Tender Document

CITIZEN CONTACT CENTRE

Punjab Information Technology Board

15-C-1 Model Town, Lahore, Pakistan

Phone: (+ 92) (42) (35843701- 2, 99232121), Fax: (+92) (42) (99232123)

URL: www.pitb.gov.pk

Table of Contents

Invitation to Bid

1. Introduction

Punjab Information Technology Board (hereinafter referred to as "the Purchaser") invites / requests Proposals (hereinafter referred to as "the Tenders") for supply of services for **CITIZEN CONTACT CENTRE.** The services primarily require a full featured Call Center with capability for incoming/outgoing human/robot calls, SMS and associated reporting, analysis, data reprocessing, data synchronization, live monitoring services and other associated technologies / mechanisms.

1.1 PPRA Rules to be followed

Punjab Procurement Rules 2009 will be strictly followed. These may be obtained from:

http://ppra.punjab.gov.pk/PublicPages/prorules1.aspx

In this document, unless otherwise mentioned to the contrary, "Rule" means a Rule under the Punjab Procurement Rules 2009.

1.2 Mode of Advertisement(s)

As per Rule 12(1), this Tender is being placed online at PPRA's website, as well as being advertised in print media.

As per Rule 12(3), this Tender is also placed online at the website of Purchaser. The bidding document carrying all details can be downloaded from PITB's website **http://www.pitb.gov.pk for information only**. The prospective bidders are required to submit the deposit slip of Rs. 500/- per tender in PITB's A/C No. UBL 1534-9, SAM Branch, LCCI, Lahore. Next bidders are required to register themselves with the Accounts Officer, PITB, at 15-1-C Model Town, Lahore and collect the valid bidding document in order to keep themselves updated on communication with prospective bidders.

1.3 Type of Open Competitive Bidding

As per Rule 36(b), Single Stage - Two Envelope Procedure shall be followed. This is as follows:

i. The bid shall comprise of a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal;
ii. The envelopes shall be marked as “FINANCIAL PROPOSAL” and “TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion;
iii. Initially, only the envelope marked “TECHNICAL PROPOSAL” shall be opened;
iv. The envelope marked as “FINANCIAL PROPOSAL” shall be retained in the custody of the procuring agency without being opened;
v. The procuring agency shall evaluate the technical proposal in a manner prescribed in Section 7 of this document, without reference to the price and reject any proposal which does not conform to the specified requirements as listed in Section 6 and Annexure-A.
vi. During the technical evaluation no amendments in the technical proposal shall be permitted;
vii. The financial proposals of bids shall be opened publicly at a time, date and venue announced and communicated to the bidders in advance;
viii. After the evaluation and approval of the technical proposal the procuring agency, shall at a time within the bid validity period, publicly open the financial proposals of the technically accepted bids only. The financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders; and
ix. The bid found to be the lowest evaluated bid shall be accepted

In accordance with these rules, interested companies (hereinafter referred to as “Contractors”) applying for bids should submit two separate **bids/envelopes for Financial Proposal and Technical Proposal.**

1.4 Bidding Details

All bids must be accompanied by a call deposit **(CDR) of 02% of quoted price (as worked out in Box X, Section 3.0, Table I) in favor of “Punjab Information Technology Board”**. The bids along with the CDR, Tender Forms, Affidavits, etc., must be delivered to the office of the Accounts Officer, Punjab Information Technology Board, Lahore on or before 1500 hours no later than 15 days after the first publication of this advertisement in newspaper. The Technical bids will be publicly opened in the Committee Room of Punjab Information Technology Board, Lahore, 15-1-C Model Town, Lahore, at 1600 hours on the last date of submission of bids.

Queries of the Contractors (if any) for seeking clarifications regarding the specifications of this project must be sent in writing to the Purchaser within five working days from the date of Tender advertisement. Any query received after five working days shall not be entertained. All queries shall be responded to within due time. PITB may host a Q&A session, if required, at PITB premises (15-1-C Model Town, Lahore). All Contractors shall be informed of the date and time in advance.

Contractors must submit bids on the basis of complete services. Failure to meet this condition will cause disqualification of the bidder. Contractors shall submit bids which comply with the Bidding Documents. Alternative bids will not be considered. The attention of bidders is drawn to the provisions of Clause on "Determination of Responsiveness to Bid" regarding the rejection of Bids, which are not substantially responsive to the requirements of the Bidding Documents.

A duly authorized representative of the Contractor's company must submit quotations. A quotation from an unauthorized representative may be rejected. An agent of the Contractor may submit the quotation only if that person is authorized to sign contracts on behalf of the Contractor's company. Responses submitted by agents not so authorized will be rejected.

The Primary Contact & Secondary Contact for all correspondence in relation to this bid is as follows:

Primary Contact

Director General (IT), PITB

Email: aamir@pitb.gov.pk

15-1-C, Model Town, Lahore, Punjab

Pakistan.

Secondary Contact

Program Manager (CCC), PITB

Email: fasiehmehta@pitb.gov.pk

15-1-C, Model Town, Lahore, Punjab

Pakistan.

Bidders should note that during the period from the receipt of the bid and until further notice from the Primary Contact, all queries should be communicated via the Primary Contact and in writing (e-mail) only. In the case of an urgent situation where the Primary Contact cannot be contacted, the bidder may alternatively direct their enquiries through one of the Secondary Contacts.

Bidders are also required to state, in their proposals, the name, title, fax number and e-mail address of the bidder’s nominated person through whom all communications shall be directed until the process has been completed or terminated.

The Purchaser will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.

As authority competent to accept the tender, the Purchaser reserves the right to accept or reject one or all bids without assigning any reason thereof.

Failure to supply services within the specified time period will invoke penalty as specified in this document. In addition to that, Call Deposit (CDR) amount will be forfeited and the company will not be allowed to participate in future tenders as well.

Execution of the said tendered services will be carried out at the vendor’s premises.

2. Project Objective

The Government of Punjab intends to have a centralized call centre platform for multiple government departments, hereby called as the ‘Citizen’s Contact Centre’ (CCC) to interact with citizens (inbound / outbound calls, helpline / complaint line with IVR facility, provide outbound survey calls facility, SMS query and SMS broadcasting service (text and / or voice), pre-recorded calls / robot calls with response capture facility, etc.

One of the campaigns under the CCC project shall be Citizen Feedback Model (CFM). CFM is a proactive governance initiative of the Government of Punjab in which all citizens availing any government service shall be contacted by the government for their feedback to ensure quality service delivery to the citizens and to identify the patterns of petty corruption. Feedback will be solicited via return-calls, interactive SMS and interactive robot calls to those citizens who have obtained services through various government service centers in districts across Punjab. Call-in information services shall also be considered.

Initially shortlisted departments like Revenue, Health, Police, Education, Livestock, shall be focused and implemented in selected districts along with scale-up from selected districts to all over Punjab. CFM shall be a priority campaign under the CCC project and gradually all Government departments shall be catered for by CFM across Punjab.

In order to implement CFM, the Contractor must be able to comply by the following details. Contractor will be given access to existing database of citizen records, to be imported in the database which will be built and maintained by the Contractor. Besides Data Migration, Contractor will also be responsible for setting up an online application which will then be used for entering data from the districts. The application must also have a comprehensive reporting module to facilitate stakeholders at all levels in decision making. The application must attain summarized and detailed reports available (based on real-time information) to authorized users of Government of Punjab via a secure, online/web based interface. The reports or other prescribed details may also be communicated via sms or email to authorized users. Data input in the application will also be done via both sms and internet. The reports will provide details on different aspects of the interaction with the citizens as well as the performance of call center agents. The scope of the project does not limit to feedback collection from the citizens who have utilized services at the government facilities.

Helpline and/or Complaint Management Systems (trouble ticketing systems) will be setup for different departments across Punjab. It will also be desired to supply departments with the application / portal for sending out the customized SMS Messages and Robot Call. System / application should also be able to pull result from database based on citizen query via SMS or IVR. Other as yet undetermined services using these facilities may also be set up.

PITB intends to contract out the aforementioned Services to a Call Centre company. The selected Call Centre Company (Contractor) will manage interaction with citizens through assigned mediums of communication. This interaction with the citizens will be on behalf of the Government of Punjab and as per the strict guidelines given to the contracted party.

Call Centre companies / BPOs offering third party call centre services, licensed in Pakistan are permitted to participate in this tender as per detailed eligibility requirements listed in Section 8.5. Prospective Contractors with existing facilities in Lahore would be eligible. Since, Government headquarters are based in capital of Punjab, this would help the Purchaser and all concerned stakeholders manage operations of Contractor in an efficient way.

