

**PUBLIC PROCUREMENT REGULATORY
AUTHORITY (PPRA)**

CONTRACT AWARD PROFORMA – I

- NAME OF THE ORGANIZATION/DEPTT. **Securities and Exchange Commission of Pakistan**
- FEDERAL / PROVINCIAL GOVT. **Federal**
- TITLE OF CONTRACT **Maintenance and Support Services for the Service Desk Management System ("SDMS") and SDMS Mobile App**
- TENDER NUMBER **T#17 /22-23**
- BRIEF DESCRIPTION OF CONTRACT **Maintenance of services already in use of the SECP**
- TENDER VALUE **Rs.2 M**

- ENGINEER'S ESTIMATE **NA**
(for civil Works only)
- ESTIMATED COMPLETION PERIOD **12 weeks**
- WHETHER THE PROCUREMENT WAS INCLUDED IN ANNUAL PROCUREMENT PLAN? **YES**

- ADVERTISEMENT :
 - (i) PPRA Website **3-Mar-2023, TS504728E**
 - (ii) News Papers **N/A**
- TENDER OPENED ON (DATE & TIME) **11:30 AM on 17-Mar-2023**

- NATURE OF PURCHASE **Local**

- EXTENSION IN DUE DATE (If any) **No**

3 sep 8623 . Rev

- NUMBER OF TENDER DOCUMENTS SOLD N/A (provided free of cost)
- WHETHER QUALIFICATION CRITERIA WAS INCLUDED IN BIDDING/ TENDER DOCUMENTS YES (enclosed)
- WHETHER BID EVALUATION CRITERIA WAS INCLUDED IN BIDDING/TENDER DOCUMENTS YES (Enclosed)
- WHICH METHOD OF PROCUREMENT WAS USED: - (Tick one)
 - a) SINGLE STAGE – ONE ENVELOPE PROCEDURE _____
 - b) **SINGLE STAGE - TWO ENVELOPE PROCEDURE.** _____
 - c) TWO STAGE BIDDING PROCEDURE. _____
 - d) TWO STAGE – TWO ENVELOPE BIDDING PROCEDURE. _____
- PLEASE SPECIFY IF ANY OTHER METHOD OF PROCUREMENT WAS ADOPTED WITH BRIEF REASONS (i.e EMERGENCY, DIRECT CONTRACTING, NEGOTIATED TENDERING ETC.) NA
- WHO IS THE APPROVING AUTHORITY Commission of the SECP
- WHETHER APPROVAL OF COMPETENT AUTHORITY WAS OBTAINED FOR USING A METHOD OTHER THAN OPEN COMPETITIVE BIDDING NA
- NUMBER OF BIDS RECEIVED 01
- WHETHER THE SUCCESSFUL BIDDER WAS LOWEST BIDDER Yes
- WHETHER INTEGRITY PACT WAS SIGNED No (NA)

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PUBLIC PROCUREMENT REGULATORY
AUTHORITY (PPRA)

CONTRACT AWARD PROFORMA – II

- NUMBER OF BIDDERS PRESENT AT THE TIME OF OPENING OF BIDS 01
- NAME AND ADDRESS OF THE SUCCESSFUL BIDDER RAR Multibiz Services Private Limited Address: House 485, Street 127, G-9/3, Islamabad.
- RANKING OF SUCCESSFUL BIDDER IN EVALUATION REPORT (i.e. 1st, 2nd, 3rd EVALUATED BID).
1. RAR Multibiz Services Private Limited
- NEED ANALYSIS (Why the procurement was necessary?) Support renewal of existing IT product/ services
- IN CASE EXTENSION WAS MADE IN RESPONSE TIME, WHAT WERE THE REASONS (Briefly describe) NA
- WHETHER NAMES OF THE BIDDERS AND THEIR PRICES WERE READ OUT AT THE TIME OF OPENING OF BIDS Yes
- DATE OF CONTRACT SIGNING May 30, 2023
- CONTRACT AWARD PRICE Rs. 2,118,000/-
- WHETHER COPY OF EVALUATION REPORT GIVEN TO ALL BIDDERS Yes, report has been shared with bidders through an email (report enclosed)
- ANY COMPLAINTS RECEIVED No
- ANY DEVIATION FROM SPECIFICATIONS GIVEN IN THE TENDER NOTICE/DOCUMENTS No
- DEVIATION FROM QUALIFICATION CRITERIA No
- SPECIAL CONDITIONS, IF Any NA
(Give Brief Description)



