

**REQUEST FOR PROPOSALS (RFP)  
FOR  
HIRING OF CALL CENTER SERVICES  
FOR PUNJAB LAND RECORDS AUTHORITY**

**Tender No. PLRA/PROC/Call Center/10/2023**

**Single Stage Two Envelope  
(In-line with PPRA Rules 2014)**

**OCT 2023**

**Punjab Land Records Authority (PLRA)  
Government of Punjab  
Opposite DHA-EME Sector, Main Multan Road, Lahore**

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## **Section-I: Invitation to Bids**

### **1.1 INVITATION TO BID**

#### **BIDDING DOCUMENTS FOR HIRING OF CALL CENTER SERVICES FOR PUNJAB LAND RECORDS AUTHORITY**

Sealed Bids for the Provision of Call Center Services are invited from eligible Bidders registered with relevant Registration Authorities and Tax Departments/ Authorities (Income Tax, Sales Tax & Punjab Sales Tax etc). The Bids shall be received as per single stage two envelope procedures.

Bid document can be purchased by the interested Bidders from below mentioned address during office working hours against submission of application along with original bank deposit receipt of PKR 1000/- in "Punjab Land Records Authority Collection Account-I", Account #: 6580036040700020, IBAN: PK82BPUN6580036040700020, BOP-0330 EME Sector DHA, Lahore immediately after publication of advertisement.

Bids must be delivered to the addressee below on or before **02-Nov-2023 at 12:00 p.m.** All Bids must be accompanied by a Bid Security of PKR 500,000/- (maximum up to 5%) of the estimated price in the form of CDR/Bank Guarantee / Demand Draft / Pay Order. Late Bids shall be rejected. The Bids will be opened on the same day at **12:30 p.m.** in the presence of the Bidders' representatives who may choose to be present at the address below. Interested eligible Bidders may obtain further information from Punjab Land Records Authority (PLRA) by sending email to [proc.officer@punjab-zameen.gov.pk](mailto:proc.officer@punjab-zameen.gov.pk) or contacting at the address given below.

Bidding Documents are immediately available after date of publication. PLRA will not be responsible for any cost or expense incurred by Bidders in connection with the preparation or delivery of Bids. In case of official holiday on the day of submission, next day will be treated as closing date. The Bidding document carrying all details can also be downloaded from PLRA website <https://www.punjab-zameen.gov.pk> and website of Punjab Procurement Regulatory Authority <http://ppra.punjab.gov.pk>.

**Director Procurement  
PLRA**

**2 km, Thokar Niaz Baig Bypass, Main Multan Road, Lahore  
042-99330125-26, Fax 042-99330127**

## Section-II: Instructions to Bidders (ITB)

**Note:- All the procurement procedures shall be conducted in accordance with Punjab Procurement Authority Act-2009 and Punjab Procurement Rules-2014. In case of any conflict between the provision of this document and PPRA Act-2009/ PPRA Rules-2014, the later shall prevail.**

### 2.1. Introduction

- 2.1.1 Scope of Bid**
- i) The Procuring Agency (PA), as indicated in the Bid Data Sheet (BDS) invites Bids for the provision of Call Center Services as specified in the Section-IV Bid Data Sheet (BDS) and Section VII-Schedule of Requirements. The successful Bidders will be expected to provide the services for the specified period and timeline(s) as stated in the BDS.
- 2.1.2 Source of Funds**
- i) The Procuring Agency named in the Bid Data Sheet has received budget from the Government of Punjab/own resources. The Procuring Agency intends to apply the provided funds/ a portion of this budget to make eligible payments under the contract for which the Invitation to bids has been issued.
- 2.1.3 Eligible Bidders**
- i) The Invitation to Bids is open to all Service Providers i.e. association of firms/companies/sole proprietor/registered with relevant Registration Authorities and Tax Departments/Authorities (Income Tax, Sales Tax & Punjab Sales Tax etc.), except as provided hereinafter.
  - ii) Bidders should not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Procuring Agency to provide consultancy services for the preparation of the design, specifications, and other documents to be used for the procurement of the services to be purchased under this Invitation to Bids.
  - iii) Government-owned enterprises may participate only if they are duly/legally authorized in this regard by the respective/relevant competent forum/authority.
  - iv) Bidders shall not be under a declaration of blacklisting by the Procuring Agency.

- v) In the case of a joint venture, consortium, or association, all members shall be jointly and severally liable for the execution of the Contract in accordance with the terms and conditions of the Contract. The joint venture, consortium, or association shall nominate a Lead Member as nominated in the BDS, who shall have the authority to conduct all business for and on behalf of any and all the members of the joint venture, consortium, or association during the Bidding process, and in case of award of contract, during the execution of contract.
- vi) The appointment of Lead Member in the joint venture, consortium, or association shall be confirmed by submission of a valid Power of Attorney to the Procuring Agency.
- vii) Any agreement that form a joint venture, consortium or association shall be required to be submitted as part of the Bid and shall be attested.
- viii) Any bid submitted by the joint venture, consortium or association shall indicate the part of proposed contract to be performed by each party and each party shall be evaluated or post qualified with respect to its contribution only and the responsibilities of each party and shall not be substantially altered without prior written approval of the Procuring Agency and in line with any instructions issued by the Authority.
- ix) The invitation for Bids is open to all prospective bidder/service provider subject to any provisions or licensing/regulatory requirements issued by the respective national/ provincial professional statutory body established for that particular trade or business.
- x) A Bidder shall not have a conflict of interest. All Bidders found to have a conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest with one or more parties in this Bidding process, if they:
  - a) are associated or have been associated in the past, directly or indirectly with a firm or any of its affiliates which have been engaged by the Procuring Agency to provide consulting services for the preparation of the design, specifications and other documents to be used

for the procurement of the services to be purchased under this Invitation for Bids.

- b) have controlling shareholders in common; or
  - c) receive or have received any direct or indirect subsidy from any of them; or
  - d) have the same legal representative for purposes of this Bid; or
  - e) have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the Procuring Agency regarding this Bidding process; or
  - f) submit more than one Bid in this Bidding process, However, this does not limit the participation of subcontractors in more than one Bid.
- xi) A Bidder may be ineligible if –
- (a) the Bidder is declared bankrupt or, in the case of company or firm, insolvent;
  - (b) payments in favor of the Bidder is suspended in accordance with the judgment of a court of law other than a judgment declaring bankruptcy and resulting, in accordance with the national laws, in the total or partial loss of the right to administer and dispose of its property;
  - (c) legal proceedings are instituted against such Bidder involving an order suspending payments and which may result, in accordance with the national laws, in a declaration of bankruptcy or in any other situation entailing the total or partial loss of the right to administer and dispose of the property;
  - (d) the Bidder is convicted, by a final judgment, of any offence involving professional conduct;
  - (e) The Bidder is debarred and blacklisted due to involvement in corrupt and fraudulent practices in accordance with the provision of section 17A of PPRA Act, 2009 and Rule-21, read with Schedule appended with, Punjab Procurement Rules, 2014.

(f) The Bidder is debarred and blacklisted in general (i.e. to the extent of all public procurement) due to consistent performance failure in accordance with the section 17A of PPRA Act, 2009 and Rule-21, read with Schedule appended with, Punjab Procurement Rules, 2014.

(g) The firm, Service Provider and contractor is blacklisted/ debarred by any international organization.

xii) Bidders shall provide to the Procuring Agency evidence of their eligibility, proof of compliance with the necessary legal requirements to carry out the contract effectively.

xiii) Bidders shall provide such evidence of their continued eligibility satisfactory to the Procuring Agency, as the Procuring Agency shall reasonably request.

xiv) Bidders shall submit proposals relating to the nature, conditions and modalities of sub-contracting wherever the sub-contracting of any elements of the contract amounting to more than ten percent of the Bid price is envisaged.

**2.1.4. Cost of Bidding**

i) The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the Procuring Agency named in the Bid Data Sheet, hereinafter referred to as “the Procuring Agency,” will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding process.

**2.1.5. One person one bid**

i) As per Rule 36A of Punjab Procurement Rules 2014, a Bidder shall submit only one Bid in the same bidding process, either individually as a Bidder or as a member in a joint venture or any similar arrangement.

ii) No Bidder can be a sub-contractor while submitting a Bid individually or as a member of a joint venture in the same Bidding process.

iii) A Bidder, if acting in the capacity of sub-contractor in any Bid, shall not submit bid for the same.

**2.1.6. Work Plan/Deputation Plan**

i) The Bidder shall be responsible for the provision of bids as per work plan/deputation plan formulated by the procuring agency and procuring agency may also, from time to time amend the same as per its requirement.

## 2.2. The Bidding Documents

### 2.2.1. Content of Bidding Documents

- i) The services required, Bidding procedures, and contract terms are prescribed in the Bidding documents. The Bidding documents, inter alia, include:
  - (a) Invitation to Bids
  - (b) Instructions to Bidders (ITB)
  - (c) Technical Specifications
  - (d) Bid Data Sheet
  - (e) General Conditions of Contract (GCC)
  - (f) Special Conditions of Contract (SCC)
  - (g) Schedule of Requirements
  - (h) Bid Form
  - (i) Bidder Profile Form
  - (j) General Information Form
  - (k) Affidavit
  - (l) Bid Security Form
  - (m) Technical Bid Form
  - (n) Contract Form
  - (o) Financial Bid Form / Price Schedule
  - (p) Performance Guarantee Form
  - (q) Check List
- ii) The Bidder is required to examine all instructions, forms, terms, and specifications in the Bidding documents. Failure to furnish all information as required by the Bidding documents or to submit a Bid not substantially responsive to the Bidding documents in every respect will be at the Bidder's risk and may result in the rejection of its Bid.

- iii) In case of discrepancies between the Invitation to Bid and the Bidding Documents listed in **ITB 2.2.1 (i)** above, the said Bidding Documents, not in conflict with any provision of PPR-14, will take precedence.
- iv) The Procuring Agency is not responsible for the completeness of the Bidding Documents and their addenda, if they were not obtained directly from the Procuring Agency or from its website or website of PPRA. Re-confirming from the Procuring Agency that all pages/ contents have been properly and clearly received is the prime responsibility of the Bidder.

**2.2.2. Clarification of Bidding Documents**

- i) A prospective Bidder requiring any clarification of the Bidding documents may notify the Procuring Agency in writing or by email at the Procuring Agency's address indicated in Invitation to Bid/ Tender Notice/ Advertisement. The Procuring Agency will respond in writing to any request for clarification of the Bidding documents which it receives no later than seven (7) days prior to the deadline for the submission of Bids prescribed in the Bid Data Sheet. Written copies of the Procuring Agency's response (including an explanation of the query but without identifying) will be sent to all prospective Bidders that have received the Bidding documents.
- ii) A prospective Bidder requiring any clarification of the Bidding Documents may notify the Procuring Agency in writing or in electronic form that provides record of the content of communication at the Procuring Agency's address indicated in the **BDS**.
- iii) The Procuring Agency will within three (3) working days after receiving the request for clarification, respond in writing or in electronic form to any request for clarification provided that such request is received not later than seven (7) days prior to the deadline for the submission of Bids. As prescribed in **ITB 2.2.2 (i), above**. However, this clause shall not apply in case of alternate methods of Procurement.
- iv) Copies of the Procuring Agency's response will be forwarded to all identified Prospective Bidders through an expeditious identified source of communication, e.g.: e-mail etc., including a description of the inquiry, but without identifying its source.

- v) Should the Procuring Agency deem it necessary to amend the Bidding Documents as a result of a clarification, it shall do so following the procedure under **ITB 2.2.3**.
- vi) If indicated **in the BDS**, the Bidder's designated representative is invited at the Bidder's cost to attend a pre-Bid meeting at the place, date and time mentioned **in the BDS**. During this pre-Bid meeting, prospective Bidders may request clarification of the schedule of requirement, the Evaluation Criteria or any other aspects of the Bidding Documents.
- vii) Minutes of the pre-Bid meeting, if applicable, including the text of the questions asked by Bidders, including those during the meeting (without identifying the source) and the responses given, together with any responses prepared after the meeting will be transmitted promptly to all prospective Bidders who have obtained the Bidding Documents. Any modification to the Bidding Documents that may become necessary as a result of the pre-Bid meeting shall be made by the Procuring Agency exclusively through the use of an Addendum pursuant to ITB 2.2.3. Non-attendance at the pre-Bid meeting will not be a cause for disqualification of a Bidder.

**2.2.3. Amendment of Bidding Documents**

- i) At any time prior to the deadline for submission of Bids, but not later than three (3) days before the closing time of the submission of Bid, the Procuring Agency, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding documents by amendment. Any such change/amendment in the Bidding documents shall be provided in a timely manner, preferably through electronic means also, not later than three (3) days, and on equal opportunity basis as per Rule-25(3) of PPR-14.
- ii) All prospective Bidders that have received the Bidding documents will be notified of the amendment in writing or by email, and will be binding on them.
- iii) Before the deadline for submission of Bids, the Procuring Agency for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder or pre-Bid meeting may modify the Bidding Documents by issuing addenda.

- iv) Any addendum issued including the notice of any extension of the deadline shall be part of the Bidding Documents and shall be communicated in writing or in any identified electronic form, e.g. email that secures record of the content of subject communication.
- v) In order to allow prospective Bidders reasonable time in which to take an addendum into account in preparing their Bids, the Procuring Agency, at its discretion, may extend the deadline for the submission of Bids, as per rule 29 of PPR-14, in the manner similar to the original advertisements, so as to avoid any inconvenience and to doubly ensure level playing field for all prospective bidders.

## **2.3. Preparation of Bids**

### **2.3.1. Language of Bid**

- i) The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Procuring Agency shall be written in the language specified in the Bid Data Sheet. Supporting documents and printed literature furnished by the Bidder may be in same language.

### **2.3.2. Bid Form**

- i) The Bidder shall complete the Bid Form and the appropriate Price Schedule (Financial Bid) furnished in the Bidding documents, indicating the simple services/janitorial services/security services/repair and maintenance/any other services etc. etc. to be provided.

### **2.3.3. Bid Prices**

- i) The Bidder shall indicate on form 8.9 the unit prices (where applicable) and total Bid price of the required goods /services of which it proposes to provide under the contract.
- ii) Prices indicated on the Price Schedule shall be item wise/ package wise as per form 8.9.
- iii) The Bidder's separation of price components in accordance with ITB Clause 2.3.4(i) above will be solely for the purpose of facilitating the comparison of Bids by the Procuring Agency and will not in any way limit the Procuring Agency's right to contract on any of the terms offered.
- iv) Prices quoted by the Bidder shall be fixed during the Bidder's performance of the contract and not subject to variation on

any account, unless otherwise specified in the Bid Data Sheet. A Bid submitted with an **adjustable price quotation** will be treated as non-responsive and may be rejected.

#### **2.3.4. Bid Currencies**

- i) Prices shall be quoted in **Pak Rupees** unless otherwise specified in the Bid Data Sheet.
- ii) The Bidders must adhere to the minimum wage rate (notified by Labour & Human Resource Department) and all applicable taxes (imposed by FBR/PRA/any other government organization) while preparing financial bid.

