the technically accepted bids, publically at the time, date and venue announced and communicated to the bidders in advance, within the bid validity period;
- The financial proposal of bids found technically non-responsive shall be returned unopened to the respective bidders;
- The contract may be awarded to bidder(s) securing highest combined score of Technical plus Financials Bids. The overall bid score has been divided as follows:
 - **Technical Proposal Evaluation carries 70% weightage;** whereas
 - **Financials Proposal Evaluation carries 30% weightage.**

Please see below the formula for calculating the weightage:

- a. Technical score calculation: Bidder's Score= (Points Obtained in Technical Domain/Total points of Technical Domain) x 100
- b. Financial score calculation: Bidder's Score= (Min Bid Value / Bid in Consideration) x 100
- c. Total score = (Technical Score x 70%) + (Financial Score x 30%)

Financial scores will be calculated based on the TCO, under consideration, for five years.

8. Annexures

Annexure A – RFP Schedule

Event	Event Description	Timelines
1	Circulation / Advertisement of RFP	16 October 2018
2	Last day for submission of Clarifications Queries / Questions	26 October 2018
3	HBFC reply to Bidder Queries and Pre Bid Meeting	31 October 2018
4	RFP Submission Date and Opening of Technical Proposal	<i>27 November 2018</i>
5	Shortlisted Bidders to be intimated for Demo Sessions	<i>4 December 2018</i>
6	Technical Evaluation Result and Opening of Financial Proposal	Shall be intimated in due course of time
7	Announcement for Award of Contract	

Annexure B – Submittal Requirements for Technical Proposal

Bidder will furnish the technical proposal in the below format:

Proposal must furnish following details	
S. No.	Description
1.	Cover Letter (on Bidder's Letter Head)
2.	Eligibility Requirements (Mandatory Requirements as mentioned in eligibility criteria)
3.	Responses to Sections 7.3 (Technical Evaluation Criteria & Bidder's Response) and 7.4 (Team Evaluation Criteria & Bidder's Response) of this document
4.	Executive Summary
5.	Company Profile (Profile, History, Addresses, Product / Solution Offerings, Contact Information, number of full time employees, Largest Customer in Pakistan etc.)
6.	For joint submissions, provide the alliance agreement while identifying the lead as well as the respective roles/ responsibilities.
7.	Description of the Proposed Solution(s) and Distinguished Features
8.	Detailed Project Execution Plan / Work Breakdown Structure
9.	<p>Implementation Methodology, Approach and Tools:</p> <ul style="list-style-type: none"> • The Bidder(s) must provide evidence of project tools / methodologies. • The Bidder(s) must provide a sample high-level execution plan and work breakdown structure based on their experience of a project with similar scope. This should be in the form of a summary plan and should contain only sufficient details as would be required to assess the Interested Party's competency. • The Bidder(s) must provide their methodology towards implementation of system. • The Methodology must include tasks for implementation of at HBFC until the Complete Changeover. Bidder must clearly list the following for each task/step (but not limited to): <ul style="list-style-type: none"> - Purpose of the task; - Prerequisites for initiation of the task; - Bidder's team allocation for the task; - Required coordination from HBFC; - Time allocated for the task; - Work product/results of the task.
10.	Solution Deployment Architecture
11.	If applicable, details of alternative provisions where the bidder is proposing to deliver solution in a different manner than that specified in RFP.
12.	Training Methodology including Schedule & Plan
13.	Project Organization and Team Profiling

Proposal must furnish following details	
S. No.	Description
	The bidder(s) are required to propose the project team having experience in implementation of system with extensive knowledge in project management and key Retail areas. Please also indicate the level of involvement (%) for each resources. The minimum requirements for the project team include: (Responsibility Area Matrix for Project Execution - Refer Annexures G & H)
14.	Update and Version Upgrade Plan on the Proposed Solution
15.	System Service Support Plan
16.	Application Backup Plan
17.	Solution Value Added Features along with Technical Product Information pertaining to every product included in proposed solution
18.	Any other software necessary to run the system for integration purpose
19.	Hardware Sizing for Proposed Solution
20.	Phase-wise Deliverables
21.	Customer References and Relevant Experience (as per Annexure F) along with Completion Certificates for Each
22.	Credentials of Solutions in Other Sectors
23.	Response to Data Functional and Technical Sheets (Refer Annexures D and E)
24.	Draft Service Level Agreement (Post Implementation and Warrantee Period)
25.	Change Control Lifecycle
26.	Any other relevant document
27.	Contact Details

Note, Include at least three (3) commercial customers using the same application and HBFC reserve the rights to contact the referees mentioned by Bidder. HBFC may ask the bidder to arrange a reference visits (both local and international) on their expense account.

Annexure C – Submittal Requirements for Financial Proposal

- 1 Bidder’s financials should represent the costing in following structure:
 - a) Licenses;
 - b) Implementation Services;
 - c) Training;
 - d) Support and Maintenance.
- 2 Bidder should provide their financials as per sample table attached (can be found in this Annexure). Separate financial tables (as provided below) shall be used for each of the three solutions.
- 3 What are the major product licensing terms to ensure smooth operations without any financial impact over the provided TCO term? In case, the terms might impact the cost over the period of five (5) years, then any such significant impact may be added for the bid comparison purposes.
- 4 Please list any other assumptions that have not been covered in the previous questions.

Bidder will furnish the technical proposal in the below format:

Proposal must furnish following details	
S. No.	Description
1.	Cover Letter
2.	Financial Bid Form

Financial Bid Form

Financial Bid shall be submitted in below format individually for each of the in-scope solutions i.e.:

- Loan Management System;
- Document Management System;
- Treasury System.

Implementation Services:

Implementation services shall include all environment creation, application installations and configuration, customization, use case development, security of the solutions, test cases for all stages of testing, documentation (user manual, training material, configurationally and administration manuals, security compliance / access control document etc.), project closure as per industry best practices.

Total Cost of Ownership:

Year-wise cost is to be provided, where year 1 is the CAPEX and year 2 onwards shall be OPEX (support / SLA cost).

*Total cost must include pricing for all items which have been marked as “Can be Developed” in Data Sheet: Functional Requirements. Any function with specifications responded as ‘Can be developed’ must be made available during implementation or before Go-live without any additional cost which was not mentioned in the Financial Proposal.

**Note, payment schedule shall be based on achieving the milestones as defined above. HBFC reserves the right to change the payment terms with the consultation of the successful bidder at the time of the contract signing. Once the contract is signed bidder will be bound to invoice as per performed services agreed in the contract.

Please add an extra page if necessary to add line item pricing:

Solution Name (e.g. Document Management System...):												
S. No	Product Description	Description Covered	QTY	Unit Price (PKR)	Ext Price (Qty*Unit Price)	GST/Local Taxes	TOTAL PRICE (PKR)	Total Cost of Ownership (TCO)				
								Year 1	Year 2	Year 3	Year 4	Year 5
SOFTWARE COMPONENT LICENSES												
1	SOFTWARE COMPONENT A											
2	SOFTWARE COMPONENT B											
3	SOFTWARE COMPONENT C...											
4	...											
	Sub-Total Licenses											
SUPPORTING TECHNOLOGIES												
1	Technology Component A											
2	Technology Component B											
3	Technology Component C											
4												
	Sub-Total Technology											
IMPLEMENTATION SERVICES												
1	SOFTWARE COMPONENT A											
2	SOFTWARE COMPONENT B											
3	SOFTWARE COMPONENT C...											
7	Training and Rollout											
8	Any other required service...											
9												
	Sub-Total Services											

Signature of Authorized Representation: _____

Annexure D – Data Sheet: Functional Requirements

Definitions

Criteria	Definition	Response	Definition
Critical (C)	A function of a business process which is indispensable and crucial to the success of the business.	Available	Functionality is readily available
High (H)	A function of a business process which is requisite to the success of the business.	Can be developed	Functionality can be developed prior to or at time of the implementation.
Medium (M)	A function of a business process which is nice to have.	Not available	Functionality is not available