SECURITIES AND EXCHANGE COMMISSION OF
PAKISTAN

T# 17/22-23

Invitation to Bid

The Securities & Exchange Commission of Pakistan invites sealed bids from the principal's authorized service provider/dealers/distributors/partners/resellers based in Pakistan and registered with Federal Board of Revenue/Respective Revenue Boards for Income Tax and Sales Tax and who are on Active Taxpayers List (Income and Sales tax) of the Federal Board of Revenue/Relevant Tax Authority for:

Maintenance and Support Services for the Service Desk Management System ("SDMS") and SDMS Mobile App

Bidding document for above mentioned requirement and conditions, method of procurement, procedure for submission of bids, bid security, bid validity, opening of bid, evaluation criteria, clarification/rejection of bids etc. against above requirement are available for the interested bidders from the undersigned free of cost and can also be downloaded from <https://www.secp.gov.pk/procurement/>

The bids prepared in accordance with the instructions in the bidding documents, must reach undersigned on or before March 17, 2023 by 1100Hrs and will be opened on the same day at 1130Hrs.

In case of any query, Admin Department may be contacted on Telephone No. 051-9195302/051-9195437 during office hours (Monday to Friday excluding Public Holidays)

M. Ubaidullah Khalid, Add. Joint Director (Admin)
4th Floor NICL Building, Jinnah Avenue, Blue Area Islamabad.

Eligibility/Technical Evaluation Criteria

The Vendor should provide documented evidence for Sn. 1 & 3

Sn.	Functionality	Criteria
1	The service Provider should have national presence and experience in providing similar services.	Must
2	The vendor should be able to provide 24/7 support.	Must
3	Responsibility of security of the system	Must
4	Must have served at least 01 similar contract (Attach proof)	Must

Note:

Bids NOT in compliance with any MUST item(s)/requirement in the evaluation criteria will NOT be evaluated and shall not be considered for financial evaluation.

Technical Evaluation Criteria

S. No.	Criteria	Marks
1	Experience of providing similar services	10 marks for each client subject to maximum of 20 marks
2	Experience of satisfactorily managing projects of public sector institution	20
Total		40

Note:

Bidder securing the minimum 30 marks out of 40 marks will only be eligible for next stage i.e. financial bid opening.

Appropriate documentary evidence to the satisfaction of the Commission shall be provided as evidence to claim marks against experience mentioned above.

Compliance Status Form

Note: Please fill the compliance status and provide relevant page number of your proposal where Documentary evidence and details are provided against each functionality.

S. No.	Functionality	Compliance Status		Proposal Page Number
		Yes	No	
1	The service Provider should have national presence and experience in providing similar services.	Yes	No	
2	The vendor should be able to provide 24/7 support.	Yes	No	
3	Responsibility of security of the system	Yes	No	



SECURITIES & EXCHANGE COMMISSION OF PAKISTAN PURCHASE / WORK ORDER

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Supplier Details:

RAR MULTIBIZ SERVICES (PVT) LTD
House No. 485, Street No. 127, G-9/3, Islamabad Islamabad
Urban | FF-32 Deans Trade Center Peshawar

Pakistan

Vendor No: 519497

Head Office

NICL Building, 63-Jinnah Avenue
Islamabad
PAKISTAN

Bill to location:

NICL Building, 63-Jinnah Avenue

Islamabad PK

Payment Terms:

Pay immediately

Order No: 4903 Date: 03-MAY-23 Quote No:

Item	Description of Goods / Services	Quantity/ Unit	Unit Price (PKR)	Total Price (PKR)
	Maintenance and Support Services for the Service Desk Management System ("SDMS") and SDMS Mobile App @ Rs.140,000/month	1680000/Pak Rupee	1.00	1,680,000
	Change Management for SDMS CMS and SDMS Mobile App. 20 Changes per year and Per Change @ Rs.21,900 (assuming 08 man hours per change)	438000/Pak Rupee	1.00	438,000
Total value incl. tax PKR: Two million one hundred eighteen thousand Only *****				2,118,000

