

SMFB/ADMIN/TD/1001/2015
Copy No. _____



Tender Document
Supply, Installation, Implementation & Maintenance
of Software System

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DEFINITIONS

“**Bid**” means a tender, or an offer by a person, consultant, firm, company or an organization expressing willingness to undertake a specified task at a price, in response to an invitation by SMFB.

“**Bid with Lowest Evaluated Cost**” means the bid quoting lowest cost amongst all those bids evaluated to be substantially responsive;

“**Bidder**” means a person or entity submitting a bid;

“**Bidding Documents**” means all documents provided to the interested bidders to facilitate them in preparation of their bids in uniform manner;

“**Bidding Process**” means the procurement procedure under which sealed bids are invited, received, opened, examined and evaluated for the purpose of awarding a contract;

“**Blacklisting**” means barring a bidder, contractor, consultant or supplier from participating in any future procurement proceedings.

“**Calendar Days**” means days including all holidays;

“**Conflict of Interest**” means -

- (i) where a contractor, supplier or consultant provides, or could provide, or could be perceived as providing biased professional advice to SMFB to obtain an undue benefit for himself or those affiliated with him;
- (ii) receiving or giving any remuneration directly or indirectly in connection with the assignment except as provided in the contract;
- (iii) any engagement in consulting or other procurement activities of a contractor, consultant or service provider that conflicts with his role or relationship with the SMFB under the contract;
- (iv) where an official of the SMFB engaged in the procurement process has a financial or economic interest in the outcome of the process of procurement, in a direct or an indirect manner;

“**Consultant**” means a professional who can study, design, organize, evaluate and manage projects or assess, evaluate and provide specialist advice or give technical assistance for making or drafting policies, institutional reforms and includes private entities, consulting firms, legal advisors, engineering firms, construction managers, management firms, procurement agents, inspection agents, auditors, international and multinational organizations, investment and merchant banks, universities, research institutions, government agencies, nongovernmental organizations, and individuals;

“**Consulting Services**” means services of an advisory and intellectual nature provided by consultants using their professional skills to study, design, organize, and manage projects, encompassing multiple activities and disciplines, including the crafting of sector policies and institutional reforms, specialist advice, legal advice and integrated solutions, change management and financial advisory services, planning and engineering studies, and architectural design services, supervision, social and environmental assessments, technical assistance, and programme implementation;

“Contract” means an agreement enforceable by law and includes General and Special Conditions, Specifications, Drawings and Bill of Quantities;

“Contractor” means a person, firm, company or organization that undertakes to execute works including services related thereto, other than consulting services, incidental to or required for the contract being undertaken for the works;

“Corrupt and Fraudulent Practices” means either one or any combination of the practices given below;

“Coercive Practice” means any impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence the actions of a party to achieve a wrongful gain or to cause a wrongful loss to another party;

“Collusive Practice” means any arrangement between two or more parties to the procurement process or contract execution, designed to achieve with or without the knowledge of the SMFB to establish prices at artificial, non-competitive levels for any wrongful gain;

“Corrupt Practice” means the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the acts of another party for wrongful gain;

“Fraudulent Practice” means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;

“Obstructive Practice” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract or deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements before investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or acts intended to materially impede the exercise of inspection and audit rights provided for under the Rules.

“Emergency” means natural calamities, disasters, accidents, war and breakdown of operational equipment, plant, machinery or engineering infrastructures, which may give rise to abnormal situation requiring prompt and immediate action to limit or avoid damage to person(s), property or the environment;

“Goods” means articles and object of every kind and description including raw materials, drugs and medicines, products, equipments, machinery, spares and commodities in any form, including solid, liquid and gaseous form, and includes services identical to installation, transport, maintenance and similar obligations related to the supply of goods, if the value of these services does not exceed the value of such goods;

“Government” means the Government of Sindh;

“Head of the Department” means the administrative head of the department or the organization;

“Lowest Evaluated Bid” means a bid for goods, works and services having the lowest evaluated cost among the substantially responsive bids

“Lowest Submitted Price” means the lowest price quoted in a bid, which is otherwise not substantially responsive;

“Mis-procurement” means public procurement in contravention of any provision of Sindh Public Procurement Act, 2010, any rule, regulation, order or instruction made there under or any other law in respect thereof, or relating to, public procurement;

“Notice Inviting Tender” means the notice issued by a SMFB through publication in the newspapers or through electronic means for the purpose of inviting bids, or applications for pre-qualifications, or expression of interests, which may include Tender Notice, Invitation for Bids, Notice for Pre-qualifications or Request for Expression of Interests;

“Open Competitive Bidding” means a fair and transparent specified procedure defined under these Rules, advertised in the prescribed manner, leading to the award of a contract whereby all interested persons, firms, companies or organizations may bid for the contract and includes both National and International Competitive Biddings;

“Services” means any object of procurement other than goods or works, and includes consultancy services;

“SMFB” means the Sindh Micro Finance Bank ;

“Substantially Responsive Bid” means the bid that contains no material differences or deviations from, or reservations to, the terms, conditions and specifications given in the bidding documents;

“Supplier” means a person, firm, company or an organization that undertakes to supply goods and services related thereto, other than consulting services, required for the contract;

“Value for Money” means best returns for each rupee spent in terms of quality, timeliness, reliability, after sales service, up-grade ability, price, source, and the combination of whole-life cost and quality to meet SMFB’s requirements.

1 INVITATION FOR BIDS (IFB)

Sindh Micro Finance Bank (SMFB) invites proposal from candidates for the supply, installation, implementation & maintenance of Software System. More details of the specifications of related services to be provided are given in the scope of service in Section [3] hereto.

Bidder will be selected under procedure described in this Tender Document (TD), in accordance with the Sindh Public Procurement Rules 2010 issued there under (“SPPRA”) which can be found at www.pprasindh.gov.pk/. For the purposes of this document, the any reference to the term “Act” shall mean a reference to the Sindh Public Procurement Act 2009 and any reference to the Rules shall mean a reference to the Sindh Public Procurement Rules 2010.

This TD includes the following Sections:

- Instructions to Bidders (ITB)
- Eligibility Criteria
- Conditions of Contract
- Scope of Work / Software Proposal
- Financial Proposal

Proposals must be submitted at the below mentioned address;

Yours sincerely,

Manager Administration
SINDH MICRO FINANCE BANK
Plot No. 39/F Muhammad Ali Society
Karachi-75530, Pakistan

2 INSTRUCTION TO BIDDERS (ITB)

2.1 Correspondence Address

The contact number and the correspondence address for submitting the proposals are as follow:

Manager Administration
SINDH MICRO FINANCE BANK
Plot No. 39/F Muhammad Ali Society
Karachi-75530, Pakistan

Ph: 021-34168126

2.2 Eligible Bidders

All the bidders duly incorporated and based in Pakistan governed by rules, laws and statutes of Government of Pakistan and Government of Sindh shall be eligible. [SPPRA Rule 29]

2.3 Corrupt Practice

1. SMFB requires that Bidders / Suppliers / Contractors, observe the highest standard of ethics during the procurement and execution of contract and refrain from undertaking or participating in any corrupt or fraudulent practices. [SPPRA Rule 2 (q – iii, iv)]
2. SMFB will reject a proposal for award, if it determines that the Bidder recommended for award was engaged in any corrupt or has been blacklisted under the Sindh Public Procurement Rules 2010, in competing for the contract in question.
3. Any false information or misstatement on the part of the vendor will lead to disqualification/ blacklisting/ legal proceeding regardless of the price or quality of the product.

2.4 Preparation of Bids

2.4.1 Bidding Process

This is the Single Stage – Two Envelope Procedure; a bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the FINANCIAL PROPOSAL and the TECHNICAL PROPOSAL. [SPPRA Rule 46 (2-a)]

2.4.2 Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of its bid and SMFB will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

2.4.3 Language of Bid

The bid prepared by the bidders as well as all correspondence and documents exchanged by the bidder and SMFB must be written in English. [SPPRA Rule 6 (1)]

2.4.4 Technical Proposal

Bidders are required to submit the Technical Proposal stating a brief description of the bidder's organization outlining their recent experience, the names of Sub-Bidder/Professional Staff who participates during the assignment, the technical approach, sample templates/prototypes of deliverables, methodology, work plan, organization and staff, including workable suggestions that could improve the quality and effectiveness of the assignment.

2.4.5 Financial Proposal

The Financial Proposal shall be prepared using the standard form attached, duly signed by the authorized representative of the Bidder. It should list all costs associated with the assignment including remuneration for staff, and reimbursable expenses and such other information as may be specifically requested by SMFB. Alternatively, the bidder may provide his/her/its own list of costs with all items described in the Technical proposal priced separately.

2.4.6 Bid Currencies

For the purpose of comparison of bids quoted in different currencies, price shall be converted in PAK RUPEE (PKR). The rate of exchange shall be the selling rate prevailing seven working days before the date of opening of the bids. [SPPRA Rule 42 (2)]

2.4.7 Bid Security

The SMFB shall require the bidders to furnish the Earnest Money @ 5% of Bidding Cost or Irrevocable Bank Guarantee acceptable to the Company, which shall remain valid for a period of twenty eight (28) days beyond the validity period for bids, in order to provide the SMFB reasonable time to act, if the security is to be called. [SPPRA Rule 37(1)]

Bid Security should be attached with Financial Proposal. Bidders are also required to submit affidavit that the Bid Security has been attached with the Financial Proposal.

Any Bid not accompanied by an acceptable Bid Security shall be rejected by the SMFB as non – responsive.

Bid security shall be released to the unsuccessful bidders once the contract will be signed with the successful bidder or the validity period has expired. [SPPRA Rule 37(2)]

The bid security shall be forfeited:

- If a Bidder withdraws its bid during the period of its validity specified by the Bidder on the Bid Form; or
- In the case of a successful Bidder, if the Bidder fails to;
 - Sign the contract in accordance with ITB Section [2.7.4]; or
 - Furnish performance security in accordance with ITB Section [2.7.5].