Government of Punjab will retain the ownership of all / any data and reports and application to be built by Contractor as per the instructions of Purchaser. For this purpose, a Non-Disclosure Agreement (NDA) will be signed with the service provider / Contractor upon award of contract. Purchaser will have the right to approve/disapprove call-center employees and software developers assigned to this project in case of any complaints, or unsuitability due to education and/or work experience and/or attitude.

3. Project Scope and Requirements

Contractor is required to quote one single price for all the items given in Sections 3.1 to 3.6, to be given in Box X of Table 1 shown next. Contractor is also required to give breakups of costs for each section (3.1 to 3.6). The final award will be made solely on the combined cost in Box X and not on any breakup values. The notes to the Bid Summary serve as a part and parcel and all bidders must show meticulous compliance of the same.

Table I: BID SUMMARY

Item / Service type	Unit	Volume	Unit Cost	Total Cost
(3.1) Call Centre Agents with Seats and Infrastructure (3.1.1) Seats and infrastructure only	No. of agents No. of seats	10 15		
(3.2) Outbound Manned Calls	Pulses of 30 secs. Used	200,000		
(3.3) Outbound Robot Calls	Pulses of 30 secs. Used	100,000		
(3.4) Outgoing SMS with incoming responses	No. of SMS sent	Less than 1,000,000 1,000,000 to 1,500,000 1,500,000 to 2,000,000		Quote the mean average here
(3.5) Setup Cost	Per campaign	5		
(3.6) Hosting / Maintenance Cost	Per campaign	5		
TOTAL				**Box X: AMOUNT HERE WILL DETERMINE THE LOWEST BID**

Notes to the Table 1- Bid Summary:

1) *The bids shall be prepared on the volumes of inputs given in Table1 above*
2) *All volumes, be it no. of call agents, no. of operator calls, no. of robot calls, no. of SMS sent and no. of campaigns as listed above, are for evaluation purposes only*
3) *All the numbers quoted above are hypothetical and in no way bind the Purchaser to avail the said services in a no. less than, equal to or more than the one as quoted above*
4) *Payment against all above mentioned services will only be made on actual consumption basis and against successful connected calls (manned, robot etc.)*
5) *Since Inbound calls and SMS are Free of Charge in Pakistan, thus are not being listed in the costing model in Table 1 (in case of Toll-Free / UAN, inbound call charges, if any, to be charged at actual)*
6) *Any cost / charges whatsoever incurred by the Contractor upon which the provision of aforementioned services is dependent, are to be included in Table 1 (3.1 – 3.5) as the Contractor may deem fit per their costing model*
7) *All government notified fees, charges (if any) incurred to offer the aforementioned services shall be transferred as per actual to the Purchaser after prior approval from the Purchaser*
8) *All requirements of Pakistan Telecommunication Authority (PTA) regarding Service Level Agreements (SLAs) with the Infrastructure / Service providers, CVAS license / registration, Call Blocking, Filtering and any other requirement or regulation of PTA from time to time must be meticulously complied with. No extra charges in this regard shall be chargeable / applicable to the Purchaser other than the ones stated in Table 1*
9) *The Purchaser may not utilize volume in Box X regardless of which payments to be made against utilized volume of work at the end of every quarter*

10) *The Purchaser may decide to use the services interchangeably as described in section 3.1 to 3.4. Payment to be made will be determined on the basis of per unit cost as quoted by the Contractor, this also applies to 3.5.*

3.1 Call Centre Agents

The number of Call Centre Agents / Operators / 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 Purchaser, at the unit rate quoted by the Contractor in Table1. The Purchaser would require agents to be fluent in speaking and understanding Urdu and Punjabi along with proficiency in either English or any other local language spoken in Punjab (Saraiki, Potwari, Hindko, etc.)

Agent quality shall be responsibility of the Contractor along with training costs of the agents to be borne by the Contractor.

An agent quoted on monthly basis would be assumed to have a 48 hours work week. Agents can be stationed on a campaign during any shift in 24 hours, 7 days a week. The shift timings of agents at the call centre would be determined in consultation with the Purchaser who can determine any shift in a day. This may include work hours during the night and on holidays.\

It is the prerogative of the Purchaser to seek agents with seats and infrastructure from the Contractor or the Agents be provided by the Purchaser or its Client(s) (varying from campaign to campaign)

3.2 Outbound Manned Calls

Since calls shall be made mostly to mobile numbers so a GSM based carrier service is preferred to be used for making such calls and to be billed at actual to the Purchaser. Each call shall be billed on a 30 second pulse basis.

If the number is engaged or not available, the call will be tried twice more, failing which it will be abandoned and the database updated accordingly. However, only successful connected calls shall be billed. Inbound calls shall also be received in any of the preferred languages as listed above.

All call centre solutions' features associated with outbound / inbound calls are required; a few of which are listed below, but from time to time the Purchaser may require more features as the need be and the technology progresses.

- Able to block numbers of citizens who wish to be placed in a 'Do Not Call / SMS List' as per the regulations of Pakistan Telecommunication Authority (PTA)
- Capable of masking outgoing calls with characters and / or digits as the need may be
- Inbound and outbound calls recording facility along with the option of filtering obnoxious numbers in the system and blocking them for a certain time as desired by the Purchaser
- Call recordings to be stored and be accessible over the web for immediate playback for the Purchaser for 6 months after which they will be transferred to the Purchaser stored on a reliable media

- If all agents in the designated shift are busy, the calls should be put in a queue, and a recording should inform the caller after every one minute the expected wait time and their queue number
- Facility for requesting a call back and message recording option for the caller while on hold
- Able to send out an automated / customized SMS and/or email to the Caller during call.
- Have an arrangement to send out e-fax to the caller / citizen
- Purchaser might require one or more of the incoming phone lines to be on customer-pays-basis. The Punjab Government may also want to subsidize or recover any cost in any particular kind of calls. In such a scenario, the contractor will be responsible for maintaining the accounts for receipts
- Must have the facility to forward / route an incoming call to another agent, officer within the call center or to a Government official outside the call center if applicable by law

3.3 Outgoing Robot Calls

All call centre solutions' features associated with robot calls are required; a few of which are listed below, but from time to time the Purchaser may require more features as the need may be and the technology progresses.

- Ability to make the robot calls in any of the languages mentioned earlier
- Masking calls with characters and/or digits as the need may be
- The recording of script of any such calls in any of the listed languages, with the option of different voice overs and background music, of the required quality to the satisfaction of the client, will be the responsibility of the Contractor
- Able to block numbers of citizens who wish to be placed in a 'Do Not Call / SMS List' as per the regulations of Pakistan Telecommunication Authority (PTA)
- Capable of recording responses against interactive robot calls, which would trigger various events within the system as specified by the Purchaser for further analysis

3.4 Outgoing SMS with Incoming responses

The Contractor or the third party hired by 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.

SMS can be sent in a PUSH system or by a PULL system where citizens may inquire certain information by sending an SMS to the system (shall vary from campaign to campaign) and/or citizens would reply to the SMS sent. Each SMS message sent to the citizen will be of the standard 160 characters limit; beyond this limit an additional SMS would be charged. 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 and charged the same as per PTA regulations.

All features associated with efficiently sending, receiving and tracking delivery of SMS messages on a mass scale are required; a few of which are listed below, but from time to time the Purchaser may require more features as the need may be and the technology progresses.

- 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 sent out
- Capable of receiving survey responses and storing the results automatically in a database. Survey may contain different questions for each of the department or category within a department 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. Such responses will be used within the system to trigger various events for further analysis

Purchaser might require that the message-sender (citizen) be charged a fee for each SMS message (other than the regular SMS charges borne by the citizen as enforced by his service provider's tariff). In such a scenario, the Contractor will be responsible not only for maintaining the accounts for receipts but also would be responsible to ensure that the revenue (if any) earned from a PULL / PUSH SMS system as agreed and instructed by the Purchaser is transferred to the Purchaser. The Contractor would have no right whatsoever on such revenues unless specifically authorized by the Purchaser.

3.5 Setup Cost

For each campaign deployed / implemented in this project, a standard one-time setup cost shall be charged after the successful deployment / implementation of the campaign (up to the satisfaction of the Purchaser). This cost shall include the following, but from time to time the Purchaser may require more features as the need may be and the technology progresses.