[Signature]

Prepared by

[Signature]
03/05/23

Issued by

Accepted by

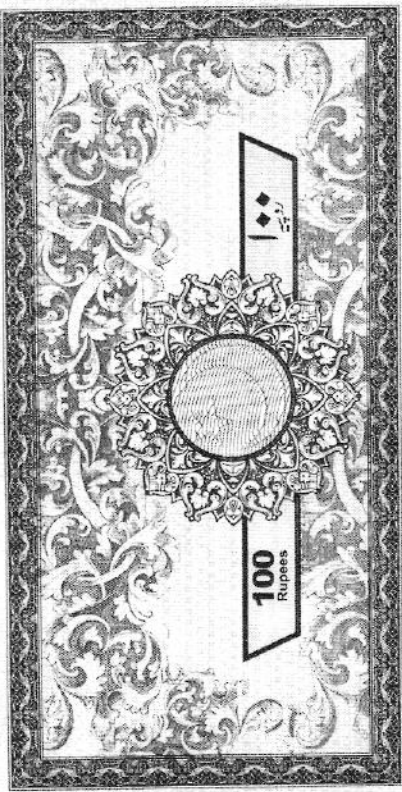
Terms & Conditions:

1. Delivery within _____ or by _____
2. Invoice must refer to this PO & Clearly mention the PO No.
3. Items not conforming to the specification will be returned.
4. Withholding Tax and Sales Tax will be deducted as per applicable Tax rules.
5. Sales Tax Invoice must be submitted along with the bills.
6. Payment will be made by crossed cheque within 30 days of receipt of goods and invoice delivery/challans.
7. In case of any dispute not resolved through mutual discussion between the vendor & SECP, both parties shall with mutual consent appoint an arbitrator.
8. This Purchase Order (PO) is subject to signing of Legal Agreement, if applicable.

Other Terms & Conditions:

** As per agreement*

B958073



Agreement - Maintenance and Support Services for the Service Desk Management System ("SDMS") and SDMS Mobile App

This Agreement ("Agreement") is made at Islamabad on 30th day of May, 2023
Between

The Securities and Exchange Commission of Pakistan (SECP), a statutory body established in pursuance of the Section 3 of the Securities & Exchange Commission of Pakistan Act, 1997 having its head office at NIC Building, 63- Jinnah Avenue, Islamabad (hereinafter referred to as "Commission" which expression shall, where the context so permits, include its successors in interest and permitted assigns) of the ONE PART

And

RAK Multi Biz Services (Pvt.) Ltd., with its office located at Deans Trade Center, 1st Floor, FF#244, Peshawar, a company incorporated under the Companies Ordinance, 1984 of Pakistan, with its registered office at Peshawar (hereinafter referred to as "Vendor" which expression shall, where the context so permits, include its successors in interest and permitted assigns) of the OTHER PART

Commission and Vendor shall, hereinafter individually be referred to as "Party" and collectively as "Parties".

WHEREAS

A. Commission requires **Maintenance and Support services for the Service Desk Management System and SDMS Mobile App** specified in (Annexure A).

B. The Vendor has agreed to provide the services as required by the Commission in accordance with the terms and conditions set forth in this Agreement.

NOW THIS AGREEMENT WITNESSES AS FOLLOWS

1. Duration

A. This Agreement will become effective from May 03, 2023 and will remain in effect for one year (the "Term") or terminated earlier in accordance with Article 4 or 5 of this Agreement. The termination of this Agreement will not:

- (a) relieve either Party from any expense, liability or obligation or any remedy therefore which has accrued or attached prior to the date of such termination.
- (b) cause either Party to lose, surrender or forfeit any rights or benefits which have accrued at the time and date of termination.

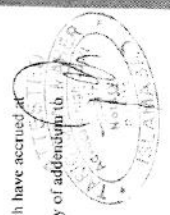
Provided that, if required the Parties must enter into a mutual written agreement by way of addendum to extend the Term.