2.4.8 Bid Validity

Bids shall remain valid for a period of ninety (90) days, after the date of bid opening prescribed by SMFB; [SPPRA Rule 38 (1)]

Whenever an extension of bid validity period is requested, a bidder shall have the right to refuse to grant such an extension and withdraw his bid and bid security shall be returned forthwith; and [SPPRA Rule 38 (6)]

Bidders who agree to extension of the bid validity period shall also extend validity of the bid security for the agreed extended period of the bid validity. [SPPRA Rule 38 (7-a)]

2.5 Submission of Bids

2.5.1 Sealing and Marking of Bids

Bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal. Envelope shall be marked as “FINANCIAL PROPOSAL” and “TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion. [SPPRA Rule 46 (2-a & b)]

2.5.2 Response Time

Bidders are required to submit their Bids within fifteen (15) calendar days from the date of publication of Notice Inviting Tender as per National Competitive Bidding. Bids must be received by SMFB at the address specified under ITB Section [2.1] within office hours. [SPPRA Rule 18 (2)]

2.5.3 Extension of Time Period for Submission of Bids

SMFB may extend the deadline for submission of bids only, if one or all of the following conditions exist;

- Fewer than three bids have been submitted and SMFB is unanimous in its view that wider competition can be ensured by extending the deadline. In such case, the bids submitted shall be returned to the Bidders un-opened; [SPPRA Rule 22 (1)]
- If the SMFB is convinced that such extraordinary circumstances have arisen owing to law and order situation or a natural calamity that the deadline should be extended. [SPPRA Rule 22 (2)]

2.5.4 Clarification of Bidding Documents

An interested bidder, who has obtained bidding documents, may request for clarification of contents of the bidding document in writing, and SMFB shall respond to such queries in writing within three calendar days, provided they are received at least five (5) calendar days prior to the date of opening of bid. [SPPRA Rule 23 (1)]

It should be noted that any clarification to any query by a bidder shall also be communicated to all parties, who have obtained bidding documents.

2.5.5 Late Bids

Any bid received by SMFB after the deadline for submission of bids prescribed by SMFB pursuant to ITB Section [2.5.2] will be rejected and returned unopened to the Bidder. [SPPRA Rule 24 (1)] .The rejection of bids received after the deadline for submission shall apply regardless of any reason whatsoever for such delayed receipt.

2.5.6 Withdrawal of Bids

The Bidder may withdraw its Technical Proposal and Financial Proposal after it has been submitted by sending a written Withdrawal Notice, duly signed by the Bidder and/or by an authorized representative, and shall include a copy of the authorization. Provided that, written notice of Withdrawal, shall be received by SMFB prior to the opening of bids.

No bid shall be withdrawn in the interval between the opening of Bids and the expiration of the period of Bid validity specified in ITB section [2.4.8].

2.5.7 Cancellation of Bidding Process

1. SMFB may cancel the bidding process at any time prior to the acceptance of a bid or proposal; [SPPRA Rule 25 (1)]
2. SMFB shall incur no liability towards the bidders, solely by virtue of its invoking sub-rule (2.5.7 - 1); [SPPRA Rule 25 (2)]
3. Intimation of the cancellation of bidding process shall be given promptly to all bidders and bid security shall be returned along with such intimation; [SPPRA Rule 25 (3)]
4. SMFB shall, upon request by any of the bidders, communicate to such bidder, grounds for the cancellation of bidding process, but is not required to justify such grounds. [SPPRA Rule 25 (4)]

2.5.8 Mechanism for Redressal of Grievances

SMFB has a Committee for Complaint Redressal to address the complaints of bidder that may occur during the procurement proceedings. [SPPRA Rule 31 (1)]

Any bidder being aggrieved by any act or decision of the SMFB during procurement proceedings may lodge a written complaint after the decision causing the grievance has been announced. [SPPRA Rule 31(3)]

The complaint redressal committee upon receiving a complaint from an aggrieved bidder may, if satisfied; [SPPRA Rule 31(4)]

1. prohibit the procurement committee from acting or deciding in a manner, inconsistent with these rules and regulations; [SPPRA Rule 31(4-a)]
2. annul in whole or in part, any unauthorized act or decision of the procurement committee; [SPPRA Rule 31(4-b)] and
3. reverse any decision of the procurement committee or substitute its own decision for such a decision;

Provided that the complaint redressal committee shall not make any decision to award the contract. [SPPRA Rule 31(4-c)]

SMFB shall announce its decision as to the grievance within seven (7) days. The decision shall be intimated to the Bidder and the Authority within three (3) working days by SMFB. [SPPRA Rule 31(5)]

SMFB shall award the contract only after the decision of the complaint redressal committee [SPPRA Rule 31 (6)]

Mere fact of lodging of a complaint by a bidder shall no warrant suspension of the procurement proceedings. [SPPRA Rule 31(7)]

A bidder not satisfied with decision of the SMFB complaints' redressal committee may lodge an appeal to the Chief Secretary through the Authority, who shall refer the matter to a review panel in accordance with ITB section [2.5.9]; [SPPRA Rule 31(8)]

A bidder may file an appeal to the Chief Secretary provided; [SPPRA Rule 31(9)]

1. that the bidder has exhausted his complaint to the complaint redressal committee [SPPRA Rule 31(9-a)]; and
2. That he has not withdrawn the bid security deposited by him during the procurement process. [SPPRA Rule 31(9-b)]

The bidder must submit the appeal to the Chief Secretary with the following documents: [SPPRA Rule 31(10)]

1. a letter stating his wish to appeal to the Review Panel and the nature of complaint; [SPPRA Rule 31(10-a)]

2. a copy of the complaint earlier submitted to the complaint redressal committee of the Department and all supporting documents in a sealed envelope; [SPPRA Rule 31(10-b)] and

Upon receipt of an appeal and registration fee, the Chief Secretary shall select a Review Panel to examine the complaint. Simultaneously, the Authority shall inform the bidder and the Head of the concerned Department of the action taken by the Chief Secretary. [SPPRA Rule 31(11)]

On receipt of reference from the Chief Secretary, the Chairperson of the Review Panel shall convene a meeting of the review panel within five working days. [SPPRA Rule 31(12)]

Unless the Review Panel recommends dismissal of the complaint being frivolous, in which case the bidder shall loose the bid security deposited with the SMFB, the Review Panel may: [SPPRA Rule 31(13)]

1. propose rejection of the complaint, stating its reasons; [SPPRA Rule 31(13-a)]
2. state the rules or principles that govern the subject matter of the complaint; [SPPRA Rule 31(13-b)]
3. point out the infirmities and breach of rules and regulations by the procuring agencies; [SPPRA Rule 31(13-c)]
4. suggest annulment in whole or in part of a non-compliant act or decision of a SMFB, other than any act or decision bringing the procurement contract into force; [SPPRA Rule 31(13-d)]
5. if the SMFB is in breach of its obligations under the Act, Rules or Regulations, suggest the payment of compensation by the officer(s) responsible for mis-procurement for cost incurred by the bidder on preparation of bid, including the cost of the complaint registration fee paid by the complainant; [SPPRA Rule 31(13-e)]or
6. Recommends that the procurement proceedings may be terminated, in case the procurement contract has not been signed. [SPPRA Rule 31(13-f)]

It shall be mandatory for both, the complainant and the SMFB to appear before the Review Panel as and when called and produce documents, when so required. The Review Panel shall issue the notice of appearance to the Head of the Department for its service who shall ensure the attendance of the Head of SMFB along with relevant record. In case of failure of Head of SMFB to appear before review panel despite service, the Authority shall bring the matter to the notice of Chief Secretary. In case the complainant fails to appear twice, despite service the reference may be decided ex-parte. The Review Panel shall hear the parties and give its recommendations to the Authority within thirty days of receipt of reference. In case, more time is required, the Review Panel may seek extension from the Chief Secretary through the Authority enumerating the reasons for delay. The Authority shall submit these recommendations to the Chief Secretary who shall decide the appeal keeping in view the recommendations of the Review Panel; Provided that the Chief Secretary may refer the matter back to the Review Panel, if there is some ambiguity or vagueness in the recommendations and a clarification is to be sought. The Review Panel shall clarify the matter within seven calendar days, following which the Chief Secretary would decide the matter; [SPPRA Rule 31(14)]

The decision of the Chief Secretary shall be final and the SMFB shall act upon such findings. After the decision has been issued, the complaint and the decision shall be hoisted by the

Authority on its website within three working days; Provided that no information shall be disclosed if its disclosure would be against the public interest or may jeopardize national security. [SPPRA Rule 31(15)]

2.5.9 Review Panel

The Authority shall maintain a list of Review Panellists for the purpose of reviewing a bidder's complaint. The Panellist shall be appointed on such terms and conditions as the Authority may from time to time notify with the approval of the Chief Secretary. [SPPRA Rule 32(1)]

The List of Specialists shall be formed from a number [SPPRA Rule 32(2)]

1. persons who have been legal professionals; [SPPRA Rule 32(2-a)]
2. persons who have been senior officers in the service of the Government with experience in the procurement area, [SPPRA Rule 32(2-b)]and
3. Persons from a list of specialists with experience in the relevant field. [SPPRA Rule 32(2-c)]

The Specialists shall be grouped into a number of Review Panels, each with a nominated Chairperson, both as approved by the Chief Secretary. Each panel shall have a minimum of 3 members, one from each of the groups listed in sub rule (2) above and up to 2 co-opted members on a case-by-case basis depending upon the nature of the complaint. [SPPRA Rule 32(3)]

The specialists shall be paid remuneration for their services as determined by the Authority from time to time with the approval of the Chief Secretary. [SPPRA Rule 32(4)]

2.5.10 Matters not subject to Appeal or Review

The following actions of the SMFB shall not be subject to the appeal or review: [SPPRA Rule 33]

- Selection method adopted by the SMFB; [SPPRA Rule 33 (1)]
- Decision by the SMFB under ITB section [2.5.7]. [SPPRA Rule 33 (2)]

2.6 Opening and Evaluation of Bids

2.6.1 Opening of Bids by SMFB

The opening of bids shall be as per the procedure set down in Section 2.4.1 dealing with Bidding Process.

