

**REQUEST for EXPRESSION OF INTEREST
(IT CONSULTING SERVICES – FIRM SELECTION)**

Project	Pakistan Financial Inclusion & Infrastructure Project (“FIIP”)
Assignment Title	Hiring of IT Consultancy for IT Procurement and Implementation Support for digitization of Central Directorate of National Savings (CDNS)
Reference No	PK-CDNS - FIIP-157881-CS-QCBS (As per Procurement Plan)
Loan No	PK-5989 (Part B)
Project ID	P159428

The Government of Pakistan has received financing from the World Bank toward the cost of the Financial Inclusion & Infrastructure Project and intends to apply part of the proceeds for IT consulting services. The consulting services include BPR study, drafting of IT strategy for Central Directorate of National Savings (CDNS), preparing bid documents, conducting RFP evaluations, and selection of vendors, along with supporting the project implementation throughout the currency of the project. The advisory services will complement the institution’s ongoing efforts to improve efficiency, effectiveness, and transparency through the automation of branch networks, IT digitization, and deployment of core banking solution (narrow) and Enterprise Resource Planning (ERP) solutions. The assignment is expected to take two years and shall ensure full consistency with the TORs referred to in this REoI. The detailed Terms of Reference (TOR) for the assignment may be found at following links:

http://www.finance.gov.pk/tenders_active.html

<http://www.savings.gov.pk/procurements-tenders-auctions/tenders/>

<https://projects.worldbank.org/en/projects-operations/procurement?showrecent=true&srce=notices>

The Financial Inclusion & Infrastructure Project now invites eligible IT consulting firms (“Consultants”) with software experience to indicate their interest in providing the services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. The IT consulting firm/joint venture should have at least 05 years of experience in conducting the BPR study, drafting IT strategy and plan, and conducting IT procurements and implementation for a similar project for a large financial institution.

The attention of interested Consultants is drawn to Section III, paragraphs, 3.14, 3.16, and 3.17 of the World Bank’s “Procurement Regulations for IPF Borrowers, July 2016 Revised November 2017 and August 2018”, setting forth the World Bank’s policy on conflict of interest. Consultants who have a conflict of interest for this assignment will not be shortlisted.

Consultants may associate with other firms in the form of a JV/sub-consultancy to enhance their qualifications. A Consultant will be selected in accordance with the Quality and Cost-based Selection (QCBS) method set out in the Procurement Regulations.

Further information can be obtained at the address below during office hours 1000 to 1600 Pakistan Standard Time. Expressions of Interest must be delivered in a written form to the address below (in person, or by mail/courier and by e-mail) by or before **1400 hours Pakistan Standard Time (PST) on Tuesday, 25th August, 2020.**

Director (IT & Procurement)

Financial Inclusion & Infrastructure Project
Central Directorate of National Savings
23-N, Savings House, G-6 Markaz, Civic Centre
Islamabad, Pakistan 44000
E-mail: waleed.younus@fiip.gov.pk
Tel: +92-51-9206604

Central Directorate of National Savings
Pakistan Financial Inclusion & Infrastructure Project (FIIP)

TERMS OF REFERENCE (TOR)
(IT Consultancy for Digitization of CDNS)

Assignment Title	Hiring of IT Consultancy for Digitization of CDNS through FIIP Project for IT Procurement and Implementation Supervision (Consultancy)
Project ID	P159428
Reference No	PK-CDNS - FIIP-157881-CS-QCBS
Loan No	IDA Credit No. 5989 (Part B)

Table of Contents

1 BACKGROUND INFORMATION AND CONTEXT	3
2 OBJECTIVES	3
3 SCOPE OF THE ASSIGNMENT	4
4 SNAPSHOTS OF DELIVERABLES	7
5 TENTATIVE DURATION OF THE ASSIGNMENT	8
6 ELIGIBLE BIDDERS	8
7 EOI SUBMISSION	8
8 SHORTLISTING CRITERIA	9
9 REPORTING AND COORDINATION	12
10 OWNERSHIP OF CONFIDENTIAL INFORMATION	12
11 ANNEX- A IT CONSULTING FIRM INFORMATION	13
12 ANNEX- B PROJECT DETAILS RELEVANT TO THE ASSIGNMENT	15

