

**Government of Pakistan
Ministry of Finance
Central Directorate of National Savings**

Request for Proposal (RFP)

FOR

Provisioning of a Financial Mobile Application and Online web-based banking and Transactional Platform, along with related implementation on solution as a service (SaaS) model for 5 years for Central Directorate of National Savings (CDNS)

July 07, 2022

Central Directorate of National Savings
Head Office: 23-N, Savings House, G-6 Markaz, Melody Market, Islamabad
Tel: 051 9215741-43 Fax: +92-51-9215761-62

(SAY NO TO CORRUPTION)
TENDER NOTICE

1. Sealed tenders are invited from well reputed firm(s) registered with Taxation Authorities and having their own well-established offices and supervisory structure for ***Provisioning of a Financial Mobile Application and web based Online banking and Transactional Platform on solution as a service (SaaS) model, for 5 years for CDNS (Central Directorate of National Savings).***
2. The detailed **Request for Proposal (RFP)** which would be integral part of this Tender may be obtained from undersigned during office hours or can be downloaded from **www.savings.gov.pk** or **www.ppra.org.pk**.
3. The Procurement Method as per PPRA Rule 36(b) [Single Stage-Two Envelope Procedure] will be observed for this tender. The bids along with supporting documents in sealed separate envelopes (one for technical bid & other for financial bid) must reach at office of the undersigned latest by 09-August-2022 up to **11:30 a.m.** The envelopes/bids should be addressed to the undersigned. Bids will be opened on the same day at **12:00 Noon** at **Conference Room of Central Directorate of National Savings (CDNS), 23-N, Civic Centre, G-6 Markaz, Islamabad** in the presence of the bidders or their representatives who wish to attend the proceedings.
4. There will be a Pre-Bid Meeting/Demonstration regarding ***“Provisioning of a Financial Mobile Application and web based Online banking and Transactional Platform on solution as a service (SaaS) model, for 5 years for CDNS (Central Directorate of National Savings)”***, to take onboard all prospective bidders who wish to respond to RFP against this tender to enable them for preparation of their technical bids and financial aspects for Financial Bid in a better and more well aware way to meet the objective/scope of Tender/RFP. The venue will be the same as mentioned in Para 3 above at 11:00 AM to 12:30 PM on Thursday 21-July-2022. So, all the prospective bidders, in their own interest, are advised to attend the Pre-Bid Meeting/Demonstration.
5. The Procuring Agency reserves the right to reject any/all or a part of bids for which reasons may be conveyed if desired in writing. A Bid Security is required and acceptable in the shape of a Bank Draft/Pay Order/Demand Draft/ Banker’s cheque/CDR/Cashier Cheque only, issued from any scheduled bank operating in Pakistan, of PKR 100,000/- (Rupees one hundred thousand only), **placed in Technical Bid**, in the favour of **CDNS, Islamabad**.
6. For any query related to this Tender Notice, please feel free to contact the undersigned.

DIRECTOR (OPERATIONS)

Central Directorate of National Savings

Head Office: 23-N, Savings House, G-6 Markaz, Melody Market, Islamabad

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1. SECTION – I

1.1 INTRODUCTION AND DISCLAIMER

This Request for Proposal document (“RFP”) has been prepared solely to enable Central Directorate of National Savings (“CDNS”) in the selection of suitable firm through tender for *Provisioning of a Financial Mobile Application and web based Online banking and Transactional Platform on solution as a service (SaaS) model, for 5 years for CDNS (Central Directorate of National Savings)*.

The RFP document is not a recommendation, offer or invitation to enter a contract, agreement, or other arrangement in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between CDNS and any successful Bidder as identified after completion of the selection process as detailed in this RFP document.

1.2 INFORMATION PROVIDED

The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with CDNS in relation to the provision of services. Neither CDNS nor any its employees’ gives any representation or warranty (whether oral or written), express or implied as to the accuracy, updating or completeness of any writings, information or statement given or made in this RFP document. Neither CDNS nor any of its employees has carried out or will carry out an independent audit or verification or investigation in relation to the contents of any part of the RFP document.

1.3 FOR RESPONDENT ONLY

The RFP document is intended solely for the information of the party to whom it is issued/obtained from PPRA Website or be downloaded from National Savings Website i.e., www.savings.gov.pk (“the Recipient” or “the Respondent” or “the Bidder”) i.e., Private Firm/ limited Company, partnership firm.

1.4 CONFIDENTIALITY

This document is meant for the specific use by the Respondents interested to participate in the current tendering process. This document in its entirety is subject to Copyright laws. CDNS expects the Bidders or any person acting on behalf of the Bidders to strictly adhere to the instructions given in the document and maintain confidentiality of information. The Bidders will be held responsible for any misuse of the information contained in the document and liable to be prosecuted by CDNS in the event of such a circumstance is brought to the notice of CDNS. By downloading the document, the interested party is subject to confidentiality clauses.

1.5 DISCLAIMER

CDNS and its employees disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities expenses or disbursements incurred therein or incidental thereto) or damage (whether foreseeable or not) (“Losses”) suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the Losses arises in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of CDNS or any of its employees.

While the document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by CDNS or any of its employees, in relation to the accuracy or completeness of this document and any liability thereof expressly disclaimed. The RFP is not an offer by CDNS, but an invitation for bidder’s responses. No contractual obligation on behalf of CDNS, whatsoever, shall arise from the offer process unless and until a formal contract is signed and executed by CDNS and the Bidder.

2. SECTION – II

2.1 INTRODUCTION TO CDNS

1. Central Directorate of National Savings (CDNS) is an attached department of the Finance Division, with a vision to “promote and inculcate the value of thrift for mobilization of savings” and a mission to “be the preferred institution for small savers to facilitate objective of financial inclusion”.
2. Following are the core objectives of the CDNS:
 - a) Inculcate the habit of thrift among masses.
 - b) Provide secure deposit avenues to small savers thus contributing towards the goal of digital financial inclusion.
 - c) Provide a safety net to special segments of society like widows, senior citizens (60 years and above) and retired government servants, disabled/special persons, families of martyr of armed forces, Law Enforcement Agencies and civilians who are victims of war on terrorism in the absence of effective social security system.
 - d) Channelize the un-conventional savings to the financial system.
 - e) Assist the government in policy formulation regarding savings.
 - f) Provide non-inflationary and non-bank borrowing to the government to bridge overall fiscal deficit (OFD).
3. CDNS is a premier financial institution offering retail government securities and savings products (known as National Savings Schemes (NSS)), level playing field to small savers through diversified product mix. It is a key contributor towards financial inclusion with an investor base of around 7 million and a portfolio of about PKR ~4 trillion, which is around 33% of total banking deposits. Its share in domestic debt of government is around 24%. Most of its products are designed for low-income segments of the society, however due to operational and IT constraints, it is unable to play its role to extend financial services to the low-income segments. Existing product mix of NSS are ranging from short-term to long-term in terms of tenor and for students, youth, widows, senior citizens and pensioners in terms of segments of society. At present, NSS are being offered through a network of 373 National Savings Centres (NSCs). Apart from offering NSS through National Savings Centres (NSCs), these are also being offered through agency arrangements with Pakistan Post and network of commercial scheduled banks operating in Pakistan. Thus, outreach of NSS is in every nook and corner of the country.
4. It is appraised that CDNS is putting efforts for inculcating the habit of savings in general public. It also supports the ‘National Financial Inclusion Strategy’ and is gradually increasing the access of financial services for households and businesses, CDNS endeavors to improve the usage of digital financial services and payment systems in the country. It is also worth

