



REQUEST FOR PROPOSAL (RFP)

Credit & Risk Automation System

Technical and Financial / Commercial Proposal

RFP / Tender No.	04/2026
Issue Date	2 October 2026
Proposal Submission Deadline	16 October 2026
Proposal Opening	16 October 2026
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1. Invitation

Saudi Pak Industrial & Agricultural Investment Company Limited ("Saudi Pak") invites proposals from experienced and capable solution providers for the supply, configuration/customization, implementation, integration, data migration, testing, training, Go-Live and support of an integrated on-premises Credit & Risk Automation System. Saudi Pak seeks an economically efficient, fit-for-purpose, scalable and maintainable solution that provides best value for money over the solution lifecycle.

The successful Bidder shall provide the complete Proposed Solution and all software, licenses, configuration, customization/development and services necessary to meet this RFP and Annexure A, except for items expressly identified as excluded or to be provided by Saudi Pak.

2. Tender Documents

- Saudi Pak shall issue Annexure A in the prescribed Excel format for Bidder completion and may also issue a PDF reference copy of the same baseline. Both shall be issued together as part of the tender documents. The Bidder shall submit the Proposal in hard copy and soft copy on USB. The soft copy shall include the Technical Proposal and Financial / Commercial Proposal preferably in searchable Word format, together with the completed Annexure A in the prescribed Excel format and any other editable schedule specifically required by Saudi Pak.
- Annexure A – Requirements and Vendor Response Schedule forms an integral part of this RFP and sets out the detailed functional, technical, implementation and scope requirements against which the Bidder shall submit its Proposal.
- This RFP, Annexure A, the Tender Notice and any addendum or written clarification issued by Saudi Pak shall be read together.
- The Bidder shall complete Annexure A requirement by requirement and identify the proposed treatment of each requirement in accordance with the response classifications prescribed therein. Saudi Pak may, during evaluation, conduct demonstrations, interactive fit-gap sessions and seek written clarifications to verify the Bidder's responses and determine the final technical position before award.
- Following award, detailed requirement-validation, configuration and design workshops may be conducted to finalize workflows, field mappings, interfaces, reports and other implementation details within the awarded scope. Such activities shall not reduce, defer or reclassify an accepted requirement, nor give rise to additional charges solely because the Bidder



subsequently determines that additional configuration, customization/development, license, interface or other effort is required to deliver an accepted requirement.

- f. The successful Bidder shall provide the complete solution and all software, licenses, configuration, customization/development, integration, data migration, testing, training, documentation, Go-Live support, warranty and post-implementation support necessary to deliver the awarded scope and accepted Annexure A commitments, except for items expressly identified in the Proposal and accepted by Saudi Pak as excluded or to be provided by Saudi Pak.
- g. The Bidder shall clearly state every material assumption, exclusion, dependency or deviation. No assumption, qualification or omission shall override an express requirement unless specifically accepted in writing by Saudi Pak.

3. Scope of Work

The selected Bidder shall provide, configure/customize/develop, implement and support the proposed integrated on-premises Credit & Risk Automation solution, including all software, licenses, interfaces, data migration, testing, training, documentation, Go-Live, warranty and post-implementation support required for its implementation.

The Proposed Solution shall support the complete credit and risk lifecycle and the related functional, technical, integration, security, reporting and implementation requirements specified in Annexure A – Requirements and Vendor Response Schedule. It shall support the required integration with Saudi Pak systems and services through documented APIs, file/message interfaces or other approved interface mechanisms, together with the applicable workflow/control gates and status/evidence exchanges specified in Annexure A.

The Bidder shall include in its Proposal all components, licenses, interfaces, services and effort necessary to meet the requirements set out in Annexure A and its committed responses thereto. Any exclusion, dependency or item proposed to be provided by Saudi Pak shall be expressly identified in the Proposal and shall be subject to Saudi Pak's acceptance.

For avoidance of doubt, the Proposed Solution shall interface with, but shall not replace, those Saudi Pak systems and independent functions expressly identified as external to the procurement in Annexure A. The Proposed Solution shall be deployed within Saudi Pak-controlled on-premises infrastructure, including the applicable Disaster Recovery environment.