Terms of Reference (TOR)

1 BACKGROUND INFORMATION AND CONTEXT

Central Directorate of National Savings (CDNS), is business arm of Government of Pakistan (Ministry of Finance) for promoting savings through sale of prize bonds/savings certificates etc. Central Directorate of National Savings (CDNS) is a premier financial institution offering retail government securities and savings products (known as National Savings Schemes (NSS)). It is a crucial contributor towards financial inclusion with an investor base of around 7 Million and a portfolio of over PKR 4000 Billion, which is around one third of total banking deposits. Its share in domestic debt of the Government of Pakistan (GoP) is around 24%. Most of its products are designed for low-income segments of the society. However due to operational and IT constraints, it is unable to play its role to extend financial services to the low-income segments. The existing NSS product mix ranges from short-term to long-term tenors, for students, youth, widows, senior citizens and pensioners. Central Directorate of National Savings (CDNS) comprised of 376 National Savings Centers including 50 offices. Out of 426 offices of CDNS, 50 offices are accounting offices to whom the annual budget is allocated that includes 1 Headquarter (CDNS), 1 Directorate of Inspection and Audit, 12 Regional Directorates, 12 Regional Account Offices, 7 Zonal Inspection and Audit Offices, 1 Training Institute of National Savings (TINS) and 1 Sub-TINS, National Savings Treasuries and Sub treasuries to serve the NSCs of respective regions. At present, NSS are offered through a network 376 NSCs. Apart from offering NSS through National Savings Centers, these are also offered through agency arrangements with Pakistan Post and a network of commercial scheduled banks operating in Pakistan. Thus, NSS has an extended outreach across the country. Central Directorate of National Savings (CDNS) is planning to offer its products through multiple services and channels (internet banking, mobile banking, debit/credit cards etc.). To learn more about Central Directorate of National Savings (CDNS) and its business, please visit www.savings.gov.pk.

Central Directorate of National Savings (CDNS) receives funds from savers/investors against sale of prize bonds, saving certificates & accounts of different nature and deposit the funds in Federal Consolidated Account 1 of Government of Pakistan on daily basis. Payment of profit or repayment of principle on maturity of investment are also made out of Account 1. Since Central Directorate of National Savings (CDNS) does not charge any spread, establishment/operational expenses of Central Directorate of National Savings (CDNS) are met through regular budget allocation by Government of Pakistan. Government envision to make Central Directorate of National Savings (CDNS) a modern and state of the art organization through technology driven business solutions and by adopting the modern and efficient ways of doing business.

The Central Directorate of National Savings (CDNS) has received financing from the IDA/IBRD/World Bank through Government of Pakistan toward the cost of the Financial Inclusion & Infrastructure Project implementation involving procurement of goods and consulting services besides other paraphernalia for which General Procurement Notice (GPN) has been published. At the moment the project administration intends to apply part of the proceeds for consulting services.

2 OBJECTIVES

The objective of hiring IT consultancy firm is to conduct an in-depth review / assessment of existing IT risk management practices, application internal controls, cybersecurity and banking/financial services at Central Directorate of National Savings (CDNS) and its vast branch network across the country. The advisory services will complement the institution's ongoing efforts to improve efficiency, effectiveness, and transparency including through the automation of branch networks, IT modernization, and deployment of narrow / core banking system and Enterprise Resource Planning (ERP) solutions. The assessment should propose how the risk management, internal controls, banking services, cybersecurity and all

associated systems can be re-engineered in order to strengthen Central Directorate of National Savings (CDNS) performance, transparency and increase compliance with regulations and international best practices.