mentioning here that CDNS has recently taken several impudent initiatives for revamping of CDNS business application software from distributed to centralized architecture. This includes offering Alternate Delivery Channels (ADCs), Biometrics, Debit Cards and through core banking system etc. Thus, substantial improvement in customer service, decreased employee workload, and extension of additional value-added facilities to the investors, and promotion of financial inclusion in the country. In order to establish the Digital Financial Services & Payment Systems (“DFS & PS”) and technology based driven business operations, several national and multinational firms/organizations are facilitating CDNS in achieving its vision of adoption of state of the art, modern, digital, effective and efficient ways and means of doing business.

2.2 Bid Submission Timelines/Deadlines

- Bids submission deadline: 09-August-2022 at 11:30 AM
- Opening of Technical Bids: 09-August-2022 at 12:00 Noon

SECTION – III

3.1 RFP OBJECTIVE

Central Directorate of National Savings (CDNS), Ministry of Finance hereby invites sealed bids from firms/bidders, registered with tax department, having vast experience in ***providing of a Financial Mobile Application and web based Online banking and Transactional Platform on solution as a service (SaaS) model, for 5 years for CDNS (Central Directorate of National Savings).***

3.2 SCOPE OF WORK

The Scope of this RFP is to select vendor(s) for ***Provisioning of a Financial Mobile Application and web based Online banking and Transactional Platform on solution as a service (SaaS) model, for 5 years for CDNS (Central Directorate of National Savings)***

S.no	Descriptions	Coverage
1.	Mobile Application & Web Based Banking Users	50, 000 per year
2.	Financial / Non-financial Transactions	2,000,000 per year
Note:	The forecasting is not a binding to CDNS however, purpose fully mentioned for the bidders to estimate and propose the SAAS based pricing on the bare minimum of the given numbers.	

The Selected vendor(s) is supposed to provide ***solution with below mentioned functionality as well as which includes the overall necessary requirements of software licenses, hardware, space etc. related to technology infrastructure and security for the implementation and enablement of required services, on the model of solution as a service (SaaS) for the following:***

- Digital Application Platform
 - Mobile Application (Android & IOS)
 - Online Application (Web based)
- 24 x 7 Support & Managed Services

1. IMPLEMENTATION OF FINANCIAL MOBILE APPLICATION

Following are the main objectives for implementation of the Mobile Application & Online Application:

a. Functional requirement of Mobile Application

i. General requirements for Mobile Application

- Financial Mobile Application for iOS, Android
- Product information of all schemes with interest rates and, for Sharia-compliant products, profit rates
- Dynamic menu rendering according to customer relationships and type
- Investment calculator - inputs (Amount, tenure and Scheme) & output (return)
- Personal Financial management module
- Beneficiary management for future payments
- SMS/Email messaging options for all activities and OTP communication
- Field validations and checks
- Password management and retrieval mechanism
- Password policy definition
- Help chat contact center connection option for support
- In-app reminders & notifications
- OTP generation/validation for all financial and non-financial requests
- Customizable menus, skins for customer preference

- Search and help options with demos
- Able to connect payments to customers phonebook

ii. **Non-financial Request**

- Overview of relationships (NSO offers term-based certificates, prize bonds and savings account. Details of each relationship, which varies based on product, will be part of the overview)
- Balance enquiry of any relationship
- Mini statement (details of transactions should be available on clicking the transaction)
- Quick statement - Number of transactions for each relationship (last 10, 20, 30 days) (details of transactions should be available on clicking the transaction)
- Transaction search based on different parameters (details of transactions should be available on clicking the transaction)
- Various requests linked with workflows on the back end, such as Issue cheque/Personalized Cheque book request, block cheque request and debit card request
- Card activation and PIN generation
- PIN change
- Update of customer details (mailing address, mobile number, other contact numbers)
- Schedule payments management and capability (standing instructions)
- Card management functions
- Virtual Card HCE & QR payment
- Complaint logging
- History of digital payments (details of transactions such consumer number for bill payment and account number for funds transfer etc. should be available on clicking these transaction)
- Customer on-boarding and registration requests (new and existing)
- Requests for profit and prize payments
- Search prize bonds details
- ADC registration through biometric verification enabled mobile application (alternate identity verification mechanism to biometric verifications can be proposed for e.g. validation of CNIC from telco against the mobile number)
- New customer onboarding under branchless regulations through biometric verification enabled mobile application (alternate identity verification mechanism to biometric verifications can be proposed for e.g. validation of CNIC from telco against the mobile number)
- Alias registration
 - Linking / Delinking of Alias
- Dispute Locking mechanism
- Digital Customer Onboarding KYC and due diligence using AML / CFT protocols

iii. **Financial Transactions**

- Utility bill payment
- Mobile top-ups (must include both pre and postpaid balance recharge option) and bill payments
- Merchant payments
- QR payment to QR codes of Payment Schemes

iv. **Funds transfer**

- Savings A/C to Savings A/C [IBTF]
- Savings A/C to Savings A/C IBFT
- Savings A/C to other Bank account / Wallet
- Pull funds from Savings A/C to other FI's Application
- Pull Funds from other FI's account to Savings A/C
- Request to Pay