#### **2.3.5. Documents Establishing Bidder's Eligibility and Qualification**

- i) Pursuant to ITB Clause 2.1.3, the Bidder shall furnish, as part of its Bid, documents establishing the Bidder's eligibility to Bid and its qualifications to perform the contract if its Bid is accepted.
- ii) The documentary evidence of the Bidder's eligibility to Bid shall establish to the Procuring Agency's satisfaction that the Bidder, at the time of submission of its Bid, is eligible as defined under ITB Clause 2.1.3.
- iii) The documentary evidence, of the Bidder's qualifications to perform the contract if its Bid is accepted, shall establish to the Procuring Agency's satisfaction:
  - (a) that the Bidder has the financial, technical capability necessary to perform the contract;
  - (b) That the Bidder meets the qualification criteria listed in the Bid Data Sheet.

#### **2.3.6. Bid Security**

- i) The Bidder shall furnish, as part of its Bid, a Bid security in the amount specified in the Bid Data Sheet.
- ii) The Bid security is required to protect the Procuring Agency against the risk of Bidder's conduct which would warrant the security's forfeiture Pursuant to ITB Clause 2.3.6. (vii).
- iii) The Bid security shall be in Pakistan Rupees and shall be in one of the following forms:
  - (a) Bank Guarantee, Bank call-deposit (CDR), Demand Draft (DD), Pay Order (PO) or Banker's cheque valid for (\_\_\_) Days, beyond the validity of Bid.
- iv) Any Bid not secured in accordance with ITB Clauses 2.3.7 (i) and (iii) may be rejected by the Procuring Agency as non-responsive.

- v) Unsuccessful Bidders' Bid security will be discharged or returned as promptly as possible but not later than thirty (30) days after the expiration of the period of Bid validity prescribed by the Procuring Agency pursuant to ITB Clause 2.3.7 (iii) (a) or along with unopened financial proposal as per rule 38(2)(a)(vii) of PPR-14, which shall take precedence, and is as under:

*“38(2)(a)(vii) the financial proposal of the Bids found technically non-responsive shall be retained unopened and shall be returned on the expiry of the grievance period or the decision of the complaint, if any, filed by the non-responsive Bidder, whichever is later:*

*provided that the Procuring Agency may return the sealed financial proposal earlier if the disqualified or non-responsive Bidder, contractor or consultant submits an affidavit, through an authorized representative, to the effect that he is satisfied with the proceedings of the Procuring Agency”.*

- vi) The successful Bidder's Bid security will be discharged upon the Bidder signing the contract, pursuant to ITB Clause 2.6.1, and furnishing the Performance Guarantee, pursuant to ITB Clause 2.6.2.
- vii) The Bid security may be forfeited:
  - a. if a Bidder withdraws its Bid during the period of Bid validity specified by the Bidder on the Bid Form; or
  - b. in the case of a successful Bidder, if the Bidder:
    - i. fails to sign the contract in accordance with ITB Clause 2.6.3; or
    - ii. fails to furnish Performance Guarantee in accordance with ITB Clause 2.6.2; or
    - iii. is blacklisted under relevant provisions of PPRA Act, 2009 and PPR-14.

**2.3.7. Period of Validity of Bids**

- i) Bids shall remain valid for the period specified in the Bid Data Sheet after the date of Bid opening prescribed by the Procuring Agency. A Bid valid for a shorter period may be rejected by the Procuring Agency as non-responsive.

- ii) In exceptional circumstances, the Procuring Agency may solicit the Bidder's consent to an extension of the period of validity (as per rule-28 of PPR-14). The request and the responses thereto shall be made in writing (or by email). The Bid security provided under ITB Clause 2.3.7 shall also be suitably extended. A Bidder may refuse the request without forfeiting its Bid security. A Bidder accepting the request will not be required nor permitted to modify its Bid.

**2.3.8. Format and Signing of Bid**

- i) The Bidder shall prepare an original and the number of copies of the Bid indicated in the Bid Data Sheet, clearly marking each "ORIGINAL BID" and "COPY OF BID," as appropriate. In the event of any discrepancy between them, the original shall prevail.
- ii) The original and the copy or copies of the Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. All pages of the Bid, shall be initialed by the person or persons signing the Bid.
- iii) Any interlineation, erasures, or overwriting shall be valid only if they are initialed by the person or persons signing the Bid.
- iv) The original and the copy or copies of the Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to sign on behalf of the Bidder. This authorization shall consist of a written confirmation as specified in the **BDS** and shall be attached to the Bid. The name and position held by each person signing the authorization must be typed or printed below the signature. All pages of the Bid, shall be initialed by the person or persons signing the Bid.
- v) Any interlineations, erasures, or overwriting shall be valid only if they are signed by the person or persons signing the Bidder.
- vi) The Bidder shall furnish information as described in the Form of Bid on commissions or gratuities, if any, paid or to be paid to agents relating to this Bid and to contract execution if the Bidder is awarded the contract.

- 2.3.9. Minimum Wage rates/all applicable taxes**
- i) The Bidders must adhere to the minimum wage rate (notified by Labour & Human Resource Department) and all applicable taxes (imposed by FBR/PRA/any other government organization) while preparing financial bid.

## **2.4. Submission of Bids**

### **2.4.1 Sealing and Marking of Bids**

- i) As per Rule 24, the Bidder shall seal the original and each copy of the Bid in separate envelopes, duly marking the envelopes as “ORIGINAL” and “COPY.” The envelopes shall then be sealed in an outer envelope.
- ii) The inner and outer envelopes shall:
  - a. be addressed to the Procuring Agency at the address given in the Bid Data Sheet; and
  - b. bear the title of procurement Activity indicated in the Bid Data Sheet, the Invitation to Bids (ITB) title and number indicated in the Bid Data Sheet, and a statement: “DO NOT OPEN BEFORE..... (time and date),” *[to be completed with the time and the date specified in the Bid Data Sheet, pursuant to ITB Clause 2.4.2.]*
- iii) The inner envelopes shall also indicate the name and address of the Bidder to enable the Bid to be returned unopened in case it is declared “late”.
- iv) If the outer envelope is not sealed and marked as required by ITB Clause 2.4.1 (i), the Procuring Agency will assume no responsibility for the Bid’s misplacement or premature opening.
- v) In case of Single Stage One Envelope Procedure, the Bidder shall seal the original and each copy of the Bid in separate envelopes, duly marking the envelopes as “ORIGINAL” and “COPY.” The envelopes shall then be sealed in an outer envelope securely sealed in such a manner that opening and resealing cannot be achieved undetected.  
**Note:** The envelopes shall be sealed and marked in accordance with the bidding procedure adopted as referred in Rule-38 of PPR-2014, which shall have precedence.
- vi) The inner and outer envelopes shall:
  - a) be addressed to the Procuring Agency at the address given in the **BDS**; and

b) bear the title of the subject procurement or Project name, as the case may be as indicated in the **BDS**, the Invitation to Bids (ITB) title and number indicated in the **BDS**, and a statement: “DO NOT OPEN BEFORE,” to be completed with the time and the date specified in the **BDS**, pursuant to **ITB 2.4.2**.

vii) In case of Single Stage Two Envelope Procedure, The Bid shall comprise two envelopes submitted simultaneously, one called the Technical Proposal and the other Financial Proposal. Both envelopes to be enclosed together in an outer single envelope called the Bid. Each Bidder shall submit his bid as under:

a) Bidder shall submit his **TECHNICAL PROPOSAL** and **FINANCIAL PROPOSAL** in separate inner envelopes and enclosed in a single outer envelope.

b) **ORIGINAL** and each copy of the Bid shall be separately sealed and put in separate envelopes and marked as such.

(c) The envelopes containing the **ORIGINAL** and copies will be put in one sealed envelope and addressed / identified as given in **BDS**.

viii) The inner and outer envelopes shall:

a) be addressed to the Procuring Agency at the address provided in the **BDS**;

b) bear the name and identification number of the contract as defined in the **BDS**; and provide a warning not to open before the time and date for bid opening, as specified in the **BDS**, pursuant to **ITB 2.4.2**;

c) In addition to the identification required in Sub- Clause (b) hereof, the inner envelope shall indicate the name and address of the Bidder to enable the bid to be returned unopened in case it is declared “late” pursuant to **ITB.2.4.3**.

ix) If all envelopes are not sealed and marked as required by **ITB 2.4.1** or incorrectly marked, the Procuring Agency will assume no responsibility for the misplacement or premature opening of Bid.

**2.4.2 Deadline for Submission of Bids**

i) Bids must be received by the Procuring Agency at the address specified under **BDS** no later than the time and date specified in the Bid Data Sheet.

ii) The Procuring Agency may, at its discretion and as per rule 29 of PPR-14, extend this deadline for the submission of Bids by amending the Bidding documents in accordance with ITB Clause 2.2.2 & 2.2.3 in which case all rights and obligations of the Procuring Agency and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

iii) Bids shall be received by the Procuring Agency at the address specified under **BDS** no later than the date and time specified in the **BDS**.

#### **2.4.3. Late Bids**

i) Any Bid received by the Procuring Agency after the deadline for submission of Bids prescribed by the Procuring Agency pursuant to ITB Clause 2.4.2 will be rejected and returned unopened to the Bidder.

ii) The Procuring Agency shall not consider for evaluation any Bid that arrives after the deadline for submission of Bids.

iii) Any Bid received by the Procuring Agency after the deadline for submission of Bids shall be declared late, recorded, rejected and returned unopened to the Bidder.

#### **2.4.4. Modification and Withdrawal of Bids**

i) The Bidder may modify or withdraw its Bid after the Bid's submission, provided that written notice of the modification, including substitution or withdrawal of the Bids, is received by the Procuring Agency prior to the deadline prescribed for submission of Bids.

ii) The Bidder's modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of Clause (i) A withdrawal notice may also be sent by email, but followed by a signed confirmation copy, postmarked not later than the deadline for submission of Bids.

iii) No Bid may be modified after the deadline for submission of Bids.

iv) No Bid may be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder on the Bid Form. Withdrawal of a Bid during this interval may result in the Bidder's forfeiture of its Bid security (along with other remedies available under PPR-14), pursuant to the ITB Clause 2.3.7 (vii).

- v) A Bidder may withdraw its Bid after it has been submitted, provided that written notice of the withdrawal of the Bid, is received by the Procuring Agency prior to the deadline for submission of Bids.
- vi) Revised bid may be submitted after the withdrawal of the original bid before the deadline for submission of Bids.

## 2.5. Opening and Evaluation of Bids

### 2.5.1. Opening of Bids by the Procuring Agency

- i) The Procuring Agency will open all Bids, in public, in the presence of Bidders' or their representatives who choose to attend, and other parties with a legitimate interest in the Bid proceedings at the place, on the date and at the time, specified in the **BDS**. The Bidders' representatives present shall sign a register as proof of their attendance.
- ii) First, envelopes marked "WITHDRAWAL" shall be opened and read out and the envelope with the corresponding bid shall not be opened, but returned to the Bidder. No bid withdrawal shall be permitted unless the corresponding Withdrawal Notice contains a valid authorization to request the withdrawal and is read out at bid opening.
- iii) Second, outer envelopes marked "SUBSTITUTION" shall be opened. The inner envelopes containing the Substitution Bid shall be exchanged for the corresponding Original Bid being substituted, which is to be returned to the Bidder unopened. No envelope shall be substituted unless the corresponding Substitution Notice contains a valid authorization to request the substitution and is read out and recorded at bid opening.
- iv) Next, outer envelopes marked "MODIFICATION" shall be opened. No Technical Proposal and/or Financial Proposal shall be modified unless the corresponding Modification Notice contains a valid authorization to request the modification and is read out and recorded at the opening of the Bids. Any Modification shall be read out along with the Original Bid except in case of Single Stage Two Envelope Procedure where only the Technical Proposal, both Original as well as Modification, are to be opened, read out, and recorded at the opening. Financial Proposal, both Original and Modification,

will remain unopened till the prescribed financial bid opening date.

- v) Other envelopes holding the Bids shall be opened one at a time, in case of Single Stage One Envelope Procedure, the Bidders names, the Bid prices, the total amount of each Bid and of any alternative Bid (if alternatives have been requested or permitted), any discounts, the presence or absence of Bid Security, Bid Securing Declaration and such other details as the Procuring Agency may consider appropriate, will be announced by the Procurement Evaluation Committee.
- vi) In case of Single Stage Two Envelope Procedure, the Procuring Agency will open the Technical Proposals in public at the address, date and time specified in the **BDS** in the presence of Bidders` designated representatives who choose to attend and other parties with a legitimate interest in the Bid proceedings. The Financial Proposals will remain unopened and will be held in custody of the Procuring Agency until the specified time of their opening.
- vii) The envelopes holding the Technical Proposals shall be opened one at a time, and the following read out and recorded: (a) the name of the Bidder; (b) whether there is a modification or substitution; (c) the presence of a Bid Security, if required; and (d) Any other details as the Procuring Agency may consider appropriate.
- viii) Bids not opened and not read out at the Bid opening shall not be considered further for evaluation, irrespective of the circumstances. In particular, any discount offered by a Bidder which is not read out at Bid opening shall not be considered further.
- ix) Bidders are advised to send in a representative with the knowledge of the content of the Bid who shall verify the information read out from the submitted documents. Failure to send a representative or to point out any un-read information by the sent Bidder`s representative shall indemnify the Procuring Agency against any claim or failure to read out the correct information contained in the Bidder`s Bid.

- x) No Bid will be rejected at the time of Bid opening except for late Bids which will be returned unopened to the Bidder, pursuant to **2.4.3 (i)**.
- xi) The Procuring Agency shall prepare minutes of the Bid opening. The record of the Bid opening shall include, as a minimum: the name of the Bidder and whether or not there is a withdrawal, substitution or modification, the Bid price if applicable.
- xii) The Bidders' representatives who are present shall be requested to sign on the attendance sheet. The omission of a Bidder's signature on the record shall not invalidate the contents and affect the record. A copy of the record shall be distributed to all the Bidders.
- xiii) A copy of the minutes of the Bid opening shall be furnished to individual Bidders upon request.

*[if Procuring Agency opts for single stage one envelope procedure as per rule 38(1) of PPR-14, clause (vi) to (xiii) should be formulated accordingly by the procuring agency.]*

**2.5.2.  
Confidentiality**

- i) Information relating to the examination, clarification, evaluation and comparison of Bids and recommendation of contract award shall not be disclosed to Bidders or any other persons not officially concerned with such process until the time of the announcement of the respective evaluation report in accordance with the requirements of rule 37 of PPR-14.
- ii) Any effort by a Bidder to influence the Procuring Agency processing of Bids or award decisions may result in the rejection of its Bid.
- iii) Notwithstanding **ITB Clause 2.2.2** from the time of Bid opening to the time of contract award, if any Bidder wishes to contact the Procuring Agency on any matter related to the Bidding process, it should do so in writing or in electronic forms that provides record of the content of communication.

**2.5.3. Clarification  
of Bids**

- i) As per rule 33(2) of PPR-14, to assist in the examination, evaluation and comparison of Bids and post-qualification of the Bidders, the Procuring Agency may, at its discretion, ask

any Bidder for a clarification of its Bid including breakdown of prices. Any clarification submitted by a Bidder that is not in response to a request by the Procuring Agency shall not be considered.