4. Nature of Solution

Saudi Pak may consider a proposed solution whether fully developed, partially developed or to be developed, including where the Bidder has an existing product, platform, framework, prototype, module(s) or other reusable components and proposes to configure, customize, develop or integrate the remaining functionality. The proposed solution and implementation approach shall be suitable for, and capable of meeting, Saudi Pak's requirements as set out in this RFP and Annexure A, and shall be technically sound, implementable, maintainable, user-friendly and commercially complete.

The Bidder shall clearly describe the present state and nature of the proposed solution, identify the components/functionality already available and those requiring configuration, customization, development or integration, and state the treatment of each requirement in accordance with Annexure A. All material third-party/OEM dependencies, assumptions, exclusions, prerequisites and limitations shall be expressly disclosed.



5. Proposal Requirements

5.1 Technical Proposal

The Technical Proposal shall include, at a minimum:

- a. **Bidder Profile and Experience:** Company profile, relevant experience and details of implementations of IT solutions.
- b. **Proposed Solution:** Description of the proposed solution, including its present development/readiness status, available product/platform/modules or components, version where applicable, technology stack, database and proposed on-premises deployment architecture.
- c. **Annexure A:** Duly completed Annexure A in the prescribed Excel format, including requirement-level responses, supporting evidence, demonstration references where applicable, customization/development effort, dependencies and deviations.
- d. **Implementation:** Implementation methodology and committed project schedule covering configuration/customization/development, integration, migration, SIT, UAT, training, cutover, Go-Live and stabilization.
- e. **Integration:** Proposed integration approach for the systems and services identified in Annexure A, including APIs, file/message interfaces or other proposed interface mechanisms, together with material technical or third-party dependencies.
- f. **Data Migration:** Data and document migration approach, including data mapping, cleansing, migration, validation/reconciliation and the respective responsibilities of the Bidder and Saudi Pak.
- g. **Information Security and Resilience:** Proposed information-security, access-control, audit-trail, backup, Disaster Recovery, logging and system-administration arrangements.
- h. **Project Team:** Proposed project organization, key roles, relevant experience, resource arrangements and escalation structure.
- i. **Support and Maintenance:** Warranty, support and maintenance arrangements, including the proposed support model and service levels.
- j. **Assumptions and Deviations:** A consolidated statement of all material assumptions, exclusions, prerequisites, third-party/OEM dependencies, limitations and deviations forming part of the Proposal.

5.2 Annexure A – Requirements and Vendor Response Schedule

- a. Annexure A shall be completed only in the prescribed Excel format. The Bidder shall complete only the designated response fields and shall not delete, add or reorder requirement rows; alter Requirement IDs, Saudi Pak requirement text, scope categories, formulas, sheet names or workbook structure; or otherwise modify the issued baseline. The A-10 Bidder Declaration, Authorization and Sign-Off shall be printed, duly signed/stamped by an authorized representative and included in the hard-copy Technical Proposal and as a scanned PDF in the soft copy. The signed declaration shall bind the Bidder to the submitted Excel Annexure A.
- b. Where a requirement requires customization/development, the Bidder shall state the estimated Person-Days and proposed delivery approach. Such Person-Day estimates shall be consistent with the corresponding customization/development pricing and the committed implementation schedule.
- c. Any requirement that is not supported, is only partially supported, or is subject to any qualification, dependency or limitation shall be clearly identified in Annexure A. Submission of Annexure A solely in PDF or other non-editable format shall not satisfy the requirement to submit the prescribed Excel response file.

If the submitted Annexure A contains deleted requirements, altered baseline text/structure, broken control formulas or other unauthorized structural changes, Saudi Pak may treat the submission as non-compliant or seek clarification only to the extent permitted under the applicable procurement process.