The initial assessment / review will cover the following: -

1. To identify current strengths and weaknesses, and improvements needed, including changes in business processes, structures, policies, and procedures, and IT systems related to risk management, internal controls, and banking/ financial services.
2. To verify if the Information systems are in compliance with applicable laws, regulations, contracts and/or industry guidelines.
3. Review the recently developed centralized application, its functionality, security, reliability and propose if the application is adequate or if it needs to be replaced with a standard narrow core banking system based on international best practices.
4. To verify that Information System(s) data and information have appropriate levels of security, confidentiality, integrity and availability (CIA).
5. To identify opportunities to automate internal processes (for banking, risk management, internal controls) in order to increase efficiency and data accuracy as well as reduce processing time.
6. To identify capacity building needs at all levels focusing on general banking and training (e.g. sector and market analysis, client analysis, and financial risk analysis, risk management) and specific training on proposed organizational changes (including on policies, procedures, and systems)
7. To propose a comprehensive implementation plan, including budget, timeframe, and sequencing for the implementation of the proposed changes.
8. To evaluate the skill set of IT & other wings of Central Directorate of National Savings (CDNS) and propose a capacity building and resource augmentation plan.
9. To assess business management risk in the relevant area.
10. To evaluate those risks and find deficiencies and mitigation strategy.
11. To review the control framework, gather evidence, evaluate the strengths and weaknesses of internal controls based on the evidence and prepares an audit report that presents weaknesses and recommendations for remediation in an objective manner.
12. To come up with an overall IT strategy and implementation plan for Central Directorate of National Savings (CDNS) and its branch network across the country.

3 SCOPE OF THE ASSIGNMENT

This assignment is divided into two phases

Phase-1: - IT strategy, implementation plan, and procurements

Phase-2: - Implementation Supervision

Phase 1 IT strategy, implementation plan, and procurements

The assessment will cover Central Directorate of National Savings (CDNS) and all its offices / branches with a focus on relevant areas as follows:

a. Risk Management

1. Review current IT risk management policies, procedures, and practices as well as their effectiveness in the identification, measurement, and mitigation of various risks.
2. Evaluate the current risk governance structures including the role of the board of directors/ risk management committee in defining risk management strategies (e.g. establishing and

monitoring of risk limits). Assess the level of independence and adequacy of the risk management function including staffing levels and reporting structure.

3. Review the existing Cyber security policies / framework (if already available with Central Directorate of National Savings (CDNS) otherwise develop the same) and recommend any improvements for future.
4. Assess MIS capabilities to generate timely and accurate information
5. Suggest and make final recommendations on how risk management can be improved through use of automated assessment and monitoring tools.
6. Review risk management reports (including stress testing, Penetration practices and reports) and suggest how they could be strengthened (for instance, by improving internal analytical capacity and data quality/ Security).
7. Business continuity planning and plan for disaster recovery.

b. Internal controls (IT System Audit)

1. Review the existing Internal Controls in Central Directorate of National Savings (CDNS) and its associated units.
2. Verify if the main types of internal controls (detective, preventative and corrective) exist.
3. Identify the missing internal controls.
4. Identify the Internal controls which are automated and which are manual.
5. Assess the adequacy of internal controls and procedures in place, including written policies and procedures, accounting and administrative controls, internal audit, and management information and information technology systems
6. Determine whether adequate and comprehensive policies exist, have been approved by the board of directors, are documented in writing
7. Review and evaluate internal controls systems and checks including internal audit to determine the degree of reliance that can be placed upon them
8. Report on weaknesses detected that according to the volume and complexity of transactions and risk profile, have to be corrected in order to ensure prudent detection, measurement, management, and control of risks
9. Assess auditing skills (including electronic data processing skills), staffing levels, and the independence of the audit function
10. Suggest and make recommendations on how internal controls can be improved through use of automated assessment and monitoring tools.
11. Prepare and document a comprehensive methodology for information audit with relevant tools and technologies

c. General Banking / Financial Services

1. Assess existing banking/financial services and related business processes and propose changes in-line with standard banking practices and procedures.
2. Assess existing KYC and account opening, wealth and investment management, custody, and information management, savings, investments and deposits, cash management, sales and relationship management, product and marketing management, customer feedback, risk and compliance, human resource administration processes, workflows, etc. and propose Business Process Reengineering (BPR) digitization in line with international banking practices including Cash Transaction Report (“CTR”), Suspicious Transaction Reports (“STR”) under requirement of Anti Money Laundering (“AML”) / FATF.
3. Review existing business processes like account opening, payments, etc. and propose BPR to bring in efficiencies resulting in enhanced customer experience
4. Review the current financial system/solution/entire setup
5. Propose the strategy to be adopted for Alternate Delivery Channel (ADC) system which is flexible and scalable and can be configurable with future core / narrow banking system
6. Assess existing administrative, accounting, planning, budgeting and procurement processes and propose streamline processes as per international best practices.