Detailed Functional Requirements

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
A.1	Loan Management System					
1	System should allow business personnel to modify the fields as per their requirements or policy but should have at least the following fields to be filled: 1. First name; 2. Middle name; 3. Last name; 4. Date of birth; 5. Nationality; 6. Gender 7. Status (Resident or Non-resident); 8. Residential address; 9. Contact details 10. CNIC; 11. Property details; 12. Bank Details; 13. Qualification; 14. Source of income; 15. Medical details; 16. Age; 17. Account opening date; 18. Father’s Name; 19. Mother’s Name; 20. Next of Kin	C				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
2	System should have the functionality to maintain different schemes/ loan products and loan types for both Islamic and conventional offered by the entity.	C				
3	System should allow the configuration of processing fee as per the policy.	C				
4	System should be able to generate processing fee voucher.	C				
5	System should maintain database for approved income.	C				
6	System should maintain database for property valuers.	C				
7	System should restrict the approval of loan application unless following fields are filled: 1. details of medical examination (for a loan above 5million), 2. Reference verification, 3. Legal advisory for property documents, 4. Business Location / Office Address Verification; 5. Property valuation and 6. Income verification.	C				
8	System should allow the scanned documents to be tagged with respective loan application for approval. System should allow the approving authority to examine the application and documents in system. (DMS)	C				
9	System should have the provision to interface with the NADRA verisys portal, NewsVis, DataCheck and eCIB portal of SBP.	C				
10	System should have fields to add details for more than one applicant / guarantor in loan application form.	C				
11	System should have the functionality to generate unique and sequentially numbered loan application number and should not allow the user to make any activity until it is marked as approved by the designated authority.	C				
12	System should allow the business personnel to define type of facility for loan application.	C				
13	System should maintain the documents as per the checklist for each loan scheme.	C				
14	System should alert 1. When CNIC expires 2. any special instructions at the time of processing of loan application	C				
15	System should have the provision for maker-checker control before processing of loan application form.	C				
16	System should be able to process the application as per the workflow developed by the company policies, access privileges and level of authorization.	C				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
17	System should have the feature of Credit Scoring System (CSS) which uses the data of Account opening, KYC, Credit Application, NADRA verisys and eCIB report to assist in deciding whether to extend credit to customers or not and evaluate credit risks.	C				
18	System should generate loan estimation based on customer's information and ratios calculated. Assessment shall include the objective/quantitative parameters for the eligibility of the borrower and determining the maximum permissible limit per borrower.	C				
19	System should have the functionality of KYC (Know Your Customer). KYC should have a minimum of following details: 1. Name; 2. Family details; 3. Source of income; 4. Medical details 5. Purpose of loan; 6. Property details; 7. Loans from any other financial institutions System should generate alert if any conflict arises with current KYC while entering details in future.	C				
20	System should be able to rate the loan application on basis of the score arrived. The risk rating is mapped with the score ranges provided by the entity. The ranges can vary from time to time depending upon the SBP guidelines. System should have the flexibility to change the ranges and grades accordingly. (Report)	C				
21	Where loan is extended to corporate clients system should take into consideration at least following factors for risk assessment: 1. Common Equity Capital Ratio (CET1) • Tier 1 Capital Ratio; • Total Capital Ratio; • Leverage Ratio; 2. Asset Quality • NPLs Ratio; • Loan Loss Reserve to NPLs; 3. Profitability • Return on Assets; • Return on Equity; • Cost to Income; 4. Other Ratios • Advances to Deposit Ratio; • Liquid Assets to Total Assets; • Advances Concentration 5. Rating from external agencies; System should be able to score for each factor on the basis of ranges provided by the entity. System should be able to use three years of data and allocate an average score on the basis of that ranges provided.	C				
22	System should be able to configure behavior score card which uses the data of Account opening, KYC, Credit Application, NADRA Verisys and eCIB report.	C				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
23	System should be able to map the SBP ratings with the behavior score card. The ranges can vary from time to time depending upon the regulator guidelines. System should have the flexibility to change the ranges and grades accordingly. System should be able to generate behavior score report. (Report)	C				
24	System should have a provision for credit proposal (from the already entered loan application) to approve, approve with condition, seek clarification or reject loan application. Further, provision should be available for users to enter comments of the approval authority against a particular loan application.	C				
25	System should be able to generate alert message incase if customer failed to pay payment within days between 30 to 120 days.	C				
26	System should be able to maintain Risk Register	C				
27	System should be able to maintain Risk Control Self-Assessment (RCSA)	C				
28	System has the adequacy to prevent any operational risk that may arise from breaches in internal control, technology failures etc...	C				
29	System has adequate controls to identify and address problems before they become major concerns.	C				
30	Capable of identifying the Risk Key Indicators and provision of escalation of significant risk issues to management.	C				
31	System should manage the entity's risk, a limit structure which should be defined in the system to monitor the availability and utilization of limits for customer's loans and facilities.	C				
32	System should be able to provide access rights over relevant customer's data to audit department for review. (DMS)	C				
33	System should have a provision for loan application to approve, approve with condition, seek clarification or reject loan application. Further, provision should be available for users to enter comments of the approval authority against a particular loan application.	C				
34	System should have capability to integrate with Enterprise GL	C				
35	System should be able to update accruals on daily basis	C				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
36	Ability to segregate between applied, approved, issued, disbursed, paid, transferred (refinanced or re-structured), classified, exception and written off items.	C				
37	System should automatically re-route loan application above the sanctioned processing limit to appropriate supervisor for authorization	C				
38	System should restrict that Loan application / credit proposal should only be approved by relevant committee as final approval.	C				
39	System should have provision to enter the sanctioned limit as approved by credit committee and should be un-editable.	C				
40	The definition of the parameters kept fairly simple in the system. New parameters can be added and at the same time modifications can be made to the existing ones. Parameter code can be defined manually; however, the system will keep a check so as to avoid duplication.	C				
41	System have a provision of Product Configuration Module and in addition, provision will be provided in the system to define additional loan products, as desired by the management, and correspondingly, the user will be able to setup different parameters for any product that he/she adds to the existing list.	C				
42	Support all types of full-featured loan products for Corporate and Consumer and accommodate variety of changes to be introduced within the defined product specifications during the loan cycle.	C				
43	System should have the functionality to allow disbursement in the whole amount in single payment or in multiple payments depending on entity policy.	C				
44	Upon approval from relevant committee system should generate duly approved loan repayment schedule mentioning at least following details: 1. Name and personal details; 2. Account No.; 3. Loan No.; 4. Policy details 5. Amount sanctioned; 6. Interest rate; 7. Terms and conditions (in Urdu and English) 8. Repayment schedule	C				
45	System should be able to generate Offer Letter with at least following details: 1. Name and personal details; 2. Account No.; 3. Loan No. ; 4. Policy details 5. Amount sanctioned; 6. Interest rate; 7. Terms and conditions (in Urdu and English) 8. Repayment schedule	C				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
46	System should have the provision for maker-checker control before disbursement of amount.	C				
47	Capacity to maintain throughputs, cases movement and log of employees processing the cases at various stages of Disbursement appraisal.	C				
48	System should generate disbursement voucher/ cheque as per the details entered.	C				
49	System should allow preparation / printing of Disbursement Instruments / vouchers.	C				
50	System should be configured for the formulas for floating, fixed and hybrid rates.	C				
51	System should have the functionality to accrue on the defined parameters.	C				
52	System should have the capability for credit adjustment	C				
53	System should be able to generate repayment schedule based on parameters defined in agreement (like on monthly, Quarterly, Semi Annually) and there should be provisions for auto-printout.	C				
54	Ability to update & regenerate the repayment schedule in case of partial/excess/late/early payments according to user defined policies	C				
55	System should be capable of accommodating various types of repayment mechanisms like; -Demand -Term -Single Payment -Installment etc...	C				
56	Interest may be calculated in different ways such as flat, declining balance, declining balance with fixed payments, etc.	C				
57	The system should have the capability for catering the cash management activities such as receiving payments from the bank through CSV file (file upload), verification of payments by branches, rectification options, posting of payments into subsidiary account, payment adjustment and bank reconciliation.	C				
58	The system should have the capability to integrate with other cash management systems/middleware.	C				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
59	System should automatically adjust the repayment schedule on each payment and disbursement of each trench and then accrue further markup so that markup is not charged on markup.	C				
60	The system will provide the user with the facility to view the details of loans disbursed to the different customers and their timely repayments	C				
61	System should generate overdue installment report (delinquency report).	C				
62	System should have the ability to track the loan application entered in the system with reference to their stage of processing or unique auto-generated number.	C				
63	The system should update when a customer avails some portion of his assigned limits.	C				
64	Ageing mechanism and the calculations should be user-defined.	C				
65	Collections cueing reports to be produced at branch/service officer level.	C				
66	Ability to cue over-due accounts and provide facility to service functions to capture client discussions/agreements.	C				
67	System should generate ageing report of outstanding loans at regular intervals as required by regulatory bodies and management.	C				
68	System should have the feature to classify the Non-performing loans in accordance with regulator along with taking the income into suspense account where required and maintain the same as per status of the loan.	C				
69	IBOR rates should be automatically updated into the system on daily basis and updated in the schedule as per policy.	C				
70	System should reclassify the loan as per the delay in repayment time (in accordance with SBP guidelines) configured into: <ul style="list-style-type: none"> • Temporary/ Regular • Substandard • Doubtful • Loss System should have the functionality of write-off outstanding Loan Amount if required as per defined company policy.	C				
71	System should restrict the entries in blocked, freeze or deceased accounts.	C				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
72	The system should have the ability to induct product level changes at any time while supporting loans on existing parameters.	C				
73	System should generate a re-casting sheet that will indicate the excess amount received in auction that is payable to borrower.	C				
74	System should mark the excess amount as 'payable to borrower'.	C				
75	System should reverse the payable upon payment to the borrower.	C				