2.6.2 Clarification of Bids

No Bidder shall be allowed to alter or modify his bids after the expiry of deadline for the receipt of the bids unless, SMFB may, at its discretion, ask a Bidder for a clarification of bid

for evaluation purposes. The request for clarification and the response shall be in writing and no change in the prices or substance of bid shall be sought, offered or permitted. [SPPRA Rule 43]

2.6.3 Preliminary Examination

SMFB will examine the bids to determine whether the bids are complete and the documents have been properly signed and whether the bids are generally in order.

SMFB may waive any minor informality; nonconformity or irregularity in a bid that does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder and further provided that such waiver will be at the complete and sole discretion of SMFB.

If a bid is not substantially responsive, it will be rejected by SMFB and may not subsequently be made responsive by the Bidder by correction of the nonconformity.

2.6.4 Supplier Eligibility/Technical Criteria

All bids shall be evaluated in accordance with the eligibility criteria. [SPPRA Rule 42 (1)] SMFB will evaluate the bids, which have been determined to be substantially responsive and reject any proposal which does not confirm to the specified requirements.

Eligibility Criteria

SMFB shall evaluate Financial and Technical Proposals using the following scoring criteria.

| Ser. | Description | Marks | Marks Obtained | Remarks |
|------|--|------------|----------------|--------------------------------------|
| 1 | Compliance with Annexure “G” (per available item is equivalent to 0.16 marks, total items 190) | 30 | | All items of heading 1 mandatory. |
| 2 | The Company must be in Business for Preferably over 10 Years in Pakistan. (Attach documentary proof) | 16 | | For 10 and Above Years |
| | | 12 | | For 2 to 10 Years |
| | | 0 | | Less Than 2 Years |
| 3 | The Company should have its Head Office in Sindh (Attach documentary proof) | 10 | | In Karachi |
| | | 05 | | In Hyderabad |
| | | 0 | | Non Responsive |
| 4 | The Company must provide list of clients for supply of Core Banking & Micro Finance Banking Software. (Attach Documentary proof) | 16 | | 2 and Above Clients |
| | | 8 | | 1 Client |
| | | 0 | | None |
| 5 | Company must provide proof of turnover for Last 3-Years (2013-2014-2015) in Pakistan. (Attach audited financial statement for last 3 years) | 14 | | 20 Million and above for 3 years |
| | | 7 | | 10 Million to 20 Million for 3 years |
| | | 3 | | 5 Million to 10 Million for 3 years |
| | | 0 | | Less Than 5 Million for 3 years |
| 6 | Company must have preferably 20 or more permanent employees. (Attach documentary proof) | 04 | | 20 and above |
| | | 02 | | For 10 to 20 Employees |
| | | 1 | | For 5 to 10 Employees |
| | | 0 | | Below 05 Employee |
| 7 | Time frame offered by the Supplier/Bidder for expected implementation | 10 | | Within one month |
| | | 5 | | Within 2-3 months |
| | | 0 | | More than 3 months |
| | Total Marks | 100 | | Qualified/Disqualified |

Note

1. Attachment of relevant evidence in above requisite is mandatory. In case of non-provision of evidence in any of the requisite, the company will be straight away disqualified.
2. Attach Affidavit on Rs.100/- stamp paper from the owner of the company, stating that the “firm has never been blacklisted by any organization in the past”.
3. Qualifying marks for the bid is minimum 80 marks for Technical Phase
4. Financial bid of only qualifying bidder will be opened.
5. If Company not active Tax payer it will consider as a disqualified
6. SMFB reserves the right to verify all or any document. In case any fake documents are detected the company may be subject to legal proceedings

Availability of Professional Staff / Experts

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

2.7 Award of Contract

2.7.1 Award Criteria

Subject to ITB Section [2.7.2], SMFB will award the contract to the successful Bidder, whose bid has been determined to be substantially responsive and has been determined to be the lowest evaluated bid, provided further that the Bidder is determined to be qualified to perform the contract satisfactorily.

2.7.2 SMFB’s Right to Accept Any Bid and to reject any or all Bids

SMFB can annul the bidding process and reject all Bids at any time prior to Contract award, without thereby incurring any liability to the Bidder(s).

2.7.3 Notification of Award

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

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

Upon the successful Bidder's furnishing of the Performance Security pursuant to Section [2.7.5], SMFB will promptly notify each unsuccessful Bidder and will discharge his/her bid security, pursuant to ITB Section [2.4.7].

2.7.4 Signing of Contract

Within 5 Days from the date of notification of the award the successful bidder shall furnish to SMFB particulars of the person who would sign the contract on behalf of the successful bidder along with an original power of attorney executed in favour of such person.

The Contract shall be signed by the parties at Central Office SMFB, Karachi, within 10 Days of award of contract.

2.7.5 Performance Security

Within 15 DAYS of receipt of the notification of award from SMFB, the successful Bidder shall furnish to SMFB the Performance Security of 10 % of contract price which shall be valid for at least ninety (90) days beyond the date of completion of contract to cover defects liability period or maintenance period. The Performance Security shall be in the form of a pay order or demand draft or bank guarantee issued by a reputable commercial bank, acceptable to SMFB, located in Pakistan. [SPPRA Rule 39 (1)]

Failure of the successful Bidder to comply with the requirement of ITB Section [2.7.4] shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event SMFB may make the award to the next lowest evaluated Bidder or call for new bids.

The Performance Security forms at Annexure "C" shall not be completed by the bidders at the time of their bid submission. Only the successful Bidder will be required to provide Performance Security.

The Performance Security will be discharged by SMFB and returned to the Supplier not later than thirty (30) days following the date of successful completion of the Supplier's performance obligation under the Contract.

2.7.6 General Conditions of Contract

For detailed General Condition of Contract refer to Section [5.1] of this TD.

2.7.7 Special Conditions of Contract

For detailed Special Condition of Contract refer to Section [5.2] of this TD.

2.7.8 Integrity Pact

The successful bidder shall upon the award of the contract execute an Integrity Pact with SMFB. *[Specimen is attached in Annexure “D”]* [SPPRA Rule 89]

2.7.9 Non Disclosure Agreement

The successful bidder shall upon the award of the contract execute a Non Disclosure Agreement with SMFB. *[Specimen is attached in Annexure “E”]*

3 SCOPE OF WORK / SOFTWARE SPECIFICATIONS

Sindh Micro Finance Bank (SMFB) requires supply, installation, implementation & maintenance of Software Management System in its Head Office as per specifications in Annexure “G”.

4 TECHNICAL PROPOSAL – SAMPLE FORMS

SOFTWARE VENDOR PROFILE QUESTIONNAIRE

Following information is not conclusive and any other information may be a part of evaluation.

4.1 General information

| S. No. | Information |
|---------------|---|
| 4.1.1. | Company name (Implementer/Manufacturer) |
| 4.1.2. | Holding company (if any) |
| 4.1.3. | Company head office address |
| 4.1.4. | Company local address |
| 4.1.5. | Phone |
| 4.1.6. | Years in business |
| 4.1.7. | Total number of employees in Pakistan |
| 4.1.8. | Total number of technical support personnel in Pakistan |
| 4.1.9. | Total number of marketing personnel in Pakistan |
| 4.1.10. | Total number of local employees in Pakistan |
| 4.1.11. | Total number of local technical support personnel in Pakistan |
| 4.1.12. | Total number of local marketing personnel in Pakistan |
| 4.1.13. | Maximum number of branches where Application is implemented at one single customer |
| 4.1.14. | Largest customer in Pakistan |
| 4.1.15. | What industries are targeted as the primary market for the application? |
| 4.1.16. | What programming languages were used to develop the proposed application? |
| 4.1.17. | On what type(s) of equipment have the proposed packages been implemented? |
| 4.1.18. | Do you impose any limitations on the uses of the application programs? If so, what are they? |
| 4.1.19. | Include a copy of your recent financial statements or sales revenue and net profit figures for the last five years. |

4.2 Implementation Support Information

In the following areas, how many hours is the vendor including in the proposal? Please attach a schedule and a brief description of available training courses for each proposed application.

| S. No. | Information |
|---------|--|
| 4.5.1. | Any process exists for escrow agreement for source? |
| 4.5.2. | Will more than 5 dedicatedly staff be available for us for custom development? (if required) |
| 4.5.3. | Will the vendor support customer developed modifications? |
| | On-going Support |
| 4.5.4. | Will more than 5 employees be dedicated full-time to system support? |
| 4.5.5. | Will more than 5 employees be dedicated full-time to support the applications in the proposal? |
| 4.5.6. | What type of ongoing support does the vendor provide? |
| 4.5.7. | Where is the support service located? |
| 4.5.8. | What are the normal hours and days this support is available? |
| 4.5.9. | Are there provisions for “after hours” support? |
| 4.5.10. | Are future system releases included as part of the ongoing maintenance agreement? |
| 4.5.11. | Are documentation and training updates usually included? |
| 4.5.12. | How often are new versions released? |
| 4.5.13. | Typically, how long after a new release are previous versions maintained? |
| | Training |
| 4.5.14. | Training division |
| 4.5.15. | Functional training |
| 4.5.16. | Technical training |
| 4.5.17. | Installation of application software |
| 4.5.18. | Data conversion |
| 4.5.1.9 | Procedure development |
| | Documentation |
| 4.5.20. | Is documentation on the systems design available to the customer Is the documentation maintained within the system? |
| 4.5.21. | Can the customer duplicate the manuals for internal purposes without a fee? |
| 4.5.22. | Who will own the reference manuals? |
| | |

4.3 References

Include at least four (4) customers using the same Application System and SMFB reserves the rights to contact the referees mentioned by Bidders.

| Reference One (1) | Response |
|------------------------------|-----------------|
| Company name | |
| Contact name and title | |
| Company address/phone | |
| Industry | |
| Applications installed | |
| Dates and releases installed | |
| Modifications made | |
| Comments | |
| | |
| Reference Two (2) | |
| Company name | |
| Contact name and title | |
| Company address/phone | |
| Industry | |
| Applications installed | |
| Dates and releases installed | |
| Modifications made | |
| Comments | |
| | |
| Reference Three (3) | |
| Company name | |
| Contact name and title | |
| Company address/phone | |
| Industry | |
| Applications installed | |
| Dates and releases installed | |
| Modifications made | |
| Comments | |
| | |
| Reference Four (4) | |
| Company name | |
| Contact name and title | |
| Company address/phone | |
| Industry | |
| Applications installed | |
| Dates and releases installed | |
| Modifications made | |
| Comments | |

5 FINANCIAL PROPOSAL – SAMPLE FORMS

5.1 Software Application Modules Specified in Annexure “G”

List all costs associated with the assignment including hidden cost, cost of additional software required such as any third party software, database etc., remuneration for staff, reimbursable expenses etc.