d. Drafting RFPs for procurements

1. Consultant will draft RFP(s) for procurement of various proposed solution(s). If a consulting firm doesn't have expertise in all of the areas, they can partner with another firm in the form of a joint venture (JV). / Consortium to respond to the RFP
2. RFP(s) must include Business Requirements /User Stories (Agile Methodology) / Functional Requirements / Use Cases and software artifacts necessary to facilitate the Phase 2 (Implementation Supervision) of the proposed solution.
3. RFP(s) must include Hardware, Software, Training & change management for the proposed solution.
4. Perform technical evaluation of proposals received in response to RFPs.
5. Presentation of RFP(s) to the approving authority for final approval and feedback & providing guidance to Central Directorate of National Savings (CDNS) on acquisition of right solution.

e. Procurement Support

1. Provide procurement support to Financial Inclusion and Infrastructure Project (FIIP)-Project Implementation Unit (PIU) team for Evaluation and selection of Vendors in accordance with World Bank's procurement regulations / RFPs.

f. Knowledge Transfer

1. In case of different consultants for Phase 1 (IT strategy, implementation plan, and procurements) and Phase 2 (Implementation Supervision), Phase 1 consultant will be required to conduct knowledge transfer sessions and provide necessary support to Phase 2 consultant before submission of final report for phase 1.

g. Review of information systems, IT strategy and implementation plan

The consultant will review the current IT and systems landscape in Central Directorate of National Savings (CDNS) and its field offices including ~376 branches across Pakistan and develop a strategy and a detailed roadmap for modernizing the IT infrastructure and systems to achieve the business objectives and implement the business strategy. In this context, the assignment will cover:

1. Review of existing IT organization and skillset (authorized / Held / Vacant Posts along with their Job description. and propose recommendation on restructuring & retooling the IT organization.
2. Review the IT infrastructure including hardware & LAN, WAN, Data center, Backup Strategy, enterprise computing environment, overall systems architecture (enterprise architecture) deployed in Central Directorate of National Savings (CDNS).
3. Review existing IT SOP's, procedures, tools, policies, topologies & IT Strategy & Roadmap and its Implementation.
4. Review the process of Change Requirement (CR) Management Workflow.
5. Review existing (if any) or new alternate delivery channels including internet and mobile banking, phone banking, debit/credit card management, etc. to be integrated with core banking application.
6. Review Data center, disaster recovery site, data warehousing, business intelligence tools and CRM, etc.
7. Review of middleware, database server and database management software/system in use.
8. Review the process areas which are invoked manually but available in system.
9. Review of existing information system's security, tools, policies, topologies besides IS audit.
10. Review IT Services documentation (Process Flow Diagrams, Software Requirement Specification, Software Configuration Manual, Software User Manual, Training Parameters/ Plan, Implementation Plan, Network Diagrams).
11. Review of existing business continuity planning and disaster recovery strategy.
12. Review current IT Contracts and Service Level Agreements.
13. Review and monitoring of database and other applications performance tuning.
14. Review of existing status of system integration across different applications/ interfaces.
15. Submit comprehensive report covering all the review points with recommendation(s) as per international best practices.

16. To Recommend the dashboards for top level management of Ministry of Finance (MOF), Central Directorate of National Savings (CDNS), National Saving Centre (NSC), Accountant General Pakistan Revenues (AGPR) (As per requirement).

h. Basic IT Infrastructure

1. Robust IT Infrastructure to be established to support end to end digitization of Central Directorate of National Savings (CDNS) business processes at HQ and all its branches. The hardware / Basic IT Infrastructure will be based upon the outcome Consultant Report.

Phase 2: Implementation Supervision

This part involves supervision of vendors (which have been selected in Phase-1) for Deployment, Configuration & Implementation, Monitoring and removal of any bottlenecks, besides consultancy-based activities / tasks / assignments given by FIIP team / executing agency. The consultant will be responsible for monitoring implementation by the vendor till solution has been deployed, integrated, tested, and accepted by Central Directorate of National Savings (CDNS)

The major activities in this Phase will be.