- ii) The request for clarification and the response shall be in writing or in electronic forms that provide record of the content of communication. In case of Single Stage Two Envelope Procedure, no change in the prices or substance of the Bid shall be sought, offered, or permitted. Whereas in case of Single Stage One Envelope Procedure, only the correction of arithmetic errors discovered by the Procuring Agency in the evaluation of Bids should be sought in accordance with ITB Clause 2.5.6.
- iii) The alteration or modification in The Bid which in any way affect the following parameters will be considered as a change in the substance of a bid:
  - a) evaluation & qualification criteria;
  - b) required scope of *simple services/janitorial services/security services/repair and maintenance/any other services etc.* and related materials.
  - c) all securities requirements;
  - d) tax requirements;
  - e) Terms and conditions of bidding documents.
  - f) change in the ranking of the Bidder
- iv) From the time of Bid opening to the time of Contract award if any Bidder wishes to contact the Procuring Agency on any matter related to the Bid it should do so in writing or in electronic forms that provide record of the content of communication.

#### **2.5.4. Preliminary Examination**

- i) The Procuring Agency will examine the Bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the Bids are generally in order.
- ii) Arithmetical errors will be rectified on the following basis:-
  - a. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price

and quantity, the unit price shall prevail, and the total price shall be corrected. If the Service Provider does not accept the correction of the errors, its Bid may be rejected, and its Bid security may be forfeited.

- b. If there is a discrepancy between words and figures, the amount in words will prevail.
- iii) Prior to the detailed evaluation, the Procuring Agency will determine the substantial responsiveness of each Bid to the Bidding documents, pursuant to ITB Clause 2.5.5. For purposes of these Clauses, a substantially responsive Bid is one which conforms to all the terms and conditions of the Bidding documents without material deviations. Deviations from, or objections or reservations to critical provisions, **such as** those concerning **Bid Security** (ITB Clause 2.3.7), **Applicable Law** (GCC Clause 30), **Taxes and Duties** (GCC Clause 32) & mandatory Registrations/ Renewals will be deemed to be a material deviation. The Procuring Agency's determination of a Bid's responsiveness is to be based on the contents of the Bid itself without recourse to extrinsic evidence.
- iv) If a Bid is not substantially responsive, it will be rejected by the Procuring Agency and may not subsequently be made responsive by the Bidder by correction of the non-conformity.
- v) Prior to the detailed evaluation of Bids, the Procuring Agency will determine whether each Bid:
  - a) meets the eligibility criteria defined in **ITB 2.1.3**;
  - b) has been prepared as per the format and contents defined by the Procuring Agency in the Bidding Documents;
  - c) has been properly signed;
  - d) is accompanied by the required securities; and
  - e) Is substantially responsive to the requirements of the Bidding Documents.

The Procuring Agency's determination of a Bid's responsiveness will be based on the contents of the Bid itself.

**2.5.5. Examination of Terms and Conditions; Technical Evaluation**

- i) The Procuring Agency shall examine the Bid to confirm that all terms and conditions specified in the **GCC** and the **SCC** have been accepted by the Bidder without any material deviation or reservation.

- ii) The Procuring Agency shall evaluate the technical aspects of the Bid submitted to confirm that all requirements specified in **Section VII – Schedule of Requirements & Evaluation Criteria as provided in BDS**, have been met without material deviation or reservation.
- iii) If after the examination of the terms and conditions and the technical evaluation, the Procuring Agency determines that the Bid is not responsive in accordance, it shall reject the Bid.

**2.5.6. Correction of Errors**

- i) Bids determined to be substantially responsive will be checked for any arithmetic errors. Errors will be corrected as follows: -
  - a) if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected, unless in the opinion of the Procuring Agency there is an obvious misplacement of the decimal point in the unit price, in which the total price as quoted shall govern and the unit price shall be corrected;
  - b) if there is an error in a total corresponding to the addition or subtraction of sub-totals, the sub-totals shall prevail and the total shall be corrected; and
  - c) Where there is a discrepancy between the amounts in figures and in words, the amount in words will govern.
  - d) Where there is discrepancy between grand total of price schedule and amount mentioned on the Form of Bid, the amount referred in Price Schedule shall be treated as correct subject to elimination of other errors.
- ii) The amount stated in the Bid will, be adjusted by the Procuring Agency in accordance with the above procedure for the correction of errors. The concurrence of the Bidder shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, its Bid will then be rejected, and the Bid Security may be forfeited or the Bid Securing Declaration may be executed in accordance with **ITB 2.3.7**.

**2.5.7. Conversion to Single Currency**

- i) As per rule 32(2) of PPR-14, to facilitate evaluation and comparison, the Procuring Agency will convert all Bid prices expressed in the amounts in various currencies in which the Bid prices as follows:

For the purposes of comparison of bids quoted in different currencies, the price shall be converted into a single currency specified in the bidding documents. The rate of exchange shall be the selling rate,

prevailing on the date of opening of bids specified in the bidding documents, as notified by the State Bank of Pakistan on that day.

#### **2.5.8. Post-qualification & Evaluation of Bids**

- i) In the absence of **prequalification**, the Procuring Agency will determine to its satisfaction whether the Bidder is qualified to perform the contract satisfactorily, in accordance with the evaluation criteria listed in BDS & pursuant to ITB Clause 2.1.3.
- ii) The determination will take into account the Bidder's financial, technical, and production/ supplying capabilities. It will be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, as well as such other information required for eligibility/qualification expressed in Bid Data Sheet as the Procuring Agency deems necessary and appropriate.
- iii) The Procuring Agency will **technically evaluate** and compare the Bids which have been determined to be substantially responsive, pursuant to ITB Clause 2.5.5.
- iv) The **financial evaluation** of a Bid will be on the basis of form of Price Schedules/ Financial Bid Form 8.9 which must include clear cut instruction regarding evaluation inclusive of all prevailing taxes, duties, fees along with observance of minimum wages etc.

#### **2.5.9. Contacting the Procuring Agency**

- i) Subject to ITB Clause 2.5.3, no Bidder shall contact the Procuring Agency on any matter relating to its Bid, from the time of the Bid opening to the time the evaluation report is made public i.e. 10 days before the contract is awarded. If the Bidder wishes to bring additional information or has grievance to the notice of the Procuring Agency, it should do so in writing.
- ii) Any effort by a Bidder to influence the Procuring Agency during Bid evaluation, or Bid comparison may result in the rejection of the Bidder's Bid.

#### **2.5.10. Grievance Redressal**

- i) As per Rule-67 of PPR-14, Procuring Agency shall constitute a Grievance Redressed Committee (GRC) comprising of odd number of persons with proper powers and authorization to address the complaints. The GRC shall not have any of the members of the Procurement Evaluation Committee. The Committee may preferably have one subject specialist depending upon the nature of the procurement in addition to

one person with legal background as per their availability to the Procuring Agency.

- ii) Any Bidder feeling aggrieved can file its written complaint against the eligibility parameters or any other terms and conditions prescribed in the Bidding documents found contrary to provision of Rule 33, and the same shall be addressed by the GRC well before the proposal submission deadline.
- iii) Any party can file its written complaint against the eligibility parameters or any other terms and conditions prescribed in the bidding documents found contrary to provision of Rule 34 and the same shall be addressed by the GRC well before the proposal submission deadline.
- iv) Any Bidder feeling aggrieved by any act of the Procuring Agency after the submission of his Bid may lodge a written complaint concerning his grievances not later than ten days after the announcement of the Final evaluation reports. In case of single stage - two envelope bidding procedure any bidder feeling aggrieved from technical evaluation may file a grievance within 5 days of announcement of the technical evaluation report. After completion of the technical evaluation process, the procuring agency shall immediately upload the technical evaluation report on the website of PPRA for obtaining/ receiving grievance petitions from the prospective bidders (if any).
- v) In case, the complaint is filed after the issuance of the final evaluation report, the complainant cannot raise any objection on technical evaluation of the report. Provided that the complainant may raise the objection on any part of the final evaluation report in case where single stage one envelop bidding procedure is adopted.
- vi) The GRC shall investigate and decide upon the complaint within fifteen days of the receipt of the complaint. Mere fact of lodging of a complaint shall not warrant suspension of the procurement process.

## **2.6. Award of Contract**

### **2.6.1. Notification of Award**

- i) Prior to the expiration of the period of Bid validity, the Procuring Agency will notify the successful Bidder in writing by registered letter or by email to be confirmed in writing by registered letter, that its Bid has been accepted.
- ii) The notification of award will constitute the formation of the Contract.
- iii) Upon the successful Bidder's furnishing of the Performance Guarantee pursuant to ITB Clause 2.6.2 (i), the Procuring Agency will promptly notify each unsuccessful Bidder and will discharge its Bid security, pursuant to ITB Clause 2.3.7 (v).

### **2.6.2. Performance Guarantee**

- i) Within fifteen (15) days of the receipt of notification of award from the Procuring Agency, the successful Bidder shall furnish the Performance Guarantee in accordance with the Conditions of Contract, in the Performance Guarantee Form provided in the Bidding documents, or in another form acceptable to the Procuring Agency.
- ii) Failure of the successful Bidder to comply with the requirement of ITB Clause (i) above or ITB Clause 2.6.3 shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid security along with other remedies available under PPR-14. After that, the Procuring Agency may decide to award the contract to the next lowest evaluated Bidder, keeping in view the Bid validity time, or call for new Bids keeping in view the concept of value for money as defined under rule-2(ae) read with Principles of Procurement as enunciated in rule-4 of PPR-14.

### **2.6.3. Signing of Contract/ Issuance of work Order**

- i) At the same time as the Procuring Agency notifies the successful Bidder that its Bid has been accepted, the Procuring Agency will send the Bidder the Contract Form provided in the Bidding documents, incorporating all agreements between the parties or will issue the purchase order *[as the case may be]*.
- ii) Under rule-63 of PPR-14, where the Procuring Agency requires formal signing of contract, within seven (07) days of receipt of the Contract Form, the successful Bidder shall sign and

mention date of the contract and return it to the Procuring Agency.

- iii) Where no such formal signing is required by the procuring agency, the procuring agency shall issue purchase order after the receipt of required performance guarantee, as per rule 55 of PPR-14.

**2.6.4. Award Criteria**

- i) Subject to ITB Clause 2.6.2, under rule-55 of PPR-14, the Procuring Agency 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 that the Bidder has been determined to be qualified to perform the contract satisfactorily.

**2.6.5. Procuring Agency's Right to Vary Quantities at Time of Award**

- i) The Procuring Agency reserves the right at the time of contract award to increase or decrease the quantity of *simple services/janitorial services/security services/repair and maintenance/any other services etc.* originally specified in the Schedule of Requirements without any change in unit price or other terms and conditions, on the analogy of rule-59 (iv) of PPR-14 (not more than 15%).

**2.6.6. Procuring Agency's Right to Accept or Reject All Bids**

- i) As per rule 35 of PPR-14, the Procuring Agency reserves the right to accept or reject all Bids or proposals (and to annul the Bidding process) at any time prior to the acceptance of any Bid or proposal, without thereby incurring any liability towards the Bidders. However, the Authority (i.e. PPRA) may call from the Procuring Agency the justification of those grounds.
- ii) The Bidders shall be promptly informed about the rejection of the Bids, if any
- iii) The Procuring Agency shall upon request communicate to any Bidder, the grounds for its rejection of all Bids or proposals, but shall not be required to justify those grounds.

**2.6.7. Re-Bidding**

- i) If the Procuring Agency rejects all the Bids under rule 35, it may proceed with the process of fresh Bidding but before doing that it shall assess the reasons for rejection and may, if necessary, revise specifications, evaluation criteria or any other condition for Bidders.

**2.6.8. Corrupt or Fraudulent Practices**

- i) The Procuring Agency requires that Bidders, Service Providers, and Contractors observe the highest standard of ethics during the procurement and execution of contracts.

“Corrupt practices” in respect of procurement process, shall be as given in S-2 (d) of PPRA, Act, 2009, which is as follows:

*“(d) “corrupt practice” means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official, bidder or Contractor in the procurement process or in Contract execution to the detriment of the procuring agency; or misrepresentation of facts in order to influence a procurement process or the execution of a Contract, collusive practices among bidders (prior to or after bid submission) designed to establish bid prices at artificial, noncompetitive levels and to deprive the procuring agency of the benefits of free and open competition and any request for, or solicitation of anything of value by any public official in the course of the exercise of his duty; it may include any of the following:*

- i. coercive practice by 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;*
- ii. collusive practice by arrangement between two or more parties to the procurement process or Contract execution, designed to achieve with or without the knowledge of the procuring agency to establish prices at artificial, noncompetitive levels for any wrongful gain;*
- iii. offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the acts of another party for wrongful gain;*
- iv. 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;*
- v. obstructive practice by 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 process.”*

**ii) Blacklisting & Debarment:**

Blacklisted Consultants and those found involved in “Corrupt Practices” are not allowed to participate in bidding.

**Substantial Requirements & Procedure for Blacklisting & Debarment:**

As per S-17A of PPRA, Act, 2009:

**“17A. Blacklisting.**– (1) *A procuring agency may, for a specified period and in the prescribed manner, debar a bidder or Contractor from participating in any public procurement process of the procuring agency, if the bidder or Contractor indulges in corrupt practice or any other prescribed practice.*

(2) *The Managing Director may, in the prescribed manner, debar a bidder or Contractor from participating in any public procurement process of all or some of the procuring agencies for a specified period.*

(3) *Any person, aggrieved from a decision of a procuring agency, may within prescribed period prefer a representation before the Managing Director.*

(4) *A procuring agency or any other person, aggrieved from a decision of the Managing Director, may within prescribed period prefer a representation before the Chairperson whose decision on such representation shall be final.]*

As per rule 21 of PPR-14:

**21. Blacklisting.**–(1) *A procuring agency may, for a specified period, debar a bidder or Contractor from participating in any public procurement process of the procuring agency, if the bidder or Contractor has:*

*(a) acted in a manner detrimental to the public interest or good practices;*

*(b) consistently failed to perform his obligation under the Contract;*

*(c) not performed the Contract up to the mark; or*

*(d) indulged in any corrupt practice.*

*(2) If a procuring agency debars a bidder or Contractor under sub-rule (1), the procuring agency:*

*(a) shall forward the decision to the Authority for publication on the website of the Authority; and*

*(b) may request the Authority to debar the bidder or Contractor for procurement of all procuring agencies.*

*(3) The Managing Director may debar a bidder or Contractor of any procuring agency from participating in any public procurement process of all or some of the procuring agencies for such period as the Managing Director may determine.*

*(4) Any person aggrieved by a declaration made under rule 20 or a decision under sub-rule (1) of this rule may, within thirty days from the date of the publication of the information on the website of the Authority, file a representation before the Managing Director and the Managing Director may pass such order on the representation as he may deem fit.*

*(5) Any person or procuring agency aggrieved by an order under sub-rule (3) or (4) may, within thirty days of the order, file a representation before the Chairperson and the Chairperson may pass such order on the representation as he may deem appropriate.*

*(6) The mechanism or process for barring a bidder or Contractor from participating in procurement process of a procuring agency, procuring agencies and a representation under this rule is specified in the Schedule appended to these rules.*

*As per Schedule appended with PPR-14:*

#### **SCHEDULE**

*see sub-rule (6) of rule 21*

#### **BLACKLISTING MECHANISM OR PROCESS**

1. *The procuring agency may, on information received from any resource, issue show cause notice to a bidder or Contractor.*
2. *The show cause notice shall contain:*
  - (a) precise allegation, against the bidder or Contractor;*
  - (b) the maximum period for which the procuring agency proposes to debar the bidder or Contractor from*