PRICE SCHEDULE

| 1 | 2 | 3 | 4 | 5 | 6 |
|------|---------------|-------------------|----------|-----------------------------|----------------|
| Item | Specification | Country of origin | Quantity | Breakup of Taxes and Duties | Total Per Item |
| | | | | | |
| | | | | | |
| | | | | | |

5.2 Associated Hardware (recommended)

PRICE SCHEDULE

| 1 | 2 | 3 | 4 | 5 | 6 |
|------|---------------|-------------------|----------|-----------------------------|----------------|
| Item | Specification | Country of origin | Quantity | Breakup of Taxes and Duties | Total Per Item |
| | | | | | |
| | | | | | |
| | | | | | |

Note :

1. **The cost must include all taxes, installation, labor, Stamp duty (as applicable under Stamp Act 1989) including delivery charges up to Sindh Micro Finance Bank branches on countrywide basis.**
2. No advance payment for supply of equipment will be made; bills are only to be processed for necessary payment on receipt of certificate of delivery/satisfaction from the Management.
3. **Calculation of bid security.** The mechanism for calculation of bid security will be as follows:
 - a. 5% of the Grand total to be submitted as Bid Security/Earnest Money in form of Pay Order/Bank Guarantee in favor of Sindh Micro Finance Bank attached with Financial Proposal.
4. In case it is revealed at any stage after installation of the equipment that the asked specification of the tender have not been met, the amount of the total installation of that specific equipment will be fined to the vendor with appropriate action as deem necessary by the procurement committee.
5. The successful bidder will be the one whose total sum of cost is the lowest. As it is package tender, so no partial lowest cost will be considered for award of any work.
6. The tender will be considered cancelled if the contract agreement after due signature is not submitted with Admin Office after 5 days of completion of bid evaluation report hoisting period (7 days) on SPPRA website.

Signature & Stamp of Bidder _____

6. CONTRACT

6.1.1 Conditions of Contract

6.1.2 Definitions

In contract, the following terms shall be interpreted as indicated:

“Applicable Law” means the Sindh Public Procurement Act 2009 and the Sindh Public Procurement Rules 2010.

“Procuring Agency” or “PA” means SMFB Contractor.

“Contract” means the Contract signed by the Parties and all the attached documents listed in its Clause 1 that is General Conditions (GC), and the Special Conditions (SC).

“Contract Price” means the price to be paid for the performance of the Services.

“Effective Date” means the date on which this Contract comes into force.

“GC” mean these General Conditions of Contract.

“Government” means the Government of Sindh.

“Currency” means Pak Rupees.

“Member” means any of the entities that make up the joint venture/consortium/association, and “Members” means all these entities.

“Party” means the PA or the Contractor, as the case may be, and “Parties” means both of them.

“Personnel” means persons hired by the Contractor or by any Sub- Contractors and assigned to the performance of the Services or any part thereof.

“SC” means the Special Conditions of Contract by which the GC may be amended or supplemented.

“Services” means the services to be performed by the Contractor pursuant to this Contract, as described in the scope of services.

“In writing” means communicated in written form with proof of receipt.

6.1.3 Law Governing Contract

This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the laws of the Islamic Republic of Pakistan.

6.1.4 Notice

- Any notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the address specified in the SC.
- A Party may change its address for notice hereunder by giving the other Party notice in writing of such change to the address specified in the SC.

6.1.5 Authorized Representative

Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the SMFB or the Supplier may be taken or executed by the officials.

6.1.6 Taxes and Duties

The Supplier, Sub-Suppliers, and their Personnel shall pay such direct or indirect taxes, duties, fees, and other impositions levied under the Applicable Law as specified in the SC, the amount of which is deemed to have been included in the Contract Price.

6.1.7 Effectiveness of Contract

This Contract shall come into effect on the date the Contract is signed by both Parties. The date the Contract comes into effect is defined as the Effective Date.

6.1.8 Expiration of Contract

Unless terminated earlier pursuant to this Clause hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the SC.

6.1.9 Modifications or Variations

Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.

6.1.10 Force Majeure

The failure on the part of the parties to perform their obligation under the contract will not be considered a default if such failure is the result of natural calamities, disasters and circumstances beyond the control of the parties.

6.2.1 No Breach of Contract

The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

6.2.2 Extension of Time

Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

7. TERMINATION

7.1.1 Termination by SMFB

The SMFB may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (e) of this Clause. In such an occurrence the SMFB shall give a not less than thirty (30) days' written notice of termination to the Supplier, and sixty (60) days' in the case of the event referred to in (e).

- a. If the Supplier does not remedy the failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the SMFB may have subsequently approved in writing;
- b. If the Supplier becomes insolvent or bankrupt;
- c. If the Supplier, in the judgment of the SMFB has engaged incorrupt or fraudulent practices in competing for or in executing the Contract;
- d. If, as the result of Force Majeure, the Supplier(s) are unable to perform a material portion of the Services for a period of not less than sixty (60) days; and
- e. If the SMFB, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.

7.1.2 Termination by the Supplier

The Suppliers may terminate this Contract, by not less than thirty (30) days' written notice to the SMFB, such notice to be given after the occurrence of any of the events specified in paragraphs (a) through (b) of this Clause.

- a. If the SMFB fails to pay any money due to the Supplier pursuant to this Contract without Suppliers fault.

- b. If, as the result of Force Majeure, the Supplier is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

7.1.3 Payment upon Termination

Upon termination of this Contract pursuant to Clauses GC 7.1.1 or GC 7.1.2, the SMFB shall make the following payments to the Supplier:

- a. Payment for Services satisfactorily performed prior to the effective date of termination;
- b. Except in the case of termination pursuant to paragraphs (a) through (e), of Clause GC 7.1.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract, including the cost of the return travel of the Personnel and their eligible dependents.

7.1.4 Good Faith

The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

8. SETTLEMENT OF DISPUTES

8.1.1 Amicable Settlement

The Parties agree that the avoidance or early resolution of disputes is crucial for a smooth execution of the Contract and the success of the assignment. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

8.1.2 Arbitration

If the SMFB and the Supplier fail to amicably settle any dispute arising out of or in connection with the Contract within ten (10) days of commencement of such informal negotiations, the dispute shall be referred to arbitration of two arbitrators, one to be appointed by each party, in accordance with the Arbitration Act, 1940. Venue of arbitration shall be Karachi, Pakistan and proceedings of arbitration shall be conducted in English.

8.1.3 Data Ownership

The data in the implemented Computer System shall at all times remain the exclusive property of SMFB. The Supplier is hereby required to transfer all necessary passwords, access codes or other information required for full access to the data to SMFB upon successful commissioning of the Computer System and should not be available to any other party including the employees of the supplier.

8.1.4 Obligations of the Supplier

The Supplier shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Supplier shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the SMFB, and shall at all times support and safeguard the SMFB legitimate interests in any dealings with Sub-Suppliers or third Parties.

8.1.5 Conflict of Interest

The Supplier shall hold the SMFB's interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.

8.1.6 Confidentiality

Except with the prior written consent of the SMFB, the Supplier and the Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Supplier and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services.

9. SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the General Conditions of Contract.

9.1.1 Performance Security

The amount of performance security shall be ten (10 %) percent of the Contract Price

9.1.2 Payment

The payment to be made to the Supplier under this Contract shall be made in accordance with the payment schedule as shall be agreed between SMFB and the Supplier.

- a. All advance payment will be made against valid bank guarantee(s).
- b. SMFB will effect payment within 30 days on satisfactory delivery of services, upon submitting the invoice under above conditions.

9.1.3 Price

Schedule of prices shall be as fixed in the Contract.

BID FORM

Annexure “A”

Dated: _____, 2015

Manager Administration
SINDH MICRO FINANCE BANK LIMITED
39-F, M.A.C.H.S Karachi

Gentleman,

Having examined the bidding documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer, in conformity with the said bidding documents for the sum of currency_____ [total bid amount in words and figures].

We undertake, if our Bid is accepted, [to provide goods/work/related service], that will be in accordance with the terms defined in the proposal and /or contract.

Our firm, including any subcontractors or suppliers for any part of the Contract, have nationalities from the following eligible countries

_____.

If our Bid is accepted, we will obtain the Bank Guarantee in a sum equivalent to ten percent (10%) of the Contract Price for the due performance of the Contract, in the form prescribed by SMFB.

We agree to abide by this Bid for a period of ninety (90) days from the date fixed for Bid Opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

Commissions or gratuities, if any, paid or to be paid by us to agents relating to this Bid and to contract execution if we are awarded the contract, are listed below:

Name & Address of Agent

Amount and Currency

(If none, State none)

We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this _____ day of _____ 2015. _____

[Signature]

[In the Capacity of]

Duly authorized to sign Bid for and on behalf of _____

Annexure “B”

BID SECURITY FORM

Whereas [name of the Bidder] has submitted its bid dated [date of submission of bid] for

KNOW ALL PEOPLE by these presents that WE [name of Company] of [name of country], having our registered office at [address of Company] (hereinafter called “the company”), are bound unto SMFB (hereinafter called “the Purchaser”) in the sum of for which payment well and truly to be made to the said Purchaser, the Company binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Company this ____ day of ____ 2015.

THE CONDITIONS of this obligation are:

1. If the Bidder withdraw its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its Bid by the SMFB during the period of bid validity:
 - a. fails or refuses to execute the Contract, if required; or
 - b. fails or refuses to furnish the performance security, in accordance with the Instructions to Bidders;

We undertake to pay to the Purchaser up to the above amount upon receipt of its written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including twenty eight (28) days after the period of bid validity and any demand in respect thereof shall reach the Company not later than the above date.