- Alias based transactions
Savings A/C to Bank Account through RAAST
- v. **Other transaction**
 - Transfer of CDNS Instruments (certificates and prize bonds)
 - Purchases of CDNS Instruments (certificates and prize bonds)
 - Full encashment of CDNS instruments (certificates and prize bonds)
 - Partial encashment of CDNS instruments (certificates and prize bonds)
- vi. **Limits Management**
 - Predefined transactional limits (self-authorization)
 - Daily account limits
 - Relationship (profile) limits
 - Customer shall have the option to increase or decrease its Limit via front end interface.
 - Transactions per day
 - Fund transfer limit
 - Bill Payments limit by Biller Category
- vii. **Fee Management**
 - Fixed, velocity based, tier based transactional/activity fee
 - The system should provide the functionality to configure these charges for different transaction types and customer categories.
 - Relationship (Profile) fees (Daily, Monthly, Annually)
- viii. **National Savings branch locator**
 - Show the map of National Savings branches
 - Enable GPS-location in order to accurate the user location
- ix. **Feedback**
 - Call National Savings hotline number
 - Leave feedback
 - Visit National Savings website
 - Visit National Savings on Facebook
- x. **Personalization, customization & navigation**
 - Splash screen on app launch
 - Quick access menus
 - Customizable screens (e.g. widgets that can be closed, repositioned)
 - Push personalized notifications (SMS and Email) on each transaction
 - Customizable advertisement banners platform for special promotions
 - Adaptation of the application to different sizes of screens (phone or tablet)
- xi. **Update profile information**
 - Change application PIN/nickname
 - Change app limits
 - Change request for PIN code timeout
 - Change interface configuration (customer should be able to redefine favorite services in the menu to bring most used services in front in his mobile application)
 - Update photograph

b. Technical requirements for mobile application

- Interface through middleware to National Savings Main Application (CBA-CDNS) and other systems and external entities for financial and non-financial transactions / updates
- Support all types of integration including but not limited to ISO 8583, ISO 20022 and web services, APIs, XML, JSON, Store procedure.
- Compatible with all major browsers (including but not limited to different versions of IE, Chrome, Firefox, Opera and Safari)
- Support & Managed Services for managing the Mobile Application instance at DR site of the National Savings
- Data backup and archiving managed services & support
- Separate Setting up, managing test environment for CDNS
- Support of both downloadable mobile applications and browser-based mobile solutions
- Support of mobile handset and tablet operating systems such as iOS, Android
- Customer logging in via ID, Password, Mobile Biometric scanner and/or Face ID
- Support of all Android & IOS based mobile handset and tablet models

i. Support of the following handset level security:

- Username and/or PIN for opening mobile application
- Device Binding with User based on the one-time login and device authentication
- Access credentials should not be stored on the customer's handset
- Auto blocking/locking of mobile application upon reaching maximum number of tries with invalid/incorrect PIN. The maximum number of incorrect tries should be configurable by the National Savings
- Termination of mobile application session and log off after lapse of configurable time period.

ii. Support of the following transaction level security:

- End-to-end encryption of data transmission (symmetric or asymmetric)
- Option to have two-factor authentication (with provision for a second factor like transaction PIN, transaction password, RSA token, etc.)
- Authentication based on device registration and PIN
- System should support multiple authentications based on national savings preferences

iii. Support of the following platform security & reliability:

- Data stored is encrypted in the platform database
- Audit trails and logging features available in Web Server, application server and database server
- Possibility to assign specific rights to platform administrators for secure and restricted access
- Have secure interfaces to various hosts systems according to prevailing security standards
- Support of standard algorithms like AES with RSA
- Minimum encryption strength to be defined for end-to-end transaction
- Support of the PKI scheme by the platform.

iv. The solution should maintain reliability of the transactions. It means that the platform should have the intelligence to handle cases like:

- Call/SMS received while performing transaction
- Battery runs out while performing transaction
- Connection drops (Mobile network, GPRS or Network Switching)
- Back-end host system down
- Offline transaction handling

v. Transaction logs:

- Should maintain detailed transaction logs to enable processing audit trails to be reconstructed in the event of any disputes or errors
- The retention period of logs should be parameterized
- Security safeguards should also be implemented to protect the information from unauthorized modification or destruction
- System should facilitate maintaining a log of reasons for unsuccessful transactions
- An audit trail of all the registrations done with details of the mode of request, who activated, date and time of registration should be stored in the database.
- Support for creation of users through bulk file upload. The file upload should support fixed length and delimiter separated file format.
- Provision for advertisement of products of National Savings.
- Scalability to meet future enhancements / upgrades.
- Functionality for the administrator to create and modify different end-user and administrator-user groups with different set of rights/permissions (through the administrator portal)

vi. The administrator portal should have the capability for:

- Approving users
- Blocking users
- Enabling or disabling functionalities
- Changing handset / mobile number of users
- Deleting users
- Maintenance of activation requests.
- All administrator activities shall be logged to track the creation, modification and/or deletion of any data.

vii. The administrator of the platform should have:

- Vendor shall provide interface to add new products and services via Backoffice
- The capability to create various types of alerts such as bulk SMS campaign, system down alert, customized advertising campaign management, push notification, etc.
- Vendor shall provide Interfaces to generate reports according to National Savings requirements using data model provided by the Online Transactional application
- Vendor shall provide the capability to upload advertisements of various products to be displayed within the downloaded mobile application

viii. The administrative portal to have various reporting capabilities such as:

- User-wise reports
- Merchant-wise reports
- Transaction-wise reports
- Number of registered/downloaded users
- Reports based on filters such as user activity, customer status, range of date/time etc.
- Provision to search for customers based on different search filters like name, mobile number, address, age, status etc.
- Other MIS reports (transactions; bill payments; service requests; user registration reports; branch-wise summary reports; any other report that National Savings identifies as mandatory before start of implementation)
- Custom MIS reports – Provision to easily create custom MIS report by selecting fields to be added to the report and specifying other parameters (e.g. date range for which data has to be extracted)
- Activity log reports

ix. User Interface and User Experience

- Incorporate principles of Service Design and Human Centric Design while implementing wireframes and process flows
- Create customer personas and profiles based on interviews and customer surveys to identify motivations, behaviors and usage patterns
- Availability of analytics services for tracking of user experience and behavior patterns to identify and analyze how customers use the mobile application
- Vendor shall submit Mock-up designs in response to the RFP