*participating in any public procurement of the procuring agency; and*

- (c) the statement, if needed, about the intention of the procuring agency to make a request to the Authority for debarring the bidder or Contractor from participating in public procurements of all the procuring agencies.*
- 3. The procuring agency shall give minimum of seven days to the bidder or Contractor for submission of written reply of the show cause notice.*
  - 4. In case, the bidder or Contractor fails to submit written reply within the requisite time, the procuring agency may issue notice for personal hearing to the bidder or Contractor/ authorize representative of the bidder or Contractor and the procuring agency shall decide the matter on the basis of available record and personal hearing, if availed.*
  - 5. In case the bidder or Contractor submits written reply of the show cause notice, the procuring agency may decide to file the matter or direct issuance of a notice to the bidder or Contractor for personal hearing.*
  - 6. The procuring agency shall give minimum of seven days to the bidder or Contractor for appearance before the specified officer of the procuring agency for personal hearing.*
  - 7. The procuring agency shall decide the matter on the basis of the available record and personal hearing of the bidder or Contractor, if availed.*
  - 8. The procuring agency shall decide the matter within fifteen days from the date of personal hearing unless the personal hearing is adjourned to a next date and in such an eventuality, the period of personal hearing shall be reckoned from the last date of personal hearing.*
  - 9. The procuring agency shall communicate to the bidder or Contractor the order of debarring the bidder or Contractor from participating in any public procurement with a statement that the bidder or Contractor may, within thirty days, prefer a representation against the order before the Managing Director of the Authority.*
  - 10. The procuring agency shall, as soon as possible, communicate the order of blacklisting to the Authority with the request to upload the information on its website.*
  - 11. If the procuring agency wants the Authority to debar the bidder or Contractor from participating in any public procurement of*

*all procuring agencies, the procuring agency shall specify reasons for such dispensation.*

12. *The Authority shall immediately publish the information and decision of blacklisting on its website.*
  13. *In case of request of a procuring agency under para 11 or representation of any aggrieved person under rule 21, the Managing Director shall issue a notice for personal hearing to the parties and call for record of proceedings of blacklisting. The parties may file written statements and documents in support of their contentions.*
  14. *In case of representation of any aggrieved person or procuring agency under rule 21, the Chairperson shall issue a notice for personal hearing to the parties and may call for the record of the proceedings. The parties may file written statements and documents in support of their contentions.*
  15. *In every order of blacklisting under rule 21, the procuring agency shall record reasons of blacklisting and also reasons for short, long or medium period of blacklisting.*
  16. *The Authority shall upload all the decisions under rule 21, available with it, on its website. But the name of a bidder or Contractor shall immediately be removed from the list of blacklisted persons on expiry of period of blacklisting or order of the competent authority to that effect, whichever is earlier.*
  17. *An effort shall be made for electronic communication of all the notices and other documents pursuant to this mechanism or process.”*
- iii) Furthermore, Bidders must keep themselves aware of the provision stated in clause 5.4 and clause 24.1 of the General Conditions of Contract.

## **Section-III. Technical Specifications**

### **3.1. Technical Specifications**

### **3.2 Scope of Services**

#### **INTRODUCTION**

##### **Services**

Punjab Land Record Authority is looking for a reputable firm having experience in Call Center Operations with necessary equipment and state of the art infrastructure establishment such as Telecommunication Network, Internet, Extranet, Interactive Voice Response (IVR) and Mobile Communication to meet our customer requirements on 24/7/365 basis.

##### **Objectives**

The main objectives of call center services are effective and efficient handling of complaints, SMS services for feedback/OTP, queries and feedback on queries.

##### **Scope of Work**

- PLRA intends to have a call center for reaching out and interacting with its customers, the interaction may include inbound / outbound calls, helpline / complaint line with IVR facility, provide outbound survey calls facility, SMS query, survey SMS, SMS OTP and SMS broadcasting service (text and / or voice), pre-recorded calls / robot calls with response capture facility, etc.
- Provide a scalable solution that deals efficiently and effectively with inbound/outbound customer calls with identified capacity
- Development/updation of the necessary software/knowledge database
- Incorporate Customer Relationship Management (CRM) system that will seamlessly manage interaction with the citizens
- Data analysis and data mining for business development
- Develop and Implement E-marketing solutions to support PLRA marketing efforts
- Provide the complete service of queries
- Provide the complete service of complaint handling
- 'Summary of the Requirements' is provided in form of a Table given below.

### SUMMARY OF REQUIREMENTS

Item Type	Description
Inbound Query Handling Services	Handling customer queries regarding services, complaints, fee schedule, updates, Fard, Mutations etc. agents are also required to be trained in modern CRM techniques.
Outbound Services	Furnish information to citizens regarding, complaints status and conduct robo-calls for feedback on complaints and queries related services.
Interactive Voice Response (IVR) System	An IVR system to receive and route calls for complaints, queries and update response in CMS, using complaint tracking number ( <i>IVR is already developed and may need updation</i> ).
Complaint Management Services	Provide the complete service of complaint handling right from receiving of complaint which includes landing directly from android /IOS application, initial filtration department wise follow-up of same and proper closure of the complaint through concerned department /Division.
Customer Behavior and Trend Analysis	Data modeling to analyze customer query pattern and estimation for future requirement(s). Generate overall activity and performance analysis reports for management reporting and campaigns.
Marketing Promotions and Campaign Management	Communication to customer about the services being rendered by the PLRA. Outbound Call Campaigns response analysis and reporting. (if and when required)
SMS (Push / Pull / One-way / Two-way interaction):	The Contractor for such services must have direct access to the SMS gateways and/or SMSCs of all the Cellular Mobile Operators (CMOs) in Pakistan and must have an experience in sending and receiving SMS (text and voice) through these CMOs via SLAs as per PTA's regulations.
Maintaining PLRA Short Code	PLRA communication: Selected Service Provider will maintain the dedicated short code for the PLRA, which will be used only for PLRA communication. Complaint management system should have the functionality to lodge the customer complaint through short code response.
Call Recording Facility	100% availability of the call recordings for a period of 03 months, to be furnished to PLRA upon request by the Service Provider.

Disaster and Data Protection	Coordination and synchronization with PLRA system. Management of backup processes to ascertain that operation run as per schedule and that data is securely backed up and recoverable.
Call Center Management	Overall Call Center facility, system and personnel management.
Data Security	Software data security management to ensure data is un-accessible to unauthorized personnel. Ensure data integrity and conforming procedures to nullify events leading to data corruption.
Mobile Communication	Real-time SMS alerts generation to customer on network wide basis. Provision of services in accordance with future mobile technology.
Complaint Management System	Fully automated CMS with built in auto escalation capability. <i>(CMS is already developed and may need updation)</i>
Software Development / Updation/Integration / Maintenance Services	The services may be required from time to time to develop new software application or update/integrate/maintain the already developed ones.
Training Facility	Training Facilities to train the staff of contractor as the Contractor will be responsible for training of its staff and supervisors.

The Contractor must provide an effective solution in a cost beneficial way, keeping in view the specific information and needs of PLRA. The Technical Proposal submitted in response to this RFP should clearly describe how the contractor will meet the needs of PLRA call center requirements.

The Contractor shall present a fully responsive written Technical Proposal to address the requirements defined in the following sections and explain approach to each requirement. The proposal must also identify any requirement the contractor cannot satisfy. Sufficient details should be included to demonstrate the contractor's knowledge of the project and the ability to satisfy each requirement. Each Contractor can submit only one solution.

The number of Call Centre Agents / Operators / Agents / Call Agents are on total seats occupancy and may vary as per the requirements and may be further increased or decreased, as and when required by the PLRA, at the unit rate quoted by the Contractor in financial sheet.

The PLRA seeks services of call center agents from the contractor for which the agent along with the infrastructure / seat shall be charged. The overall scope of the project will include:

- i. Outsourcing of 24/7/365 call center services, initially with 10 agents (including inbound and outbound).
- ii. An agent quoted on monthly basis would be assumed to have a 48 hours' work week.
- iii. These agents can be assigned in any shift with subject to call volume.

- iv. Resource Engagement should be flexible and can be increased or decreased depending upon the seasonal/campaigns and other needs.
- v. Recording complaints and queries
- vi. Escalating critical complaints to PLRA designated staff. Or (Escalating complaints at relevant forum)
- vii. Carrying out customer satisfaction survey through robo-calls to get customer feedback on queries and complaints related services rendered by call center agents/PLRA staff.
- viii. Maintaining a DR site for immediate switch over in case of service outage.
- ix. Call Centre Agents should be at least graduate, experienced, and should have positive attitude in handling calls professionally.
- x. Call abandon rate of no more than 5%
- xi. Required Service level is 80% within 20 seconds
- xii. The information system and data it contains will be the property of PLRA.
- xiii. The Service Provider shall provide the runtime visibility of CRM to PLRA.
- xiv. Service provider shall run the quality assurance program for the agents to maintain the high standards and up to date information for the agents.
- xv. The Service Provider will manage interaction with customers through assigned mediums of communication. This interaction with the customers will be on behalf of PLRA and as per the strict guidelines given to the contracted party.
- xvi. PLRA will retain the ownership of all / any data/ helpline numbers (UAN / Toll Free / Short code, etc) / software source code of all complaint systems or similar products developed and reports and applications built or to be built by Service Provider as per the instructions of PLRA, including the source code of the said software applications along with the Intellectual Property Rights over such software applications. For this purpose, a Non-Disclosure Agreement (NDA) will be signed with the service provider / vendor upon award of contract.
- xvii. Able to block numbers of customers who wish to be placed in a "Do Not Call / SMS List" as per the regulations of Pakistan Telecommunication Authority (PTA).
- xviii. Able to send out an automated / customized SMS to the Caller during call.
- xix. The Contractor shall also be required to be technically competent in integrating with various line of business applications, running on open-source or SQL / ORACLE / SAP / similar platforms.
- xx. The Contractor shall provide for a real-time monitoring tool to monitor the incoming / outgoing calls for each campaign, down to an agent level.
- xxi. All the call abandoned during hold for over 60 seconds will automatically dial out by dialer and offered to call back.

## 1. Functional Requirements

The identification of functional information needs and related application systems have been approached by determining the essential requirement of the outsourcing of PLRA Call Center.

The Call Center should be fully equipped with quality workforce and state of the art infrastructure such as Telecommunication Network, Internet, Extranet, IVR and Mobile Communication to meet our global customer requirements on 24/7/365 basis

### Inbound Voice

Inbound voice must consist of following:

- Handling customer complaints and general customer queries regarding services details, mutation fee, fard issuance etc.
- Agents should additionally be trained in revenue rules. Articulate how the Service Provider will ensure capacity development and imparting these skills to the team.
- The calls being received against each campaign must have proper logs, tagging over the dashboard.

### Outbound Voice

Outbound voice must comprise of the following :

- Call back to all the abandoned calls for complaints after waiting 60 seconds
- Outbound robo-calls for customer satisfaction surveys regarding complaints and queries handling services rendered by call center agents/PLRA staff
- Promotional Activities
- Market Research & Satisfaction Surveys
- If the number is engaged or not available, the call will be tried twice more, failing which it will be abandoned and the database shall be updated accordingly.

### IVR Services

IVR Services must comprise of the following Architecture

- Supports Open SIP based architecture
- Support Protocols like Voice XML, CCXML, and MRCP but not limited to concern.
- Capability of Drag and Drop menu shuffling
- Can be implemented on OFF THE SHELF HARDWARE
- Integration with PLRA host and other system/applications.
- Turnkey solution for providing end-to-end IVR E- facility through integration with PLRA Complaint Management System.

## 2. Call Recording Facility

- Call Recording Facility must comprise of the following:
- Should support IP Based recording
- Each call to be recorded in a digitized format.
- The recording to be stored in a database accessible to PLRA 24/7.
- Secure and encrypted voice calls
- Multiple search criteria

## 3. OTP/SMS (Push / Pull / One-way / Two-way interaction)

The Contractor must have direct access to the SMS gateways and/or SMSCs of all the Cellular Mobile Operators (CMOs) in Pakistan and must have an experience in sending and receiving SMS (text and voice) through these CMOs via SLAs as per PTA's regulations.

All features associated with efficiently sending, receiving and tracking delivery of OTP/SMS messages on a mass scale are required such as:

- OTP SMSs for login to PLRA's system
- Integrated auto-SMS generation for information related to change in fee schedule, mutation attestation and Fard issuance.
- Provisioning of real time SMS alerts for customers
- Follow up SMS for inbound call center customers
- Should be capable of sending one hundred (100) SMS message per second.
- Service Provider will provide 24/7 services for transmitting/ broadcast Short Message Service (SMS) for promotional and information intimation to customers.
- SMS can be sent in a PUSH system or by a PULL system where customers may inquire certain information by sending an SMS to a number (long / short code) within the system (shall vary from campaign to campaign) and/or customers would reply to the SMS sent.
- Each SMS message sent to the customer will be of the standard 160 characters limit; beyond this limit an additional SMS would be sent.
- However for BOLO SMS (VOICE SMS) the standard audio length available shall be used with normal compression. Voice SMS shall also be sent as an SMS as per PTA regulations.
- The Contractor must be able to provide for short code extensions for using one short code for multiple purposes within a campaign. For instance, a short code may be used for communicating with customers.
- Able to send the SMS duly masked by a character / phrase / digits as the need may be.
- Facility to send and receive the SMS in any of the preferred languages, with and /or without roman script, as the need may be.

- Able to identify, filter and block obnoxious numbers as per the detailed SOP for the concerned campaign / department and as per the regulations enforced by the Pakistan Telecommunication Authority from time to time.
- Capable of queuing the messages in case of traffic overload at the cell phone operator, and continuously attempt to re-send / receive and empty the queue in case of a blockage. The queue must be emptied at least once in every 24 hours.
- Must be able to capture delivery and non-delivery reports (reasons for non-delivery; invalid number, mobile switched off, busy, out of reach, etc.) for each SMS being sent out.
- Capable of receiving survey responses and storing the results automatically in a database. Survey may contain different questions for each of the category or campaign.
- The system should be capable of handling the corresponding different discrete (1, 2, yes, no, etc.) and textual responses (textual contents in roman or non-roman script) and analyze the same with text analytics in place.
- Unless specified by the PLRA, all SMS sent by any customer to any of short code(s) would be at the normal rate as per the customer's tariff, with no extra charges.

#### **4. Complaint Management Services**

Complaint Management Services must comprise the following:

- Provide the complete service of complaint handling right from receiving of complaint which will land directly via application, initial filtration department wise follow-up of same and proper closure of the complaint through concerned department /Division.
- Required Training (familiarization with PLRA operations and processes) of complaint handlers will be responsibility of PLRA.
- Fortnightly presentation regarding complaint handling /settlement trend to be presented by service provider.
- Quarterly, recommendation to the PLRA for corrective measures to improve the complaint settlement within stipulated parameters to be implemented by service providers.

#### **5. Training**

The contractor shall arrange and undertake a comprehensive training program for their own staff/managers and must be ensure that they shall acquire a good working knowledge of the revenue matter/operations. In case of non-compliance with instructions, non- cooperation or other difficulties experienced by the contractor with regard to any of these personnel, the contractor shall apprise the client and proceed to implement suitable remedial measures after consultation with them.

## **6. System Integrations**

The Call Center will be integrated with PLRA existing systems, functions and applications.