[Signature and Seal of the Company]

Annexure “C”

PERFORMANCE SECURITY FORM

Manager Administration
SINDH MICRO FINANCE BANK LIMITED
39-F, M.A.C.H.S Karachi

WHEREAS [name of Supplier] (hereinafter called “Supplier” or “Contractor”) has undertaken, in pursuance of Contract No. _____ [reference number of the contract] dated _____ 2015 to _____ [details of task to be inserted here] (hereinafter called “the Contract”).

AND WHEREAS we have agreed to give the Supplier / Contractor guarantee as required pursuant to the budding document and the contract:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier / Contractor, up to a total of [amount of the guarantee in words and figures], and we undertake to pay you, upon your first written demand declaring the Supplier / Contractor to be in default under the Contract and without cavil or argument, any sum or sums within the limits of [amount of guarantee] as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the _____ day of _____ 2015.

Signature and Seal of the Guarantors

Name of Company

Address

Date

Annexure “D”

INTERGRITY PACT

Declaration of Fees, Commissions and Brokerage etc Payable by the Suppliers of Services Pursuant To Rule 89 Sindh Public Procurement Rules Act, 2010

_____ [the Supplier] 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 Supplier] represents and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder’s fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.

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

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

For and On Behalf Of

Signature: _____

Name: _____

NIC No: _____

Annexure “E”

Schedule of Availability, Submission & Opening of Bids

Please refer to Notification Advertisement on the subject matter.

Form of Contract

Annexure “F”

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

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

1. The Effective Date of this Agreement is _____ 2015.
2. In connection with the Purpose, a Party may disclose certain information it considers confidential and/or proprietary (“Confidential Information”) to the other Party including, but not limited to, tangible, intangible, visual, electronic, present, or future information such as:
 - Trade secrets;
 - Financial information, including pricing;
 - Technical information, including research, development, procedures, algorithms, data, designs, and know-how;
 - Business information, including operations, planning, marketing interests, and products;
 - The terms of any agreement entered into between the Parties and the discussions, negotiations and proposals related thereto; and
 - Information acquired during any facilities tours.
3. The Party receiving Confidential Information (a “Recipient”) will only have a duty to protect Confidential Information disclosed to it by the other Party (“Discloser”):
 - If it is clearly and conspicuously marked as “confidential” or with a similar designation;
 - If it is identified by the Discloser as confidential and/or proprietary before, during, or promptly after presentation or communication; or
 - If it is disclosed in a manner in which the Discloser reasonably communicated, or the Recipient should reasonably have understood under the circumstances, including without limitation those described in Section 2 above, that the disclosure should be treated as confidential, whether or not the specific designation “confidential” or any similar designation is used.

4. A Recipient will use the Confidential Information only for the Purpose described above. A Recipient will use the same degree of care, but no less than a reasonable degree of care, as the Recipient uses with respect to its own information of a similar nature to protect the Confidential Information and to prevent:
 - Any use of Confidential Information in violation of this agreement; and/or
 - Communication of Confidential Information to any unauthorized third parties. Confidential Information may only be disseminated to employees, directors, agents or third party contractors of Recipient with a need to know and who have first signed an agreement with either of the Parties containing confidentiality provisions substantially similar to those set forth herein.
5. Each Party agrees that it shall not do the following, except with the advanced review and written approval of the other Party:
 - Issue or release any articles, advertising, publicity or other matter relating to this Agreement (including the fact that a meeting or discussion has taken place between the Parties) or mentioning or implying the name of the other Party; or
 - Make copies of documents containing Confidential Information.
6. This Agreement imposes no obligation upon a Recipient with respect to Confidential Information that:
 - Was known to the Recipient before receipt from the Discloser;
 - Is or becomes publicly available through no fault of the Recipient;
 - Is independently developed by the Recipient without a breach of this Agreement;
 - Is disclosed by the Recipient with the Discloser's prior written approval; or
 - Is required to be disclosed by operation of law, court order or other governmental demand ("Process"); provided that (i) the Recipient shall immediately notify the Discloser of such Process; and (ii) the Recipient shall not produce or disclose Confidential Information in response to the Process unless the Discloser has: (a) requested protection from the legal or governmental authority requiring the Process and such request has been denied, (b) consented in writing to the production or disclosure of the Confidential Information in response to the Process, or (c) taken no action to protect its interest in the Confidential Information within 14 business days after receipt of notice from the Recipient of its obligation to produce or disclose Confidential Information in response to the Process.
7. EACH DISCLOSER WARRANTS THAT IT HAS THE RIGHT TO DISCLOSE ITS CONFIDENTIAL INFORMATION. NO OTHER WARRANTIES ARE MADE. ALL CONFIDENTIAL INFORMATION DISCLOSED HEREUNDER IS PROVIDED "AS IS".
8. Unless the Parties otherwise agree in writing, a Recipient's duty to protect Confidential Information expires [YEARS] from the date of disclosure. A Recipient, upon Discloser's written request, will promptly return all Confidential Information received from the

Discloser, together with all copies, or certify in writing that all such Confidential Information and copies thereof have been destroyed. Regardless of whether the Confidential Information is returned or destroyed, the Recipient may retain an archival copy of the Discloser's Confidential Information in the possession of outside counsel of its own choosing for use solely in the event a dispute arises hereunder and only in connection with such dispute.

9. This Agreement imposes no obligation on a Party to exchange Confidential Information, proceed with any business opportunity, or purchase, sell, license and transfer or otherwise make use of any technology, services or products.
10. Each Party acknowledges that damages for improper disclosure of Confidential Information may be irreparable; therefore, the injured Party is entitled to seek equitable relief, including injunction and preliminary injunction, in addition to all other remedies available to it.
11. This Agreement does not create any agency or partnership relationship. This Agreement will not be assignable or transferable by Participant without the prior written consent of the other party.
12. This Agreement may be executed in two or more identical counterparts, each of which shall be deemed to be an original including original signature versions and any version transmitted via facsimile and all of which taken together shall be deemed to constitute the agreement when a duly authorized representative of each party has signed the counterpart.
13. This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof, and supersedes any prior oral or written agreements, and all contemporaneous oral communications. All additions or modifications to this Agreement must be made in writing and must be signed by the Parties. Any failure to enforce a provision of this Agreement shall not constitute a waiver thereof or of any other provision.

Sindh Micro Finance Bank Limited

Company Name:

Registered Address:

Registered Address:

Name: _____

Name: _____

Signature: _____

Signature: _____

Title: _____

Title: _____

Date: _____

Date: _____

CONTRACT AGREEMENT Annexure"L"

CONTRACT

This Agreement is made on this _____ day of _____ ,
Between **Sindh Micro Finance Bank Limited** having its head office at 39-F, M.A.C.H.S Karachi
(hereinafter called the Purchaser)

And

M/S. _____ having its Registered office at _____
(Hereinafter called the Vendor).

WHEREAS the Vendor is the dealer/supplier/manufacturer of _____
(Goods).

AND WHEREAS the Company is inclined to purchase the Goods as detailed below on the terms and conditions laid down hereinafter for the supply of Equipments for the **Company** of total sum Amounting Rs. _____.

Detail of Equipment is as follows.

| S.No | Product | Quantity | Unit Price PKR | Total Price (PKR) |
|------|---|----------|----------------|-------------------|
| 1 | Core Banking & Micro Finance Bank System Software | 01 | | |

Terms & Conditions:

1. The vendor will provide the performance security in the form acceptable to the Company for the 10% of the order value for the period of 90 days from the date of Submission of performance security. In case Vendor does not fulfil its commitments the company reserves the right to enforce the performance security.
2. The vendor shall supply Goods as per specifications and upon the recommendations of the Technical / Standardized Committee appointed by the Company within one week from the date of receipt of Purchase Order.
3. The Company will have the option to enforce the performance bond on happening of any one or all the following events.
 - a) If the vendor fails to deliver the Goods as per agreed Schedule.
 - b) If the vendor fails to get the Goods inspected by the Technical Committee.
 - c) If the Goods supplied by the vendor fails to perform as per Company's requirement.

In addition the Company will have the option to cancel the order and offer the same to the next lowest bidder.

4. The Vendor is obliged and bound to replace any or all parts broken or damaged in transit at his own cost and risk and shall deliver all the equipments in good and sound condition.

5. The warranty of the equipment is One year comprehensive onsite from the date of delivery.

6. The warranty will be effective while the Goods remain in the premises of the Company and the Company will not be responsible to send the equipment to the vendor site. In case however if any portion of equipment required to be shifted to vendor's site, vendor will provide equivalent backup during the warranty period.

7. Vendor agrees to maintain adequate inventory of the parts so that the replacement is available within 24 hours, if any fault arises in the equipment during the warranty period. In case the effected part is not available, then the vendor will provide backup equipment of the same product or better till the resolution of the fault, without any extra cost to the Company. The vendor will provide 12 Month Principal Back Warranty to cover Advance Hardware Replacement, 24x7 Technical Assistance, Software Updates & Patches & Support.

8. The vendor also undertakes to bear all kind of taxes i.e. Stamp duty/ Services Charges/Professional Tax / Sales Tax Invoice, Income Tax, Zila / Octroi Tax (if any) and all other incidental charges etc, up to the place of destination.

9. The Company reserves the right to Test/Check the equipment to ensure that it is provided as per specification in the tender document. For any discrepancies, the Company reserve the right to forfeit full security deposit/ cancel the order for the supply and bring the vendor on black list of the Company forever. The decision of the Company shall be final and binding upon the vendor.

10. In the event of the default on the part of the vendor, in the performance of any condition of the contract and if such default is not remedied within 3 days it shall be lawful for the the Company to enforces full or part of the Earnest money / Performance Security and or cancel the whole part of the supply order with vendor and the decision of the Company will be the final and legally binding on the vendor.

11. Proportionate payments against supply of equipment will be made within Thirty days from the equipment delivery date.

12. In case of any dispute at any point the matter will be settled amicably. If the parties do not reach a settlement the dispute will be referred to the Karachi Centre for Dispute Resolution (KCDR) the decision of KCDR will be final and binding on the vendor and the Company.