76	System should maintain a database for the claim cases and amount received from insurance company.	C				
77	Upon reversal of payable amount, system should mark the account as defaulter and restrict any further correspondence on this account.	C				
78	System should have the capability to manage account closure as per the policy.	C				
79	System should automatically deduct the early payment charges on early payment as per the policy.	C				
80	System should allow this facility only after the approval from competent authority.	C				
81	System should restrict the transfer of balance amount only (Not the sanctioned amount)	C				
82	System should have the functionality of Limit Amendment when the customer request or as per the policy.	C				
83	System should maintain data or history for rescheduling/ re-structuring of NPLs.	C				
84	System should have the Security Management Module with the following features; -User defined holidays, timings and activity level -User defined application authority roles both at group level and individual user level -User defined application activity audit trail -User defined application menu -User security at various levels i.e. application menu, options, sub-options, buttons, sub-option columns, application activity & database object -Controlling of user login access at various level i.e. unauthorized period, unauthorized day, authorized time & authorized activity -Maintains user login log & activity audit log and generation of various audit log reports	C				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
85	System should generate following reports but not limited to: 1. Disbursement report 2. Overdue installment report 3. Aging report 4. Payment history 5. Current account status 6. Revised repayment schedule and its history 7. Acknowledgement for receipt of payment 8. Posted, Un-posted and miscellaneous collections 9. Recovery Collector Performance 10. Bank Wise Reconciliation (Daily/ Monthly) 11. Maturity Report (Quarterly) 12. CAR report 13. Tagged Accounts 14. Negative Balances 15. Delinquency report 16. SOA (Statement of Account)	C				
86	System should support customized reporting structure/architecture for LMS	C				
87	System should have the capability to freeze/ block accounts for any of the following reasons: - Management decides to freeze the account. - Government / Agencies order the freezing of account. - Customer requests for the same. Further, system should have a provisions for user to enter remarks stating the reason for freezing/ blocking. (For example disbursement will not proceed if account is freeze/ blocked)	C				
88	System should have the functionality to generate unique and sequentially numbered customer relationship ID/ Account ID and should not allow the user to make any activity until it is marked as approved by the designated authority.	C				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
89	System should have the capability of input validation and should be able to mark fields as mandatory.	H				
90	System should have the functionality to have single or multiple approval authorities and auto change the status of the request when it is approved.	H				
91	System should maintain database for local and non-regulatory blacklist.	H				
92	System should perform Customer Identification Process against regulatory and non-regulatory blacklists and generate alerts for restriction of operation accordingly.	H				
93	System should restrict the tenure of loan as per law/ SBP guidelines for any scheme.	H				
94	System should have the field to mark if loan is provided to any related party.	H				
95	System should be able to at least calculate following ratios: - Profitability ratios - Liquidity ratios - Solvency ratios - Turnover ratios - Debt burden ratio - Loan to value ratio (Max. 85:15) - Capital Adequacy Ratio (CAR) - market risk, credit risk and operational risk - Other financial ratios	H				
96	System should be able to analyze the future aspects of portfolio risk based on Macro Environment.	H				
97	System should have the capability to generate summary sheet and scorecard (pdf and excel formats) relating to data entry of income verification and verification & property valuation.	H				
98	System should be able to generate STR (Suspicious Transactions Report) to be filed with FMU (Financial Monitory Unit).	H				
99	System should have the feature to send reminders to user for report filing with FMU and other regulatory within specified time.	H				
100	System should have features of Audit Control Library (ACL)	H				
101	Print portions of audit trail based on user selection.	H				
102	Maintain transaction details for (specify year/years) year in an archive file.	H				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
103	Provision of on-line access to audit trail information including terminal operator ID, time, date, revised amount and before and after update results.	H				
104	Identify corrections made on an account's history if the correction is made prior to posting.	H				
105	Identify corrections made on an account's history if the correction is made after posting is performed.	H				
106	System has the capability to accommodate the following types of repayment; - Pre-Payment - On Due Payment - Late Payment	H				
107	System should allow repayments from applicant, co-applicant or guarantor.	H				
108	System should be able to mark the loan in case of death of the applicant, co-applicant or guarantor.	H				
109	The system will have the provision to handle such cases where the customer repays his/her installment (partial amount) on due date	H				
110	The system will have the provision to handle such cases where the customer repays the installment (complete/partial) after the due date	H				
111	System should be able to generate notices for recovery at different stages as per the policy.	H				
112	System should have the functionality for managing the claims in case of death, disability and property damages.	H				
113	System should generate account statement for banking court mentioning all the details of the auction. It should contain following details but not limited to: 1. Auctioned property 2. Market value 3. FSV	H				
114	System should keep history of defaulters for record purpose	H				
115	System should only able to allow multiple financing option when configured conditions are fulfilled such as Repayment of certain part of first loan, adequate debt-burden ratio etc.	H				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
116	System should have a provision to identify request for multiple loans requested in the single application.	H				
117	System should manage early payment without the approval from relevant authority.	H				
118	System should maintain a database for BTF cases with its details.	H				
119	Additional 100 reports (which have not been mentioned in these requirements) shall be required to be developed.	H				
120	System should have the capability to auto generate the account opening date and restrict the user from altering the same.	H				
121	The system should restrict processing of loan application or prompt in case the customer has defaulted previously.	H				
122	System should be flexible to store the old information and allow the user to enter new values in case of amendment in personal information of customer, change in guarantor or co-applicant's profile etc.	H				
123	System should provide provision for digital authentication of transactions	H				
124	Application Form should be accessible by customer through Web browser	M				
125	System should have the functionality to automatically generate acknowledgement for account opening through email/SMS.	M				
126	System should have provision to watermark the scanned documents as "original seen".	M				
127	System should restrict the users to open a new account if a customer already has an account in the company.	M				
128	System should allow the user to send request to valutors and agencies and receive the report electronically. (DMS)	M				
129	System should be configured for locality wise Financing capping as per the policy / management decision.	M				
130	System should support Multi-currency at the transaction level	M				
131	System should have the model builder and should have provision for users to configure inbuilt models using different parameters for assessing risk	M				
132	System should generate various analytical reports for performance analysis. System should also support reports required by regulator guidelines. (Report)	M				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
133	On some certain cases, System should allow the user to rate the loan application upward or downwards which should be systematically approved by approving authority. (Override Rules)	M				
134	System should be able to refer the documents for marking the checklists for compliance of SBP guidelines, internal guidelines or any other regulatory requirements to ensure completeness of documents.	M				
135	System should be able to refer the documents for marking the checklists for compliance of SBP guidelines, internal guidelines or any other regulatory requirements to ensure completeness of documents.	M				
136	System should have the functionality to integrate the account opening form with the signature or thumb impression module. Further, these fields should be mark as mandatory field.	M				
137	System should have the functionality to enter details of insurance with the loan application form and it should be integrated with the GL.	M				
138	System should ensure that insurance amount entered in loan application form is greater than or equals to loan amount.	M				
139	System should be configured for the insurance premium charged with the applicant as per the insurance policy.	M				
140	System should provide complete facility to maintain collaterals as per best practice in financial and must track the appropriate ratio as per polices of the entity. Collateral security types should be available or configurable.	M				
141	System should have features to record collateral/security against each scheme.	M				
142	System should have a functionality of Collateral/security Module which should be linked with the Limit Management Module and will auto update the limit values as and when a change occurs in the value of the collateral/security.	M				
143	System should state terms and conditions in English and Urdu language (Multi Lingual)	M				
144	System should have flexibility for defining multiple rate policies, tiers, and floor and cap management in the system.	M				
145	System should intimate the relevant disbursement team via email about the status of loan application.	M				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
146	System should intimate the customer via message or email about the status of loan application.	M				
147	System should notify the designated user if the loan application form is not processed within a stipulated time for each stage.	M				
148	The system should be flexible to an extent that the user can define different modes of repayment like; - Through Cheque - Through Cash - By Account - By Post Dated Cheques	M				
149	System should keep records of all the Postdated Cheques received from customer. Each field should have a scanned copy of the cheque received. (DMS)	M				
150	System should have the functionality to cease each disbursement based on the relevant facilities defined in the loan limit application when the limit assigned to a customer expires. However, in situations where a change in the Limit Validity is required, the system should provide an option to allow change in the validity.	M				
151	The system should have the availability of provision for grace periods to customers for repayment.	M				
152	System should intimate the applicant via message or email for the repayment of installment.	M				
153	The system should have the ability to generate cash incentives on timely repayments through interest discounts and direct transfers to nominated accounts.	M				
154	System should identify loans by - maturity periods like: Short term, medium terms, Long term - amount and date - beneficiaries - type and customer	M				
155	System should have a functionality of aging mechanism and the calculations should be user-defined as per the terms of the contract / regulator PRs.	M				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
156	System have the functionality to keep the information regarding litigation and fraud & forgery.	M				
157	System should be able to configure KPIs or Target setting for Internal / External Collections, and Performance reviews.	M				
158	System should be able to generate report for monitoring of the targets set for recovery.	M				
159	System should be able to generate reminders and bills before due dates to inform the customer about the upcoming instalment/payment.	M				
160	System should generate revised repayment schedule after the early payment has been made.	M				
161	System should have the capacity to mark if any loan is issued under balance transferred facility.	M				
162	<p>System should allow the user to create Legal Cases by filling at least following fields:</p> <ul style="list-style-type: none"> -Case No -Case Type -Case Title -Subject Matter / Matter In Dispute -Description -Last date of Hearing -Next Date of Hearing -Status -Recovery amount Involved -Expenses -Publication Expenses -Miscellaneous Expenses -Lawyer assigned to the case (by choosing from a drop down list of panel advocates) -Lawyer Fee Payable 	M				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