- Software / Application development cost for developing/ maintaining/ customizing any application / software required to support / manage / run the Helpdesk, Complaint Line, Outbound Survey Line, including but not limited to Online Date Entry applications integrated with SMS, Robot Calls and Operator Calls solutions, Reports, Dashboards with live stats and call playback / download feature, trouble ticketing application, complaint management system, bulk SMS applications with customized and random messaging options, etc.

- Any change request(s) of a campaign given within the first year after its acceptance signoff, is expected to be catered by the Contractor in the setup cost
- Administrative and/or operational costs (if any) in obtaining short code (for voice and/or SMS) / UAN number/ Toll Free number on behalf of the Purchaser from PTA or any other carrier / service provider for each campaign. Contractor will be solely responsible for seeking approvals for all such numbers, based on the applicable regulations, from the concerned authorities and ensure deployment and enforcement of such short codes / helpline numbers, etc. The regulated, notified fees of the number(s) as charged by PTA, shall be passed as per actual to the Purchaser and should not be included in this Setup cost. One short code may be used for multiple campaigns with different masking
- Other known and fixed setup costs like, Termination of PRIs / E1 media for Helpline / Complaint line / Survey line setups, etc. to be charged as per actual. One PRI may be utilized on multiple campaigns unless stated otherwise

3.6 Hosting / Maintenance Cost

All applications hosted by the Contractor must have real time redundant backups of data, with backup systems in place for power and connectivity and ensure 99.999% up time. Hosting charges and any maintenance cost in this respect shall be charged to the Purchaser. However, any third party costs shall be transferred to Purchaser on actual. All bidders / Contractors must submit their draft Service Level Agreement (SLA) for evaluation.

3.7 CRM

Contractor must have CRM (licensed / in-house developed / open source) enabled software to record, process and maintain profiles of citizens cohesively coupled with reporting module. Contractor must use any such CRM within their facility to ensure systematic log/entry of the information regarding each and every interaction. Internal CRM application of the Call Centre must be interoperable with leading platforms and open source solutions.

3.8 Reporting System

Report: refers to collection of comprehensive information based on configurable filters to view/edit information based on the facts/figures and intelligent analysis.

The Contractor shall submit detailed reports at the day end along with all relevant details of seconds lapsed, delivery / non delivery details, etc. for all services required / contracted.

Contractor is responsible to provide online configurable dashboards to view reports as and when required by the officials. Also all call centre industry standard reports may be desired which should be available via online interface seven days a week and 365 days a year from the commencement of project.

Each campaign shall not have more than 25 basic/standard and/or advanced reports. Advanced reports refer to reports based on almost all dynamic filters/variables in the database.

Any additional work would be charged as per similar work performed for any government department or private customer as per industry standards.

All of these reports should be accessible via web interface which apart from usual online accessibility necessarily also needs to be accessible via Mobile. Supported formats in this regard are iPhone, Nokia, Android, Blackberry and Windows Mobile.

Contractor needs to provide Escalation Mechanism capable of sending automated intimations based on defined filters. Equipped with pre-defined configurable parameters, system will ensure transmission of e-fax, email and/or SMS to concerned authorities as and when specified.

Online access to all recorded calls is mandatory. Contractor must provide visibility to Contact Centre Performance Indicators in an Online Dashboard to Purchaser.

3.9 Quality Control

Contractor must have quality control mechanism in place for the calls being made, responses being received via robot calls and SMS and calls being received / made must go through rigorous quality check and reports to be shared with Purchaser on weekly basis with option of call recordings to be downloaded. The Contractor must present prevailing quality control setup in detail in the document to be submitted.

4. Other Requirements

Given below are other requirements to be followed to be read in addition to the ones listed earlier in this document:

4.1 Additional Reporting and Data Transfer

- Contractor shall be responsible for preparing various computer generated reports on prescribed formats, on weekly basis. There shall also be a monthly system improvement suggestions report
- System should be able to trigger automated alerts to assigned officials on the basis of configurable filters
- Contractor should provide a simple secure SSL based interface with password protection, on a VPN with hardware based firewalls, for the Purchaser and its authorized partners / users to view the data. This will include the SMS data as well as the Call data
- System should also be able to provide the facility to shadow and listen to live calls (inbound / outbound) on random by dialing a certain number
- Call recordings should also be available on the online dashboard for playback and download
- A web-based interface / dashboard should be provided where live status of inbound calls is available along with the high level reports on call volume, average hold time, queue size, no. of callers in queue at real time, no. of agents taking calls and other similar industry standard reports

- Contractor will provide a database synchronization facility for periodic synchronization of data with the purchaser's/purchaser's client's database as determined by the Purchaser on case to case basis
- Contractor should provide a periodic database backup facility on reliable media as determined by the Purchaser on a case to case and campaign to campaign basis

4.2 Technical Staff

The Contractor must have a dedicated team of developers / technical staff for its call center operations, experienced in successfully implementing and managing all call centre related applications and software for clients, have experience in working on high volume, high performance transaction software applications involving large databases, experience in SMSC integration, etc.

4.3 Support Staff

The Purchaser on campaign to campaign basis and depending on the volume of the campaign may demand dedicated support staff to meet project objectives. The Contractor must ensure otherwise competent and experienced support staff is available 24/7 for the online applications / systems of the Purchaser. The Purchaser would have the right to request a change in the project-assigned staff if deemed necessary by the Purchaser to which the Contractor shall comply.

4.4 Managerial Staff

The Contractor must deploy a competent, technically qualified and experienced Project Manager on the CCC project for interfacing with the Purchaser, capable of handling multiple campaigns / sub-projects at a time.

4.5 Data Security

All sorts of access to the Government's / Purchaser's database shall be logged and available for review by the Purchaser. All data will be property of PITB / Government of Punjab. Access to the database shall be granted to approved / authorized officials only.

Contractor would sign a Non-Disclosure Agreement (NDA) with the Purchaser. Each employee of the contractor, who is deployed on the CCC project, shall be bound not to share any information / data with any other third party or person other than the Purchaser or the Contractor. Based on campaign requirements, the employees / call center agents / other staff deployed on this project may first be cleared by the Purchaser. The Purchaser holds the right for conducting a criminal/NADRA/other check through the Special Branch.

4.6 Training

The Contractor will be responsible for training of its staff and supervisors.

4.7 Call Recording

Each call made or received would have to be recorded in a digitized format, and stored in a database by the Contractor accessible 24/7 by the Purchaser. The system software should be linked to the database storing these calls, so that they may be retrieved using software /

dashboard. If needed, the Purchaser could get a copy of the entire call database. Purchaser may, at a later stage, specify rules for deletion of old calls or any other calls from the database.

4.8 Caller ID

The software system should be able to obtain Caller ID and automatically populate the database field with any data related to the Caller ID.

4.9 Customer Paid Calls/SMS

Whenever the Purchaser so requires, any incoming call or SMS facility may be converted to customer-pays-basis. Contractor would then be responsible for such a conversion, maintaining all monetary accounts for the revenue received, and transferring the amounts to the Purchaser. Government may appoint any Auditing Agency for external/internal audit of these. The Contractor would be required to cooperate with such an Auditing Agency.

5. General Terms

Following General Terms should be followed.

5.1 Contract duration

The contract will be for a period of one year and renewable by two more years. If renewed, a factor of maximum up to 10% (or lower as per the discretion of the Purchaser) on the negotiated amount shall be accounted for Inflation.

The Purchaser holds the right not to renew the contract upon expiry of the first year.

5.2 Termination

The Purchaser may, at any time, by a one month written notice served on the Contractor, or a sixty days' notice from the Contractor served on the Purchaser, shall terminate the Contract in whole or in part, for its convenience, without any compensation to the Contractor.