13. Delivery will be made by the vendor at the Head Office of the Company.

In witnesses hereunder both the parties have set their hands on the day and year above first mentioned.

Signature _____

Signature _____

Name _____

Name _____

Designation _____

Designation _____

Company Name _____

Company Name _____

Address _____

Address _____

Stamp

Stamp

Witness:

Witness:

Signature _____

Signature _____

Name _____

Name _____

Designation _____

Designation _____

Address _____

Address _____

SCOPE OF WORK
ANNEXURE “G”

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1 Core Banking & Micro Finance Management System

1.1 Preamble

Sindh Micro Finance Bank intends to procure the services of experienced software houses and IT companies for the supply, installation, implementation and maintenance of Core Banking System along with Micro Finance Management System. It is not a conclusive list of specifications and any practice as normal function of the bank must be included.

We encourage participants to make discussion before submitting their bids for better understanding of the document/requirements. Since this is a Single Stage – Two Envelope Bidding Process therefore there will be no chance to revise the bid.

The parameter in the system must be flexible enough to generate future banking products without the request/ change in the program. The availability of this functionality with the user will be preferred. This may include addition of fields, selection of codes etc along with fulfilling the banking rules and policies.

Each activity in the system must be handled by at least two authorized personnel i.e., maker and checker concept should exist. The system should maintain audit trail for all activities. Appropriate reports must also be available e.g. user/transaction/terminal wise report for all changes in the data.

1.2 Deposits

| Module/Function | Process | Specifications | Response By Vendor | | |
|-------------------------------|---|---|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| 1.2.1 Current / Saving | <ul style="list-style-type: none"> ■ Cash deposit ■ Cash Withdrawal ■ Cheque Deposit | Provision in the system to capture Cash and Cheque transactions like deposit and withdrawal and also the ability to transfer funds from one account to another. | | | |
| | <ul style="list-style-type: none"> ■ Cheque Withdrawal ■ Funds Transfers | System should have the functionality related to post dated cheques and return cheques. | | | |
| | | System should have the capability to identify or prompt if the cheque serial is | | | |

| Module/Function | Process | Specifications | Response By Vendor | | |
|--|----------------------------|---|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| | | correct/wrong. | | | |
| 1.2.2 Account Opening & Maintenance | ■ Customer Account Opening | System has the capability to auto generate the account opening date and restrict the user from altering. | | | |
| | | System has the capability to allot unique account number and doesn't allow the customer to make any activity until it is marked as approved by the designated authority. | | | |
| | | System should have the capability of generating acknowledgement letter for account opening. | | | |
| | | System should be capable of generating bank statements. | | | |
| | | System should have the capability to verify the particulars of customer. | | | |
| | | The system has the functionality to have single or multiple approvals authority and auto change the status of the request when it is approved. | | | |
| | | System has the flexibility to fetch the old information and allow the user to enter new values in case of amendment in personal information of account holder, change of specimen signature of account holder, change in Associated | | | |

| Module/Function | Process | Specifications | Response By Vendor | | |
|-----------------|---|--|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| | | Person Profile. | | | |
| | | System should have the functionality of KYC (Know Your Customer) and generate alerts if any transaction breaches the threshold given in the KYC form. | | | |
| | | System should have the capability to generate alert when CNIC expires or any special instructions are added while posting the transaction in the account. | | | |
| | <ul style="list-style-type: none"> ■ Account Maintenance - Lien Marking / Releasing | System has the provision of marking lien on accounts and restrict that no transaction will be allowed below the lien amount. | | | |
| | <ul style="list-style-type: none"> ■ Account Maintenance - Blocking / Freezing of accounts ■ Freezing of account due to death | <p>System has the capability to freeze/ block accounts for any of the following reasons:</p> <ul style="list-style-type: none"> ■ Bank Management decides to freeze the account. ■ Government / Agencies order the freezing of account. ■ Customer requests for the same. | | | |

| Module/Function | Process | Specifications | Response By Vendor | | |
|--------------------|---|---|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| | | The system will not allow execution of any transaction once an account is set as frozen/ blocked. | | | |
| | <ul style="list-style-type: none"> ■ Account Maintenance -Dormant / Inoperative / Unclaimed deposit accounts | The system will automatically treat the account as Dormant / Inoperative / Unclaimed if no transaction has taken place in a given period as prescribed by the bank's/regulatory policy. | | | |
| | | System should block an account which has remained dormant for a period specified by the regulator to enable bank to transfer money to SBP. | | | |
| | | System has the function to reactivate the dormant and inoperative accounts upon receipt of instruction. | | | |
| | | Ability to adjust unclaimed account when the beneficiary / Next of Kin of customer approach to bank. | | | |
| 1.2.3Teller | <ul style="list-style-type: none"> ■ Teller level Transaction - Approval Limits for each branch | Branch Teller supports cross-currency and inter-branch transactions. | | | |
| | | Functionality should be in the system to assign limits on the transaction level i.e. different limits for different types of transaction for a single person. | | | |
| | <ul style="list-style-type: none"> ■ Online Signature(s) Verification | Built-in image capture and enquiry function that support signature or identification | | | |

| Module/Function | Process | Specifications | Response By Vendor | | |
|-----------------------------------|---|--|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| | | verification of any account from any branch. | | | |
| | <ul style="list-style-type: none"> ■ Pay Order and Demand Drafts | Provision in the system to maintain the functionality of Pay order and Demand draft. | | | |
| | <ul style="list-style-type: none"> ■ Vault Management | System has the option of "Multi Teller Vault Management". | | | |
| | <ul style="list-style-type: none"> ■ Online WHT deduction | Capable of deducting withholding tax online and also the capability to change charges definition. | | | |
| 1.2.4Term / Fixed Deposits | <ul style="list-style-type: none"> ■ Pak rupee deposits | Provision in the system to facilitate the issuance of multiple deposit certificates / products against single transaction. | | | |
| | | Ability to transfer the amount of TDR to customer's current account upon maturity. | | | |
| | <ul style="list-style-type: none"> ■ Rollover | Functionality in the system to offer the various rollover options. | | | |
| | <ul style="list-style-type: none"> ■ Pre-Mature Encashment | In case of Pre-Mature Encashment, the system will apply the rate that falls for the pre-mature period and any penalties as per banking policies. | | | |
| | | | | | |
| | | | | | |

| Module/Function | Process | Specifications | Response By Vendor | | |
|-----------------------------------|--|---|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| 1.2.5 Safe Deposit Lockers | <ul style="list-style-type: none"> ■ Operations ■ Allotment ■ Surrender | Provision in the system to manage information related to the Operation of locker. | | | |
| | | Provision in the system to manage information related to the Allotment of locker. | | | |
| | | Capable of viewing / updating / deletion of locker information. | | | |
| | | Provision in the system to manage information related to the Surrender of locker. | | | |
| | | System should have the capability to remind where locker fee is overdue. | | | |

| Module/Function | Process | Specifications | Response By Vendor | | |
|------------------------------------|--|---|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| 1.2.6 Standing Instructions | <ul style="list-style-type: none"> ■ Standing Instructions | The system has the functionality of Standing Instructions. | | | |
| 1.2.7 Interest Management | <ul style="list-style-type: none"> ■ Interest Accrual ■ Update Interest Rate | Functionality in the system to accrue interest and deduct tax and zakat on the basis of defined parameters. | | | |
| | | Ability to take the updated interest rate and calculate the interest expense on the basis of new rates. | | | |
| | | Flexibility for defining multiple rate policies, tiers, floor and cap management should be available in the system. System have the automatic controls such as cap, floor, KIBOR etc | | | |
| | | System should have the functionality of interest rates on account level with back value date. | | | |

| Module/Function | Process | Specifications | Response By Vendor | | |
|--------------------------------------|---|--|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| 1.2.8 Clearing Services | <ul style="list-style-type: none"> ■ Inward Clearing ■ Outward Clearing | System has the functionality of inward and outward clearing as per banking practice in Pakistan and also capable of release outward clearing on given date. | | | |
| 1.2.9 Cheque Book Maintenance | <ul style="list-style-type: none"> ■ Issuance and Maintenance of Cheque books | Capable of maintaining the functionality related to the Cheque Book. | | | |
| 1.2.10 Account Closure | <ul style="list-style-type: none"> ■ Account Closure Activities | The system should have the provision to close the account upon the receipt of information from the customer. | | | |
| | | The System should not allow the closing of account, if the account is also nominated for debiting locker rent/charges or for crediting profit of Term/Fixed Deposits of the same customer or any pending activity. | | | |
| | | System should have the capability of generating letter for account closure. | | | |

1.3 Remittance

| Module/Function | Process | Specifications | Response By Vendor | | |
|--|--|--|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| 1.3.1 Inward and Outward Remittance 1.3.2 Home Remittance | Functionality of entire remittance module. | Handles international and domestic remittances of funds in multicurrency and have facility to interface with SWIFT and use SWIFT standard messaging formats preferably online. | | | |
| | | Verification controls for transaction capture and SWIFT message generation. | | | |
| | | Changes to transactions can be made with audit trail logging and verifications prior to posting. | | | |
| | | System provides comprehensive enquiries and report features to track transfer status and detail movement with full SWIFT message generation and accounting support. | | | |