ایمان الطیف دہلی
61101. 19592285
15577
25/05/2023

(ان کے نائب)

ARMIR KHALID
Khan Muzaffar Vendor
1-C/50
F-9 Market Islamabad

ARMIR KHALID



25 MAY 2023

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5. Force Majeure

- i. Neither Party shall be liable for any delay in or failure to perform or observe its obligations under this Agreement, if such failures or delays are caused by acts of God, wars, riots, strikes, accident, explosion, fire, shortage of labor or materials, labor disputes, government restrictions, faults in the equipment, act of terrorism, or any other cause beyond its reasonable control. In the event of the occurrence of any of the foregoing, the date of performance shall be deferred for a period of time equal to the time lost by reason of the delay. The affected Party shall notify the other in writing of such events or circumstances promptly upon their occurrence.
- ii. If an event of Force Majeure uninterruptedly continues for a period of thirty (30) days, the Party not affected by the Force Majeure but due to non-performance of the Party affected by the Force Majeure may terminate this Agreement with a prior written notice of ten (10) days to the other Party.

6. Reporting and Monitoring

- i. Both parties shall assign a primary contact person that shall be the person duly designated, inter alia, for ensuring level or service and timely execution of work covered by this Agreement ("Primary Contact"). Unless the authorization of a person is duly removed and the same is duly notified in writing to the other party, the persons who shall initially be the primary contact for each party shall be mentioned.

	Commission Primary Contact	Vendor's Primary Contact
Name:	Muhammad Jahangir	Rehan Latif
Designation:	Joint Director Offsite II	Director
Department:		
Mailing Address:	NICL Building, 63-Jinnah Avenue, Blue Area, Islamabad	H-485, Str:127, G-9/3 Islamabad
Email:	muhhammad.jahangir@scep.gov.pk	rshani@multibizservices.com
Mobile	(Ph. 919-5318)	0092-333-5150995

- ii. Both parties shall assign a secondary contact person that shall be the person duly designated, inter alia, for doing all the acts that the primary contact is authorized to do subject to the condition that he may only do such things in case the primary contact is not available ("Secondary Contact"). Unless the authorization of a person is duly removed and the same is duly notified in writing to the other party, the persons who shall initially be the primary contact for each party shall be mentioned.

	Commission Secondary Contact	Vendor's Secondary Contact
Name:	Mr. Mohammad Ahmad	Abdul Haseeb
Designation:	Deputy Director IS&T	Technical Lead
Department:		
Mailing Address:	NICL Building, 63-Jinnah Avenue, Blue Area, Islamabad	FF-244 Deans Trade Center Sadder Peshawar
Email:	mohammad.ahmad@scep.gov.pk	info@multibizservices.com
Mobile	(Ph. 919-5105)	0092-300-8492380

7. Modifications and Waiver

- i. Except where provided otherwise, changes to the terms and conditions set forth in this agreement shall be in writing and with mutual consent of the Parties, and
- ii. Any waiver therefrom must be in writing and be signed by the Party waiving its rights.
- iii. Any failure or delay by either Party in exercising any right or remedy shall not constitute a waiver.

2. Scope of Work

- i. The Vendor will enable and provide Maintenance and Support services for the Service Desk Management System and SDMS Mobile App specified in Annex "A".
- ii. Detail of scope of Work/services to be developed is given in (Annexure A).
- iii. The Vendor shall, with respect to the Purchase Order, keep the response time down to minimum and shall immediately develop the required process.
- iv. This Agreement covers Maintenance and Support services for the Service Desk Management System and SDMS Mobile App and Change Management as per (Annexure A). Any additional item beside the Annexure A may be requested by the Commission as and when required and shall be provided by the Vendor at mutually agreed terms.