5.3 Special Stipulations

SCHEDULE- A: SPECIAL STIPULATIONS	
For ease of reference, certain Special Stipulations are as under:	
Tender Security	The Contractor shall furnish the Tender Security as under: for the whole Tender; if Total Tender Price is less than or equal to PKR 5 Million, in the form of Demand Draft / Pay Order / Call

	Deposit Receipt, in the name of the Purchaser; if Total Tender Price is more than PKR 5 Million, in the form of Bank Guarantee, issued by a scheduled bank operating in Pakistan, in the name of the Purchaser, as per the format provided in the Tender Document or in another form acceptable to the Purchaser; for a sum equivalent to 2% of the Total Tender Price; denominated in a currency of the Tender; Have a minimum validity period of ninety days from the last date for submission of the Tender or until furnishing of the Performance Security, whichever is later.
Performance Security	The successful Contractor shall furnish Performance Security as under: within seven working days of the receipt of the Acceptance Letter from the Purchaser; in the form of a Bank Guarantee, issued by a scheduled bank operating in Pakistan, as per the format provided in the Tender Document or in another form acceptable to the Purchaser; for a sum equivalent to 10% of the contract value; denominated in a currency of the Contract; Have a minimum validity period of ninety days from the date of Award Notification or until the date of expiry of warranty period, whichever is later.
Start operation of Services after installation, configuration, deployment, commissioning, testing, and training.	Within **(2 - 4) weeks** from the commencement date of Contract.
Liquidated damages for failure / delay in supply / installation / configuration of Goods / Services / Works by the Contractor	A sum of money @.25% of the Contract Price which is attributable to such part of the Goods / the Services / the Works as cannot, in consequence of the failure / delay, be put to the intended use, for every day between the scheduled delivery date(s), with any extension of time thereof granted by the Purchaser, and the actual delivery date(s). Provided that the amount so deducted shall not exceed, in the aggregate, 50% of the Contract Price. **(This penalty will also be invoked on the commitments given by the Contractor in the technical proposal)**

6. Documents Required

Following documents are required for the Technical and Financial Proposals.

6.1 Technical Proposal

The Technical Proposal should contain all the bid items without quoting the price (i.e., Table I should NOT be there) and must provide the following details and documents. A group / subsidiary company can also state figures / stats of sister companies with proper documentation proof.

i. List of firm's major international and national clientele
ii. List of value added services on phone to clients, and capability/capacity to charge for value-added services through incoming mobile calls and SMS
iii. Details of internal training facilities
iv. Details related to experience in operating a help-line for citizens
v. Details of in-house recording services for IVR scripts including voice over on a background music
vi. Complete details of all the work being done by the bidder in Pakistan
vii. Details of similar type of projects done by the Bidder
viii. Detailed profile of Staff (Resume of Management / Technical team)
ix. GST, NTN, Company registration Certificate and all international quality standards certifications (if any)
x. Last audited accounts and balance sheet (if available)
xi. Last duly filed income tax return
xii. SECP Registration Certificate
xiii. Call Centre License permitting the Bidding company to handle caller traffic from clients in Pakistan
xiv. Disaster Recovery Plan
xv. Information Security Management practices along with proof of any data security standard compliance certification
xvi. Connectivity solution with redundancy plans
xvii. Currently deployed number of lines and bandwidth along with the names of the telecom network operators being used for connectivity
xviii. Details of proposed solution with logical diagrams, functionality and features and the proposed deployment plan with timelines
xix. Availability confirmation of the equipment which will be used in the proposed solution. Purchaser may carry out a physical inspection of the premises to confirm the equipment availability, details of Company's technical architecture and capabilities

xx. Letters from at least three previous clients to be given certifying: scope of services, time period served, volume, amount of the contract, no. of seats

xxi. Total seating capacity in each shift, and the total number of agents currently employed in the Call center for each client

xxii. Volume of traffic of callers handled by the Bidder. Total number of inbound and outbound calls, total number of minutes and the corresponding service levels maintained

xxiii. Complete details of the call recording capabilities, call routing capability, logging and storage, etc.

xxiv. Flexibility of the Bidder's call center solution for customization in each component. Complete details of how reporting of progress and updates will be provided in the proposed solution of the Bidder

xxv. Bidder must provide sample reports which will be available online for these services

xxvi. A recommendation letter on services provided to any government department is mandatory

xxvii. Any other document/requirement as listed earlier in this document and listed in Annexure A

6.2 Financial Proposal

This should contain Table I and the following:

I. Tender Form
II. Price Schedule
III. Tender Security
IV. Performance Security

As part of the sealed Financial Bid, in a separate table, also mention pricing for value-added services offered to clients.

All prices quoted must include any Taxes applicable, such as GST, Income Tax, etc. If not specifically mentioned in the Quotation / Bid, it will be presumed that the prices include all the taxes.

Financial bids of Firms not pre-qualified on Technical basis will not be opened. The selected firms would be responsible for complete services for **CITIZEN CONTACT CENTRE** and satisfactory operations for contract period.

7. Evaluation

A point system will be used for qualifying the contractors. Annexure A gives the details.

PASS MARKS: A technically eligible bidder, based on conditions listed in sub section 5 of section 8 below, not meeting the 80% pass mark limit will be rejected in Technical Valuation, and its Financial Proposal will be returned to it unopened. All bidders scoring greater than or equal to 80% of the marks will be accepted in technical proposal, and their financial bids will be opened.

PROVISO: Provided that if NONE or ONLY ONE (single) bidder exceeds the 80% pass mark, then the Purchaser SHALL decrease the Pass Mark limit to 70%. In other words, if TWO or more bidders exceed 80%, then the Pass Mark will NOT be decreased to 70%.

If Pass Marks are decreased to 70%, then ALL bidders with scores greater than or equal to 70% (including any above 70%) will be considered EQUALLY as approved in the Technical Proposal, and their Financial Bids will be opened.

Technical proposal attached at Annexure A at the end of the document

8. Detailed Bidding Rules

8.1 Definitions:

These definitions should be read in conjunction with the clause 2(1) 'Definitions' of Punjab Procurement Rules 2009.

8.1.1 In this document, unless there is anything repugnant in the subject or context:

8.1.2 "Authorized Representative" means any representative appointed, from time to time, by the Client, the Purchaser or the Contractor.

8.1.3 "Availability and Reliability" means the probability that a component shall be operationally ready to perform its function when called upon at any point in time.

8.1.4 "Client" means the specific Punjab Government Department for which the Goods / Services has been procured or any other person, duly appointed in writing, by the Purchaser, for the time being or from time to time, to act as Client for the purposes of the Contract.

8.1.5 "Commencement Date of the Contract" means the date of signing of the Contract between the Purchaser and the Contractor.

8.1.6 "Contract" means the agreement entered into between the Purchaser and the Contractor, as recorded in the Contract Form signed by the parties, including all Schedules and Attachments thereto and all documents incorporated by reference therein.

8.1.7 "Contractor" means the person whose Tender has been accepted by the Purchaser.

8.1.8 "Contract Price" means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations.

8.1.9 "Contract Value" means that portion of the Contract Price adjusted to give effect to such additions or deductions as are provided for in the Contract which is properly apportionable to the Goods or Services in question.

8.1.10 "Defects Liability Expiry Certificate" means the certificate to be issued by the Client to the Contractor, in accordance with the Contract.

8.1.11 "Day" means calendar day.

8.1.12 "Defects Liability Period" means the warranty period following the taking over, during which the Contractor is responsible for making good, defects and damage in Goods and Services provided, under the Contract.

8.1.13 "Force Majeure" means an event beyond the control of the Contractor and not involving the Contractor's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Purchaser in its sovereign capacity, wars, revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

8.1.14 "Goods" means equipment, machinery or any Hardware.

8.1.15 "Person" includes individual, association of persons, firm, company, corporation, institution and organization, etc., having legal capacity.

8.1.16 "Prescribed" means prescribed in the Tender Document.

8.1.17 "Purchaser" means the Punjab Information Technology Board or any other person for the time being or from time to time duly appointed in writing by the Purchaser to act as Purchaser for the purposes of the Contract.

8.1.18 “Interaction” means contact with a citizen of Punjab from the nominated districts via SMS/ Landline call / GSM network Call / Robo Call / Personal meeting / forms by courier etc.

8.1.19 "Origin" shall be considered to be the place where the Goods are produced or from where the Services are provided. Goods are produced when, through manufacturing, processing or assembling of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components. The origin of Goods and Services is distinct from the nationality of the Contractor.

8.1.20 "Services" means installation, configuration, deployment, commissioning, testing, training, support, after sale service, etc. of Goods and other such obligations which the Contractor is required to provide to the Purchaser under the Contract.

8.1.21 “Taking-Over Certificate" means the certificate to be issued by the Client to the Contractor, in accordance with the Contract.

8.1.22 "Works" means work to be done by the Contractor under the Contract

8.1.23 “SLA” means a Service Level Agreement, a part of a service contract where the level of service is formally defined and delivery schedules and details are defined

8.2 Headings and Titles

8.2.1 In this document, headings and titles shall not be construed to be part thereof or be taken into consideration in the interpretation of the document and words importing the singular only shall also include the plural and vice versa where the context so requires.