2. IMPLEMENTATION OF ONLINE APPLICATION (WEB BASED)

Following are the main objectives for implementation of the Online Application (Web Based)

a. Functional requirements for online transactional platform

- Product information of all schemes with interest rates and, for Sharia-compliant products, profit rates
- Simple browsing through the service with search option
- Investment Calculator - Inputs (Amount, tenure and Scheme) Output (Return)
- Personal Financial management module
- Beneficiary Management for future payments
- SMS/Email messaging options for all activities and OTP communication
- Field validations and checks
- Password management and retrieval mechanism
- Password policy definition
- Web chat option for support
- In-app reminders and notifications
- OTP generation/validation for all financial and non-financial requests
- Customizable menus, skins for customer preference
- Search and help options with demos
- Virtual keyboard for login as an option

i. Non-financial Request

- Overview of relationships (NSO offers term-based certificates, prize bonds and savings account. Details of each relationship, which varies based on product, will be part of the overview)
- Balance Inquiry of any relationship
- Mini Statement (details of transactions should be available on clicking the transaction)
- Quick Statement - Number of transactions for each relationship (last 10, 20, 30 days) (details of transactions should be available on clicking the transaction)
- Period based customer statements, from and to selection options from the calendar (details of transactions should be available on clicking the transaction)
- Transaction search based on different parameters (details of transactions should be available on clicking the transaction)
- Print and export options for the statements
- Various requests linked with workflows on the back end such as (Issue cheque/withdrawal slips book request, Block cheque request and Debit card request)
- Card activation and PIN generation
- PIN change
- Update of customer details (Mailing Address, Mobile Number, Other Contact numbers)
- Schedule payments management and capability (standing instructions)
- Card Management Functions
- Complaint logging

- History of digital payments (details of transactions such consumer number for bill payment and account number for funds transfer etc. should be available on clicking these transaction)
- Currency exchange request
- Customer Onboarding and registration requests (New and Existing)
- Requests for profit and prize payments
- Search prize bonds details

ii. Financial Transactions

- Utility bill payment
- Mobile top-ups and bill payments
- Merchant payments

iii. Funds transfer

- Savings A/C to Savings A/C [IBTF]
- Savings A/C to IBFT
- Savings A/C to other Bank account / Wallet
- Pull funds from Savings A/C to other FI's Application
- Pull Funds from other FI's account to Savings A/C
- Request to Pay Alias based transactions
- Savings A/C to Any Bank A/C through RAAST

iv. Other transaction

- Transfer of CDNS Instruments (certificates and prize bonds)
- Purchases of CDNS Instruments (certificates and prize bonds)
- Full encashment of CDNS instruments (certificates and prize bonds)
- Partial encashment of CDNS instruments (certificates and prize bonds)

v. Limits Management

- Predefined transactional limits (self-authorization)
- Daily account limits
- Relationship (Profile) limits
- Customer shall have the option to increase or decrease its Limit via front end interface.
- Transactions per day
- Fund transfer limit

vi. Bill Payments limit by Biller Category

- Fixed, velocity based, tier based transactional/activity fee
- The system should provide the functionality to configure these charges for different transaction types and customer categories.
- Relationship (Profile) fees (Daily, Monthly, Annually)

b. Technical requirements for Online Transactional Platform

- Interface through middleware to National Savings Main Application (CBA-CDNS) and other systems and external entities for financial and non-financial transactions / updates.
- Support all types of integration including but not limited to ISO 8583 and web services/APIs/ XML, JSON, Stored Procedures and/ or through http/https.
- Support of multi currencies
- Compatible with all major browsers (including but not limited to different versions of IE, Chrome, Firefox, Opera and Safari)
- Support of the online data replication at the National Savings' backup site for disaster recovery
- Data backup and archiving support
- Separate test environment

- i. **The solution should support the following security features:**
 - Username and password for accessing online transactional platform
 - Auto blocking/locking of online transactional platform upon reaching maximum number of tries with invalid/incorrect PIN. The maximum number of incorrect tries should be configurable by the National Savings.
 - Termination of session and log off after lapse of configurable time period; Pop-up alert intimating customer that session is about to expire.
- ii. **The solution should support the following transaction level security:**
 - End-to-End encryption of data transmission (symmetric or asymmetric)
 - Minimum two-factor authentication (with provision for a second factor like transaction OTP, transaction password, RSA token, etc.)
 - System should support multiple authentication schemes based National Saving's preferences
- iii. **Support of the following platform security & reliability:**
 - Data stored is encrypted in the platform database
 - Audit trails and logging features available in Web Server, application server and database server
 - Possibility to assign specific rights to platform administrators for secure and restricted access
 - Support of standard algorithms like AES with RSA
 - Minimum encryption strength to be defined for end-to-end transaction
 - Support of the PKI scheme by the platform.
- iv. **The solution should maintain reliability of the transactions. It means that the platform should have the intelligence to handle cases like:**
 - Internet connection drops during transaction
 - Backend host system down
 - Performing transactions in offline mode
- v. **The system should provide the following functionalities with respect to transaction logs and audit:**
 - Should maintain detailed transaction logs to enable processing audit trails to be reconstructed in the event of any disputes or errors
 - The storage period of logs should be parameterized
 - Security safeguards should also be implemented to protect the information from unauthorized modification or destruction
 - System should facilitate maintaining a log of the reasons for unsuccessful transactions
 - Application to support multiple channels for registration such as registration through branch and Web portal registration
 - An audit trail of all the registrations done with details of the mode of request, who activated, date and time of registration should be stored in the database
 - The platform should support creation of users through bulk file upload. The file upload should support fixed length and delimiter separated file format
 - Provision for advertisement of National Savings products and services
 - Provision to generate detailed reports, logs, audit trails regarding all transactions
 - The online transactional platform should be scalable to meet future enhancements/upgrades
 - The platform should provide the functionality for the administrator to create and modify different end-user and administrator-user groups with different set of rights/permissions (using administrator rights)

vi. The administrator portal should have the capability for:

- Approving users
- Blocking users
- Enabling or disabling functionalities
- Deleting users
- Maintenance of activation requests.
- All administrator activities shall be logged to track the creation, modification and/or deletion of any data.

vii. The administrator of the platform should have:

- The capability to add new products and services easily as per National Saving's need
- The capability to create various types of alerts such as bulk SMS campaign, system down alert, customized advertising campaign management, etc.
- The interface to import/extract data from the platform for National Savings

viii. The administrative portal to have various reporting capabilities such as:

- User-wise reports
- Merchant-wise reports
- Transaction-wise reports
- Number of registered/downloaded users
- Reports based on filters such as user activity, customer status, range of date/time etc.
- Provision to search for customers based on different search filters like name, mobile number, address, age, status etc.
- Other MIS reports (transactions; bill payments; service requests; user registration reports; branch-wise summary reports; any other report that National Savings identifies as mandatory before start of implementation)
- Custom MIS reports – Provision to easily create custom MIS report by selecting fields to be added to the report and specifying other parameters (e.g. date range for which data has to be extracted)
- Activity log reports

ix. User Interface and User Experience

- Incorporate principles of Service Design and Human Centric Design while implementing wireframes and process flows
- Create customer personas and profiles based on interviews and customer surveys to identify motivations, behaviors and usage patterns
- Availability of analytics services for tracking of user experience and behavior patterns to identify and analyze how customers use the online transactional platform