	-Lawyer Fee Paid -Lawyer Fee Balance					
163	System should be able to Classify legal cases (At least) into: -Customer Related Cases -Recovery Cases -Decreate Cases /Execution Cases -Other Cases -HR Related Cases -Corporate Cases -Miscellaneous Cases	M				
164	System should be able to maintain all stages of litigation (e.g. initial suit/petition, appeal, intra court appeal, CPLA etc) from the initial court to the supreme court	M				
165	System should be able to connect related legal cases	M				
166	System should be able to maintain complete data related to particular case	M				
167	System should allow the scanned documents to be tagged with respective cases and allow the approving authority to examine the case and documents in system. (DMS)	M				
168	System should be able to generate alert messages for upcoming cases	M				
169	System should allow the user to enter details related to Lawyers (At least): -Lawyer Name -Phone -Email -Address -Retailer ship Fee -Expiry of Contract	M				
170	System should be able to display any appeals etc. filled in a related case	M				
171	System should be able to generate following reports on the basis of user defined criteria including reports related to (at least): -Decreed Cases Report -Lawyer Fee Report -Cases filled Report	M				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
	-Upcoming Cases Report -Lawyer Success Report - Cases fixed during a particular period of time - Region-wise list of cases - city-wise list of cases - court-wise list of cases - amount involved wise list of cases etc					
172	System should allow the user to search cases by following below searching criteria (at least): -Lawyer -Court wise -Region wise	M				
173	System should be able to create different levels of control and customize user access areas. For instance a regional/branch office may not be allowed to modify the panel of lawyers etc.	M				
A.2	Treasury					
1	System should have capability to integrate with SBP RTGS system	C				
2	System should generate automatic voucher and documents after amendments	C				
3	System should be capable of reverting deal ticket back to TFO in case of any issue in deal detail	C				
4	System should be flexible to store the old information and allow the user to enter new values in case of amendment.	C				
5	System should be capable to maintain cash funds position.	C				
6	System should update the blotter with the cash position at day start	C				
7	System should check the dealer's limits at run time, if the deal is within dealer's limits it moves the transaction to 'TBO Verification Inbox' else the deal electronically moves to the Senior Dealer/ Relevant Head for authorization before going to TBO for verification.	C				
8	System should have the capability of entering deal details.	C				
9	System should be capable to generate unique and sequential deal number	C				
10	On saving the deal in the system, Deal Number is generated and digitally signed while the Deal Ticket is printed by the TBO	C				
11	Deal Execution Module is accessed by the Officer using his Login ID and Password and contract details are entered in the system.	C				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
12	Entry in Deal Execution Module is authorized by the Relevant Head	C				
13	System should have a maker/checker mechanism pertaining to incoming/outgoing transactions which is automatically transferred to RTGS server.	C				
14	System should be capable to auto calculate Gain/ Loss on Purchase/Sale of treasury product	C				
15	System should be able to create following accounting entries pertaining to Treasury Products (At least): -Purchase and Sales of securities; -Gain/Loss from securities -Maturity -Interest from securities -Dividend -Tax -Revaluation and Impairment -Amortization of Treasury Products	C				
16	System should have a maker/checker mechanism of creating and authorization of transactions pertaining to payment/receipts and should have capability to generate debit credit vouchers.	C				
17	System should be Integrated with general ledger	C				
18	System should perform bank reconciliation on periodic basis as per requirement	C				
19	System should reconcile accounts with GL	C				
20	System should update interest accrual on daily basis	C				
21	System should also update Profit & Loss Account on daily basis	C				
22	System should have the capability to generate at least following reports based on custom sort and filter: - Deal Register - Fund Position/Cash Position - Investment Report - Brokerage Report - Profit Sheet of Treasury Deals	C				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
	<ul style="list-style-type: none"> - Daily settlement - Cash flow - limit & exposure - Exception/error reports - Money market - Daily settlement - Cash flow - Stress Testing Reports - Maturity Report - Deal Amendments reports - Interest Accrual Report - MMCRS report -Withholding Tax Report 					
23	System should support customized reporting structure/architecture.	C				
24	System should be capable to classify securities into HFT, AFS & HTM	H				
25	System should have a Treasury Module which comprises of the following along with subcategory: <ul style="list-style-type: none"> - Capital/Equity Products - Money Market Products - Foreign Exchange Products - Mutual Funds - Islamic Product 	H				
26	System should allow the user to add Treasury Products.	H				
27	System should update the opening cash position at day start	H				
28	System should reconcile the blotter between TFO / TBO three times during the day <ul style="list-style-type: none"> - At Day-Start - At Mid-Day - At Day-End 	H				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
29	System should be configured to automatically check following limits at the time of execution of transaction and it should be updated by TMO: -Counter party Limits -Products Limit -Treasurer Limit -Dealer Limit -Funds and non-fund based exposure Limit -Broker Limit -Trading Limit -Transaction Limit -Forward Gap Limit	H				
30	System should support interface for SBP money market reporting system (MMCRS)	H				
31	System should be capable to add, delete and modify brokers	H				
32	System should have the functionality to modify the slabs of brokerage rate	H				
33	System should auto-calculate brokerage amount	H				
34	System should revalue treasury products on a daily basis	H				
35	System should auto calculate CRR and SLR on the basis of rates mandated by SBP	H				
36	System should be able to reconciles balance with SBP closing with the transactions through RTGS/ Cheque	H				
37	System should be capable to show credit ratings (PAKRA Credit Ratings) of counterparty which are updated on regular basis	H				
38	Time & Demand Liabilities position is updated specifying the time and demand liabilities	M				
39	The entity should develop and implement trading guidelines to ensure the position taking process is in line with ALM and Trading strategies as well as market risk strategy and policy. The position taking guidelines should include: The position taking guidelines should ensure: · A process for confirming that new trades will not breach existing trader permissions.	M				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
	<ul style="list-style-type: none"> · A process for managing the intraday usage of limits · A process for the capture of trades 					
40	<p>The entity should put in place a revaluation framework that ensures trading and ALM positions are regularly revalued on mark-to-market/mark-to-model basis and trading profit and loss is calculated on this basis.</p> <p>The revaluation approach should identify and take into account valuation uncertainty such as:</p> <ul style="list-style-type: none"> · The bid-ask spreads observed in the markets · The uncertainty of the adequacy of the employed pricing methods or · Revaluation parameters that cannot be readily observed in the markets <p>Based on the business and risk combinations the revaluation and corresponding trading profit and loss calculation should take place on a daily basis for trading portfolios and daily to quarterly basis for banking portfolios. The revaluation approach should be maintained by a function which is functionally independent of the trading unit.</p>	M				
41	<p>The entity should ensure that all business carrying material market risk be included in the market risk management and measurement framework. To achieve this, The entity should implement processes ensuring an efficient transfer of all market risk positions to the ALM or trading units.</p> <p>Institutions should in particular ensure that all market risk relevant deal data be captured in all business areas (including non-trading/ALM areas) electronically and in a way supporting the internal risk transfer process. Relevant deal data typically includes but is not limited to features such as:</p> <ul style="list-style-type: none"> · Currency · Contracted maturity (e.g., For interest rate, customer spread, liquidity) · Amortization schedule · Prepayment and prolongation rights · Other embedded options · Call rights (call deposits, liquidity/credit lines) <p>The internal transfer of risk to ALM and trading units as well as –if applicable – between the latter should be properly documented in the banking systems (e.g., through</p>	M				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
	internal deals), be subject to a rigorous reconciliation process, and be the basis for internal transfer pricing, financial controlling and segment information/profitability.					
42	<p>The entity should have in place a market risk measurement approach for the quantification of market risks. The measurement approach should be:</p> <ul style="list-style-type: none"> · Appropriate to the nature, scale and complexity of the institution’s ALM and trading activities · Aligned with the institution’s ALM and Trading strategies as well the market risk strategy and policy and relevant regulatory standards · Designed and implemented by a function that is functionally independent from the trading unit · Reviewed and updated regularly · Documented and approved 	M				
A.3	Document Management System (DMS)					
1	Document management system should provide functionality for catering company wide document movement workflows with appropriate approval mechanism having correspondence and noting functionalities.	C				
2	System should provide both a Web browser and a Desktop Client Interface.	C				
3	System should allow navigational security, with multiple layers of user definable security to limit access at department, user, system, function, and file levels.	C				
4	System should be able to define Role based security model includes ability to establish exceptions. Additionally, access can be limited to “read only” at the user level.	C				
5	System should be fully integrated with Microsoft Office applications (Word, Excel, PowerPoint, OneNote, Visio) and add e-mail, including attachments (Outlook) to the library.	C				
6	System should have the ability to classify documents with metadata to make them easier to search and retrieve in the future. The number of meta-tags and document types should be unlimited.	C				
7	System should ensures a mandatory amount of metadata is captured for each document or record in the library. As new documents are added, the user is prompted	C				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
	to classify the file using required metadata fields as defined by the controlled vocabulary, menus, and text fields.					
8	System should have the ability to process e-forms and automatically extract metadata values.	C				
9	System should have the ability to track the location of hardcopy paper documents and physical records. Physical documents can be located via search.	C				
10	System should have the provision to maintain the version history of the documents sequentially upon check in. Previous versions of documents are maintained by the system in the event that a rollback is required.	C				
11	System should provide check in / check out functionality preventing documents from being override or delete as documents are updated. System library can review the status of all documents checked out and check a document back in on behalf of another user.	C				
12	System should support insertion of e-signatures and manage records content and access management	C				
13	System should have document to document link which will allow users to bundle files into logical groups and integrated viewing capability to display all linked files screen. User can point and click on the linked file and the system will take user to that record set.	C				
14	System should be able to store redundant data accessible by different folders or users.	C				
15	System should have a provision to maintain segregation of duties on team members, partners, or evaluators. Users with authorized rights should only be able to add, move, update or delete the document.	C				
16	System should be able to configure retention polices for converting to a record, archiving and deletion document type and could be done automatically based on a determined date.	C				