8.3 Notice

8.3.1 In this document, unless otherwise specified, wherever provision is made for exchanging notice, certificate, order, consent, approval or instructions between the Contractor & the Purchaser, the same shall be:

8.3.2 in writing;

8.3.3 issued within reasonable time;

8.3.4 served by sending the same by courier or registered post to their principal office in Pakistan or such other address as they shall notify for the purpose; and

8.3.5 The words "notify", "certify", "order", “consent”, “approve”, "instruct", shall be construed accordingly.

8.4 Tender Scope

8.4.1 As discussed above

8.5 Tender Eligibility

8.5.1 Eligible Contractor is a Contractor who:

8.5.2 is a third party call centre solutions provider, i.e. offering call centre services to other businesses / companies and not just for its own operations;

8.5.3 has been established for more than 6 months and has a registered office in Pakistan;

8.5.4 has required available capacity (minimum 100 seats per shift);

8.5.5 has proven history of providing call center services (a wide spectrum of contact center services including but not limited to Voice, Robot Calls, SMS, MMS, Fax, Email, etc.) with in depth intelligent reporting, for both international and domestic clients;

8.5.6 is provider of Services or authorized dealer / agent of original manufacturer of Goods / provider of Services

8.5.7 has a verifiable recommendation letter from each client served / being served in public sector and must also have verifiable recommendation letter(s) from the private sector client(s) referred to, in the Contractors bidding documents

8.6 Tender Cost

8.6.1 The Contractor shall bear all costs / expenses associated with the preparation and submission of the Tender(s) and the Purchaser shall in no case be responsible / liable for those costs / expenses.

8.7 Joint Venture

8.7.1 Contractors may form a joint venture of two or more Contractors. An Agreement Deed to that effect, legally executed and signed by all the partners shall be submitted with the Tender.

8.7.2 One of the partners (leading partner) shall be authorized to, be in charge, incur liabilities, receive payments and receive instructions for and on behalf of any or all partners. A power of attorney to that effect, legally executed, signed by all the partners shall be submitted with the Tender.

8.7.3 All the partners shall be jointly and severally liable for the execution of the Contract in accordance with the terms and conditions of the Contract. The Tender, and in case of successful Tender, the Contract Deed, to that effect, shall be signed by all the partners.

8.8 Examination of the Tender Document

8.8.1 The Contractor is expected to examine the Tender Document, including all instructions and terms and conditions.

8.9 Clarification of the Tender Document

8.9.1 Any queries of the Contractors for seeking clarifications regarding the specifications of this project must be sent in writing to the Purchaser within five working days from the date of Tender advertisement. Any query received after five working days shall not be entertained. All queries shall be responded to within due time. PITB may host a Q&A session, if required, at PITB premises (15-1-C Model Town, Lahore). All Contractors shall be informed of the date and time in advance.

8.10 Amendment of the Tender Document

8.10.1 The Purchaser may, at any time prior to the deadline for submission of the Tender, at its own initiative or in response to a clarification requested by the prospective Contractor(s), amend the Tender Document, on any account, for any reason. All amendment(s) shall be part of the Tender Document and binding on the prospective Contractor(s).

8.10.2 The Purchaser shall notify the amendment(s) in writing to the prospective Contractors who shall acknowledge receipt of the amendment(s) in writing to the Purchaser.

8.10.3 The Purchaser may, at its exclusive discretion, amend the Tender Document to extend the deadline for the submission of the Tender, in which case all rights and obligations of the Purchaser and the Contractors previously subject to the deadline shall thereafter be subject to the deadline as extended.

8.11 Preparation / Submission of Tender

8.11.1 The Contractor shall submit only one Tender.

8.11.2 The Tender shall be for all complete Item(s) and not for one or more item(s)

8.11.3 The Tender and all documents relating to the Tender, exchanged between the Contractor and the Purchaser, shall be in English. Any printed literature furnished by the Contractor in another language shall be accompanied by an English translation which shall govern for purposes of interpretation of the Tender.

8.11.4 The Tender shall be filed in / accompanied by the prescribed Forms, Annexes, Schedules, Charts, Drawings, Documents, Brochures, Literature, etc. which shall be typed, completely filled in, stamped and signed by the Contractor or his Authorized Representative. In case of copies, photocopies may be submitted.

8.11.5 The Tender shall be in two parts i.e the technical proposal and the financial proposal. Each proposal shall be in two sets i.e the original and the copy. In the event of any discrepancy between the original and the duplicate, the original shall govern.

8.11.6 The Contractor shall seal the Original Technical Proposal in an envelope duly marked as under:

Original Technical Tender for

Tender No. [Number of Tender]

[Name of the Purchaser]

[Address of the Purchaser]

[Name of the Contractor]
[Address of the Contractor]
[Phone No. of the Contractor]

8.11.7 The Contractor shall seal the Duplicate Technical Tender in an envelope duly marked as under:

Duplicate Technical Proposal for
Tender No. [Number of Tender]

[Name of the Purchaser]
[Address of the Purchaser]

[Name of the Contractor]
[Address of the Contractor]
[Phone No. of the Contractor]

8.11.8 The Contractor shall follow the same process for the Financial Tender.

8.11.9 The Contractor shall again seal the sealed envelopes of Original Technical Proposal and the Original Financial Proposal in an outer envelope, duly marking the envelope as under:

Original Tender for
Tender No. [Number of Tender]
Strictly Confidential
Open on [Last Date of submission of the Tender]

[Name of the Purchaser]
[Address of the Purchaser]

[Name of the Contractor]
[Address of the Contractor]
[Phone No. of the Contractor]

8.11.10 The Contractor shall again seal the sealed envelopes of Duplicate Technical Proposal and the Duplicate Financial Proposal in an outer envelope, duly marking the envelope as under:

Duplicate Tender for

Tender No. [Number of Tender]

Strictly Confidential

Open on [Last Date of submission of the Tender]

[Name of the Purchaser]

[Address of the Purchaser]

[Name of the Contractor]

[Address of the Contractor]

[Phone No. of the Contractor]

8.11.11 The Contractor shall enclose soft copies of the Technical Proposal and the Financial Proposals, including all Forms, Annexes, Schedules, Charts, Drawings, Documents, Brochures, Literature, etc., in the form of MS Word Documents, MS Excel Worksheets and Scanned images, with the hard copies.

8.11.12 The Tender shall be mailed to reach or dropped in the Tender Box placed at the Reception of the Purchaser's office, during office hours, up to due date and time.

8.12 Tender Price

8.12.1 The quoted price shall be:

8.12.2 best / final / fixed and valid until completion of the Contract i.e. not subject to negotiation / variation / escalation;

8.12.3 in Pak Rupees;

8.12.4 Inclusive of all taxes, duties, levies, insurance, freight, etc.

8.12.5 If not specifically mentioned in the Tender(s), it shall be presumed that the quoted price is as per the above requirements.

8.12.6 Where no prices are entered against any item(s), the price of that item shall be deemed to have been distributed among the prices of other items, and no separate payment shall be made for that item(s).

8.12.7 In case of locally produced Service, the price shall include all customs duties and sales and other taxes already paid or payable on the components and raw materials used in the manufacture or assembly of the item. In case of Contract of imported Service offered Ex-Warehouse/Off-the-Shelf from within the Purchaser's country, import duties and sales and other taxes already paid shall be shown separately.

8.13 Tender Security

8.13.1 The Contractor shall furnish the Tender Security as under:

8.13.2 For the whole Tender;

8.13.3 if Total Tender Price is less than or equal to PKR 5.0 Million, in the form of Demand Draft / Pay Order / Call Deposit Receipt, in the name of the Purchaser;

8.13.4 if the Total Tender Price is more than PKR 5.0 Million, in the form of Bank Guarantee, issued by a scheduled bank operating in Pakistan, in the name of the Purchaser, as per the format provided in the Tender Document or in another form acceptable to the Purchaser;

8.13.5 denominated in a currency of the Tender;

8.13.6 have a minimum validity period of ninety days from the last date for submission of the Tender or until furnishing of the Performance Security, whichever is later.

8.13.7 The proceeds of the Tender Security shall be payable to the Purchaser, on the occurrence of any / all of the following conditions:

8.13.8 If the Contractor withdraws the Tender during the period of the Tender validity specified by the Contractor on the Tender Form; or

8.13.9 If the Contractor does not accept the corrections of his Total Tender Price; or

8.13.10 If the Contractor, having been notified of the acceptance of the Tender by the Purchaser during the period of the Tender validity, fails or refuses to furnish the Performance Security, in accordance with the Tender Document.