3. Price and Payments

- i. The Commission agrees to pay to the Vendor an amount of PKR 1,680,000 (inclusive of all applicable taxes) against any and all the services to be provided under this Agreement.
- ii. The schedule of payment and timelines for maintenance and support services is as under:

a. Support

Requirement	Quarterly Price (Rs.) (Inclusive of all Taxes)	Price (Rs.)/Year (Inclusive of all Taxes)	Total
Price for Maintenance and Support Services for SDMS and SDMS Mobile App	140,000	1,680,000	1,680,000

b. Change Management

Requirement	Price Per Change (Rs.) (Inclusive of all Taxes)	Price Total (Rs.) (Inclusive of all Taxes)
Price for Change Management for SDMS CMS and SDMS Mobile App	21,900	438,000
Per change rate with 20 changes per year assuming 68-man hours per change		

- i. Invoices will be issued to the Commission after each quarter. After the receipt of such invoices from the vendor, the Commission shall notify vendor of their acceptance of the invoice and make payment within fifteen working days. Payments shall be made to the vendor in the name of RAR Multibiz Services Pvt. Ltd unless otherwise specified and agreed by the Parties and in accordance with the policy and procedure of the Commission.



4. Termination

The Commission reserves the right to terminate this agreement upon giving one (1) month prior notice in writing at any time during the term of the agreement, in that instance, the Commission will be liable to make payments of the pending amount (if any) on pro rata basis till the date of termination.

14. Amendments or Modification:

This Agreement may be modified or amended from time to time only by a written agreement. Each such instrument shall be reduced to writing and by mutual consent of the Parties.

15. Vendor Warranties:

The Vendor represents and warrants to the Commission the following:

1. Development and delivery of the Software under this Agreement are not in violation of any other agreement that the Vendor has with another party.
2. The Software will not violate the intellectual property rights of any other party.
3. After the Delivery Date, the Software shall operate according to the Specifications. If the Software malfunctions or in any way does not operate according to the Specifications within that time, then the Vendor shall take any reasonably necessary steps to fix the issue and ensure the Software operates according to the Specifications.

16. Non-Disclosure/Confidentiality

- i. All material, literature and documents provided by each Party to the other shall be treated as completely confidential and shall not be disclosed, communicated or used in any manner by any of the Parties other than as specified in this Agreement.
- ii. All material, literature and documents provided by each Party to the other shall be returned along with any copies thereof at the time of expiry/termination of the Agreement in such manner as the disclosing Party specifies.
- iii. If any of the Parties is requested or required by law to disclose any confidential information, it is agreed that such Party shall provide the other with prompt notice of such request(s) so that the other may seek an appropriate protective order and/or waive compliance with the provisions of this Agreement.

17. Notices

- i. All notices required by this Agreement to be given to any of the Parties shall be addressed as follows. The parties shall forthwith notify the others in case of change in their respective addresses given below:

To: Mr. Arshad Kamal, Additional Director
Attn: Securities and Exchange Commission of Pakistan, 63-NICI Building, Jinnah Avenue, Blue Area Islamabad
Mailing Address: 051-99193160 (160) Fax: 051-9100471
Phone: arshad.kamal@secp.gov.pk
Email:

For Vendor:

For the purposes of this clause, a Part may take the address and Facsimile number of the other Party to be:

Mailing Address: FF244, 1st Floor, IT Park, Deans Trade Centre, Peshawar
Facsimile Number: 0300 8492380
Email: info@rarmultibizservices.com
Bank Account: RAR Multibiz Service PVT LTD, Bank Alfalah Account Number: 01471004509971, G-9 Markaz, Islamabad

8. Dispute Resolution/Arbitration

- i. The Parties shall attempt to resolve any and all disputes amicably as to the interpretation of the Agreement or as to the performance of either Party hereunder.
- ii. If the Parties cannot settle any dispute or difference within fifteen (15) days after first conferring, then such dispute or difference shall be settled through arbitration. Each Party shall appoint an arbitrator and the appointed arbitrators shall commence the proceedings. In case of difference of opinion between an even number of appointed arbitrators, the matter shall be referred to an umpire mutually appointed by the arbitrators. The umpire shall then make an award which shall be final and binding. Prior to initiation of arbitration proceedings, the aggrieved Party shall give the other Party written notice describing the claim and amount as to which it intends to initiate action.
- iii. The place of arbitration shall be Islamabad, the arbitration shall be governed by the Arbitration Act, 1940 and the language of the arbitration shall be English.

9. Relationship

The Parties hereby agree that no clause of this Agreement shall be construed as to portray an employer-employee relationship between the Parties and that both the Parties are acting independently and at their entire discretion.