## **7. Complaint Tracking**

Call Center must comprise of following:

- Outbound calls to contact customers when customer complaints addressed and is ready for service delivery.
- Complaint database management for pre/post complaints tracking

## **8. Marketing Promotions & Campaign Management**

Marketing Promotions & Campaign Management must be comprises of following:

- Outbound Call Campaigns
- Follow up with customers
- SMS Messages

## **9. Technology Requirements**

The solution must be reliable and consistently available to allow uninterruptible 24x7 operations. The Contractor should take into consideration the areas of performance and scalability, reliability and fault tolerance while recommending Server configurations.

## **10. Disaster and Data Protection Management**

Disaster and Data Protection Management must be comprising of following:

- Hardware and Software based data security i.e. encryption etc.
- Hardware and Software data security management to ensure data is inaccessible to unauthorized personnel
- Ensure data integrity and confirming procedures to nullify events leading to data corruption
- Voice, data, first and Second level backup
- 24 hour on-call internal I.T. staff
- 24 hour emergency service contracts with all technology solutions
- Network Data security
- Power System Uptime of 99.99%
- Call System Uptime of 99.92%

## 11. Specification for PLRA Inbound Contact Center

### General Features of the Application

#### Agent Side:

- Ability to display a script for the agent to read with pre-filled fields
- Ability to open a custom web page with user data from the call, per campaign
- Schedule callbacks for any-agent or agent-specific
- Web based control of volume levels and mute capability

#### Admin Side:

- Ability to set a campaign to auto-dial and send live calls to available agents
- Ability to dial Predicatively in a campaign with an adaptive dialing algorithm
- Ability to open a custom web page with user data from the call
- Ability to automatically record all calls
- Skills-based ranking and call routing per inbound group
- Ability for managers to listen-in on agent conversations
- Ability for managers to enter conversations with agents and customers
- Web-based administration

#### System Wide Features:

- Definable Agent Wrap-up time per campaign
- Internal DNC list can optionally be activated per campaign
- Several real-time and summary reports available
- Real-time campaign display screens
- Custom Music-On-Hold and agent alert sound for inbound call
  
- Ability to autodial campaigns to start with a simple IVR then direct to agent
- Ability to park the customer with custom music/message
- Ability to take inbound calls grabbing Caller ID
- Ability to function as an ACD for inbound and frontier/closer verification call
- Custom call dispositions per campaign

#### Technical Features:

- Dedicated UAN # for inbound calls or specific campaign.
- Server storage ability for Data / Recorded calls
- Ability to record all calls automatically
- Availability of recordings remotely
- Sound internet connection with dual backup

- Stable Data Security
- Auto daily Database backups
- Stable CRM to manage all inbound calls
- Fully integration with ACD (Automatic Call Distributor, IVR (Interactive Voice Response), Ticket management system & desktop services.

## **12. User Right Management**

- User Groups (Agent/Team Leaders/ Manager/Top Management)
- User/Group base role and privilege

## **13. Telephony Features**

- The offered system shall not guarantee a busy tone after the call has terminated at the customer contract center. Customers must have the ability to hear pre-programmed or pre-recorded messages and others.
- System shall be able to capture CLI and DNIS
- It is intended to use the Interactive Voice Response system (IVR) to effectively route incoming calls to a selected group of CSRs to meet the specific needs of the customer by section of appropriate options.
- If the queue limit has been exceeded, a new incoming call into that queue will be played a user configurable DRAN and the caller will be given a choice whether to hold or discontinue or auto move to 2nd call
- Incoming calls to the Contract Center, by any or all of the access schemes shall be by default distributed to the most appropriate and longest waiting CSR, or depending upon the routing strategy applied at the CTI level.
- The system shall have a Tele-Scripting tool along with automated outbound dialer.
- Tele-scripts will enable the programmer/developer to create customized scripts, which are executed by the management, to send out a broadcast message to all staff member in case of any critical situation.
- The ACD system should support call recording, storage and analysis for all incoming/outgoing calls.
- The ACD system should support CSR group family.
- The offered system should be capable of Inbound and Outbound Call Processing.
- Blended call processing (Inbound and Outbound)
- The offered ACD system should be capable of fully integrated with the voice logging system, IVR and CTI
- Automatic connect feature shall be available for headset users.
- The offered system shall support skill-based routing, and shall allow a CSR to be a member of any number of ACD groups simultaneously.

- The offered system shall be able to segment the CSR pool into smaller groups based on specific skill sets (Language skills, Experience level products, knowledge, proficiency, priority etc.
- The skill-sets attribute and associated assignments shall be user definable and configurable.
- All units must have one button access to common features such as transfer, hold, conference and disconnect on both hard phones and soft phones.
- The telephone system should allow for conferences with third parties outside the Customer Contact.
- All units must have feature buttons, which can be individually programmed.
- All units will be equipped with a speakerphone for hands-free operation.
- The headsets will be directional with noise minimization features.
- All offered Units/Consoles should be Headset compatible.
- The system shall start data collection from the moment the call center the ACD (Automatic Call Distributor) till the call is terminated.
- The statistical data collected should be capable of tracing the call through the entire call flow within the system
- The system should provide abandoned call statistics.
- All statistical call data must be time and date logged.
- The system shall have the facility to export the statistical data to other applications (e.g. Windows) for user specific requirements, or shall support report-generating tools.
- The ACD system's management reporting capabilities should include real-time system, group, CSR, trunk reporting as well as cumulative activity reports and user defined Customized reporting.
- Individual supervisors/managers should have access to their own group or other groups, or complete Customer Contact Center report based on access security level, also full Audit Trial Reports should be generated.
- The queue must have music on hold
- The longest waiting time given the highest priority
- Reserving CSR as soon as one become available
- Queuing statistic-real time screen based information
- Abandoned calls in queues must be cleared automatically from the system and ACD ports released
- In case of the outage of CTI or the IVR, the ACD should be able to process the calls to the agents.
- The switch must be able to support IP environment.
- Complete soft phones with Inbound and Outbound capability.
- Support to transfer the calls to the IVR at any specified location where particular commentary can be run

- The system should provide the status console for the agent showing their KDI"s

#### **14. CRM connectivity**

- The system should also log all agent activities
- The system should also support supervisory screens
- The Agent should be able to define his Call back list. If any call drops due to some reason agent can mark a disposition of "Call Back". System should automatically dial the number when agent is on idle state.

#### **15. Interactive Voice Response (IVR)**

- The proposed system shall have an open SIP based architecture design.
- The proposed system shall be easily scalable to handle larger number of calls. Please explain how many ports each box can handle without compromising on performance
- The system will support diagnostic programs to detect a fault in system hardware and software
- When a call is routed to IVR, the system shall prompt the caller with a user recorded greetings and give an option to select a language (the system should have Urdu and English bilingual the caller selected).
- After selecting the language all IVR prompts will be played in the language the caller selected.
- The IVR shall repeat the message again if the caller has not responded to the IVR system prompt.
- Message repeat time, number of times and action thereafter shall be user programmable.
- An error message will be played by the IVR system in the case of the caller entering an invalid entry.
- The system should provide a GUI utility to customize the voice prompts/recording following system parameters to meet operational requirements.
- The IVR shall have a comprehensive statistics and reporting feature to collect and store call data.
- The system shall maintain statistics of each step of the call, from the time the call enters the IVR till the time that the call is released from the IVR.
- The system shall provide and maintain statistical data related to system performance and call activities such as but not limited to:
  - Number of calls per port per day,
  - Total calls per hour,
  - Average call Duration, Number

- The proposed system shall support a report generation tool, to create and design customer specification
- The agent should be able to transfer a call into a specific area of IVR.
- The system should provide sufficient levels of Audit Control
- Text to speech feature should be provided as an option

## 16. CTI Requirements

- The CTI server should support integration with any Agent software module like CRM
- Soft Phone support is mandatory
- The system should be able to provide enough information to the Agent application for customer
- The system should be able to provide instantaneous Telephone Call and Software Screen for the agent.
- The CTI should be able to control all the routing
- Complete Agent Matrix should be available at CTI
- The system should support unlimited number of Queues
- It should be able to integrate with the voice recording solution
- The system should provide both Inbound and Outbound support
- The system should support preview dialing
- The system should support Predictive dialing
- The system should also support blended option
- It should have a Multimedia Solution for managing emails, web-chat, etc.
- The system should provide a GUI interface for skill, Queue and routing management. Business
- Based/Data Driven Routing is a must feature.
- Unauthorized access to the system should be denied.
- Unauthorized access to the system should be logged.
- The CTI should provide complete audit trail reports especially for Call Center user-end point of view. We need log for every fail attempt of PIN generation so that reason can be identified without IT support
- There should be a mechanism for Data backup and restore of the CTI server.
- The proposed CTI solution should support Telephony Integration with e- mail and Internet through a coordinated voice and data(screen pop-up)
- Deliver Data information at the same time as the voice call.
- The CTI solution must have the ability to screen pop based on caller entered digit, network information, (CLI, DNIS) data passed from IVR etc.
- Synchronized call transfer, conference, consult person to person IVR to person
- Skill-based routing or any function based multi-tier skill set.

- Routing Engine should be a GUI based
- The offered system shall be WEB enabled, based on thin clients and support e-mails integration.
- The system should have the capability to handle multimedia interactions.

## 17. Voice Recorder

- All the agent work stations need to be recorded.
- The Voice recordings should be available online
- Must be able to switch voice recording on and off on the lines.
- All the outbound calls should be recorded.
- All the PLRA specific transactions should be recorded with separate tags.
- Call recordings to be stored and be accessible over the web for immediate playback for the PLRA for a minimum period of 03 months after which they will be transferred to the PLRA.
- The system should allow the capability to manage the voice files and their periodic deletion.
- Recording parameters should be configurable.
- There should be an exhaustive module for play back and search.
- The files should be stored securely.
- Any unauthorized access should be denied and logged.
- The system should provide complete audit trail of all the activities performed.
- There should be a comprehensive Backup and Restore procedure.
- The system should be scalable to cope with future increase of lines
- The system should be capable for handling IP based recordings.
- Retrieve calls using a variety of search criteria including but not limited to:
  - CLI
  - Work Code
  - Duration of Call
  - Station ID
  - Agent ID
  - Date/Time
- Export recordings to other media including:-
  - DVD
  - CD
  - Audio File

- Huge recording capabilities so that call center team should need to maintain the Archival process
- Recording Searching Criteria
  - Searches from Start to End Date (Month/Day/Year)
  - Search from Start Time to End Time (hh:mm)-24 Hour format
  - Agent ID
  - Service/Campaign
  - Workgroup
  - Action Code
  - Calling Party Number
  - Called Party Number
  - DN Number/ Station Number
  - Separate Download Recording file option.

## **18. Service Level Agreement**

Service Provider to explain how they will ensure below SLA are met:

- 1k-2k inbound calls with 80% of calls answered within 20 seconds
- Share experiences of handling tough situation while managing call center in last 3 years
- Average Call Handling Time (AHT) should not exceed 180 seconds
- Delay before abandon: Call should be answered before 60 seconds
- Percentage of calls abandoned must not be more than 5%
- Average time in queue: should be able to answer before 20 seconds

## **19. Upgrade and System Maintenance**

Upgrade and System Maintenance must be comprises of following:

- How will Service Provider handle parallel upgrade for existing system
- What is the estimated deployment time for upgrade and plan for smooth transition to new system
- Service Provider has to provide implementation experience of parallel upgraded call center system
- Sample schedule of preventive maintenance, all maintenance activities shall be carried out with 0 or minimum downtime.

## **20. Work force Management**

Work force Management must be comprises of following:

- Forecast the volume of calls (or other interaction)
- Workforce management (WFM) software to schedule the optimal number of agents to meet targets
- Planning agent breaks, training classes, planned vacations and unplanned sickness
- Service requirements / needs, report and forecast with applicable employment laws, rules and regulations
- WFM forecasts and comparison to actual figures and make corrections as needed.
- Service Provider would sign a Non-Disclosure Agreement (NDA) with the PLRA. Each employee of the Service Provider, who is deployed on this project, shall be bound not to share any information / data with any other third party or person other than the PLRA or the Service Provider.
- Based on campaign requirements, the employees / call center agents / other staff deployed on this project may first be cleared by the PLRA.
- The PLRA holds the right for conducting a criminal/NADRA/other check through the Special Branch / Police or other law enforcement agencies, if the need may be.

## **21. Call Centre Reports**

### **21.1 Executive Dashboard**

Online configurable Executive Dashboards are required for executive management. Dashboard data should be displayed Campaign/ Team/ location/ service wise etc. Executive Management, Team Leader, Team Manager, Call Center Manager can send a message directly to any agent screen while sitting Dashboard screens should reflect data:

- Total agents logged-in at a time in a particular team.
- Status of each agent i.e. IDLE/On-call/ACW/Aux (should reflect AUX reason)
- Should reflect all the agents in a team with their names and ID"s along with current status

### **21.2 Performance Reports**

Call Center Reports must be comprises of following:

System should have the capability of producing new and customize online reports. Service Provider shall provide all below mentioned reports online on a web interface, which are mandatory reports and binding for Service Provider to provide. Additional report can be add at any stage of time during the course of contract. Individually Agent Reports with complete calling details i.e. Total No. of calls made, Total Aux time, Total Occupancy, Attendance, Login-Logout report, Hold Time, ATT, AHT, ACW, Response, Abandoned by agent etc.

- Team Wise Reports with above mentioned statistic
- Detailed and summarized reports according to business requirements can be generated.

- Option to Print selected pages from Report and for export on excel as well
- All the reports should easily be exportable in Excel format
- Reports required on Complete Staff Data
- Attendance Report
- Reporting through different Channel (Emails/Web based Reports/SMS Text Messaging)
- Complete real time view of all channels on recording with name and current status i.e. recording status (Enable/Disable), Station (IDLE/Busy)
- Monitoring tool should be capable to restrict TL"s to view their own team only.
- Quality team, Team Manager, Manager, Administration can have rights to view all channels
- Live calls can be listening with the Monitoring tool.
- Sniffing (Complete Sniffing functions required)
- Bridging (Complete functionalities required)

### **21.3 Agent Based Reports**

- Agent Performance
- Critical Incident Analysis
- Comprehensive Center Report
- Schedule Changes
- Complaint Report
- Monthly Report (Corruption, Delaying Service, Attendance, Disciplinary proceedings etc.)
- Complete Agent-wise Reports.
- Complete Team wise Reports.
- Overall Call center Service Level reports
- Report which reflects individual inbound agent performance and its impacts on overall service level.
- Agent wise complete Call Reports (Detail CDR)
- Team/Group wise agent Reports.
- Graphics Reports (Histogram)
- Agent Login Report (Including agent profile details) this report enable you to find out all the agents login time at the start of the day or any user defined customized report.
- Calls made by an agent during a Day/Hour/Month.
- Calls record of a specific agent(s) for a particular span of time and date.
- Disposition code summary action code updated by an agent through a service.
- Successful and attempted calls report
- Agent wise call duration report (Graphically)

## 21.4 CDR Reports (Call Detail Recording)/ Billing Software

- Message Center
  - The system should provide provision to define general marketing message which should be available to all agent.
  - The screen should define the timing for the general message
  - The system should provide the definition of these messages against some back end processing like account
  - The system should provide a query generator for the segmentation of the customer.
  - The system should be integrated with SMS
  - The system should be able to send messages through SMS against user defined triggers.
  - The system should be able to send messages through email against user defined triggers.
  - The system should define screen to define pre-defined messages.
  - The design screens should support HTML and should be dynamic to fetch data from database.
- Wallboard
  - As per business requirements there should be at least 3 views available for Wallboard for different locations. A separate database should be designed containing agents demographic which will be connected with main software. There should be multiple screens available with different formats changing according to pre-defined data like:
    - Individual Agent Performance Screen
    - Overall Agent Status Screen
    - Screens reflecting new and current Queues
    - Screens should be change according to defined periodic Sample Design of Wallboard screens can be provided if required
  - There should be a designer tool for wallboard screens for call center administration that can design screens according to requirement or make changes when required.