1. Deployment & Configuration of hardware and Communications Infrastructure (HW&CI)
2. Configuration of applications based on Central Directorate of National Savings (CDNS) requirements identified in part 1
3. Integration of application(s)
4. Systems Integration Testing
5. User manuals / Software documentation
6. Training of CDNS users
7. User Acceptance Testing
8. End to End Testing
9. Go Live
10. Post Implementation / Deployment Support
11. Handover of proposed solution(s) to Central Directorate of National Savings (CDNS)

4 SNAPSHOTS OF DELIVERABLES

Following are the snapshots of the deliverables. Detail will be shared in RFP.

Two weeks after award of contract:

1. Inception report outlining an action plan for the assignment including resources, milestones, and deliverables

Phase 1 A: Four months after the beginning of the work:

1. Current Environment Report (As Is Report)
2. Target Environment Report (To Be Report)
3. IT Strategy & Implementation Plan
4. Prepare RFP/ bidding docs for acquisition of narrow core banking system if required.

Phase 1 B: Three months after the beginning of Phase 1A:

1. Request for Proposal (RFP)/ bidding docs for the following systems:
 - a) Enterprise Resource Planning (ERP) / Component of Core/Narrow Banking
 - b) Data warehousing & Business Intelligence solution
 - c) Data Center and DR site or managed services
2. Survey Report (Based on 80-90 Central Directorate of National Savings (CDNS) branches for basic IT equipment)
 - a) RFP for Basic IT infrastructure
3. Evaluation & selection: Banking application

Phase 1 C: Three months after the beginning of Phase 1B:

1. Evaluation & selection of the followings:
 - a) Enterprise Resource Planning (ERP)
 - b) Data warehouse and Business Intelligence solution
 - c) Data Centre and Disaster Recovery (DR) site or managed services

d) Basic IT infrastructure

Phase 2: Implementation Supervision

1. Coordinate among vendors to support End to End implementation of the proposed solution including deployment, customization, integration, and release management
2. Systems Integration Testing (SIT)
3. Facilitation of UAT & Signoff
4. User manuals / documentation
5. Handoff of final integrated applications to client
6. Training of CDNS users on all applications
7. Verification of IT Controls and Frame work by a third party

5 TENTATIVE DURATION OF THE ASSIGNMENT

The total duration of the assignment from the date of signing of the contract will be for two years as follows:

SR No.	Phase	Time Frame	Total Duration
1.	Phase 1 A	1-4 months	4 months
2.	Phase 1 B	5-7 months	3 months
3.	Phase 1 C	8-10 months	3 months
4.	Phase 2	11-24 months	14 months

6 ELIGIBLE BIDDERS

This invitation to bid is open to all reputable IT consulting firms / Software houses either national or International. The prospective bidders should have vast experience in the field of IT Strategy Consultancy, Procurement & Implementation of Narrow / Core Banking Solution, ERP, Data warehouse and Business Intelligence Solution, Planning, Designing, Procurement, Installation, Configuration of Data center / IT Platforms, Risk Management, Data Security & Disaster Recovery.

Eligible bidders will be assessed on the level of compliance based upon status, experience in similar projects, strength of personnel and other relevant information.

7 EOI SUBMISSION

EOIs submitted by interested consulting firms should be as per mentioned format. Please submit soft copy and four hard copies of EOI.

Sr. No	Description	Page No. / Annexure
1	Expression of Interest (EOI) Proposal Submission Letter	
2	IT Consulting Firm's Information (As Per Annex-A)	
3	Executive Summary, Historical profile of the organization / firm, Organization Structure	
4	IT Project Details Relevance to Assignment (As Per Annex-B)	
5	Project Execution Model. (Briefly explain project execution approach with respect to Scope of Assignment and its deliverables) Note: - Do not copy / paste the scope of Assignment. It should represent firm's understanding.	
6	Firm / Lead Partner-Joint Venture / Consortium Letter	

7	For national bidders, Affidavit on Rs /-100 Stamp paper declaring that company is not blacklisted by any government department. For International bidders the undertaking on letter head should be provided as per laws of their country of registration / incorporation that they have never been blacklisted	
8	List of Firm's Clients	
9	Audited Financial statements of last 03 years (2016-2019). (Bidding firm) (In case of JV, Financial Statements of all partner firms will have to be submitted at RFP stage if selected)	

8 SHORTLISTING CRITERIA

Criteria for Initial Screening / Responsiveness Test, Non-Compliance of any clause of Responsiveness Test / Initial Screening shall result in rejection of EOI straight away.