3. Testing requirements for both the systems

- a. Penetration testing / vulnerability assessment from independent security testing vendor should be part of the proposal
- b. Vendor shall perform all best practices of Quality assurance lies under SDLC
- c. Vendor shall perform all sanity checks of data and customers information
- d. Vendor shall assist CDNS in UAT and Pilot user testing
- e. Vendor shall perform DR drills twice a year or as and when needed
- f. Vendor shall perform all failover combinations to assess shifting over to DR site and its RTO and RPO
- g. Proposal should include three options for the security testing vendor to choose from, which are approved by NTISB
- h. Benchmarking reports for stress testing, load testing, performance testing report with TPS and FTPS certification for the Mobile Application and Online Transactional Platform

4. Support and Managed Services on Solution as a Service (SaaS) model for Mobile Application and web based Online banking and Transactional Platform which needs to ensure by the bidder

- I. Secure hosting environment placed in Pakistan
 - a. Primary site
 - b. DR site
 - c. Testing environment
- II. DR site available with RPO less than 1 min and RTO less than 15 minutes
- III. Complete Technology stack required for the above solution
 - a. Hardware
 - b. Software
 - c. Licenses
 - d. OS
 - e. Database
 - i. Database replication between Primary and DR site
 - ii. Data retrieval policies
 - f. Network
 - g. P2P links with CDNS current infrastructure for a complete mesh
 - i. Vendor Primary to Vendor DR
 - ii. Vendor PR to CDNS PR
 - iii. Vendor PR to CDNS DR
 - iv. Vendor DR to CDNS PR
 - h. Vendor DR to CDNS DR Security
 - i. Complete Secure setup including Firewalls and WAF with proper access control, intrusion detection and intrusion prevention
 - ii. Remote access with only secure 2 factor authentication
 - i. Service Alerts & Notification
 - i. Transaction rejections
 - ii. Customers not logging alerts
 - iii. No activity alerts
 - iv. Security Alerts
 - v. Connectivity failure alerts
 - j. Bandwidth
 - k. End to End Service Uptime 99.5%
 - l. One (1) Onsite Human resource as resident engineer for POC and day to day coordination with CDNS and bidders' backend team
 - m. Bidder will ensure and communicate the complete support mechanism along with that escalation matrix in technical proposal. The support mechanism clearly highlights the severity level, and TAT.
 - n. 24*7 monitoring of infrastructure
 - o. Regular Upgrade of OS and other software and quarterly submission of report that no vulnerabilities exist in infrastructure
 - p. CDNS will ensure connectivity with I LINK and SBP (for Raast)
 - q. Customer Data Integrity & Confidentiality: Vendor shall ensure data protection and integrity practices
 - r. Others if any which include and not limited to Reporting Server (dashboard form) & Alert mechanism for:
 - i. Health check reports
 - ii. Uptime reports
 - iii. Transactional summary
 - iv. Transaction category
 - v. Customer wise reports etc.

5. Change Management

- I. Complete process of change management to be included
- II. Effort estimation methodology of change management has been provided, including the separate man-day rates with different skill classification of possible activities such as development activities, operational activities, configuration activities, managed services etc.

SECTION – IV

4. OTHER TERMS

4.1. FIRM'S UNDERSTANDING OF THE RFP

In responding to this RFP, the firm accepts full responsibility to understand the RFP in its entirety, and in detail, including making any inquiries as necessary to gain such understanding.

4.2. GOOD FAITH STATEMENT

All information provided by in good faith CDNS through this RFP. CDNS makes no certification that any item is without error. CDNS is not responsible or liable for any use of the information or for any claims asserted there from.

Note: The absence of addressing any requirement of RFP in the Technical Proposal may result in the Technical Proposal being declared as "Non-Responsive" or "Poor Grading" which may lead to the disqualification of the Bidder.

4.3. TERM OF CONTRACT

The Contract for ***"Provisioning of a Financial Mobile Application and Online Transactional Platform, along with related implementation and 5 years support & managed services for CDNS (Central Directorate of National Savings)"*** shall be for 5 years from the effective date of the Contract.

4.4. PAYMENT TERMS

4.4.1. For services rendered pursuant to this RFP, the Procuring Agency shall pay The Selected Vendor as follows:

- a. Invoices shall be cleared upon receiving the invoice along with necessary documentation/activity/deliverables. Incomplete claims shall be returned to vendor.
- b. Payment processing time may be 30 days after receiving of Invoice and necessary documentation.
- c. All payments shall be made through cross cheque in Pak Rupees.
- d. Taxes shall be deducted at source as per government rules at the time of payment.
- e. A certificate by The Selected Vendor to the effect that he had not claimed the relevant payment in his previous claims that have already been paid.
- f. The Procuring Agency reserves the right to scale down the amount of invoice as per its satisfaction.
- g. The above Payment Terms are tentative and Procuring Agency shall finalize the Payment Terms or Payment Schedule with the Successful Bidder at the time of draft agreement preparation

INSTRUCTIONS FOR BIDDERS

4.4.2. Communication and Pre-Bid Meeting/Demonstration

A Bidder requiring any clarification of the RFP document shall contact the Procuring Agency in writing at the Procuring Agency's address specified in this clause. The procuring Agency will respond to any request for clarification, provided that such request is received three days prior to deadline of pre-bid meeting date as specified in the Tender Notice. The Procuring Agency shall forward copies of its response to all the Bidders who had attended the Pre-Bid Meeting, including description of the inquiry but without identifying its source. No queries/enquires received after three days prior to the Pre-Bid Meeting shall be entertained / responded by the Procuring Agency.

Enquiries/Clarification regarding this RFP shall be submitted in writing via email, three days prior to the Pre-Bid meeting (after which no query shall be responded) to:

Director (Operations)

Central Directorate of National Savings (CDNS),
Ministry Of Finance.

GOVERNMENT OF PAKISTAN

23-N, Savings House, G-6 Civic Center, Islamabad.

Direct: 051-921-5753, Fax: +92-51-9215761-62

Email for Enquiries/Clarification: haider@savings.gov.pk

4.4.3. Submission of Proposal

Separate technical and financial bids must be marked on envelopes ***“Provisioning of a Financial Mobile Application and web based Online banking and Transactional Platform on solution as a service (SaaS) model, for 5 years to CDNS (Central Directorate of National Savings)”*** sealed and packed in another single envelope be submitted within due date and time. **The Bid Security must be attached in the Technical Proposals without which the proposal shall not be considered by the Procuring Agency.**

4.4.4. Mode of Delivery of Bids and Address

Proposals shall be delivered by hand or by Dak (through Pakistan Postal Service)/courier so as to reach the address given at clause 4.5.1 by the due date and time. Late submission/receipt of the Proposals shall not be entertained.