6. Financial / Commercial Proposal

- The Financial / Commercial Proposal shall provide a complete and transparent price for delivery of the proposed solution and all services required to meet this RFP and the Bidder's committed responses in Annexure A.
- The quoted price shall include the complete cost of all requirements classified by the Bidder as AS, CFG or CUS in Annexure A.
- CUS Person-Days stated in Annexure A shall reconcile with the customization/development pricing and implementation schedule stated in the Proposal.
- Any component, license, service or effort necessary to deliver a requirement classified as AS, CFG or CUS but not separately priced shall be deemed included in the quoted price.

6.1 One-Time / Implementation Cost

Ref	Cost Component	Qty / PD	Unit Rate	Amount Excl. Tax	Remarks
1	Core system software / product / license				
2	Mandatory modules / components				
3	Implementation and configuration				
4	Customization / development for Annexure A CUS requirements	Total CUS PD			
5	Data and document migration				
6	Interfaces and integration				
7	Reports, MIS and dashboards				
8	Database / middleware / system-software licenses, if required				
9	Training and knowledge transfer				
10	SIT / UAT / cutover / Go-Live / stabilization				
11	Hardware / infrastructure, if included in Bidder scope				
12	Warranty / defect-liability support, if separately charged				
13	Other mandatory one-time cost – specify				
14	TOTAL ONE-TIME / IMPLEMENTATION COST				

6.2 Five-Year Recurring / Ownership Cost

Recurring Component	Year	Amount Excl. Tax	Remarks
Software license / AMC / support / OEM recurring cost	Year 1		
	Year 2		
	Year 3		
	Year 4		
	Year 5		
Other recurring cost – specify	Year 1		
	Year 2		
	Year 3		
	Year 4		
	Year 5		
TOTAL FIVE-YEAR RECURRING / OWNERSHIP COST			



Recurring Component	Year	Amount Excl. Tax	Remarks
TOTAL EVALUATED FIVE-YEAR COST (One-Time / Implementation Cost + Five-Year Recurring / Ownership Cost)			

6.3 Change Request / Future Enhancement Rates

Role / Rate	Rate Tax	Excl.	Validity Basis	Escalation	Remarks
Blended customization/development Person-Day					
Functional specialist Person-Day					
Technical/developer Person-Day					
Integration specialist Person-Day					
Other role – specify					

The rates stated in this section shall apply only to future changes or enhancements outside the awarded scope that are approved through the applicable Change Control process. They shall not apply to work required to complete the Bidder's committed Annexure A responses and awarded scope.

The Bidder shall also state the proposal currency, applicable taxes, payment terms/assumptions, license basis, price validity, escalation basis (if any), and all recurring, OEM or third-party charges. No charge not disclosed in the Financial / Commercial Proposal may subsequently be claimed for delivery of the awarded scope, except pursuant to an approved Change Request.

6.4 Best and Final Offer (BAFO)

- Saudi Pak may, at its discretion and to the extent permitted under its approved procurement process, invite eligible responsive Bidder(s) to submit a Best and Final Offer (BAFO). A BAFO may address one or more aspects of the Proposal, including price and financial terms, commercial and contractual positions, implementation schedule and delivery commitments, warranty/support and service levels, proposed solution composition/configuration, and technical commitments or clarifications relating to the Bidder's submitted Proposal.
- A BAFO shall remain based on the same tender requirements and evaluation basis. It shall not reduce, qualify or exclude a mandatory Saudi Pak requirement, introduce a materially different solution, or be used to cure a Proposal already determined materially non-responsive, except to the extent expressly permitted under the applicable procurement process.
- Each change made through a BAFO shall be clearly identified and cross-referenced to the affected RFP, Annexure A, Proposal or contractual provision. Where applicable, the Bidder shall submit revised affected Financial / Commercial, technical, implementation or contractual schedules. An accepted BAFO shall supersede the corresponding part of the Bidder's earlier Proposal only to the extent expressly stated and accepted by Saudi Pak. Saudi Pak shall not be under any obligation to invite or permit a BAFO.