10. Assignment

Neither Party shall assign or transfer its obligations, rights, interests and benefits hereunder without the concurrence of the other party.

11. Liquidated Damages

- i. Vendor shall be bound to provide the required development within the delivery period. In case of late delivery, late delivery (LD) charges equivalent to 1% (of the PO/contract Value) per week shall be imposed and deducted from the payment of delayed items only. However, imposed penalty shall not exceed 10% of the PO/contract value.
- ii. In case the Vendor supplies fake/counterfeit items/products, the Vendor shall pay the Commission the liquidated damages amounting up to Ks. 5 Million and shall not challenge these liquidated damages at any other forum or court of competent jurisdiction.
- iii. The Commission would also be entitled to forfeit the bid security immediately if the items are not provided as per requirement.
- iv. The Commission may also claim damages other than liquidated damages from the Vendor.

12. Non-Exclusivity

Nothing herein contained is intended to nor shall limit or restrict either Party's ability to enter into similar agreements, understandings or arrangements with other persons, parties or entities.

13. Severability and Entirety

Each of the clause of this Agreement is severable and distinct from one another and if any one or more of the clauses of this Agreement or any part thereof is or becomes invalid, illegal or unenforceable, the validity, legality, or enforceability of the remaining clauses of this Agreement shall not thereby be affected or impaired in any way.

This Agreement along with the Annexures forms the entire Agreement between the Parties and supersedes any and all previous correspondence/representations, if any, between the Parties regarding the matter;



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Terms of Reference - Maintenance and Support for the Service Desk Management System ("SDMS") and SDMS Mobile App

Background

The Securities and Exchange Commission of Pakistan (SECP), setup in pursuance of the Securities and Exchange Commission of Pakistan Act, 1997 is an apex regulatory authority mandated to regulate and supervise the Pakistan securities markets, corporate sector, insurance industry and non-banking financial sector, etc. The head office of the SECP is in Islamabad and branch offices are located in Islamabad, Peshawar, Lahore, Faisalabad, Multan, Sukkur, Karachi, Quetta and Gilgit.

Overview

The Securities and Exchange Commission of Pakistan has successfully launched its online web-based Service Desk Management System ("SDMS") fully integrated with a toll-free number and SMS service on June 1, 2017 to address the complaints of the stakeholders and respond to their queries. Following the successful implementation of the SDMS (fully integrated with a toll-free number and SMS push service), in June 2018, SECP further leveraged technology to deliver a mobile application of the SDMS ensuring swift filing, prompt handling and regular reporting on queries and complaints. Now, stakeholders can also file queries/complaints by using SECP SDMS Mobile App. This App provides the general public much convenience to lodge the new queries and complaints in short span of time. In addition, the user can also track the fate of their queries and complaints instantly.

Scope of Work

SECP requires services for maintenance and support for the SDMS (Asterisk based call manager, including DB, OS, Web Server, Web App) and SDMS Mobile App for one year. The scope of work includes but not limited to the following:



1. **Support and Maintenance (In Scope Areas)**
 - Bug fixing and trouble shooting in the existing system;
 - Operational support to all the users of the SDMS and its Mobile App;
 - Content Management (update and uploading);
 - Maintenance of SDMS MIS and webpage along with Mobile App;
 - Updating the designs and layouts of existing reports (SDMS and mobile app as well as Asterisk and Elastic reports);
 - Maintenance and management of SDMS and backend database;
 - Management of hosting services with current vendor (if required);
 - Upgrading of CMS/SDMS and all related technologies to the latest stable release versions available;
 - Security of the system;
 - Regular monthly visits or as and when required by SECP to coordinate, address outstanding issues and train relevant users; and
 - Any other ancillary matter.
 - Mandatory quarterly Performance tuning

2. **Change Management (Out of Scope Area's)**

In addition to the scope not covered in para 1 "Support and Maintenance" above, change management may include:

- Any major change
- New feature addition
- Introduction of new/additional features;
- Major improvement in existing feature
- Integration with any other system
- Development of new reports, dashboard, or any other improvement in the system

OBLIGATIONS OF VENDOR:

- Vendor is obliged to perform all the tasks mentioned in Clause 1 of this Agreement.
- The Vendor shall work on the system as requested by the Client necessary to complete the task.