4.4.5. One Proposal per Firm/bidder

Firms may only submit one proposal either in individual capacity or as a partner in a joint venture. If a Firm submits or participates in more than one proposal, such proposals shall be disqualified and shall not be evaluated by considering out of competition. However, this does not limit the participation of the same sub-contractors, including individual experts, to more than one proposal

4.5. FORMAT FOR TECHNICAL BID

The technical proposal should be concisely presented and structured in the form of chapters to include, but not necessarily be limited to, the following information. Supporting material i.e. Data

Sheets, Ranking, Comparisons etc. should not be part of the main proposal but should be included as Annexure(s).

Please note that during technical evaluation, the firms/companies may be called for detailed technical presentation/demonstration of their methodology and strategy for managed services proposition, if desired by CDNS.

a. General

The responding firms/companies should provide the following:

Name of the participating firm/company or participating firms/companies (if more than one) in the responding consortium (**should submit their legal document**), including their scope of involvement.

In case of consortium of two or more firms/ companies, the firm/ company leading the consortium and responsible/ mandated to communicate on behalf of consortium must be mentioned

b. Financial Capabilities

The responding firm/company shall describe the financial position of its firm/company. **Income Statement and Annual Audit Report** should be included in the detailed technical proposal. The **National Tax Numbers and Sales Tax Registration Numbers** of the company and/or partners should also be indicated (**Photocopies of required documents must be provided**).

three years of financial audit report of the firms are required with a separate document containing detailing total revenue earned relevant to the services required.

1. Approach & Methodology for the implementation of solution on SaaS model with support services
2. Assignment Management Strategy
3. Deliverables
4. Work Plan
5. Technical Team Composition with Certificates
6. Annexure - Evidence
 - a) GST/NTN Certificate
 - b) Organization's establishment and Affiliation with SECP / FBR
 - c) Undertaking of Non-Black Listing on Rs. 100 Stamp Paper duly verified by Oath Commissioner/Notary Public
 - d) Similar Assignments and References as per eligibility Criteria (Local and/ or International)
 - e) Team Certificates & Resumes
 - f) Organizational Financial Strength /Audited Statement

SECTION – V

5. GENERAL TERMS & CONDITIONS

5.1. BID SECURITY

A bid security is required and acceptable in the shape of a Bank Draft/Pay Order/Demand Draft/ Banker's cheque/CDR/Cashier Cheque only, issued from any scheduled bank operating in Pakistan, of rupees one hundred thousand (PKR 100,000/-), in the favour of CDNS, Islamabad. **The Bid Security must be submitted with the SEALED TECHNICAL PROPOSAL, without which the proposal shall not be entertained/ accepted.** If a bidder withdraws its bid during the procurement process or a successful vendor fails to acknowledge the letter of acceptance/signing of agreement etc.; in such scenarios the Procuring Agency reserves the right to forfeit the Bid Security besides considering other necessary actions under the law of the Land. Further the Procuring Agency may ask the second Most Advantageous bidder for award of contract and so on (as per its convenience) if the Most Advantageous bidder fails to comply. The bid security of unsuccessful bidder(s) may be released after contract signing with successful bidder. The bid security of successful bidder may be released after signing of the agreement and provision of the Performance Bank Guarantee.

5.2. VALIDITY OF PROPOSAL

All proposal/bids and prices shall remain valid for a period of at least **180 days** from the closing date of the submission of the proposal/bids.

5.3. PERFORMANCE BANK GUARANTEE. ("PBG")

The successful Bidder shall be required to submit an un-conditional and irrevocable ("PBG"), a sum equivalent to **05% (Five Percent)** of the total contract value (for the contract price of agreement to be signed with CDNS), valid for Three years. It has been observed that certain banks are not issuing the PBG for a continuous period of three years but for one year, in such case it would be the responsibility of successful bidder to submit the renewed PBG on yearly basis prior to expiry of previous PBG. Upon submission of renewed PBG, the previous PBG may be released. The ("PBG") shall be submitted on or before raising invoices. This ("PBG") shall be issued by any scheduled bank operating in Pakistan and the value for the outstanding deliverables of the contract will remain valid until the final and formal termination of Contract by Procuring Agency. The Procuring Agency may forfeit the ("PBG") if the bidder's performance found to be poor or bidder breaches any of its obligations under the contract agreement or published RFP besides considerations for black listing the selected vendor/ company or any other action taken under the law or all or waive off all or partially based on sound justification that may be beyond its normal control, provided by the vendor and up to the satisfaction of procuring agency but the decision in this regard would be the sole discretion of the procuring agency and in no way, the vendor may consider it as its Right.

5.4. CURRENCY

All currency in the proposal shall be quoted in Pak Rupees (PKR) only otherwise bids would be rejected.

5.5. WITHHOLDING TAX, SALES TAX AND OTHER TAXES/LEVIES

The bidder is hereby informed that the Government shall deduct tax/duties at the rate prescribed under the tax laws of Pakistan, from all payments for services rendered purchase/supply by any bidder who signs the contract with the Government. The bidder will be responsible for payment of all taxes/duties on transactions and/or income, which may be levied by government from time to time.

5.6. CONTRACTING (SIGNING OF AGREEMENT)

The selected Bidder shall submit draft Contract, for which specimen template may be obtained from procuring agency and be signed on a stamp paper of Rs. 5000/- (which shall be notarized properly) immediately after issuance of work Order/letter of acceptance.

5.7. GOVERNING LAW

This RFP and any contract executed pursuant to this tender/RFP shall be governed by and construed in accordance with the laws of Islamic Republic of Pakistan. The Government of Pakistan and all bidders responding to this RFP and parties to any contract executed pursuant to this RFP shall submit to the exclusive jurisdiction to the Courts at **Islamabad only**.

5.8. DISCLOSURE/ INTEGRITY PACT

Service Provider 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 Service Provider represents and warrants that it has fully declared the brokerage, commission, fee 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 consultations 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.

By signing this agreement, the Service Provider certify 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, representative or warranty.

By signing this agreement, the Service Provider accepts full responsibility and strict liability for making and false declaration, not making full disclosure, misrepresenting fact or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right interest, CENTRAL DIRECTORATE OF NATIONAL SAVINGS

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, Service Provider 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 Service Provider 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 GoP.