17	System should have Centralized Management Options which will allow System Administrators to manage alert preferences, workflow preferences, FastFind preferences, FDA advanced settings, advanced search settings and other miscellaneous preferences for all users of System. A system administrator should configure default	C				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
	value for all preferences and then could be changed by the end user if desired or the preferences could be configure and then “enforced” meaning that the end users cannot modify the option.					
18	Documents which are accidentally deleted by users (with delete permissions) should be quickly recovered by Library Administrators.	C				
19	System should provide adherence document and record naming conventions or standards. As documents are added to the library, they should be automatically renamed according to the naming pattern determined by the Library Administrator.	C				
20	System should record a detailed non-volatile audit log of all actions performed on a document including user and time stamp.	C				
21	System should be highly available, scalable, redundant platform on which to support a library containing millions of files and documents.	C				
22	All DMS Administrative functionality can be accessed remotely using a Web browser over the Internet or through the companies LAN or WAN. SSL and VPN should support further to secure remote user and administrator access.	C				
23	System full text search capabilities should support Fuzzy, Synonym, Phonic, Boolean, Wild Card.	C				
24	System should be able to export search results and import them into an analysis tool, such as Excel or other.	C				
25	Users should be able to see the various lines and pages where the search word appears, before deciding to view the image.	C				
26	System should allow user to quickly create staging and collaboration areas for documents as they are being worked on. Once reviewed and approved, documents should be moved or linked to published folders for wider spread distribution.	C				
27	System should develop document approval workflow which should allow documents to be sent to one or many users for sign off. Approvers should be able to approve (or reject) the document providing comments and feedback where required. A sign-off top sheet for each document version should be maintained so users can see who approved or rejected the document and the feedback they provided.	C				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
28	System should have the provision for approval based publishing so that when the first version of a given document is added all files of that type must be approved before becoming publicly available.	C				
29	System should provide the ability to delegate review and/or approve tasks and signing authority to other users for individual tasks or for all tasks over a given time period.	C				
30	System Workflow features should be integrated through email exchange.	C				
31	System workflow should create audit trail for audit and reference purpose. Further, System should allow user involvement during the process instances, e.g., enactment of a process on-line, to re-assign work tasks, re-prioritize tasks, and monitor audit trail.	C				
32	System should allow Library Administrator to create a workflow template and decide if only one user out of a group of participants needs to complete a task by enabling the 1 of X check box in the template	C				
33	System should be able to treat Multiple related document as a single workflow instance to be initiated for many documents. All documents can be approved in a single step	C				
34	Systems should be able to "redact" documents. That is to black out sensitive information in a document and password protect it so that it cannot be seen. (an example might be driver license numbers)	C				
35	System should allow the user to create Cases by filling at least following fields: -Case No -Case Type -Case Title -Subject Matter / Matter In Dispute -Description -Last date of Hearing -Next Date of Hearing -Status -Recovery amount Involved -Expenses -Publication Expenses -Miscellaneous Expenses	C				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
	-Lawyer assigned to the case (by choosing from a drop down list of panel advocates) -Lawyer Fee Payable -Lawyer Fee Paid -Lawyer Fee Balance					
36	System should be able to maintain complete data related to particular case	C				
37	System should allow the scanned documents to be tagged with respective cases and allow the approving authority to examine the case and documents in system. (DMS)	C				
38	System should allow the user to enter details related to Lawyers (At least): -Lawyer Name -Phone -Email -Address -Retailer ship Fee -Expiry of Contract	C				
39	System should be able to generate following reports on the basis of user defined criteria including reports related to (at least): -Decreed Cases Report -Lawyer Fee Report -Cases filled Report -Upcoming Cases Report -Lawyer Success Report - Cases fixed during a particular period of time - Region-wise list of cases - city-wise list of cases - court-wise list of cases - amount involved wise list of cases etc.	C				
40	System should be able to cater multiple methods to import existing documents from existing 3rd party applications, desktops, network drives and file servers.	H				
41	System should allow users to attach documents directly to outgoing e-mail using Microsoft Outlook.	H				
42	System should have the ability to "check out" both electronic document and physical records.	H				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
43	System should be able to store virtually any kind of document in its native file format.	H				
44	System should be capable of importing audio content files (MP3, wav, etc.) and launching appropriate media viewers for retrieval.	H				
45	System should be able to capture, store, retrieve, and reproduce irregular-sized (e.g., larger than 8 ½ x 11) documents.	H				
46	When an existing file is updated or a file is added to a folder, the owner of the folder should receive email notification of any changes with appropriate logging and a secure link to directly access the document.	H				
47	System should be able to allow user to set alerts and reminders on documents that need attention in the future. (i.e. contract renewals, insurance expiry)	H				
48	System should have a provision for Super User/ administrators to customize the user preferences, the views, alerts, workflow preferences and others.	H				
49	System should have the ability to automatically tag documents (add metadata) simply by dragging the documents into a folder. This feature is called 'Matter Centric' filing in the legal industry.	H				
50	System should restrict users to retrieve copies of records for modification, feedback on the document and any related remarks but not the original records.	H				
51	Systems should have the ability to create and print specialized document and version control numbers on R&D documents.	H				
52	System should have a tool that checks server configuration and health settings to ensure the document repository is running properly and without errors	H				
53	System search capability should be quickly restricted to a specific area of the library (e.g. Cabinet or Folder).	H				
54	System should restrict Users to search for and find (retrieve) documents they are authorized to access.	H				
55	System should permit index searches based on exact or partial matches of specified field values for textual and numeric fields	H				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
56	System should permit index searches based on ranges of field values specified by the following relational expressions: greater than, less than, greater than or equal to, and less than or equal to, for numeric fields.	H				
57	System should have the ability to retrieve documents by document title, classification, type, address, customer name, number, or any other user-defined index value.	H				
58	System should display all file names that the search identified from which user can point-and-click on any file(s) displayed to retrieve to search on a significant portion of the database.	H				
59	System should provide document review and approval workflow for documents needing to pass through several authors, reviewers and approvers before being ready for general distribution (The review process can be triggered directly from Microsoft Office applications)	H				
60	System should maintain individual document versions that could be restricted from broader circulation until they have been approved by appropriate parties.	H				
61	System should allow specific users to act as observers of review or approval workflows. Observers can track the progress of documents as they proceed through the workflow and view any comments and feedback as it's provided.	H				
62	System should allow Users participating in review or approval workflows to provide with a personalized task list for all tasks assigned to them. Users should be able to see at a glance their tasks, a description of the work to be done, who assigned the task and it needs to be completed.	H				
63	System Workflow should have automatic event notification via email.	H				
64	System should be able to monitor document under a workflow process can be checked out by a participant in the active workflow activity.	H				
65	System should allow users to look at documents without having the native software installed. For example, a user may have old "Word Perfect" files that could be looked at using the software viewers	H				
66	System should support and store multiple layers of annotations separately.	H				
67	System should be able to print out annotations on images at user's option.	H				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
68	System should be able to view multiple pages of a file or multiple files on screen at the same time.	H				
69	System should be able to manipulate image displays by scaling, magnifying, or panning.	H				
70	System should have Web Viewer that can display image files (jpg, png, bmp, gif, and tiff), Microsoft Word, and PDF documents in the Web Client.	H				
71	System should be able to Classify cases (At least) into: -Customer Related Cases -Recovery Cases -Decreate Cases /Execution Cases -Other Cases -HR Related Cases -Corporate Cases -Miscellaneous Cases	H				
72	System should be able to maintain all stages of litigation (e.g. initial suit/petition, appeal, intra court appeal, CPLA etc) from the initial court to the supreme court	H				
73	System should be able to generate alert messages for upcoming cases	H				
74	System should be able to display any appeals etc. filled in a related case	H				
75	System should have the ability to create bookmarks to documents frequently accessed such as a "My Favorite" list.	M				
76	System should be able to allow users subscription to be notified for edition / changes / version updates to files or changes to folders they are watching.	M				
77	System should have Document Folder Colors to distinguish each folder	M				
78	System search capability should have the ability to extract and search the content from file types including PDF, Microsoft Office, Zip and many more.	M				
79	System should be able to save searches for re-use.	M				
80	System should allow user to do: Mark up, Annotation, and make Sticky Notes on documents without having to open them in native software. These notes can be saved but do not impact the original documents.	M				
81	System should be able to connect related cases	M				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
82	System should allow the user to search cases by following below searching criteria (at least): -Lawyer -Court wise -Region wise	M				
83	System should be able to create different levels of control and customize user access areas. For instance a regional/branch office may not be allowed to modify the panel of lawyers etc.	M				
A.4	Digital Aspects in LMS					
1	Integration with external systems (like external GL, Payroll, HRMS, Treasury and collections vide with other banks, NADRA Verisys & Biosys)	C				
2	Real time dashboard with drilled down reporting accessible over web	C				
3	Loan application form to be filled over web / mobile, accessible to field staff with the provision for scanning and uploading of related documents.	C				
4	Parameterized credit scoring module for multiple credit score calculations to apply on multiple products.	C				
5	Credit summary generation should be based on predefined risk and credit parameters for quick management decisions.	C				
6	All transactions and approvals should be performed through Workflow Management. This mechanism should allow easy configuration by technical staff to create new workflow and modify the existing ones.	C				
7	System should allow relevant users to self-develop and/or configure loan products as per business requirements.	C				
8	System should have the provision to generate SMS and Email alerts / notifications to customers.	H				
9	LMS to be accessible on multiple digital channels like mobile, tablet, web etc.	H				
A.5	Controls					
10	Maintain all master files, tables and descriptive transaction fields online.	C				