## 21.5 Customize Reporting Tool

Reporting tool shall be provided which can be used to create customized reports. Excel based report will not acceptable. Service Provider must have to provide proper tool for reporting.

## **21.6 Alerts and Audit Logs Management**

The alert system is required to make sure that every activity like any down time, especially for any recording channel/extension, IVR channel down or any other component of system

- Online access to all recorded calls is mandatory.
- Alerts are required to populate telephony data like if there are calls in queue an Alert must be raised and forward.
- If there is some certain service level down then alerts raise to management
- All these alerts should be through Email, SMS etc

## **22. Queue Management Campaign**

- Options for Multiple Music on Hold
- Option to play recorded promotional messages while on hold

## Section-IV: Bid Data Sheet

### 4.1. Bid Data Sheet (BDS)

The following specific data for the services to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB) Section-II. Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

<b>A. Introduction</b>		
<b>BDS Clause Number</b>	<b>ITB Number</b>	<b>Amendments of, and Supplements to, Clauses in the Instruction to Bidders</b>
1.	2.1.1	Name of Procuring Agency: <b>Punjab Land Records Authority</b>  The subject of procurement is: <b>REQUEST FOR PROPOSALS (RFP) FOR HIRING OF CALL CENTER SERVICES FOR PLRA</b>
2.	2.1.2	Financial year for the operations of the Procuring Agency: [2023-24]  Name of financing institution: <i>Government of the Punjab /Own Sources</i>  Name and identification number of the Contract:  <b>REQUEST FOR PROPOSALS (RFP) FOR HIRING OF CALL CENTER SERVICES FOR PLRA,</b>  <b>PLRA/PROC/Call Center/10/2023</b>
3.	2.1.3 (iv)	Maximum number of members in the joint venture, consortium or association shall be: <b>JV is not allowed</b>
4.		Ineligible country(s) is or are India, Israel
<b>B. Bidding Documents</b>		
6.	2.2.2	The address for clarification of Bidding Documents is <b>Dy. Director (Procurement), PLRA</b> Address: PLRA, 2 km, Thoker Niaz Baig bypass main Multan Road, <b>Lahore</b> Tel: +92-42-99330125-26 Fax- +92-42-

		Email: ' <b>proc.officer@punjab-zameen.gov.pk</b> '
7.	2.2.2	Pre-bid meeting will not be held
8.	2.3.8	The number of documents to be completed and returned is one original and <u>N/A</u>
<b>C. Bid Price, Currency, Language and Country of Origin</b>		
9	2.3.1	<i>Language of the bid: "English"</i>
10	2.3.4	The price quoted shall be in PKR  <i>[The related provisions shall be reflected accordingly in SCC and Price Schedules.]</i>
11.	2.3.4 & 2.3.9	<i>price shall be fixed. In case, minimum wage rate are revised during the continuation of contract period, the guidelines issued by PPRA shall be followed.</i>
<b>D. Preparation and Submission of Bids</b>		
13.	2.1.3	Qualification Criteria/Knock down criteria. Bidder must comply with all the Mandatory Requirements. Failure to comply with any of the Mandatory Requirements item will automatically disqualify the bidder. Documentary proof / undertaking (where documentary proof is not available) for each mandatory requirement shall be required.
14.	2.1.1	Bid shall be submitted to:  <b>Director (Procurement), PLRA 2 km, Thokar Niaz Baig Bypass, Main Multan Road, Lahore</b>
15.	2.4.2	The deadline for Bid submission is  <b>Date: <u>02-Nov-2023</u> till <u>12:00 p.m.</u></b>
16.	2.5.1	Time, date/ Month/ Year, and place for Bid opening.  <b>The opening shall take place at:</b> "same as the Bid submission address  <b>Date: <u>02-Nov-2023</u> till <u>12:30 p.m.</u></b>

17.	2.6.2	<p>Amount of Performance Guarantee is: 10% of total contract value</p> <p>At the time of the execution of this Agreement the Contractor shall provide in form of Bank Guarantee, Bank call-deposit (CDR), Demand Draft (DD), Pay Order (PO) or Banker's cheque issued from a 'Scheduled Bank of Pakistan' in favor of PLRA.</p>
18.	2.3.6	<p>Estimated Contract Price is: PKR 22.4M</p> <p>Amount of Bid security is: <b>PKR 500,000/-</b> Bid security shall be attached with the Technical Proposal valid for (150) Days. The Bid security shall be in Pakistan Rupees and shall be in one of the following forms: Bank Guarantee, Bank call-deposit (CDR), Demand Draft (DD), Pay Order (PO) or Banker's cheque issued from a 'Scheduled Bank of Pakistan' in favor of PLRA.</p>
19.	2.3.7	<p>Bid validity period after opening of the Bid is: 120 days from the date of submission.</p>
20.	2.3.8	<p>Number of copies of the Bid to be provided are: <u>N/A</u>.</p>
<b>E. Opening and Evaluation of Bids</b>		
21.	2.5.1	
22.	2.3.4	<p>The currency that shall be used for Bid evaluation and comparison purposes to convert all Bid prices expressed in various currencies is: <b>N/A</b> The source of exchange rate shall be: <i>N/A</i>  The date of exchange rate shall be: <i>N/A</i></p>
<b>F. Bid Evaluation Criteria</b>		
23.	2.5.8	<p>Qualification Criteria/Knock down criteria. Bidder must comply with all the Mandatory Requirements. Failure to comply with any of the Mandatory Requirements item will automatically disqualify the bidder. Documentary proof / undertaking (where documentary proof is not available) for each mandatory requirement shall be required.</p>

S. #	Mandatory Criteria
1	Registration with Income Tax authorities (NTN certificate)
2	Taxpayers status for the last 2 years. Must be an active tax payer. (Proof of active taxpayer status for the last 2 years)
3	Income tax returns for duration corresponding with tax payer status. (Tax returns for the last 2 years)
4	Registration with sales tax authorities (STRN certificate)
5	Affidavit on legal paper that firm is not black listed by any government agency/firm
6	Experience of 2 similar projects/ assignments (copy of evidence/ copy of agreement)
7	Audit Financial statements for the last three years.
8	Bank statement showing financial soundness (one year)
9	The company has to submit client list for minimum period of last 5 years with the respective contact person details for feedback
10	The company must have its functional / call center office
11	The firm must be certified (ISO 27001) / have an effective policy for data protection. (ISO certificate/effective data protection policy along with an affidavit for data security and privacy to be submitted)
12	Bid Security PKR 500,000/-

<b>TECHNICAL EVALUATION: /SCORING CRITERIA</b>		
<b>S. No.</b>	<b>Proposed Criteria</b>	<b>Max. Marks</b>
1	<p>Total current agents strength, serving for at least more than 12 months. One agent means one agent per one seat per one shift. (Local Pakistan based clients only)</p> <ul style="list-style-type: none"> <li>• 10 marks for 50 or more than 50 agents</li> <li>• 0 marks for less than 50 agents</li> </ul> <p>List of staff/agents on letterhead with Name, CNIC &amp; Date of Joining must be attached with the proposal</p>	10
2	<p>Number of PMP / Prince 2 certified Project Managers in client services / marketing team handling the client requirements 10 marks for 2 or more,</p> <ul style="list-style-type: none"> <li>• 5 marks for 1</li> <li>• (Verifiable proof of evidence is required; Advance income tax/salary slip of the said employee along with copy of valid certification with ID and resume; otherwise 0 marks shall be awarded)</li> </ul>	10

		<p>3 Technical team strength; no. of resources in software development team engaged in making not only call center CRMs but also, related line-of-business applications like complaint systems, IVR, and Robo-calls etc., with at least 3 years of experience and also the no. of people engaged in developing and maintaining the telephony platform (if different than the software team). Again, individuals with at least 3 years of similar professional experience are eligible.</p> <ul style="list-style-type: none"> <li>• 10 marks for 10 or more people,</li> <li>• 05 marks for more than 5 but less than 10 people,</li> <li>• (Verifiable proof of evidence is required; Advance income tax /salary slip of the said employee along with a letter stating the current assignment of work of the said employee with date and resume of the concerned employee; otherwise 0 marks shall be awarded)</li> </ul>	10
		<p>4 Call center services' Clients' profile - no. of projects managed in last 5 years for private clients, with a similar nature of services  5 or more Clients = 10 marks  Less than 5 Clients = 5 marks  Agreement copy/Purchase Orders/Award of Contract/Offer Letter/Experience Certificate must be attached, along with contact numbers for verification.</p>	10

		5	<p>Call center services' Clients' profile - no. of projects managed in last 5 years for public sector clients, with a similar nature of services</p> <p>3 or more Clients = 10 marks Less than 3 Clients = 5 marks</p> <p>Agreement copy/Purchase Orders/Award of Contract/Offer Letter/Experience Certificate must be attached, along with contact numbers for verification.</p>	10
		6	<p>Financial Strength (Last three (3) year's Average Gross Revenue on or before 30.06.2023)</p> <p>If PKR 40 Million or above then 10 marks, if less than PKR 40 million but equal to or greater than PKR 20 million then 05 marks, if less than PKR 20 million then 0 marks (Duly verified financial statements or Audited accounts required)</p> <p>Note: Revenue of a subsidiary or parent company engaged in same line of business also qualify.</p>	10
		7	<p>Valid call center registration certificate from 'Pakistan Software Export Board'</p> <p>If provided = 5 marks, If not provided, 0 marks</p>	5
		8	<p>Certifications and Awards (for Data Security/Quality Assurance)</p> <p>1 or more certifications = 5 marks, else 0 marks</p>	5
		9	<p>Provision of dialing through a GSM / Cellular mobile operator PRIs / E1 / SIPs</p> <p>If yes, then 10 marks. Else, 0 marks.</p> <p>(Provide proof of working with Cellular Mobile Operators, like invoices, etc.)</p>	10

		10	Sending and receiving SMS If own SMSC / directly connected to all cellular mobile operators, then 05 marks, Else, 0 marks (Submit proof of having own SMSC)	05
		11	Data storage and hosting mechanism in place If Yes, then 05 marks, else 0 marks (Details of data architecture / data center to be shared)	05
		<b>TOTAL MARKS</b> <b>(70% marks required to qualify)</b>		<b>90</b>
		<p><b><u>FINANCIAL EVALUATION:</u></b> Financial proposal(s) of only technically qualified bidders will be opened. The proposal shall be checked for arithmetic accuracy. The bidder with the lowest offer will be selected.</p>		

#### G. Award of Contract

24.	2.6.5	Percentage for quantity increase or decrease is: <i>[Insert percentage, but not more/ less than 15%]</i> .
25.	2.6.2	The Performance Guarantee shall be: <i>10 percent of the Contract Price</i>
26.	2.6.2	The Performance Security (or guarantee) shall be in the form of: <i>[Insert form of Performance Security]</i>

## Section-V: General Conditions of Contract

### 1. Definitions

1.1 In this Contract, the following terms shall be interpreted as indicated:

- (a) "The Contract" means the agreement entered into between the Procuring Agency and the Service Provider, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- (b) "The Contract Price" means the price payable to the Service Provider under the Contract for the full and proper performance of its contractual obligations.
- (c) "The Goods" means all of the equipment, machinery, and/or other materials which the Service Provider is required to supply to the Procuring Agency under the Contract.
- (d) "The Services" means those services *{detail to be provided by the Procuring Agency as per its requirements}* and other such obligations of the Service Provider covered under the Contract.
- (e) "GCC" means the General Conditions of Contract contained in this section.
- (f) "SCC" means the Special Conditions of Contract.
- (g) "The Procuring Agency" means the organization purchasing the Services, as named in SCC.
- (h) "The Procuring Agency's country" is the country named in SCC.
- (i) "The Service Provider" means the Bidder or firm supplying the Services under this Contract.
- (j) "The Project Site," where applicable, means the place or places named in SCC.
- (k) "Day" means calendar day.

- 2. Application** 2.1. These General Conditions shall apply to the extent that they are not superseded by provisions of other parts of the Contract.
- 3. Country of Origin** 3.1. All Services supplied under the Contract shall have their origin in the countries and territories eligible under the rules, as further elaborated in the SCC.
- 3.2. The origin of Services is distinct from the nationality of the Service Provider. In any case, the requirements of rules 10 & 26, PPR-14, shall be followed.
- 4. Standards** 4.1. The services supplied under this Contract shall conform to the standards mentioned in the Technical Specifications/work plan/deputation plan.
- 5. Use of Contract Documents and Information; Inspection and Audit by the procuring agency.** 5.1. The Service Provider shall not, without the Procuring Agency's prior written consent, disclose the Contract, or any provision thereof, or information furnished by or on behalf of the Procuring Agency in connection therewith, to any person other than a person employed by the Service Provider in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 5.2. The Service Provider shall not, without the Procuring Agency's prior written consent, make use of any document or information enumerated in GCC Clause 5.1 except for purposes of executing the Contract.
- 5.3. Any document, other than the Contract itself, enumerated in GCC Clause 5.1 shall remain the property of the Procuring Agency and shall be returned (all copies) to the Procuring Agency on completion of the Service Provider's performance under the Contract if so required by the Procuring Agency.
- 5.4. The Service Provider shall permit the Procuring Agency to inspect the Service Provider's accounts and records relating to the performance of the Service Provider and to have them audited by auditors appointed by the donors, if so required by the donors.
- 6. Performance Guarantee** 6.1. Within fifteen (15) days of receipt of the notification of Contract award, the successful Bidder shall furnish to the Procuring Agency the Performance Guarantee in the amount specified in SCC/Bid Data Sheet & clause 2.6.2 of ITB.

6.2. The proceeds of the Performance Guarantee shall be payable to the Procuring Agency as compensation for any loss resulting from the Service Provider's failure to complete its obligations under the Contract.

6.3. As per Rule-56 of PPR-14, the performance guarantee shall be denominated in the currency of the Contract acceptable to the Procuring Agency and shall be in one of the following forms:

- (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the Procuring Agency's country, in the form provided in the Bidding documents or another form acceptable to the Procuring Agency; or
- (b) a cashier's or certified cheque or CDR.

6.4. The performance guarantee will be discharged by the Procuring Agency and returned to the Service Provider not later than thirty (30) days following the date of completion of the Service Provider's performance obligations under the Contract, including any warranty obligations, unless specified otherwise in SCC.

**7. Incidental material**

7.1. The Service Provider may be required to provide any of the incidental material if any, specified in SCC:

**8. Payment**

8.1. The method and conditions of payment to be made to the Service Provider under this Contract shall be specified in SCC.

8.2. The Service Provider's request(s) for payment shall be made to the Procuring Agency in writing, accompanied by an invoice describing, as appropriate, Services performed, and by documents submitted and upon fulfillment of other obligations stipulated in the Contract.