8.13.11 The Tender security shall be returned to the unsuccessful Contractor upon award of the Contract. The Tender Security shall be returned to the successful Contractor on furnishing the Performance Security.

8.14 Tender Validity

8.14.1 The Tender shall have a minimum validity period of ninety days from the last date for submission of the Tender. The Purchaser may solicit the Contractor's consent to an extension of the validity period of the Tender. The request and the response thereto shall be made in writing. If the Contractor agrees to extension of validity period of the Tender, the validity period of the Tender security shall also be suitably extended. The Contractor may refuse extension of validity period of the Tender, without forfeiting the Tender security.

8.15 Modification / Withdrawal of the Tender

8.15.1 The Contractor may, by written notice served on the Purchaser, modify or withdraw the Tender after submission of the Tender, prior to the deadline for submission of the Tender.

8.15.2 The Tender, withdrawn after the deadline for submission of the Tender and prior to the expiration of the period of the Tender validity, shall result in forfeiture of the Tender Security.

8.16 Opening of the Tender

8.16.1 Tenders shall be opened, at the given place, time and date, in the presence of the

Contractor(s) for which they shall ensure their presence without further invitation.

8.16.2 The Contractor's name, modifications, withdrawal, security, attendance of the Contractor and such other details as the Purchaser may, at its exclusive discretion, consider appropriate, shall be announced and recorded.

8.17 Clarification of the Tender by Bidder

8.17.1 The Purchaser shall have the right, at his exclusive discretion, to require, in writing, further information or clarification of the Tender, from any or all the Contractor(s). No change in the price or substance of the Tender shall be sought, offered or permitted except as required to confirm the corrections of arithmetical errors discovered in the Tender.

8.18 Determination of Responsiveness of the Tender

8.18.1 The Purchaser shall determine the substantial responsiveness of the Tender to the Tender Document, prior to the Tender evaluation, on the basis of the contents of the Tender itself without recourse to extrinsic evidence. A substantially responsive Tender is one which:

8.18.2 meets the eligibility criteria for the Contractor / the Goods / the Services;

8.18.3 meets all the requirements of Project Objective & Scope;

8.18.4 meets the delivery period / point for the Goods / the Services;

8.18.5 meets the rate and limit of liquidated damages;

8.18.6 offers fixed price quotations for the Goods / the Services;

8.18.7 is accompanied by the required Tender Security;

8.18.8 is otherwise complete and generally in order;

8.18.9 conforms to all terms and conditions of the Tender Document, without material deviation or reservation.

8.18.10 A material deviation or reservation is one which affects the scope, quality or performance of the Goods or limits the Purchaser's rights or the Contractor's obligations under the Contract.

8.18.11 The Tender determined as not substantially responsive shall not subsequently be made responsive by the Contractor by correction or withdrawal of the material deviation or reservation. However, the Purchaser may waive off any minor non-conformity or inconsistency or informality or irregularity in the Tender.

8.19 Evaluation of the Tenders

8.19.1 The Tender Evaluation Committee shall evaluate the Tenders based on the method specified in Section 7 and as per technical specifications listed in Section 6 and Annexure A. The Tender shall be checked for any arithmetic errors which shall be rectified, as follows:

8.19.2 if there is a discrepancy between the amount in figures and the amount in words for the Total Tender Price entered in the Tender Form, the amount which tallies with the Total Tender Price entered in the Price Schedule, shall govern.

8.19.3 if there is a discrepancy between the unit rate and the total price entered in the price Schedule, resulting from incorrect multiplication of the unit rate by the quantity, the unit rate as quoted shall govern and the total price shall be corrected, unless there is an obvious and gross misplacement of the decimal point in the unit rate, in which case the total price as quoted shall govern and the unit rate shall be corrected.

8.19.4 if there is a discrepancy in the actual sum of the itemized total prices and the total tender price quoted in the Price Schedule, the actual sum of the itemized total prices shall govern.

8.19.5 The Tender price as determined after arithmetic corrections shall be termed as the Corrected Total Tender Price which shall be binding upon the Contractor.

8.19.6 Adjustment shall be based on corrected Tender Prices. The price determined after making such adjustments shall be termed as Evaluated Total Tender Price.

8.19.7 The cost of making good any deficiency resulting from any acceptable, quantifiable variations and deviations from the terms and conditions of the Contract / Technical Specifications, shall be added to the corrected Tender Price for comparison purposes only. No credit shall be given for offering delivery period earlier than the specified period.

8.20 Rejection / Acceptance of the Tender

8.20.1 The Purchaser shall have the right, at his exclusive discretion, to increase / decrease the quantity of any or all item(s) without any change in unit prices or other terms and conditions, accept a Tender reject any or all tender(s), cancel / annul the Tendering process at any time prior to award of Contract, without assigning any reason or any obligation to inform the Contractor of the grounds for the Purchaser's action, and without thereby incurring any liability to the Contractor and the decision of the Purchaser shall be final.

8.20.2 The Tender shall be rejected if it is:

8.20.3 for one / more item(s) and not for all Items; or

8.20.4 substantially non-responsive; or

8.20.5 not qualified on technical proposal; or

8.20.6 submitted in other than prescribed forms, annexes, schedules, charts, drawings, documents / by other than specified mode; or

8.20.7 incomplete, un-sealed, un-signed, printed (hand written), partial, conditional, alternative, late; or

8.20.8 subjected to interlineations / cuttings / corrections / erasures / overwriting; or

8.20.9 the Contractor submits more than one Tenders; or

8.20.10 the Contractor refuses to accept the corrected Total Tender Price; or

8.20.11 the Contractor has conflict of interest with the Purchaser; or

8.20.12 the Contractor tries to influence the Tender evaluation / Contract award; or

8.20.13 the Contractor engages in corrupt or fraudulent practices in competing for the Contract award.

8.21 Acceptance Letter

8.21.1 The Purchaser shall, send the Acceptance Letter to the successful Contractor, prior to the expiry of the validity period of the Tender, which shall constitute a contract, until execution of the formal Contract.

8.22 Performance Security

The successful Contractor shall furnish Performance Security as under:

8.22.1 within seven working days of the receipt of the Acceptance Letter from the Purchaser;

8.22.2 in the form of a Bank Guarantee, issued by a scheduled bank operating in Pakistan, as per the format provided in the Tender Document or in another form acceptable to the Purchaser;

8.22.3 for a sum equivalent to 10% of the contract value;

8.22.4 denominated in a currency of the Contract;

8.22.5 have a minimum validity period of ninety days from the date of Award Notification or until the date of expiry of support period, whichever is later.

8.22.6 The proceeds of the Performance Security shall be payable to the Purchaser, on occurrence of any / all of the following conditions:

8.22.7 If the Contractor commits a default under the Contract;

8.22.8 If the Contractor fails to fulfill any of the obligations under the Contract;

8.22.9 If the Contractor violates any of the terms and conditions of the Contract.

8.22.10 The Contractor shall cause the validity period of the performance security to be extended for such period(s) as the contract performance may be extended. The Performance Security shall be returned to the Contractor within thirty working days after the expiry of its validity.

TERMS & CONDITIONS OF THE CONTRACT

8.23 Contract

8.23.1 The Purchaser shall, after receipt of the Performance Security from the successful Contractor, send the Contract provided in the Tender Document, to the successful Contractor. Within three working days of the receipt of such Contract, the Contractor shall sign and date the Contract and return it to the Purchaser.

8.24 Contract Documents and Information

8.24.1 The Contractor shall not, without the Purchaser's prior written consent, make use of the Contract, or any provision thereof, or any document(s), specifications, drawing(s), pattern(s), sample(s) or information furnished by or on behalf of the Purchaser in connection therewith, except for purposes of performing the Contract or disclose the same to any person other than a person employed by the Contractor in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

8.25 Contract Language

8.25.1 The Contract and all documents relating to the Contract, exchanged between the Contractor and the Purchaser, shall be in English. The Contractor shall bear all costs of translation to English and all risks of the accuracy of such translation.

8.26 Standards

8.26.1 The Goods supplied and the Services provided under this Contract shall conform to the authoritative latest industry standards.

8.27 Patent Right

8.27.1 The Contractor shall indemnify and hold the Purchaser harmless against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods / the Service or any part thereof.

8.28 Execution Schedule

8.28.1 The Contractor shall submit an Execution Schedule, giving details of customs clearance, supply, installation, configuration, deployment, commissioning, testing, training, etc., as required under the Contract, to the Client, within three days of the signing of the Contract.