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
11	Provide report accuracy such that all reports provide summary totals regardless of rounding factors.	C				
12	Display relevant error messages which adequately describe the cause for error and the recommended course of action.	C				
13	System should have the capability for user-defined transactional alert generation along with alerts related to super user (privilege user) activities.	C				
14	Compliant with Pakistan's regulatory environment (as stipulated by State Bank of Pakistan) and international accounting and computing standards, principles and guidelines.	C				
15	Provide online programs that are fully interactive and self-prompting. Online information incorrectly entered is edited and the appropriate error and correction prompts are immediately displayed on the screen. Batch entry errors are printed on a report, but corrections can be done easily at a workstation.	C				
16	Compute control totals for each group of transactions that are shown on the display screen. Operator entered control totals must balance to the system generated control totals. If the operator makes a change to the operator entered totals after entering data (to balance the system generated totals), this change will be indicated on an audit listing.	H				
17	System should have the ability to maintain audit trail and track the flow of transactions from source document to printed final reports, and from final summaries back to the original source document.	H				
18	Should maintain transaction details for (specify year/years) year in an archive file.	H				
19	Provision should be there for on-line access to audit trail information including user ID, time/date, and revised amount and before and after update results.	H				
20	Provide batch file count and totals to ensure run to run processing integrity.	M				
21	Where system edits or controls prohibit specific action, allow override of the controls by an authorized user. Such override will be reported on hardcopy exception list on a daily basis.	M				
A.7	Report Writer					