1.4 Advances

| Module/Function | Process | Specifications | Response By Vendor | | |
|---|---|---|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| 1.4.1 Micro Finance, Consumer, SME, Agriculture Loan and other loans | Types: <ul style="list-style-type: none"> ■ MF Loans ■ Consumer Loans ■ SME Loans ■ Agriculture Loans | <p>Complete functionality in the system to maintain different types of loans as this is the bread and butter of the bank. System must be able to handle functions like penalties, rebate on early payments, schedule adjustment and manual closing.</p> <p>A robust Micro Finance Banking System with all its conventional features of Micro Finance including group lending mechanism.</p> | | | |
| | ■ Application processing and approval | Provision should be available to capture request for multiple loans requested in the single application. | | | |
| | | Capable of auto generating the unique application number. | | | |
| | | Capable of storing critical information such as names of directors/partners and shareholding structure. | | | |
| | | Provision in the system to approve, approved with condition, seek clarification or rejecting loan application and an option will be provided in the system to enter comments of the approval authority against a particular loan application. | | | |

| Module/Function | Process | Specifications | Response By Vendor | | |
|-----------------|---|--|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| | | Ability to track the loan application entered in the system with reference to their stage of processing. | | | |
| | | System generates a unique loan number to the customer after the approval of loan application. | | | |
| | <ul style="list-style-type: none"> ■ Managing Credit Risk | <p>System has the feature of Credit Scoring System (CSS) which uses the data of Credit Application to assist in deciding whether to extend credit to customers or not and evaluate various risks.</p> <p>Functionality of Data Capturing System and Data Inquiry System should be available in the system.</p> | | | |
| | <ul style="list-style-type: none"> ■ Electronic Credit Information Bureau (eCIB) | Functionality in the system to capture credit data and to provide online information of consumer and corporate borrowers. | | | |
| | | eCIB functionality should be strictly in accordance with the SBP guidelines and banking practice | | | |
| | | System must have the facility to respond to SBP queries immediately and maintain eCIB data automatically from credit modules with minimal manual input. | | | |

| Module/Function | Process | Specifications | Response By Vendor | | |
|-----------------|--|--|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| | | | | | |
| | <ul style="list-style-type: none"> ■ Limit Management | In order to manage the bank's risk, a limit structure will be defined in the system to monitor the availability and utilization of limits for customer's loans and facilities. | | | |
| | | <p>The following options will be available in the system:</p> <ul style="list-style-type: none"> ■ Assigning limits to customers; ■ Checking for the existence of limits at the time of entering a credit transaction; and ■ Limit Authorization. | | | |
| | | System has the functionality of limit approval. | | | |
| | | In the system the Limits, which will be created, can vary with the value of collateral/security held by the bank. | | | |
| | | System has the feature to auto calculate the Drawing Power (DP), for this purpose valuation parameters will be available in the Collateral Module, which will be linked with the Limits Module. | | | |
| | | System prompt when the Drawing Power exceeds the | | | |

| Module/Function | Process | Specifications | Response By Vendor | | |
|-----------------|-----------------------------------|--|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| | | amount of the limit assigned. | | | |
| | | The system updates the DP when a customer avails some portion of his assigned limits. | | | |
| | | System has the functionality to control all new transactions based on the relevant facilities defined in the loan limit application when the limit assigned to a customer expires. | | | |
| | | System has the functionality of Limit Amendment when the customer request and keep track of all the information amended in the system by maintaining a history of changes. | | | |
| | ■ Collateral/ Security Management | System should provide complete facility to maintain collaterals as per best practice in financial / banking sector and must track the appropriate ratio as per polices of the bank. Current collateral security types should be available or configurable. | | | |
| | | Features will be available in the system to record collateral/security against each lending facility. | | | |

| Module/Function | Process | Specifications | Response By Vendor | | |
|-----------------|------------------------------|---|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| | | | | | |
| | | In the system Collateral/security Module will be linked with the Limit Management Module and will auto update the limit values as and when a change occurs in the value of the collateral/security. | | | |
| | ■ Disbursement | System has the functionality to allow disbursement in the whole amount in single payment or in multiple payments depending on bank policy and various reports would be required to assess disbursement on various parameters as required by the bank. | | | |
| | | The system should have the capability to reprice and generate a repayment schedule based on the terms and applicable KIBOR rate when it changes for a variable rate loan. | | | |
| | ■ Charges and Due Management | System should have the functionality to accrue interest based on the defined parameters. | | | |
| | | Ability to generate reminders and bills before due dates to inform the customer about the upcoming installment/payment. | | | |

| Module/Function | Process | Specifications | Response By Vendor | | |
|-----------------|--|---|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| | | | | | |
| | <ul style="list-style-type: none"> ■ Recovery / Collection | <p>The system will be flexible to an extent that the user can define different modes of repayment like;</p> <ul style="list-style-type: none"> ■ Through Cheque ■ Through Cash ■ By Account ■ By Post Dated Cheques | | | |
| | | <p>Repayments can be made from clients' accounts, accounts in another bank or the account of a co-debtor.</p> | | | |
| | <ul style="list-style-type: none"> ■ Delinquency & Classification | <p>Ageing mechanism and the calculations should be user-defined.</p> | | | |
| | | <p>Perform aging according to the terms of the contract.</p> | | | |
| | | <p>System should be capable of generating reports related to over-due accounts and other reports as per the banking practice.</p> | | | |
| | | <p>The system has the feature to classify the Non performing loans in accordance with the SBP prudential Regulations along with taking the income into suspense account where required and maintain the same as per status of the loan.</p> | | | |

| Module/Function | Process | Specifications | Response By Vendor | | |
|-----------------|---------|--|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| | | System should be able to calculate provision necessary based on collaterals available. | | | |

1.5 General Ledger

| Module/Function | Process | Specifications | Response By Vendor | | |
|------------------------------|---|---|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| 1.5.1 Journal Entries | <ul style="list-style-type: none"> ■ Provision for posting the relevant Accounting entries in the system | User-defined chart of accounts. | | | |
| | | Functionality of opening and closing an accounting period. | | | |
| | | Accounting entries are fully user-defined based on the transaction type, client type, accounting events and amount types. | | | |
| | | System should have the capability to capture the following types of journal entries: <ul style="list-style-type: none"> ■ Standard journal entries ■ Foreign and dual currency journal entries ■ Interbranch journal entries | | | |
| | | Functionality of reversing a posted or unposted journal entry. | | | |
| | | Capable of maintaining the functionality of suspense accounts. General Ledger automatically balances each out-of-balance journal entry against a suspense account. | | | |
| | | Capable of translating the actual account balance to any foreign currency for reporting purposes. | | | |
| | | Accept and post only balanced journal entry transactions (debits equal credits). | | | |

| Module/Function | Process | Specifications | Response By Vendor | | |
|---|---|---|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| | | Each subsidiary ledger will relate to a separate control account in the general ledger. | | | |
| | | Postings to subsidiary ledgers will result in automatic postings to the control accounts in the general ledger. | | | |
| | | The system will automatically transfer balance sheet account balances forward at the end of each financial year, and zero the P&L account balances. | | | |
| | | General ledger should provide a variety of reporting capabilities, including financial statement generator (income statement and balance sheet), and standard reports and listings (trial balance, journals, general ledgers, account analysis reports, chart of account listing) and more. | | | |
| | | Functionality of Bulk Payment processing and uploading e.g. payroll of employees. | | | |
| 1.5.2 Integration with other modules | <ul style="list-style-type: none"> ■ Capable of integrating with other modules | Settlements to a client may be made to internal GL accounts, and online to retail accounts in the Deposits module. | | | |
| | | Accounting entries related to mark-to-market revaluation and realized and unrealized profitability analysis are also automatically generated. | | | |

| Module/Function | Process | Specifications | Response By Vendor | | |
|------------------------|--|--|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| 1.5.3 Enquiries | <ul style="list-style-type: none"> ■ All enquiry functionality. | General ledger master data - account numbers, descriptions, and account roll-up information. | | | |
| | | General ledger amounts - amount charged month-to-date by general ledger account. | | | |
| | | All general ledger account static data - all data elements related to an account. | | | |
| | | General ledger account charges - adjustments to account balances. | | | |

1.6 Risk Management

| Module/Function | Process | Specification | Response By Vendor | | |
|--|--|--|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| 1.6.1 Operational Risk 1.6.2 Liquidity Risk 1.6.3 Market Risk | <ul style="list-style-type: none"> ■ Functionality of overall risk management process that include: ■ Operational Risk ■ Liquidity Risk ■ Market Risk ■ Exposure Risk ■ Investment Risk ■ Basel II compliance. Base III to implement in future. ■ Risk Rating Module | Capable of identifying the Risk Key Indicators and provision of escalation of significant risk issues to management. | | | |
| | | Ability to manage and report on liquidity risk. | | | |
| | | Capable for identifying, measuring, monitoring and controlling liquidity risk. | | | |
| | | An effective measurement and monitoring system is essential for adequate management of liquidity risk. | | | |
| | | Able to generate the Future Cash Flows for Contingency Funding Plans. | | | |
| | | Able to auto calculate the Cash Flow Ratios, Liability Concentration Ratios and other Balance Sheet Ratios. | | | |
| | | Ability to generate reports of the bank's liquidity risk for any defined period. | | | |
| | | Ability to monitor the interest rate risk which arises from banks lending, funding and investment activities. | | | |
| | | Functionality to manage the Foreign Exchange Risk. | | | |
| | | Define parameters for risk | | | |

| Module/Function | Process | Specification | Response By Vendor | | |
|-----------------|----------------------------|---|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| | | tolerance and the residual risk. | | | |
| | | Information system that identify, measure, monitor and control bank's market risk. | | | |
| | | System should have the functionality to generate exception report when there is non compliance of banking/regulatory policies. | | | |
| | Credit Rating System | System should be capable of defining rating models for different types of customers. | | | |
| | Central Bank Rating Guides | Provision of multiple rating grades for banks internal and central bank. | | | |
| | Obligor Rating | System should provide in-depth quantitative and qualitative analysis to carry out obligor risk rating. | | | |
| | | Automatic calculation of financial ratios and there analysis for a single or group of borrowers. | | | |
| | Facility Rating | System should facilitate to carry our facility risk taking. | | | |
| | Rating Analysis | System should provide following analysis for bank portfolios <ul style="list-style-type: none"> ■ Classification wise risk rating | | | |

| Module/Function | Process | Specification | Response By Vendor | | |
|-----------------|---------|--|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| | | <ul style="list-style-type: none"> ■ Financial ratio trends ■ Grade wise risk rating portfolio | | | |
| | | System should facilitate to carry out operational risks. | | | |

1.7 Management Information System (MIS)

| Module/Function | Process | Specifications | Response By Vendor | | |
|------------------------|---|--|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| 1.7.1 Reporting | <ul style="list-style-type: none"> ■ Banks Position ■ Banks Trends ■ Banks Volumes ■ Banks Profitability, branch wise and segment wise ■ SBP Compliance reports ■ Reports related to all system modules ■ Cost of deposits ■ Cost of funds ■ Customer level or Segment level reports | System has the functionality to generate all management and operational reports regarding Core Banking & Micro Finance Banking modules and surround systems. | | | |