18. Governing Law and Jurisdiction

- i. This Agreement shall be governed by and construed to be in accordance with the laws of the Islamic Republic of Pakistan.
- ii. The Parties irrevocably submit to the exclusive jurisdiction of the courts of Islamabad.

19. Stamp Duty

This Agreement shall be stamped in accordance with law by the Vendor.

For and on Behalf of Commission

Signature: Arshad Kamal

Name: Arshad Kamal

Title: Head, Admin

SECURITIES AND EXCHANGE
COMMISSION OF PAKISTAN
MC Building, 63 Jinnah Avenue,
Gate Area, Islamabad

For and on Behalf of RAR Multibiz Service Pvt Ltd

Signature: Rehan Latif

Name: Rehan Latif

Title: CEO

WITNESS

Signature: Muhammad Ishaq

Name: Muhammad Ishaq

Title: Additional Director

WITNESS

Signature: ADDUL HASSEER

Name: ADDUL HASSEER

Title: TEAM LEAD

- The vendor will upgrade CMS/ SDMS and all related technologies to the latest stable release versions available during the contract period.
- The vendor shall take the responsibility of security of the system during the maintenance period.
- The vendor will have to work on the system as requested by the Client by deploying one or more resources as necessary to complete the task(s)
- The vendor will make monthly visits regularly upon the request of the client to coordinate and address outstanding issues, train relevant users as and when required by the client.

OBLIGATIONS OF CLIENT:

- The client shall pay the agreed price to the Vendor for the maintenance of the Service Desk Management system and SDMS Mobile App



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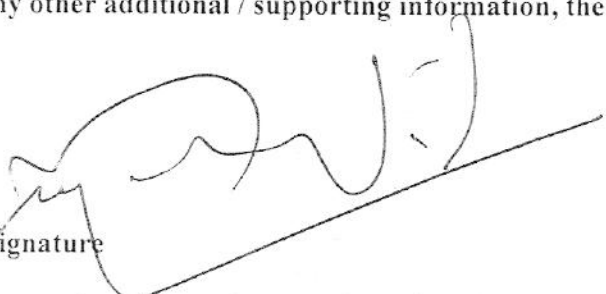
EVALUATION REPORT - FINAL
(As Per Rule 35 of PP Rules, 2004)

1. Name of Procuring Agency Securities and Exchange Commission of Pakistan
2. Method of Procurement Single Stage Two Envelope Method
3. Title of Procurement Invitation to Bid - Maintenance and Support Services for the Service Desk Management System ("SDMS") and SDMS Mobile App
4. Tender Inquiry No. T#17/22-23
5. PPRA Ref. No. (TSE) TS504728E
6. Date & Time of Bid Closing March 17, 2023, 1100Hrs
7. Date & Time of Bid Opening March 17, 2023, 1130Hrs
8. No. of Bids Received 01
9. Criteria for Bid Evaluation As per Bidding Documents.
10. Details of Bid Evaluation As per Bidding Documents.

S. No.	Bidder Name	Products / Service Description	Technical Evaluation - Compliant (Yes/No)	Rule/Regulation/SBD*/Policy/ Basis for Rejection / Acceptance as per Rule 35 of PP Rules, 2004.
1.	RAR Multibiz Pvt. Ltd	Price for Maintenance and Support Services for SDMS and SDMS Mobile App	1,680,000	Compliant to technical evaluation criteria.
		Price for Change Management for SDMS CMS and SDMS Mobile App (Per change rate with 20 changes per year assuming 08-man hours per change)	438,000	
		Total	2,118,000	

Most Advantageous Bid: RAR Multibiz Pvt. Ltd

Any other additional / supporting information, the procuring agency may like to share. Nil


Signature

In case of any query, please send email at ubaidullah.khalid@secp.gov.pk

Note: Redressal of grievances and settlement of disputes shall be dealt under PPRA Rules. Any bidder feeling aggrieved by any act of the Commission/agency after the submission of his bid may lodge a written complaint concerning his grievances not later than five days after the announcement of this bid evaluation report.