5.9. FORCE MAJEURE

A "Force Majeure Event" shall mean act of God or any event or circumstance or combination of events or circumstances that are beyond the control of a Party and that on or after the date of signing of this Agreement, materially and adversely affects the performance by that Party of its obligations or the enjoyment by that Party of its rights under or pursuant to this Agreement; provided, however, that any such event or circumstance or combination of events or circumstances shall not constitute a "Force Majeure Event" within the meaning of this Section to the extent that such material and adverse effect could have been prevented, overcome, or remedied in whole or in part by the affected Party through the exercise of due diligence and reasonable care, it being understood and agreed that reasonable care includes acts and activities to protect the Sites and the Facilities, as the case may be, from a casualty or other reasonably foreseeable event, which acts or activities are reasonable in light of the likelihood of such event, the probable effect of such event if it should occur and the likely efficacy of the protection measures. "Force Majeure Events" hereunder shall include each of the following events and circumstances that occur inside or directly involve Pakistan, but only to the extent that each satisfies the above requirements:

- i. any act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, revolution, riot, insurrection, civil commotion, act or campaign of terrorism, or sabotage;
- ii. strikes, works to rule or go-slows that extend beyond the Sites, are widespread or nationwide;
- iii. Change in Laws of Pakistan;
- iv. Other events beyond the reasonable control of the affected Party, including, but not limited to, uncontrollable events, namely, lightning, earthquake, tsunami, flood, storm, cyclone, typhoon, or tornado, epidemic or plague, radioactive contamination, or ionizing radiation.

5.10 GRIEVANCE REDRESSAL

Any bidder feeling aggrieved by any act of the Procuring Agency after the submission of his bid may lodge a written complaint concerning his grievances not later than fifteen (15) days after the announcement of the bid evaluation report to the Grievance Redressal Committee of Procuring Agency. The Committee for the purpose is already notified at PPRA Website.

5.11 AMICABLE SETTLEMENT

5.11.1 Any dispute, controversy or claim arising out of or relating to this Contract, or the breach, termination or invalidity thereof, shall be resolved through negotiation in an amicable and friendly manner between the parties. The Parties shall seek to resolve any dispute amicably by mutual consultation and discussion at the appropriate level of Parties or through the committee constituted, representing members from both sides, whichever is suitable to reach the amicable solution of dispute.

5.11.2 If either Party objects to any action or inaction of the other Party, the objecting Party may file a written Notice of Dispute to the other Party providing in detail the basis of the dispute. The Party receiving the Notice of Dispute will consider it and respond in writing within thirty (30) days after receipt. If that Party fails to respond within thirty (30) days, or the dispute cannot be amicably settled within thirty (30) days following the response of that Party, Following shall apply.

Disputes shall be settled by arbitration in accordance with the following provisions:

1. Failing amicable settlement, the dispute, differences or claims, as the case may be, shall be finally settled by binding arbitration in accordance with the provisions of the Arbitration Act 1940 of Pakistan.
2. The arbitration shall be conducted at Islamabad, Pakistan before an arbitration panel comprising three (3) members, one to be nominated by each Party and the third nominated by the first two nominees (collectively, “arbitration panel”).
3. The fees and expenses of the arbitrators and all other expenses of the arbitration shall initially be borne and paid equally by both the Parties, subject to determination by the arbitration panel. The arbitration panel may provide in the arbitral award for the reimbursement to the prevailing party of its costs and expenses in bringing or defending the arbitration claim, including legal fees and expenses incurred by such Party.
4. Any decision or award resulting from the arbitration shall be final and binding upon the Parties. The Parties agree that the arbitral award may be enforced against the Parties to the arbitration proceedings or their assets, wherever they may be found, and that a judgment upon the arbitral award may be entered in courts having jurisdiction **at Islamabad only**.
5. Pending the submission of and/or decision on a dispute, difference or claim or until the arbitral award is published the Parties shall continue to perform all of their obligations under the Contract.

SECTION – VI

6. BID ELIGIBILITY EVALUATION AND ACCEPTANCE CRITERIA

6.1. ACCEPTANCE CRITERIA

As per PPRA Rule 36(b) - Single Stage-Two envelope procedure, the proposals will be evaluated technically first. The Technical and Financial Proposals shall be allocated 60 and 40 marks, respectively. In Evaluation of Technical Bids 36 out of 60 marks are the qualifying marks. Financial bids of only technically qualified bidders will be opened. The distribution of 100 marks and formulae of financial bids evaluations will be as follows.

Technical Proposal (T) = 60 Marks. (36 is qualifying marks)

Financial Proposal (F) = 40 Marks.

Total (T+F) = 100 Marks.

The technical proposals/bids securing 36 marks i.e. 60% of total marks (60) allocated for Technical Proposals or more in the technical evaluation will qualify for the next stage, i.e. financial bid opening. The bidder whose quoted prices are lowest will get the maximum marks (i.e. 40 marks) in financial evaluation using formulae given below:

(A) Bid Ratio = (a) Lowest quoted price / (b) Quoted price for which financial marks are required

[For lowest it would be 1]

(B) Bid Ratio x 40 = Financial marks of (b)

The cumulative effect of both Technical and Financial marks shall determine the position of the bidders.

The contract may be awarded to the bidder(s) whose bid is approved on the basis of evaluation to be **“Most Advantageous Bid”** as per PPRA Rules.

Note: - The proposal from any firm which is blacklisted from any government entity will not be considered.

The Procuring may ask a bidder or all bidders to present/demonstrate CDNS HQ, Islamabad, their proposed methodology/ strategy to execute the entire assignment for CDNS, at their own cost and risk.

6.2. RESPONSIVENESS TEST/INITIAL SCREENING

Prior to the Technical Evaluation of the Technical Bids, All the Technical Bids shall be examined for the responsiveness Test/ Initial Screening based on following parameters/criteria which are pre-requisites and be considered as must meet requirements; non-compliance of any of following clause/parameter/criteria shall disqualify the bidder(s) straight away. All bidders are required to submit compliance sheet/page containing the Reference Page # in Technical Bid of proof.

- 6.2.1 The bidders must be registered with Taxation department and are on Active Taxpayer List for NTN/GST. Bidder should provide a copy of valid NTN/STN and Active Tax-Payer Certification.