8.29 Installation and Implementation

All these shall be a part of the Service Level Agreement, whose draft has to be submitted by the Contractor for evaluation.

8.29.1 The Contractor shall ensure that the implementation design conforms to an open standard by which new services can be added without disruption to existing services.

8.29.2 The Contractor shall ensure that the implementation is fault tolerant. This is accomplished by supplying a set of programs and procedures that allow the system recovery or roll back when a fault is detected.

8.29.3 The Contractor shall provide a document stating step-by-step procedures for installation and disaster recovery to the Purchaser.

8.29.4 The Contractor shall configure the system for high availability and reliability, of all hardware and software.

8.29.5 The Contractor shall submit detailed and complete installation, transition and cutover plan for the new system, installation procedures for the new components specifying equipment checkout, installation constraints, operational cutover, maintenance prior to Client acceptance and if special security and/or access arrangements are required.

8.29.6 Wherever new equipment, shall be installed with existing equipment, and shall require close coordination between the Contractor and the Client personnel.

8.30 Payment

8.30.1 The Contractor shall submit an Application for Payment on quarterly basis, in the prescribed form, to the Purchaser. The Application for Payment shall: be accompanied by such invoices, receipts or other documentary evidence as the Purchaser may require; state the amount claimed; and set forth in detail, in the order of the Price Schedule, particulars of the Services provided and the Works done, up to the date of the Application for Payment and subsequent to the period covered by the last preceding Certificate of Payment, if any.

8.30.2 The Purchaser shall issue a Certificate of Payment, in the prescribed form, to the

Contractor, verifying the amount due, within fourteen days of receipt of an Application for Payment. The Purchaser may withhold a Certificate of Payment on account of defect(s) / short coming(s) in the Goods/services supplied / non-satisfactory performance of the Services / the Works. The Purchaser may make any correction or modification in a Certificate of Payment that properly be made in respect of any previous certificate.

8.30.3 The Purchaser shall pay the amount within fourteen days of issuance of a Certificate of Payment. Payment shall not be made in advance. The Purchaser shall make payment for the Goods/services supplied, the Services provided and the Works done, to the Contractor, as per Government policy, on monthly or quarterly basis, in the currency of the Tender, through treasury cheque.

8.31 Price

8.31.1 The Contractor shall not charge prices for the Goods supplied, the Services provided and for other obligations discharged, under the Contract, varying from the prices quoted by the Contractor in the Price Schedule.

8.32 Contract Amendment

8.32.1 The Purchaser may, at any time, by written notice served on the Contractor, alter, amend, omit, increase, decrease or otherwise change the nature, quality, quantity and scope, of all / any of the Goods / he Services / the Works, in whole or in part.

8.32.2 The Contractor shall, within ten working days of receipt of such notice, submit a cost estimate and execution schedule of the proposed change (hereinafter referred to as the Change), to the Purchaser.

8.32.3 The Contractor shall not execute the Change until and unless the Purchaser has allowed the said Change, by written order served on the Contractor.

8.32.4 The Change, mutually agreed upon, shall constitute part of the obligations under this Contract, and the provisions of the Contract shall apply to the said Change.

8.32.5 No variation in or modification in the Contract shall be made, except by written amendment signed by both the Purchaser and the Contractor.

8.33 Assignment / Subcontract

8.33.1 The Contractor shall not assign or sub-contract its obligations under the Contract, in whole or in part, except with the Purchaser's prior written consent.

8.33.2 The Contractor shall guarantee that any and all assignees / subcontractors of the Contractor shall, for performance of any part / whole of the work under the contract, comply fully with the terms and conditions of the Contract applicable to such part / whole of the work under the contract.

8.34 Extensions in time for performance of obligations under the Contract

8.34.1 If the Contractor encounters conditions impeding timely performance of any of the obligations, under the Contract, at any time, the Contractor shall, by written notice served on the Purchaser, promptly indicate the facts of the delay, its likely duration and its cause(s). As soon as practicable after receipt of such notice, the Purchaser shall evaluate the situation and may, at its exclusive discretion, without prejudice to any other remedy it may have, by written order served on the Contractor, extend the Contractor's time for performance of its obligations under the Contract.

8.35 Liquidated Damages

8.35.1 If the Contractor fails / delays in performance of any of the obligations, under the Contract / violates any of the provisions of the Contract / commits breach of any of the terms and conditions of the Contract the Purchaser may, without prejudice to any other right of action / remedy it may have, deduct from the Contract Price, as liquidated damages, a sum of money @.25% of the Contract Price which is attributable to such part of the Goods / the Services / the Works as cannot, in consequence of the failure / delay, be put to the intended use, for every day between the scheduled delivery date(s), with any extension of time thereof granted by the Purchaser, and the actual delivery date(s). Provided that the amount so deducted shall not exceed, in the aggregate, 50% of the Contract Price.

8.36 Blacklisting

8.36.1 If the Contractor fails / delays in performance of any of the obligations, under the Contract / violates any of the provisions of the Contract / commits breach of any of the terms and conditions of the Contract the Purchaser may, at any time, without prejudice to any other right of action / remedy it may have, blacklist the Contractor, either indefinitely or for a stated period, for future tenders.

8.36.2 If the Contractor is found to have engaged in corrupt or fraudulent practices in competing for the award of contract or during the execution of the contract, the Purchaser may, at any time, without prejudice to any other right of action / remedy it may have, blacklist the Contractor, either indefinitely or for a stated period, for future tenders.

8.37 Forfeiture of Performance Security

8.37.1 If the Contractor fails / delays in performance of any of the obligations, under the Contract / violates any of the provisions of the Contract / commits breach of any of the terms and conditions of the Contract the Purchaser may, without prejudice to any other right of action / remedy it may have, forfeit Performance Security of the Contractor.

8.38 Termination for Default

8.38.1 If the Contractor fails / delays in performance of any of the obligations, under the Contract / violates any of the provisions of the Contract / commits breach of any of the terms and conditions of the Contract the Purchaser may, at any time, without prejudice to any other right of action / remedy it may have, by written notice served on the Contractor, indicate the nature of the default(s) and terminate the Contract, in whole or in part, without any compensation to the Contractor. Provided that the termination of the Contract shall be resorted to only if the Contractor does not cure its failure / delay, within fifteen working days (or such longer period as the Client may allow in writing), after receipt of such notice.

8.38.2 If the Purchaser terminates the Contract for default, in whole or in part, the Purchaser may procure, upon such terms and conditions and in such manner as it deems appropriate, Goods / Services / Works, similar to those undelivered, and the Contractor shall be liable to the Purchaser for any excess costs for such similar Goods / Services /

Works from Pakistan. However, the Contractor shall continue performance of the Contract to the extent not terminated.

8.39 Termination for Insolvency

8.39.1 If the Contractor becomes bankrupt or otherwise insolvent, the Purchaser may, at any time, without prejudice to any other right of action / remedy it may have, by written notice served on the Contractor, indicate the nature of the insolvency and terminate the Contract, in whole or in part, without any compensation to the Contractor.

8.40 Termination for Convenience

8.40.1 The Purchaser may, at any time, by written notice served on the Contractor, terminate the Contract, in whole or in part, for its convenience, without any compensation to the Contractor.

8.40.2 The Goods and the Services which are complete or to be completed by the Contractor, within thirty working days after the receipt of such notice, shall be accepted by the Purchaser. For the remaining Goods, the Purchaser may elect:

8.40.3 to have any portion thereof completed and delivered; and/or

8.40.4 to cancel the remainder and pay to the Contractor an agreed amount for partially completed Goods, Services, Works and materials / parts previously procured by the Contractor for the purpose of the Contract, together with a reasonable allowance for overhead & profit.

8.41 Force Majeure

8.41.1 The Contractor shall not be liable for liquidated damages, forfeiture of its Performance Security, blacklisting for future tenders, termination for default, if and to the extent his failure / delay in performance /discharge of obligations under the Contract is the result of an event of Force Majeure.

8.41.2 If a Force Majeure situation arises, the Contractor shall, by written notice served on the Purchaser, indicate such condition and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Contractor shall continue to perform 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.

8.42 Dispute Resolution

8.42.1 The Purchaser and the Contractor shall make every effort to amicably resolve, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract.

8.42.2 If, after thirty working days, from the commencement of such informal negotiations, the Purchaser and the Contractor have been unable to amicably resolve a Contract dispute, either party may, require that the dispute be referred for resolution by arbitration under the Pakistan Arbitration Act, 1940, as amended, by one or more arbitrators selected in accordance with said Law. The place for arbitration shall be Lahore, Pakistan. The award shall be final and binding on the parties.