7. Demonstration and Clarification

- Saudi Pak may require presentations, product demonstrations, requirement-level walkthroughs, reference checks, proof-of-capability exercises and written clarifications during evaluation.
- Functionality represented as available standard or configurable shall be demonstrated where requested. For customization/development items, the Bidder shall explain the proposed delivery approach, dependencies, estimated effort and implementation timeline.
- Any written clarification or confirmation accepted by Saudi Pak shall be read with the Bidder's Proposal for evaluation purposes and may be incorporated into the final contractual documents.



8. Evaluation

- a. Proposals shall be evaluated in accordance with Saudi Pak's approved procurement methodology. Technical Evaluation and Financial / Commercial Evaluation shall carry 50 marks each.
- b. Technical evaluation will consider compliance with Annexure A, functional suitability, solution architecture, integration, information security, implementation and migration capability, demonstrations, reporting/regulatory capability, project team, support arrangements and material deviations.
- c. Financial / Commercial evaluation will consider the total evaluated five-year cost, comprising the one-time/implementation cost and five-year recurring/ownership cost, together with customization/development cost, future Change Request rates, commercial terms, cost certainty and material deviations.
- d. Material non-compliance with a mandatory requirement may render a Proposal non-responsive irrespective of aggregate scoring. Lowest price alone shall not determine the successful Proposal.

9. Implementation and Acceptance

- a. The Bidder shall state a committed implementation period to integrated Go-Live and identify all material dependencies on Saudi Pak.
- b. Following award, the parties shall finalize the detailed implementation plan, design, configuration, field mappings, interfaces and other implementation particulars within the awarded scope.
- c. Acceptance shall be based on the awarded scope and applicable Annexure A commitments, together with agreed design/configuration, SIT/UAT results, migration and reconciliation, interfaces, reports, security controls, training and Go-Live criteria.
- d. Defects, omissions and incomplete delivery of requirements included in the awarded scope shall be rectified by the successful Bidder and shall not constitute a Change Request.

10. Commercial and Contractual Conditions

- a. The Bidder shall remain responsible for the complete offered solution and its integration, implementation and support. Any subcontractor or third-party dependency shall be disclosed and shall remain subject to Saudi Pak's approval.
- b. All Saudi Pak data and records shall remain the property of Saudi Pak and shall be available to Saudi Pak in a documented, usable and exportable format.
- c. The Bidder shall maintain confidentiality and comply with Saudi Pak's applicable information-security and access requirements.
- d. The RFP, Annexure A, the accepted Proposal, Financial / Commercial schedules, any accepted BAFO and revised BAFO schedules, and accepted written clarifications shall form the basis of the final agreement and its schedules.
- e. The Bidder's accepted Annexure A responses shall constitute binding delivery commitments. Additional effort, configuration, customization/development, license, interface or other work required to complete an accepted requirement shall not, by itself, constitute additional scope.
- f. Formal Change Requests shall apply only to approved changes or additions to the awarded scope and not to correction of defects, completion of accepted requirements or Bidder omissions within the contracted scope.
- g. The successful Bidder shall enter into a formal agreement covering scope, deliverables, milestones, payment, acceptance, warranty/support, service levels, confidentiality, information security, intellectual property/licensing, change control, liability, data/exit arrangements and other applicable terms.
- h. Saudi Pak reserves its rights in the procurement process in accordance with its approved procurement policies and procedures.

11. Submission of Proposal

- a. The Proposal shall be submitted in the manner and by the deadline stated in the Tender Notice and/or any subsequent written communication issued by Saudi Pak.
- b. The procurement shall be conducted under the Single Stage – One Envelope procedure. Each Bid shall comprise one sealed package containing separately identifiable Technical and



Financial / Commercial parts, together with the required hard and soft copies, in the manner prescribed in the tender documents.

- c. The hard-copy Proposal shall be duly signed by an authorized representative of the Bidder. The USB soft copy shall correspond to the submitted Proposal and shall include the completed Annexure An Excel file, the scanned signed A-10 declaration, and the Technical and Financial / Commercial Proposal files. The Bidder shall ensure that all required schedules and declarations are complete and that the Proposal remains valid for the period stated in the tender particulars.