	Specification		Response By Bidder			Remarks (If Any)
	Functional Requirements	Priority	Available	Can Be Developed	Not Available	
22	Download information from the system and summary file to standard PC software formats such as MS Excel.	C				
23	Access external files (of other business applications not included in this procurement) for data to be included in reports.	C				
24	Utilize report writing capabilities via non-MIS personnel (e.g., no programming experience necessary).	C				
25	Specify contents and layout of user specified reports.	H				
26	Report-generating tool	H				
27	Provide access to master, summary and detail records through interactive inquiry.	H				
28	Design a report based on the following user defined criteria: - Selected data elements - Sort sequence - Mathematical functions calculations - Print formats/column headings - Subtotals/totals - Grouping functions - Retention of prior column values - Multiple files accessed	H				
29	Transmit reports to multiple locations.	H				

Annexure E – Data Sheet: Technical Requirements

	Specification	Priority	Response By Bidder			Remarks (If Any)
			Available	Can Be Developed	Not Available	
	Technical Requirements					
1	Does the solution support integration through standard integration technology i.e. API, middleware, XML, SOAP etc.	C				
2	Does the solution support a multi-tier user interface	C				
3	Does the solution run on scalable database servers	C				
4	Does the solution support data integrity	C				
5	Does the solution operate effectively with encryption & firewalls (support https and other certificates)	C				
6	Does the solution support built-in / external replication process	H				
7	Is the solution capable of updating any module and related elements using standard update rule	H				
8	Does the solution support centralization architecture	C				
9	Does the solution support clustering for centralization architecture	H				
10	Does the solution support centralization architecture capable of running on cloud	M				
11	Does the solution work 24/7/365	C				
12	Does the solution support all standard browsers	C				
13	Does the solution support centralized management	C				
14	Is the solution scalable	C				
15	Is the solution flexible	C				
16	Does the solution require any third party software to run in branches	H				
17	Does the solution support multiple languages	M				

	Specification	Priority	Response By Bidder			Remarks (If Any)
			Available	Can Be Developed	Not Available	
	Technical Requirements					
18	Does the system support a consolidated business data model, data dictionary and rules repository	C				
19	Does the system support replication best performance	C				
20	Does the system work with multi transaction log transfer	C				
21	Does the system support active-active sync mechanism	C				
22	Does the system support full data availability	C				
23	Does the solution require any data to be maintained in branches	H				
24	Does the proposed system support service oriented architecture (SOA)	H				
25	Is the system capable of data availability for recovery in case of WAN failure	C				
26	Does the solution have any restrictions to operate with availability management software	C				
27	Does the application operate effectively on clustered servers	H				
28	Is the system capable of defining priority of posting (i.e. on-line posting versus store and forward posting)	H				
29	Is the system capable of starting batch job stream from the point where crash occurred in case of program crash	C				
30	Is the system capable of continuous batch processing which is not effected by the crash	C				
31	Does the system have the capability to perform end of day/month/year processing both manually and automatically	C				
32	Does the system restricts reopening of a closed day/month/year (period)	C				

	Specification	Priority	Response By Bidder			Remarks (If Any)
			Available	Can Be Developed	Not Available	
	Technical Requirements					
33	Is the solution capable of recovering database from previous day backup and rerun transaction log of that day then rerun the batch process	C				
34	Does the system support rollback to a time	C				
35	Does the system support rollback to a job status	C				
36	Does the system produce branch transaction processing reports	C				
37	Does the system perform a financial transaction within maximum 1 second on local	C				
38	Does the system perform a financial transaction within maximum 2 second remotely	C				
39	Does the system support multiple concurrent use of the same on-line process by different users	C				
40	Does the system support a different transaction sequence number for each system user	C				
41	Does the system support pull down menus	C				
42	Does the system support marking of mandatory and non-mandatory fields	C				
43	Does the system support on field data validation (field validation) during data entry	C				
44	Does the system support range validation	C				
45	Does the system support web interface	C				
46	Does the solution ensure that screen layouts are configurable by Company on an ongoing basis without support from the software vendor (bidder)	H				
47	Does the system support bar scrolling	M				

	Specification	Priority	Response By Bidder			Remarks (If Any)
			Available	Can Be Developed	Not Available	
	Technical Requirements					
48	Is the system capable of supporting configurable color schemes	M				
49	Does the system display meaningful error messages in the event of invalid data entry	C				
50	Does the system support calendars	C				
51	Does the system ensure that calendar support definition of holidays in different geographical regions	C				
52	Does the system print a hard copy of all errors encountered during processing of end of day, start of day, backup and recovery/restart	H				
53	Does the system allow definition of new error codes / messages by users	M				
54	Does the system support role based access control mechanism enabling definition of access privileges and assign them to user/group	C				
55	Does the system ensure that access controls are parameterized and access levels can be defined as per the company policy	C				
56	Does the system support definition and enforcement of password policy (like password change upon first login, password expiry, password length and complexity, account lockout, password threshold etc.)	C				
57	Does the system force login after system/session failure	C				
58	Does the system support lock screen when not in use for a period of time	C				
59	Does the system restrict the use of a user ID to login concurrently on more than on terminal	C				
60	Does the system support password encryption	C				
61	Does the system support encryption of data	C				
62	Does the system ensure that there is a time stamp associated to each transaction	C				
63	Does the system protect access with user ID and password	C				
64	Does the system produce audit trail of all transactions on the system	C				

	Specification	Priority	Response By Bidder			Remarks (If Any)
			Available	Can Be Developed	Not Available	
	Technical Requirements					
65	Does the system allows printing of audit trail by filtering	C				
66	Does the system trace log for each user's financial/non-financial transactions	C				
67	Does the system keep track of all changes (whether release/version/configuration/parameters etc.) in the system.	C				
68	Does the system generate security log for all logins/invalid logins	C				
69	Does the system protect audit files from being deleted/updated without adequate approvals	C				
70	Does the system support two factor authentication	H				
71	Does the system alert administrator via email/SMS for any errors on system	H				
72	Does the system support migration of historical data transactions, customer information, balances etc.	C				
73	Does the system accept data originating from flat files and does it change it into a RDBMS	C				
74	Does the system build and maintain conversion tables	H				
75	Does the system use conversion tables to inquire on converted data	H				
76	Does the system define additional fields to accommodate data that is not supported by the new system but supported by the existing system	H				
77	Does the system support a batch gateway that allows the system to accept the converted data and builds the integrity checks	H				
78	Does the system support a conversion utility that allows the system to accept the converted data and builds the integrity checks	H				

Annexure F – Relevant Experience

Relevant Experience:

Assignment Name:		Country:
Location within country:		Professional staff provided by your company (in case of JV):
Name of Client:		No. of Staff:
Address:		Duration of Project:
Project Start Date:	End Date:	Approx. Value of Project (In Current PKR):
Name of Associated Company(s) if any:		No. of Months of Professional Staff provided by Associated Company(s):
Name of Project Manager involved:		
Narrative Description of Project:		
Description of Actual Services Provided by your Staff:		