8.3. As per rule-62 of PPR-14, payments shall be made promptly by the Procuring Agency, but in no case later than thirty (30) days after submission of an invoice or claim by the Service Provider, provided the work is satisfactory.

8.4. The currency of payment is PKR.

**9. Prices**

9.1. Prices charged by the Service Provider and Services performed under the Contract shall not vary from the prices quoted by the Service

Provider in its Bid, with the exception of any price adjustments authorized in SCC.

**10. Change Orders**

10.1. The Procuring Agency may at any time, by a written order given to the Service Provider pursuant to GCC Clause 11, make changes within the general scope of the Contract, only if required for the successful completion of the job.

10.2. If any such change causes an increase or decrease in the cost of, or the time required for, the Service Provider's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price, or both, and the Contract shall accordingly be amended. Any claims by the Service Provider for adjustment under this clause must be asserted within thirty (30) days from the date of the Service Provider's receipt of the Procuring Agency's change order. But, in no case, the overall impact of the change should exceed 15% of the contract cost and no provisions of PPR-14 should be violated.

**11. Contract Amendments**

11.1. Subject to GCC Clause 10, no variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

**12. Assignment**

12.1. The Service Provider shall not assign the whole of contract to anybody else. However, some parts of contract or its obligations may be assigned to sub-contractors with the prior written approval of the procuring agency.

**13. Sub-contracts**

13.1. The Service Provider shall notify the Procuring Agency in the Bid of all subcontracts to be assigned under this Contract. Such notification, in the original Bid or later, shall not relieve the Service Provider from any liability or obligation under the Contract.

13.2. Subcontracts must comply with the provisions of GCC Clause 12.

**14. Delays in the Service Provider's Performance**

14.1. Performance of Services shall be made by the Service Provider in accordance with the Schedule of Requirements/Work Plan/Deputation Plan as prescribed by the Procuring Agency in Section VII.

14.2. If at any time during performance of the Contract, the Service Provider or its subcontractor(s) should encounter conditions impeding timely performance of Services, the Service Provider shall promptly notify the Procuring Agency in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Service Provider's notice, the Procuring Agency shall evaluate the

situation and may at its discretion extend the Service Provider's-time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of Contract.

14.3. Except as provided under GCC Clause 17, a delay by the Service Provider in the performance of its delivery obligations shall render the Service Provider liable to the imposition of liquidated damages.

**15. Liquidated Damages**

15.1. Subject to GCC Clause 17, if the Service Provider fails to provide the Services as per requirement/ within the period(s) specified in the Contract, the Procuring Agency shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in SCC of the delivered price of the delayed Goods or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in SCC. Once the maximum is reached, the Procuring Agency may consider termination of the Contract pursuant to GCC Clause 16 along with other remedies available under PPR-14.

**16. Termination for Default**

16.1. The Procuring Agency, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Service Provider, may terminate this Contract in whole or in part:

- (a) if the Service Provider fails to deliver any or all of the service within the period(s) specified in the Contract, or within any extension thereof granted by the Procuring Agency pursuant to GCC Clause 14;
- (b) if the Service Provider fails to perform any other obligation(s) under the Contract; or
- (c) if the Service Provider, in the judgment of the Procuring Agency has engaged in corrupt practices in competing for or in executing the Contract. For the purpose of this clause, corrupt practices will be defined as per Section-2 (d) of The PPRA Act, 2009.

“Corrupt practices” in respect of procurement process, shall be as given in S-2 (d) of PPRA, Act, 2009:

(d) “corrupt practice” means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official, bidder or Contractor in the procurement

process or in Contract execution to the detriment of the procuring agency; or misrepresentation of facts in order to influence a procurement process or the execution of a Contract, collusive practices among bidders (prior to or after bid submission) designed to establish bid prices at artificial, noncompetitive levels and to deprive the procuring agency of the benefits of free and open competition and any request for, or solicitation of anything of value by any public official in the course of the exercise of his duty; it may include any of the following:

- i. coercive practice by 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;
- ii. collusive practice by arrangement between two or more parties to the procurement process or Contract execution, designed to achieve with or without the knowledge of the procuring agency to establish prices at artificial, noncompetitive levels for any wrongful gain;
- iii. offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the acts of another party for wrongful gain;
- iv. 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;
- v. obstructive practice by 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 process

16.2. In the event the Procuring Agency terminates the Contract in whole or in part, pursuant to GCC Clause 16.1, the Procuring Agency may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and the Service Provider shall be liable to the Procuring Agency for any excess costs for such similar Services. However, the Service Provider shall continue performance of the Contract to the extent not terminated.

**17. Force Majeure**

17.1. Notwithstanding the provisions of GCC Clauses 14, 15, and 16, the Service Provider shall not be liable for forfeiture of its Performance Guarantee, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

17.2. For purposes of this clause, "Force Majeure" means an event beyond the control of the Service Provider and not involving the Service Provider's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Procuring Agency in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes. Both, the Procuring Agency and the Service Provider, may agree to exclude certain widespread conditions e.g: epidemics, pandemics, quarantine restrictions etc from the purview of "Force Majeure".

25.3. If a Force Majeure situation arises, the Service Provider shall promptly notify the Procuring Agency in writing of such condition and the cause thereof. Unless otherwise directed by the Procuring Agency in writing, the Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. Any difference of opinion concerning "Force Majeure" may be decided through means given herein below.

**18. Termination for Insolvency**

18.1. The Procuring Agency may at any time terminate the Contract by giving written notice to the Service Provider if the Service Provider becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Service Provider, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Procuring Agency.

**19. Termination for Convenience**

19.1. The Procuring Agency, by written notice sent to the Service Provider, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that

termination is for the Procuring Agency's convenience, the extent to which performance of the Service Provider under the Contract is terminated, and the date upon which such termination becomes effective.

19.2. The Services that are complete and ready for shipment (if applicable) within thirty (30) days after the Service Provider's receipt of notice of termination shall be accepted by the Procuring Agency on the Contract terms and prices. For the remaining Services, the Procuring Agency may choose:

- (a) to have any portion completed and delivered at the Contract terms and prices; and/or
- (b) to cancel the remainder and pay to the Service Provider-an agreed amount for partially completed Services and for materials and parts previously procured by the Service Provider.

**20. Resolution of Disputes**

20.1. After signing the contract or issuance of purchase order, The Procuring Agency and the Service Provider shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

20.2. If, after thirty (30) days from the commencement of such informal negotiations, the Procuring Agency and the Service Provider have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified in SCC. These mechanisms may include, but are not restricted to, conciliation mediated by a third party, adjudication in an agreed and/or arbitration as per rule 68 of PPR-14 and in accordance with Arbitration Act-1940.

**21. Governing Language**

21.1. The Contract shall be written in the language specified in SCC. Subject to GCC Clause 30, the version of the Contract written in the specified language shall govern its interpretation. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in the same language.

**22. Applicable Law**

22.1. The Contract shall be interpreted in accordance with the laws of Punjab (Pakistan) unless otherwise specified in SCC.

**23. Notices**

23.1. Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing or by any

information technology mean for the time being in use and acceptable in ordinary course of business to the other party's address specified in SCC.

23.2. A notice shall be effective when delivered or on the notice's effective date, whichever is later.

**24. Taxes and Duties** 24.1. Service Provider shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Services to the Procuring Agency.

**25. Change in minimum wage rate** 25.1. If during the continuation of the service contract, minimum wage rate is revised by the competent authorized forum, then the ongoing contract shall be revised as per percentage increased in minimum wages declared for such category.

**26. Extension in Contract period** Initially the contract will be for one (1) year. However, the same would be extended by the competent authority, on the satisfactory performance by the contractor for further a period of (N/A) years on the same rate & TORs. Extension in the contact agreement shall be the discretion of the procuring agency and the contractor has no right to claim further extension as a matter of right in the contract.

## Section-VI. Special Conditions of Contract

### 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. The corresponding clause number of the GCC is indicated in parentheses.

#### 1. Definitions (GCC Clause 1)

GCC 1.1 (g)—The Procuring Agency is: PUNJAB LAND RECORDS AUTHORITY

GCC 1.1 (h)—The Procuring Agency's country is:

GCC 1.1 (i)—The Service Provider is:

#### 2. Performance Guarantee (GCC Clause 6)

GCC 7.1—As per rule 56 of PPR-14, the amount of Performance Guarantee, as a percentage of the Contract Price, shall be:

At the time of execution of this Agreement, the Contractor shall deposit in form of Bank Guarantee, Bank call-deposit (CDR), Demand Draft (DD), Pay Order (PO) or Banker's cheque issued from a 'Scheduled Bank of Pakistan' in favor of PLRA (10% of total contract value). PLRA shall have the right to recover / adjust all liabilities of the Contractor from the amount of Security deposit furnished/deposited by the Contractor. PLRA shall always be entitled to recover any other amount through different modes and methods provided under the applicable laws.

#### 3. Incidental Materials (GCC Clause 7)

GCC 7.1—Incidental materials to be provided are:

*[Selected material covered under GCC Clause 7 and/or other should be specified with the desired features. The price quoted in the Bid price or agreed with the selected Service Provider shall be included in the Contract Price.]*

#### 4. Payment (GCC Clause 8)

GCC 8.1—The method and conditions of payment to be made to the Service Provider under this Contract shall be as follows:

##### **Payment for Services provided:**

Payment may be made in Pak. Rupees in the following manner:

No advance payments shall be made.

Payment will be released after 30 days of receipt of the invoice and the relevant documents. Payment will be made through a crossed-cheque after the deduction of all applicable taxes in Pakistan. Payments shall be made according to the following:

<b>Sr. No</b>	<b>Description</b>	<b>Payment Schedule</b>
1	Remuneration Costs of HR	Within 30 Days
2	Outbound Dialing	Within 30 Days of interactions
3	SMS/IVR Operations/other costs	Within 30 Days of broadcasting

#### 5. Prices (GCC Clause 9)

GCC 9.1—Prices shall be fixed and shall not be adjusted.

#### 6. Liquidated Damages (GCC Clause 15)

GCC 15.1—Applicable rate:

The applicable rate shall be 0.5 percent per week, and the maximum shall be ten (10) percent of the Contract Price after that Procuring Agency may proceed for the termination of contract along-with other remedies available under PPR-14.

<b>Sr. No.</b>	<b>Service Nature</b>	<b>Explanation</b>	<b>Monitoring Frequency</b>	<b>Minim acceptable level</b>	<b>Penalty</b>
1	Service level	Calls to be answered	Daily/ Weekly/ Monthly	90% Calls have to answer	In case of: 80- 90% compliance – 5% of value of Total agent cost. 70 -80% compliance – 10% of value of Total agent cost. 60-70% compliance – 15% of value

					of Total agent cost. 50-60% compliance – 20% of value of Total agent cost. Up to 50% compliance – 50% of value of Total agent cost.
		Dropped Calls must be called backed to citizen for complaint registration within 3 hours	Daily/ Weekly/ Monthly	90%	In case of: 80- 90% compliance – 5% of value of Total agent cost. 70 -80% compliance – 10% of value of Total agent cost. 60-70% compliance – 15% of value of Total agent cost. 50-60% compliance – 20% of value of Total agent cost. Up to 50% compliance – 50% of value of Total agent cost.
		All calls (inbound/ Outbound) must be recorded	Daily/ Weekly/ Monthly	100%	In case of: 80- 90% compliance – 5% of value of Total agent cost. 70-80% compliance – 10% of value of Total agent cost. 60-70% compliance – 15% of value of Total agent cost 50-60% compliance – 20% of value of Total agent cost. Up to 50% compliance – 50% of value of Total agent cost.
2	Complaint Handling Time (Average)	Within 3 minutes	Daily/ Weekly/ Monthly	80%	In case of: 70- 80% compliance – 3% of value of Total agent cost. 60 -70% compliance – 5% of value of Total agent cost. 50-60% compliance – 7% of value of Total agent cost. 40-50% compliance – 10% of value of Total agent cost. Up to 40% compliance – 15% of value of Total agent cost.

## **7. Resolution of Disputes (GCC Clause 20)**

GCC 20.2—The dispute resolution mechanism to be applied pursuant to GCC Clause 20.2 shall be as follows:

As per rule-68 of PPR-14, in the case of a dispute between the Procuring Agency and the Service Provider, the dispute shall be referred for arbitration in accordance with the Arbitration Act 1940.

## **8. Governing Language (GCC Clause 21)**

GCC 21.1—The Governing Language shall be:

## **9. Applicable Law (GCC Clause 22)**

GCC 22.1-The Contract shall be interpreted in accordance with the laws applicable in the jurisdiction of the province of Punjab (Pakistan):

## **10. Notices (GCC Clause 23)**

GCC 23.1—Procuring Agency’s address for notice purposes:

—Service Provider’s address for notice purposes:

## Section-VII. Schedule of Requirements/Work Plan/ Deputation Plan

### **TIMELINE:**

Contract shall come into effect on the date this Contract is signed by both Parties or such other later date as may be **stated in the SCC.**

The Intended Completion Date is one year from the Effective Date of this Contract. *The mobilization period is Fifteen (15) calendar days and is included in the above mentioned time period.*

This Contract is extendable on yearly basis for two more years upon satisfactory performance with mutual consent on same terms & conditions.

## Section-VIII: Sample Forms

### 8.1 Bid Form

*[To be signed & stamped by the Service Provider and reproduced on the letter head. To be attached with the Bid, in case of Single Stage One Envelope Procedure and with the Financial Bid, in case of Single Stage Two Envelope Procedure]*

Date: \_\_\_\_\_

To: *[name and address of Procuring Agency]*

Gentlemen and/or Ladies:

Having examined the Bidding documents including Addenda Nos. *[insert numbers]*, the receipt of which is hereby duly acknowledged, we, the undersigned, in conformity with the said Bidding documents for the sum of *[total Bid amount in words and figures]* or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, specified in the Schedule of Requirements.

If our Bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to \_\_\_\_\_ percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Procuring Agency.

We agree to a Bid by this Bid for a period of *[number]* days from the date fixed to Bid opening under Clause 2.3.7 of the Instructions to Bidders, 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 (*if required*), this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

***[In case of single stage one envelope bidding procedure]***

The Composition of our Bid is:

- a) Complete bidding document (without filling) signed and stamped by the bidder

- b) all the forms relevant to the technical and financial bids (clearly indicated on each form)
- c) All the required documents establishing eligibility of bidders/goods shall be made part of the bid.
- d) Any other document required by the procuring agency not inconsistent with PPR-14.

***[In case of single stage two envelope bidding procedure],***

The Composition of our bid consists on separate Technical and financial bids, detail of which is as follows:

**Technical bid includes the following:-**

- a) Complete bidding document (without filling) signed and stamped by the bidder
- b) All the forms relevant to the technical bid, to be reproduced on the letter head of the bidder as indicated on each individual form.
- c) Original financial instrument *i.e. Bank Guarantee / Bank call-deposit (CDR) / Demand Draft (DD) / Pay Order (PO) or Banker's cheque*] valid for thirty (30) Days, beyond the validity of Bid.
- d) Any other document required by the procuring agency not inconsistent with PPR-14.