1.8 Alternate Delivery Channels (ADC)

| Module/Function | Process | Specification | Response By Vendor | | |
|--|--|--|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| 1.8.1 Alternate Delivery Channels | <ul style="list-style-type: none"> ■ Online/Internet Banking ■ Point of Sale (POS) ■ ATM ■ Cash Management | Provision in the system for ADC with the following features; <ul style="list-style-type: none"> ■ An easy to use web based interface; ■ User friendly menus; ■ Scalable to handle multiple delivery channels including ATM, POS, Internet Banking etc | | | |
| | | Interface with Core Banking System and should be in compliance with Basel II. <ul style="list-style-type: none"> ■ Online interface for online transaction authorization and settlement. | | | |
| | | The system should have the functionality of the following options under ATM/ Debit Card Management: <ul style="list-style-type: none"> ■ Issuance of card ■ Maintenance of card ■ Reactivation of PIN code ■ Allotment of new PIN code | | | |
| | | Must provide detail of the files with databases useful transactions and account balance storage with relevant APIs for an interface with other modules/ in-house development. Preferably API | | | |

| Module/Function | Process | Specification | Response By Vendor | | |
|-----------------|---------|--|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| | | should be provided to access these files from other programs such as call centre etc. | | | |
| | | Must be certified with local switch vendors such as TPS and Avanza solution and have live interface with local banks with both switches. | | | |

2 Additional Modules

2.1 Treasury

| Module/Function | Process | Specification | Response By Vendor | | |
|----------------------------|---|---|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| 2.1.1 Money Market. | Treasury deals and activities for: <ul style="list-style-type: none"> ■ Money Market | <p>The Treasury Module in the system should have the following salient features for entire treasury activities i.e. from the entry to the settlement of Deal(s):</p> <ul style="list-style-type: none"> ■ Prompt and accurate recording; ■ Deals Configuration; ■ Limits Monitoring; ■ Automation of Brokerage Calculation; ■ Creation of SWIFT Messages; and ■ Event based Accounting Entries. | | | |
| | <ul style="list-style-type: none"> ■ Treasury Front Office | <p>Trades entered in the system should immediately update all intra-day positions, providing dealers and back-office with real-time enquiry facilities.</p> | | | |
| | | <p>Trade details can be amended at any time during the day. All positions are adjusted accordingly.</p> | | | |
| | | <p>A dealing slip is prepared for every transaction with all necessary details correctly included.</p> | | | |
| | | Capable of segregating the | | | |

| Module/Function | Process | Specification | Response By Vendor | | |
|-----------------|--|---|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| | | securities in Held to Maturity, Available for Sale and Available for Trading. | | | |
| | | Functionality of the following processes; <ul style="list-style-type: none"> ■ Maintenance of SBP CRR and SLR ■ Confirmed and unconfirmed exposure ■ Exposure movement between inter-branch and inter-bank Desk ■ Profit and loss ■ Primary dealer toolset for security bidding ■ Rates upload facility ■ Money market short selling | | | |
| | <ul style="list-style-type: none"> ■ Treasury Back Office | Back-office capturing of settlement information can be facilitated by the use of default pay/receive instructions maintained for a specific counterparty. | | | |
| | | The position sheets are promptly and accurately updated for every transaction undertaken. | | | |
| | | The position sheets are reconciled daily to accounting records. | | | |
| | | Upon verification of all trades entered, day end processes will be executed to update positions, compute realized and unrealized profit/loss, | | | |

| Module/Function | Process | Specification | Response By Vendor | | |
|-----------------|---------|---|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| | | | | | |
| | | and update projected and post accounting entries to the General Ledger. | | | |
| | | | | | |
| | | | | | |
| | | | | | |

2.2 Anti Money Laundering (AML)

| Module/Function | Process | Specification | Response By Vendor | | |
|------------------------------------|---|--|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| 2.2.1 Complete AML Solution | <ul style="list-style-type: none"> ■ Provision for monitoring transactions | System to monitor the accounts and transactions on a regular basis. | | | |
| | | Update customer information and records on real time basis. | | | |
| | | Provision that the records of transactions and identification data both domestic and international shall be maintained forever. | | | |
| | | Able to generate reports for suspicious transactions. | | | |
| | | Functionality in the system to electronically report to SBP and Financial Management Unit (FMU) or other regulatory bodies. Especially in case if cash transaction specified limits. | | | |
| | | Maintain data base of negative list provided by SBP/OFAC/ other regulatory bodies national and international to mark and restrict operation. | | | |

3 Other Modules

3.1 Islamic Banking

| Module/Function | Process | Specification | Response By Vendor | | |
|--|---|---|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| 3.1.1 Complete Islamic Products | <ul style="list-style-type: none"> ■ Provision for Islamic Banking functionality | A complete Islamic product which caters to the requirements of Islamic banking via its customizable parameter setup. | | | |
| | | System should offer an integrated and comprehensive approach for bank to define Shariah-compliant products. | | | |
| | | System should provide complete automation of all Islamic Banking activities and should have all the products present in Islamic banking industry. | | | |
| | <ul style="list-style-type: none"> ■ Central bank compliance | System should be designed to comply with all central bank and international Islamic banking accounting standards such IFAS-2 for Murabaha and Ijarah and AAOIFI standards. | | | |
| | <ul style="list-style-type: none"> ■ Profit pool management | System should be able to calculate profit rates via profit pooling on Mudarabah and Islamic Term Deposits products. Moreover system should allow defining general as well as specific pools for profit calculation. | | | |

3.2 Human Resource Management System

| Module/Function | Process | Specifications | Response By Vendor | | |
|----------------------------------|---|--|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| 3.2.1 Core Human Resource | <ul style="list-style-type: none"> ■ Entire process of Human Resource. | Provision to cater requirements and functionalities of Human Resource Management including payroll and core HR. | | | |
| | <ul style="list-style-type: none"> ■ Payroll | The system should be able to perform all payroll related activities including managing of employee joining/ confirmation/ increments, handle tax calculations and deductions, perform provident fund/ gratuity fund/ EOBI/ Bonus/ Reimbursement related processing and should facilitate automatic posting in relevant GL heads. | | | |
| | <ul style="list-style-type: none"> ■ Personnel | The system should capture all information required by the bank relevant to the employee including his/her personal information, contact details, current and previous employment details, academic details and other related miscellaneous information. | | | |
| | <ul style="list-style-type: none"> ■ Funds | The system should possess complete funds management capabilities including full support for Provident Fund/ Gratuity Fund and Employee old age benefit investments. | | | |

| Module/Function | Process | Specifications | Response By Vendor | | |
|-----------------|---|--|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| | <ul style="list-style-type: none"> ■ Miscellaneous HR operations | The system should support all other areas of the human resource operations such as leave management, employee loans, performance appraisals, power of attorney, discipline actions management and handling and employee final settlements due at time of registration. | | | |

3.3 Asset Management

| Module/Function | Process | Specifications | Response By Vendor | | |
|---|--|--|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| 3.3.1 Addition/Deletion/Transfer 3.3.2 Disposal 3.3.3 Depreciation | <ul style="list-style-type: none"> ■ Entire functionality of asset management | Provision to have the entire functionality of managing fixed assets. | | | |
| | <ul style="list-style-type: none"> ■ Assets application (input) | Complete asset detail including asset life, depreciation details should be available in the system. | | | |
| | <ul style="list-style-type: none"> ■ Assets Amendments | System should provide flexibility to the amendments assets details whenever it is required to complete audit trial. | | | |
| | <ul style="list-style-type: none"> ■ Assets authorization | Provision to authorize all assets at the time of entry as well as at the time of making any amendments. | | | |
| | <ul style="list-style-type: none"> ■ Assets inquiry | System should provide a comprehensive enquiry interface where all assets detail including assets costs, current cost, monthly depreciation, total depreciation up to the last month, last depreciation date etc. should be available | | | |
| | <ul style="list-style-type: none"> ■ Assets transfer facility | System should be flexible enough to handle asset transfers between the different departments with complete audit trial and history. | | | |

| Module/Function | Process | Specifications | Response By Vendor | | |
|-----------------|---|--|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| | <ul style="list-style-type: none"> ■ Own to lease and vice versa facility | System should provide facility track Own and lease Assets. Total no. of assets that bank own and total no. assets that bank has lease. | | | |
| | <ul style="list-style-type: none"> ■ Assets disposal | Provision to dispose any assets with dispose type (sold or write off), Dispose date and dispose amount. | | | |
| | <ul style="list-style-type: none"> ■ Assets depreciation (Specific /all assets) | System should be able to process all assets depreciation for a given month of year. | | | |
| | <ul style="list-style-type: none"> ■ Assets year end process | System should be able to process all assets depreciation and carry forward cost and depreciation to next year. | | | |
| | <ul style="list-style-type: none"> ■ Reporting | System should be able to provide day to day reporting like inventory list, location wise assets, leased assets and asset depreciation details. | | | |

3.4 Budgeting

| Module/Function | Process | Specifications | Response By Vendor | | |
|---------------------|--|---|--------------------|------------------|---------------|
| | | | Available | Can Be Developed | Not Available |
| 3.4.1 Budget | <ul style="list-style-type: none"> ■ Entire Budgeting functionality | Functionality in the system to provide tools to create, maintain and track budgets, including the ability to upload budget amounts from spreadsheet software and maintain all other activities in accordance with banking industry. | | | |
| | | Enter and maintain budgets online. | | | |
| | | The system will allow the following year's budget(s) to be set up without overwriting current year budgets. | | | |
| | | Maintain original budget, revised budget and latest forecast for each account. | | | |
| | | Automatically generate a budget from previous years actual or budget with a percentage increase or decrease. | | | |
| | | Maintain current year, last year and next year budgets by period. | | | |
| | | Calculate and maintain actual to budget and actual to latest forecast variance statistics. | | | |
| | | Calculate budget based on prior year actual or budget amount, plus/minus straight local currency amount. | | | |