Client References:

Reference One (1)	Response
Company name	
Contact name and title	
Company address/phone	
Industry	
Application / Modules installed	
Dates and releases installed	
Modifications made	
Comments	
Reference Two (2)	Response
Company name	
Contact name and title	
Company address/phone	
Industry	
Application / Modules installed	
Dates and releases installed	
Modifications made	
Comments	
Reference Three (3)	Response
Company name	
Contact name and title	
Company address/phone	
Industry	
Application / Modules installed	
Dates and releases installed	
Modifications made	
Comments	

Annexure G – Management Group and Staff Profiling

Management Group

Management Group				
Name of Staff	Areas of Expertise	Position Assigned	Full Time / Project based	Level of Involvement (%)

Proposed Staff

Proposed Staff				
Sr. #	Name of Staff	Areas of Expertise	Position Assigned	Level of Involvement (%)

Annexure H – Staff Resume

Proposed Position:	
Name of Staff:	CNIC #:
Date of Birth:	Age:
Nationality/Origin:	Number of Years with Bidder Company:
Educational Qualification:	
Membership in Professional Societies:	
Employment Record:	
Relevant Work Experiences:	
Certifications:	
<p>I am willing to work on the project as indicated in the deployment schedule and as required during the assignment period.</p> <p>I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me my qualification and my experience.</p>	
Signature of Candidate	Signature of the Authorized Representative of the Company
Date:	
Email and Contact Number:	

Note: copies of all relevant degrees and certificates must be attached. HBFC reserves the right to validate the authenticity of provided degrees/certificates through applicable procedures as deemed necessary.

Annexure I – Integrity Pact

_____ [the Bidder] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan (GoP) or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt business practice.

Without limiting the generality of the foregoing, [the Bidder] represents and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder’s fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.

[The Bidder] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoP and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty. [The Bidder] accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to GoP under any law, contract or other instrument, be voidable at the option of GoP.

Notwithstanding any rights and remedies exercised by GoP in this regard, [the Bidder] agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder’s fee or kickback given by [the Bidder] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP.

For and On Behalf Of

Signature: _____

Name: _____

NIC No: _____

Annexure J – Non-Disclosure Agreement

This Mutual Non-Disclosure Agreement (“Agreement”) is made and entered into between House Building Finance Company (HBFC), and [Bidder Name], individually referred to as a ‘Party’ and collectively referred to as the ‘Parties’. The Parties wish to exchange Confidential Information (as defined below in Section 2) for the following purpose(s): a) to evaluate whether to enter into a contemplated business transaction; and b) if the Parties enter into an agreement related to such business transaction, to fulfil each Party’s confidentiality obligations to the extent the terms set forth below are incorporated therein (the “Purpose”).

The Parties have entered into this Agreement to protect the confidentiality of information in accordance with the following terms:

1. The Effective Date of this Agreement is _____ 2018.
2. In connection with the Purpose, a Party may disclose certain information it considers confidential and/or proprietary (“Confidential Information”) to the other Party including, but not limited to, tangible, intangible, visual, electronic, present, or future information such as:
 - Trade secrets;
 - Financial information, including pricing;
 - Technical information, including research, development, procedures, algorithms, data, designs, and know-how;
 - Business information, including operations, planning, marketing interests, and products;
 - The terms of any agreement entered into between the Parties and the discussions, negotiations and proposals related thereto; and
 - Information acquired during any facilities tours.
3. The Party receiving Confidential Information (a “Recipient”) will only have a duty to protect Confidential Information disclosed to it by the other Party (“Discloser”):
 - If it is clearly and conspicuously marked as “confidential” or with a similar designation;
 - If it is identified by the Discloser as confidential and/or proprietary before, during, or promptly after presentation or communication; or
 - If it is disclosed in a manner in which the Discloser reasonably communicated, or the Recipient should reasonably have understood under the circumstances, including without limitation those described in Section 2 above, that the disclosure should be treated as confidential, whether or not the specific designation "confidential" or any similar designation is used.
4. A Recipient will use the Confidential Information only for the Purpose described above. A Recipient will use the same degree of care, but no less than a reasonable degree of care, as the Recipient uses with respect to its own information of a similar nature to protect the Confidential Information and to prevent:
 - Any use of Confidential Information in violation of this agreement; and/or

- Communication of Confidential Information to any unauthorized third parties. Confidential Information may only be disseminated to employees, directors, agents or third party contractors of Recipient with a need to know and who have first signed an agreement with either of the Parties containing confidentiality provisions substantially similar to those set forth herein.
5. Each Party agrees that it shall not do the following, except with the advanced review and written approval of the other Party:
- Issue or release any articles, advertising, publicity or other matter relating to this Agreement (including the fact that a meeting or discussion has taken place between the Parties) or mentioning or implying the name of the other Party; or
 - Make copies of documents containing Confidential Information.
6. This Agreement imposes no obligation upon a Recipient with respect to Confidential Information that:
- Was known to the Recipient before receipt from the Discloser;
 - Is or becomes publicly available through no fault of the Recipient;
 - Is independently developed by the Recipient without a breach of this Agreement;
 - Is disclosed by the Recipient with the Discloser's prior written approval; or
 - Is required to be disclosed by operation of law, court order or other governmental demand ("Process"); provided that (i) the Recipient shall immediately notify the Discloser of such Process; and (ii) the Recipient shall not produce or disclose Confidential Information in response to the Process unless the Discloser has: (a) requested protection from the legal or governmental authority requiring the Process and such request has been denied, (b) consented in writing to the production or disclosure of the Confidential Information in response to the Process, or (c) taken no action to protect its interest in the Confidential Information within 14 business days after receipt of notice from the Recipient of its obligation to produce or disclose Confidential Information in response to the Process.
7. EACH DISCLOSER WARRANTS THAT IT HAS THE RIGHT TO DISCLOSE ITS CONFIDENTIAL INFORMATION. NO OTHER WARRANTIES ARE MADE. ALL CONFIDENTIAL INFORMATION DISCLOSED HEREUNDER IS PROVIDED "AS IS".
8. Unless the Parties otherwise agree in writing, a Recipient's duty to protect Confidential Information expires [YEARS] from the date of disclosure. A Recipient, upon Discloser's written request, will promptly return all Confidential Information received from the Discloser, together with all copies, or certify in writing that all such Confidential Information and copies thereof have been destroyed. Regardless of whether the Confidential Information is returned or destroyed, the Recipient may retain an archival copy of the Discloser's Confidential Information in the possession of outside counsel of its own choosing for use solely in the event a dispute arises hereunder and only in connection with such dispute.
9. This Agreement imposes no obligation on a Party to exchange Confidential Information, proceed with any business opportunity, or purchase, sell, license and transfer or otherwise make use of any technology, services or products.

10. Each Party acknowledges that damages for improper disclosure of Confidential Information may be irreparable; therefore, the injured Party is entitled to seek equitable relief, including injunction and preliminary injunction, in addition to all other remedies available to it.
11. This Agreement does not create any agency or partnership relationship. This Agreement will not be assignable or transferable by Participant without the prior written consent of the other party.
12. This Agreement may be executed in two or more identical counterparts, each of which shall be deemed to be an original including original signature versions and any version transmitted via facsimile and all of which taken together shall be deemed to constitute the agreement when a duly authorized representative of each party has signed the counterpart.
13. This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof, and supersedes any prior oral or written agreements, and all contemporaneous oral communications. All additions or modifications to this Agreement must be made in writing and must be signed by the Parties. Any failure to enforce a provision of this Agreement shall not constitute a waiver thereof or of any other provision.

HBFC

Company Name:

Registered Address: _____

Registered Address: _____

Name: _____

Name: _____

Signature: _____

Signature: _____

Title: _____

Title: _____

Date: _____

Date: _____