- 6.2.2 The Bidder should have minimum average annual turnover of Rs. 50 M for the last three years and are required to submit the valid proof to this effect. e.g., audited financial statements for this period or any other evidence
- 6.2.3 Affidavit on stamp paper (original and latest) of Rs.100/- signed by bidder and duly attested by Oath Commissioner/Notary Public, describing that bidder is not blacklisted from any government department and no suit is pending against the bidder(s) in any court of law.
- 6.2.4 Bid Security as an earnest money of required amount and shape, placed in the sealed Envelope of Technical Proposal/Bid.
- 6.2.5 Bidder must be registered with SECP / FBR in Pakistan at-least 5 years till the tender closing date. SECP Certificate to be provided.
- 6.2.6 Bidder should provide Certificate of incorporation of the firm, showing that company is in the business for at least (5) years working in Pakistan
- 6.2.7 Bidding Company must have office in Pakistan. Proof of registered offices over the letter head to be attached.
- 6.2.8 Bid Validity Period is for the period of 180 days
- 6.2.9 Bidder should provide a list of at least one (1) assignments of similar nature, along with client references of any financial institute of Pakistan and copies of purchase order/work order/Satisfaction Letter.
- 6.2.10 Bidder should provide Organogram of project team including team for implementation– List of staff with brief on experience, deliveries, certifications etc.
- 6.2.11 Bidder should provide detail of Management team – List of staff with brief on experience, deliveries, certifications etc.
- 6.2.12 CDNS under this RFP doesn't allow bidders to participate in a JV or Consortium
- 6.2.13 The No objection Certificate (NOC) is required on bidders letter head duly signed and stamped by its authorized person stating that “We understand that Procuring Agency has published the Detailed Technical Evaluation criteria through clause 6.3 of this RFP and total marks allocated for Technical Evaluation. We have no objection and will never ask about the individual criteria wise marks to be published or shared with us.” Date, Name of authorized person, designation, signature, CNIC No. and stamp of bidding firm be mentioned on NOC letter.
- 6.2.14 Certificate/Letter from the principal to confirm that the local vendor is a licensed implementation partner of the application offered. (If the principal is participating themselves in the RFP, then this is not needed)
- 6.2.15 Bidder have its own / local private cloud hosting for the same solution hosted in Pakistan

Note: After closing date and time no bid will be entertained.

If any of the above mentioned mandatory mentioned criteria is not fulfilled, then the proposal will not be evaluated further.

If a bidding firm has fulfilled all the above-mentioned requirements, then the technical proposal will be further processed as per Technical Evaluation Criteria as mentioned in Clause 6.3 below:

-

6.3. TECHNICAL EVALUATION CRITERIA (60 MARKS)

Key Characteristics		Max Marks	Remarks
I. Firm Profile and Experience of Firm			
1	Bidder must have executed Similar Nature of Projects in Pakistan	10	Please provide necessary evidence
2	Bidder must be in the software development / Product development / application integrations for at least 3 years	05	Please provide necessary evidence
3	Bidder's working experience with success stories of digital transformation / digital financial advisory services in Public and Private organization. Public Private	10	Submit evidence of work experience separately in Public and Private organization
4	The proposed solution of Mobile and Internet Banking should be compliant as per State Bank of Pakistan's regulation on Mobile / Internet Banking Security Guidelines and Payment System Regulations.	05	Please provide necessary evidence
5	The Bidder should be the owner / certified or authorized agent / reseller / partner for the offered solution	05	Please provide necessary evidence
6	Solution should be PCI Compliant – PCI DSS / PA DSS / Certification/Compliance.	08	Please Attach proof
7	Financial Statement for the last three years with minimum average annual turnover for the last three years. [2019, 2020 & 2021]	07	
8	Bidder have completed / deliver the financial mobile app / web-based internet solution with at least 1 or more banks in Pakistan.	05	
9	Bidder has its own / local private cloud hosting of the same solution hosted in Pakistan	05	

Note: Submission of verifiable documentary proof for all above requirements and criteria points are mandatory requirement and marks will be awarded on the basis of these verifiable proofs. Every document to be duly signed and stamped by the authorized representative of the company.

An eligible bidder, based on conditions listed in this document, not meeting the 60 % pass marks limit will be rejected in Technical Evaluation, and its sealed/unopened Financial Proposal shall be returned unopened. All bidders' technical proposal scoring greater than or equal to 60 % of the marks as mentioned in Clause 6.1 will be accepted and their financial bids will be opened

Annexures

ANNEXURE A – Format of FINANCIAL PROPOSAL (To be submitted inclusive of all applicable taxes)

SNO	Pricing Components	Unit Cost (Per month)	Year 1 Cost	Year 2 Cost	Year 3 Cost	Year 4 Cost	Year 5 Cost
1.	Program/Work Management and Governance Monthly Cost covering Implementation, integrations, and solution as per the scope of work of this RFP.						
2.	SAAS Monthly Cost for Minimum 50K users per month						
3.	* Additional User Cost per month beyond 50,000						
TOTAL (Per Year)							
TOTAL (for 5 Year)							

***Additional User Cost per month beyond 50,000 (Inclusive of All Taxes):**

Bidders are requested to share user cost as per the given slabs: (Year wise Total of all slabs to be added in the above table)

SNO	Description	Per Month Cost	Year 1 Cost	Year 2 Cost	Year 3 Cost	Year 4 Cost	Year 5 Cost
4	* Additional User Cost per month beyond 50,000						
	Slab 1: 50,001 – 100,000						
	Slab 2: 100,001 – 150,000						
	Slab 3: 150,001– 200,000						
	Slab 4: 200,001 – 250,000						
	Slab 5: 250,001 – 300,000						
	Slab 6: 300,000+						
Total Cost							

Change Management Cost:

Detailed Change management procedure shall be agreed between CDNS and successful bidder later at the contracting stage. However, Bidders are requested to share Man-day rate card for specific roles. These man-day rates will be used to identify the cost of any change required by CDNS.

S.no	Role description	Man-day rate
1.		
2.		
3.		
Nth		...

Notes:

- Bidder is requested to clearly specify the payment terms for each pricing component stated in the above section
- All the prices shall be quoted inclusive of any or all applicable taxes
- Bidder shall submit all prices PKR

Evaluation scope:

From the above proposed prices quoted by bidder CDNS shall only assess following cost heads for the evaluation of financial bid:

1. Program/Work Management and Governance Monthly Cost
2. SAAS Monthly Cost; and,
3. Additional User Cost per month beyond 50,000

Annex B: -No Objection Certificate (NOC)

-Print on letter head of bidding firm/company-

Director General
Central Directorate of National Savings,
23-N, Melody Market, G-6 Markaz,
Islamabad.

Subject: **No Objection Certificate (NOC)**

Sir,

Reference to clause # 6.2.13, We, M/s_____ understand that Procuring Agency has published the Technical Evaluation criteria through Article 6.3 of this RFP and total marks allocated for Technical Evaluation. We have no objection, and we will never ask about the individual criteria wise marks to be published or shared with us

We look forward to your favourable response.

Regards

(Name of authorized person)

(Designation)

(Signature)

(CNIC#)

(Stamp of firm/ company)