Documentary evidence should be provided for all of the required following criteria and documentary evidence must be properly referenced.

Initial Screening / Responsiveness Test				
S. No	Requirement	Proof of document		Page No. / Annexure
		National Bidder	International Bidder	
1	Firm / Lead Partner-Joint Venture / Consortium must submit Certificate of registration from Securities & Exchange Commission of Pakistan (SECP).	Copy of SECP certificate of registration.	Valid Foreign registration certificate.	
2	Firm / Lead Partner-Joint Venture / Consortium.) Applicable)	In case of JV, Letter head should mention the name of all of the firms in the joint venture as well as the lead partner. For JV Partners, same rules will be applied which are applied on Firm / Lead Partner.	In case of JV, Letter head should mention the name of all of the firms in the joint venture as well as the lead partner. For JV Partners, same rules will be applied which are applied on Firm / Lead Partner.	
3	The bidders (lead partner in case of JV) must be registered with Taxation department and are on Active Tax Payer List for NTN/STRN. (Firm / Lead Partner-Joint Venture / Consortium.)	Documentary evidence of Active Tax Payer.	International tax number must be submitted. If contract is awarded later, firm will have to establish office and deploy consultants in Pakistan and register with SECP and valid tax department(s) of Pakistan	
4	Affidavit on stamp paper (original and latest) of Rs. 100/- duly signed by bidder	For National bidder, the Undertaking on Stamp Paper duly	For International bidders, the undertaking on letter	

	and attested by Notary Public, describing that bidder is not black listed from any government department and that non-performance of contract did not occur within the last ten years. (Firm / Lead Partner-Joint Venture / Consortium).	signed by bidder and attested by Notary Public (Original Copy required).	head may be provided as per laws of their country that the firms and its partners are not blacklisted in any country.	
5	If a bidder has a conflict of interest situation according to clauses 3.14 to 3.17 of World Bank's Procurement Regulations for IPF Borrowers.	Please mention if you have provided any consultancy services to CDNS in the past and the dates.	Please mention if you have provided any consultancy services to CDNS in the past and the dates.	
6	Firm Revenue / Turnover (In case of JV combined revenue of firm(s) will be considered)	Minimum revenue / turnover of PKR 150 million per year. Submit audited financial statements for last 3 years	Minimum revenue / turnover of 1 million USD per year. Submit audited financial statements for last 3 years	
7	Firm's Office(s)	The firm should have offices in Pakistan. Documentary evidence must be submitted.	List of International offices should be provided. If contract is awarded, firm will be required to establish office and deploy consultants in Pakistan.	
8	Client List of the Company along with relevant references.	Documentary evidence must be submitted with type of work, dates, and client contact	Documentary evidence must be submitted with type of work, dates, and client contact.	
9	Firm should have at least 30 full time employees (related to different areas of IT) and must have adequate support staff.	Undertaking from company's CEO listing the number of full-time employees on payroll. List of Proposed Team Structure of the Company along-with their Areas of expertise. Please provide the total number of consultants of the firm. Also indicate the number of IT	Undertaking from company's CEO listing the number of full-time employees on payroll. List of Proposed Team Structure of the Company along-with their Areas of expertise. Please provide the total number of consultants of the firm. Also indicate the number of IT	