**Financial bid includes the following:-**

- a) Original Bid form (as per **form 8.1** of Bidding documents) on letter head of the firm, duly signed and stamped.
- b) Price schedule / financial form (as per **form 8.9**) to be reproduced on the letter head of the bidder duly signed and stamped.
- c) Copy of financial instrument *i.e. Bank Guarantee / Bank call-deposit (CDR) / Demand Draft (DD) / Pay Order (PO) or Banker's cheque*] valid for thirty (30) Days, beyond the validity of Bid.
- d) *Any other document required by the procuring agency not inconsistent with PPR-14.*

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 and address of service provider	Amount and Currency
--------------------------------------	---------------------

_____	_____
-------	-------

_____	_____
-------	-------

_____	_____
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(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 \_\_\_\_\_ 20\_\_\_\_\_.

\_\_\_\_\_  
*[signature]*

\_\_\_\_\_  
*[in the capacity of]*

Duly authorized to sign Bid for and on behalf of \_\_\_\_\_

## 8.2 Bidder's JV Members Information Form

*{To be reproduced and signed & stamped by the lead partner and all JV members on their letter Pad, to be attached with Technical Bid in addition to the JV agreement}*

*{The Service Provider shall fill in this Form in accordance with the instructions indicated below. The following table shall be filled in for the Service Provider and for each member of a Joint Venture}.*

Date: *[insert date (as day, month and year) of Bid submission]*

RFB No.: *[insert number of RFB process]*

Alternative No.: *[insert identification No if this is a Bid for an alternative]*

Page \_\_\_\_\_ of \_\_\_\_\_ pages

1. Bidder's Name: <i>[insert Bidder's legal name]</i>
2. Bidder's JV Member's name: <i>[insert JV's Member legal name]</i>
3. Bidder's JV Member's country of registration: <i>[insert JV's Member country of registration]</i>
4. Bidder's JV Member's year of registration: <i>[insert JV's Member year of registration]</i>
5. Bidder's JV Member's legal address in country of registration: <i>[insert JV's Member legal address in country of registration]</i>
6. Bidder's JV Member's authorized representative information Name: <i>[insert name of JV's Member authorized representative]</i> Address: <i>[insert address of JV's Member authorized representative]</i> Telephone/Fax numbers: <i>[insert telephone/fax numbers of JV's Member authorized representative]</i> Email Address: <i>[insert email address of JV's Member authorized representative]</i>
7. Attached are copies of original documents of <i>[check the box(es) of the attached original documents]</i> <input type="checkbox"/> Articles of Incorporation (or equivalent documents of constitution or association), and/or registration documents of the legal entity named above, in accordance with ITB 4.4. <input type="checkbox"/> In case of a state-owned enterprise or institution, documents establishing legal and financial autonomy, operation in accordance with commercial law, and that they are not under the supervision of the Service Provider.
8. Included are the organizational chart, a list of Board of Directors, and the beneficial ownership.

### 8.3. Bidder Profile Form

*[To be signed & stamped by the Bidder and reproduced on the letter head. To be attached with Technical Bid]*

Sr.#	Particulars
1.	Name of the company:
2.	<b>Registered Office:</b>
Address:	
Office Telephone Number:	
Fax Number:	
3.	<b>Contact Person:</b>
Name:	
Personal Telephone Number:	
Email Address:	
4.	<b>Local office if any:</b>
Address:	
Office Telephone Number:	
Fax Number:	
5.	<b>Registration Details:</b>

**a) Audited Financial Statement Attachment (Last 3 years)**

Yes	No
-----	----

**b) Details of Experience (Last Five Years)**

(i)	Similar Project (Agency/Department)	Item Name
(ii)	Value of total Projects/Tenders/POs	Amount

**c) Staff Detail and last month Payroll**

Yes	No
-----	----

### 8.4. General Information Form

*[To be signed & stamped by the Bidder and reproduced on the letter head. To be attached with Technical Bid]*

	Particulars			
<b>Company Name</b>				
<b>Abbreviated Name</b>				
<b>National Tax No.</b>			<b>Sales Tax Registration No</b>	
<b>PRA Tax No.</b>				
<b>No. of Employees</b>			<b>Company's Date of</b>	
			<b>Formation</b>	

\*Please attach copies of NTN, GST Registration & Professional Tax Certificate

<b>Registered Office Address</b>		<b>State/Province</b>	
<b>City/Town</b>		<b>Postal Code</b>	
<b>Phone</b>		<b>Fax</b>	
<b>Email Address</b>		<b>Website Address</b>	

## 8.5. Affidavit

*[To be printed on PKR 100 Stamp Paper, duly attested by oath commissioner. To be attached with Technical Bid]*

**Name:** \_\_\_\_\_

*(Applicant)*

I, the undersigned, do hereby certify that all the statements made in the Bidding document and in the supporting documents are true, correct and valid to the best of my knowledge and belief and may be verified by employer if the Employer, at any time, deems it necessary. The undersigned hereby authorize and request the bank, person, company or corporation to furnish any additional information requested by the *[name of Procuring Agency]* of the Punjab deemed necessary to verify this statement regarding my (our) competence and general reputation.

The undersigned understands and agrees that further qualifying information may be requested and agrees to furnish any such information at the request of the *[name of Procuring Agency]*. The undersigned further affirms on behalf of the firm that:

- (i) The firm is not currently blacklisted by the Procuring Agency.
- (ii) The documents/photocopies provided with Bid are authentic. In case, any fake/bogus document was found at any stage, the firm shall be blacklisted as per Law/ Rules.
- (iii) Affidavit for correctness of information.
- (iv) \*\*\*\*\*omitted\*\*\*

*[Name of the Contractor/ Bidder/ Service Provider]* undertakes to treat all information provided as confidential.

*Signed by an authorized Officer of the company*

Title of Officer: \_\_\_\_\_

Name of Company: \_\_\_\_\_

Date: \_\_\_\_\_

### 8.6. Performance Guarantee Form

*[To be signed & stamped by the Bidder and reproduced on the letter head. To be attached with Technical Bid]*

To,

*[name and address of the Procuring Agency]*

**WHEREAS** (Name of the Contractor/ Service Provider) \_\_\_\_\_ hereinafter called "the Contractor" has undertaken, in pursuance of "INVITATION TO BID FOR THE "PROVISION OF \_\_\_\_\_" procurement of the following:

1. ***[Please insert details]***.

(Here in after called "the Contract").

**AND WHEREAS** it has been stipulated by you in the Contract that the Contractor shall furnish you with a bank guarantee by a scheduled bank for the sum specified therein as security for compliance with the Contractor's performance obligations in accordance with the Contract;

**AND WHEREAS** we have agreed to give the Contractor a Guarantee;

**THEREFORE WE** hereby affirm that we are Guarantor and responsible to you, on behalf of the 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 Contractor to be in default under the Contract, and without cavil or argument, any sum or sums as specified by you, 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.

**[NAME OF GUARANTOR]**

Signature \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

Address \_\_\_\_\_

Seal \_\_\_\_\_

Date \_\_\_\_\_

### 8.7. Technical Bid Form

*[To be signed & stamped by the Bidder and reproduced on the letter head. To be attached with Technical Bid]*

Sr. No.	Description	Quantity	Specifications dimensions

Stamp & Signature of Bidder \_\_\_\_\_

## 8.8. Contract Form

*[To be signed & stamped by the Bidder and reproduced on the letter head. To be attached with Technical Bid]*

THIS AGREEMENT made on the \_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_ between *[name of Procuring Agency]* of *[country of Procuring Agency]* (hereinafter called “the Procuring Agency”) on the one part and *[name of Service Provider]* of *[city and country of Service Provider]* (hereinafter called “the Service Provider”) on the other part:

WHEREAS the Procuring Agency invited Bids for certain services, viz., *[brief description of services]* and has accepted a Bid by the Service Provider for the supply of those services in the sum of *[contract price in words and figures]* (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
  - (a) the Bid Form and the Price Schedule submitted by the Bidder;
  - (b) the Schedule of Requirements;
  - (c) the Technical Specifications;
  - (d) the General Conditions of Contract;
  - (e) the Special Conditions of Contract; and
  - (f) the Procuring Agency’s Notification of Award.
  - (g) Contract agreement
  - (h) Complete Bid document
3. In consideration of the payments to be made by the Procuring Agency to the Service Provider as hereinafter mentioned, the Service Provider hereby covenants with the Procuring Agency to provide the services in accordance with the provisions of the Contract and as required under **Section VII** Schedule of Requirements/Work Plan/ Deputation Plan.
4. The Procuring Agency hereby covenants to pay the Service Provider in consideration of the provision of services, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year mentioned above.

Signed, sealed, delivered by \_\_\_\_\_ the \_\_\_\_\_ (for the Procuring Agency)

Signed, sealed, delivered by \_\_\_\_\_ the \_\_\_\_\_ (for the Service Provider)

### 8.9. Financial Bid Form/Price Schedule

*[To be signed & stamped by the Bidder and reproduced on the letter head. To be attached with Financial Bid]*

MINIMUM WAGE RATE SHOULD BE STRICTLY ADHERED

Sr. No.	Description	No of Units/QTY in a month (1)	Unit Rate (Excl. Taxes) PKR (2)	Total Taxes (3)	Unit Rate (Incl. all Taxes) PKR (4=2+3)	Total Cost per month (Incl. all Taxes) PKR (5=1x4)
1	Call center agents	10				
2	Team Lead	1				
3	Outbound calls (manual calls for dropped complaint calls, complaint status update etc.)	1500 pulses on calls to mobile numbers per month				
4	Outbound calls (robot) 30 second pulse	10,000 pulses on calls to mobile numbers per month				
5	Outbound calls (robot) 60 second pulse	5,000 pulses on calls to mobile numbers per month				
6	Inbound calls Quote per unit rate only	15,000 pulses per month				
7	SMS (160 characters in a message)	Less than 0.3 million SMS sent per month				

	(Highest value to be considered)	0.3million to 0.5million sent per month				
		More than 0.5 million sent per Month				
8	<p>Hosting and maintenance Any cost regarding, hosting and maintenance of a campaign involving any software application, hosted by the contractor or third party should be listed here as a singular standardized cost. Per campaign rate per month Hosting and maintenance of CRM for one year</p>	Per month				
9	<p><b>Other costs (if any)</b> List here with details. It will not affect the total but bidders must list here any other third party cost involved to render service with details of service provider and verifiable proof of evidence.(e.g. UAN number charges, PTA short code charges)</p>					
<b>Sub Total</b>						
<b>Total Bid Price</b>						

Sr. No	Description	Unit	Unit Rate
1	Software /Application Development/Updation Charges	Working Hours / Man hours	

**Note: Software is already developed which will be handed over as per provisions of previous contract. Working / Man Hours rate will be used for any software/ application development, if required, in future. This shall not be part of evaluation of bid**

Total Bid value (against which a Bid shall be evaluated) in figure.

Total Bid value (against which a Bid shall be evaluated) in words.

Detail of all applicable taxes/duties/charges, which must be included in the rates quoted by bidder, is given as below:

**Note:**

- i. Prices/rates must be inclusive of all the applicable taxes.
- ii. Invoicing, from the Contractor, shall be done on actual staff for each month. The term “actual” shall be understood to mean that the invoicing shall be done against total number of agents provided who has worked as per applicable laws and SMS/Calls actually made.
- iii. Contracts will be signed on stamp papers according to rates as per Stamp Act 1899.
- iv. Each call shall be billed on a 30 second pulse basis, as per the agreement between the Purchaser and the Vendor from campaign to campaign or within a campaign from service to service.
- v. In case of difference between unit price and total price, unit price shall prevail and total price shall be “final”. *(Please refer ITB clause 2.5.6).*
- vi. In case of difference between amount in “words” and amount in “figures”, amount in “words” shall be considered final.
- vii. A bid not compliant to minimum wage rate (as notified by the government) or excluding applicable taxes and duties shall straight away be rejected.

**Stamp & Signature of Bidder \_\_\_\_\_**

## 8.10. Bid Security Form

Whereas *[name of the Bidder]* (hereinafter called “the Bidder”) has submitted its Bid dated *[date of submission of Bid]* for the supply of *[name and/or description of the services]* (hereinafter called “the Bid”).

KNOW ALL PEOPLE by these presents that WE *[name of bank]* of *[name of country]*, having our registered office at *[address of bank]* (hereinafter called “the Bank”), are bound unto *[name of Procuring Agency]* (hereinafter called “the Procuring Agency”) in the sum of for which payment well and truly to be made to the said Procuring Agency, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this \_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_.

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws 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 Procuring Agency during the period of Bid validity:
  - (a) fails or refuses to execute the Contract Form, if required; or
  - (b) fails or refuses to furnish the Performance Guarantee, in accordance with the Instructions to Bidders;

we undertake to pay to the Procuring Agency up to the above amount upon receipt of its first written demand, without the Procuring Agency having to substantiate its demand, provided that in its demand the Procuring Agency 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 thirty (30) days after the period of Bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

---

*[signature of the bank]*

## Section IX- Check List

*[To be signed and stamped and presented on Bidder's letter head pad]*

The provision of this checklist is essential prerequisite along with submission of tenders (with technical proposal).

Sr. #	Detail	Responsive	Non-responsive
1	Original receipt for purchase of tender along with Standard Bidding Documents.		
2	_____% Bid Security of estimated cost of articles / items given by the department. The Bid security must be submitted with technical proposal.		
3	All required samples (if demanded) have been submitted in <i>[name of the Procuring Agency]</i> sample store.		
4	Active Registration with Income Tax Authorities (National Tax Number NTN) at least three years old		
5	Copy of active Registration with Sales Tax Authorities (STRN)		
6	Copy of active Registration (Professional Tax Certificate)		
7	Bidders JV Member information as per <b>form 8.2</b>		
8	At least _____ of similar nature having similar cost or above have been performed / executed in public organization during last 02 years (certificate duly signed by gazetted officer attached).		
9	Technical Bid Form (as per <b>form 8.7</b> of Bidding documents) on letter head of the firm duly signed and stamped.		
10	Bid Form (as per <b>form 8.1</b> of Bidding documents) on letter head of the firm, duly signed and stamped.		
11	Bid Security Form (as per <b>form 8.10</b> of Bidding documents) on letter head of the firm, duly signed and stamped.		
12	Performance Guarantee Form (as per <b>form 8.6</b> of Bidding documents) on letter head of the firm, duly signed and stamped.		
13	General Information Form (as per <b>form 8.4</b> of Bidding documents) on letter head of the firm duly signed and stamped.		
14	Affidavit (as per <b>form 8.5</b> ) on non-judicial Stamp Paper of Rs. 100/- (i) The firm is not currently blacklisted by the Procuring Agency. (ii) The documents/photocopies provided with Bid are authentic. In case of any fake/bogus document look		

	<p>at any stage. They shall be black listed as per Rules / Laws.</p> <p>(iii) Affidavit for correctness of information.</p> <p>(iv) ****omitted***</p> <p>Affidavit for correction of information Form (as per <b>form</b> of Bidding documents) on letter head of the firm, duly signed and stamped.</p>		
15	<p>i. Work order / supply order / purchase order of previous relevant experience.</p> <p>ii. Company profile. Staff list along with location and address [<i>where applicable</i>].</p> <p>iii. Audited Financial Statement, National tax number Certificate, General Sale Tax Number Certificate (last 03 year).</p> <p>iv. Bidders profile Form (as per <b>form</b> of Bidding documents) on letter head of the firm, duly signed and stamped.</p>		

Stamp & Signature of Bidder \_\_\_\_\_