		consultants to be dedicated to this assignment.	consultants to be dedicated to this assignment.	
10	Experience in similar assignments with developing IT strategy, Implementation / Road map plan, and implementation of IT solutions for at least 02 commercial banks / Financial institutions.	Documentary evidence must be submitted with name of clients, dates, and client contact.	Documentary evidence must be submitted with name of clients, dates, and client contact.	
11	Experience in procurement and implementation of core / narrow banking solution for a financial institution.	Documentary evidence must be submitted with name of clients, dates, and client contact.	Documentary evidence must be submitted with name of clients, dates, and client contact.	
12	Experience in procurement and implementation of ERP solution.	Documentary evidence must be submitted with name of clients, dates, and client contact.	Documentary evidence must be submitted with name of clients, dates, and client contact.	
13	Experience in procurement and implementation of data warehouse and business intelligence solution.	Documentary evidence must be submitted with name of clients, dates, and client contact.	Documentary evidence must be submitted with name of clients, dates, and client contact.	
14	Experience in procurement and implementation of data center and DR site.	Documentary evidence must be submitted with name of clients, dates, and client contact.	Documentary evidence must be submitted with name of clients, dates, and client contact.	
15	Experience in procurement and implementation of basic IT infrastructure.	Documentary evidence must be submitted with name of clients, dates, and client contact.	Documentary evidence must be submitted with name of clients, dates, and client contact.	
16	Minimum 05 Years of relevant experience since incorporation / establishment. (In case of JV, lead partner should have minimum 05 Years of experience)	Mention number of years with evidence	Mention number of years with evidence	
17	Firm should have the association / affiliation/ certification with relevant bodies / entities as per country like PEC, SECP, PSEB, P@SHA, relevant standards of ISO / TQM /CMMI (level), IEEE, COBIT etc.	Please mention affiliations/ certifications that the consulting firm may have in Pakistan as well as international certifications along with documentary evidence	Please mention affiliations/ certifications that the consulting firm may have in their country as well as international certifications along with documentary evidence	

9 REPORTING AND COORDINATION

The main point of contact for this exercise will be:

Waleed Younus

Director (IT & Procurement)

Financial Inclusion & Infrastructure Project

Central Directorate of National Savings

23-N, Savings House, G-6 Markaz, Civic Centre

Islamabad, Pakistan 44000

Email: waleed.younus@fiip.gov.pk

project.manager@fiip.gov.pk

Tel: +92-51-9206604

Note: - For any queries related to EOI please email your queries by **Friday, 7th August,2020.**

10 OWNERSHIP OF CONFIDENTIAL INFORMATION

The consulting firm would ensure that all the data/ information collected under this consultancy is kept confidential and will be the sole and exclusive property of CDNS. The consulting firm will not, acquire any right, title or interest in or to any of the confidential information collected for this consultancy.

Firm Profile			
Sr. No	Description	Response	
1	Firm Legal Name		
2	Tax Number (international or local)		
3	Year of incorporation		
4	Place / Country of incorporation		
5	Core Areas / Expertise of the firm (Mark/write as applicable).	Components	Indicate area of expertise (Y/N)
		1. BPR study and IT strategy	
		2. Procurement and implementation of Core / Narrow Banking solution	
		3. Procurement and implementation of Enterprise Resource Planning (ERP)	
		4. Procurement and implementation of Basic IT Infrastructure	
		5. Procurement and implementation of Primary / Disaster Recovery Site OR Managed Services	
		6. Procurement and implementation of Data warehouse	
		7. Procurement and implementation of Business Intelligence (BI) solution Implementation	
		8. Integration and Implementation Supervision	
6	Please indicate your Interest in different Phases of project.	Phase	Indicate as applicable

		1. Phase 1 (Business Process Evaluation study, IT strategy, and procurements)	
		2. Phase 2 (Implementation supervision)	
		3. Both	
7	Name & Designation of Head of Firm		
	Mobile No		
	Phone No		
	Email		
	Fax No		
	Firm Postal Address		
	Firm Website(s) Address		
8	Name & Designation of Focal Person-1		
	Mobile No		
	Phone No		
	Email		
	Fax No		
9	Name & Designation of Focal Person-2		
	Mobile No		
	Phone No		
	Email		
	Fax No		

(Detail of Completed Projects and Projects in hand may be submitted separately as per Annex-B)

Project Information	
Project Name	
Client's Name	
Name of focal person	
Contact info of focal person (email, phone, address)	
Project Value (USD/PKR)	
Date of Contract awarded	
Date of Project Completion	
Number of client end users	
Which of the 8 components under #5 (Annex-A) were covered in this project	
Brief Details of Project	
Deliverables of the project and their end status	
Attach Copies of supporting documents	
1. Project Completion Certificate OR Payment Invoices	

Above format may be observed by adding more pages for additional relevant projects.

.....

End of Document

.....