8.43 Statues and Regulations

8.43.1 The Contract shall be governed by and interpreted in accordance with the laws of Pakistan.

8.43.2 The Contractor shall, in all matters arising in the performance of the Contract, conform, in all respects, with the provisions of all Central, Provincial and Local Laws, Statutes, Regulations and By-Laws in force in Pakistan, and shall give all notices and pay all fees required to be given or paid and shall keep the Purchaser indemnified against all penalties and liability of any kind for breach of any of the same.

8.43.3 The Courts at Lahore shall have the exclusive territorial jurisdiction in respect of any dispute or difference of any kind arising out of or in connection with the Contract.

8.44 Taxes and Duties

8.44.1 The Contractor shall be entirely responsible for all taxes, duties and other such levies imposed outside and within Pakistan. Taxes and duties shall be deducted as per Law. The Contractor may make inquiries on income tax / sales tax to the concerned authorities of Income Tax and Sales Tax Department, Government of Pakistan.

8.45 The Client / Purchaser

8.45.1 The Client shall only carry out such duties and exercise such authority as specified in the Contract. The Client shall have no authority to relieve the Contractor of any of his obligations under the Contract, except as expressly stated in the Contract.

8.45.2 The Contractor shall proceed with the decisions, instructions or approvals given by the Client in accordance with these Conditions.

8.46 Authorized Representative

8.46.1 The Purchaser or the Contractor may, at their exclusive discretion, appoint their Authorized Representative and may, from time to time, delegate any / all of the duties / authority, vested in them, to their authorized Representative(s), including but not limited to, signing on their behalf to legally bind them, and may, at any time, revoke such delegation.

8.46.2 The Authorized Representative shall only carry out such duties and exercise such authority as may be delegated to him, by the Purchaser or the Contractor.

8.46.3 Any such delegation or revocation shall be in writing and shall not take effect until notified to the other parties to the Contract.

8.46.4 Any decision, instruction or approval given by the Authorized Representative, in accordance with such delegation, shall have the same effect as though it had been given by the Principal.

8.46.5 Notwithstanding Clause 8.46.4, any failure of the Authorized Representative to disapprove any Goods or Services or Works shall not prejudice the right of the Client (as specified in this Tender) to disapprove such Goods or Services or Works and to give instructions for the rectification thereof.

8.46.6 If the Contractor questions any decision or instruction of the Authorized Representative of the Purchaser / the Client, the Contractor may refer the matter to the Purchaser who shall confirm, reverse or vary such decision or instruction.

8.47 Waiver

8.47.1 Failure of either party to insist upon strict performance of the obligations of the other party, under the Contract, shall in no way be deemed or construed to affect in any way the right of that party to require such performance.

8.48 Training

8.48.1 The Contractor shall arrange and undertake a comprehensive training program for the staff nominated by the Purchaser / the Client to ensure that they shall acquire a good working knowledge of the operation.

8.48.2 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 Purchaser / Client and proceed to implement suitable remedial measures after consultation with them.

8.49 Documentation

8.49.1 The Contractor shall furnish the user documentation, the operation manuals, and service manuals for each appropriate unit of the supplied services and other information pertaining to the performance / maintenance of the service, in hard copy format, in soft copy format and in the form of on-line help, before the Services are taken over by the Purchaser.

8.50 IPR Rights

8.50.1 All Intellectual Property Rights over software / applications developed would be with the Purchaser.

TENDER FORM

To:

Purchase officer

Punjab Information Technology Board

15-1-C, Model Town, Lahore

Gentlemen:

1. We, [Name and Address of the Contractor], having read, understood and accepted the Tender Document, including the Addendum(s), if any, offer to supply, install, configure, test, train and support the Goods and the Services, in conformity with the said Tender Document, to [Name and Address of the Purchaser], for the Total Tender Price of PKR (in figures ____________________) (in words ____________________________________), in accordance with the Price Schedule and the timeline, attached hereto and made part of the Tender.
2. We undertake that the Tender shall have a minimum validity period of ninety days from the last date for submission of the Tender and may be accepted at any time before the expiration of that period.
3. We undertake to provide the Performance Security to give satisfactory assurance of our ability and intention, for due performance / execution of the Contract in accordance with the terms and conditions of the Contract, in case of acceptance of the Tender.
4. We undertake that we are / shall be represented by an agent in that country equipped and able to carry out the maintenance, repair and spare parts stocking obligations prescribed in the Terms and Conditions of the Contract and / or the Technical Specifications, in case of acceptance of the Tender and of not doing business within the Purchaser's country.
5. We undertake to be bound by the Tender and the Acceptance Letter, which shall constitute a contract, until execution of the formal Contract.

Date this ________________day of 2012.

CONTRACTOR

Signature ___________________

CNIC # ___________________

Name ___________________

Designation ___________________

Address ___________________

WITNESSES

Signature	___________________	Signature	____________________
CNIC #	___________________	CNIC #	____________________
Name	___________________	Name	____________________
Designation	___________________	Designation	____________________
Address	___________________	Address	____________________

Note: The Tender Form should be on the letterhead of the Contractor.

AFFIDAVIT

1. We, [Name and Address of the Contractor], do hereby declare on solemn affirmation that:
2. We have not been black listed from any Government Department / Agency.
3. We have not been involved in litigation with any client during the last 3 years.
4. We acknowledge that we have read, understood and accepted the Tender Document.
5. We understand that the Purchaser shall have the right, at his exclusive discretion, to require, in writing, further information or clarification of the Tender, from any or all the Contractor(s).
6. We understand that the Purchaser shall have the right, at his exclusive discretion, to increase / decrease the quantity of any or all item(s), accept / reject any or all tender(s), cancel / annul the Tendering process at any time prior to award of Contract, without assigning any reason or any obligation to inform the Contractor of the grounds for the Purchaser's action, and without thereby incurring any liability to the Contractor and the decision of the Purchaser shall be final.

Date this ________________day of 2012.

CONTRACTOR

Signature	___________________
CNIC #	___________________
Name	___________________
Designation	___________________
Address	___________________

WITNESSES

Signature	___________________	Signature	_____________________
CNIC #	___________________	CNIC #	_____________________
Name	___________________	Name	_____________________
Designation	___________________	Designation	_____________________
Address	___________________	Address	_____________________

Note: The Affidavit should be on a legal stamp.

TENDER SECURITY FORM

WHEREAS [Name and Address of the Contractor] (hereinafter called "the Contractor") has submitted Tender against Tender No. _______ (hereinafter called "the Tender") to the [Name and Address of the Purchaser] (hereinafter called "the Purchaser") for the Total Tender Price of PKR (in figures ______________________) (in words _____________________________________).

AND WHEREAS [Name of the Bank] having registered office at [Address of the Bank] (hereinafter called "the Guarantor") has agreed to give the Contractor a Guarantee;

THEREFORE the Guarantor hereby affirms to bind himself, his successors and his assigns to the Purchaser, for the sum of PKR (in figures ______________________) (in words _____________________________________) and undertakes to pay to the Purchaser, upon receipt of his written demand(s), any sum(s) as specified by him, not exceeding the above limit in aggregate, without cavil / argument and without the Purchaser having to substantiate / prove or to show grounds / reasons for such claim(s), on the occurrence of any / all of the following conditions:

1. If the Contractor withdraws the Tender during the period of the Tender validity specified by the Contractor on the Tender Form; or
2. If the Contractor does not accept the corrections of his Total Tender Price; or
3. If the Contractor, having been notified of the acceptance of the Tender by the Purchaser during the period of the Tender validity, fails or refuses to furnish the Performance Security, in accordance with the Tender Document.

Provided that the Purchaser shall specify the occurred condition(s) owing to which the said sum is due to him.

Provided further that any demand(s) / claim(s) from the Purchaser shall reach the Guarantor within thirty working days after the expiry of the Guarantee.

This guarantee shall remain valid up to ____________________ or until furnishing of the Performance Security, whichever is later.

Date this _________________day of 2012.

GUARANTOR

Signature ___________________

CNIC # ___________________

Name ___________________

Designation ___________________

Address ___________________

PERFORMANCE SECURITY

WHEREAS [Name and Address of the Contractor] (hereinafter called "the Contractor") has agreed to supply the Goods and render the Services against Tender No. ______ (hereinafter called "the Contract") for the Contract Value of PKR (in figures ____________________) (in words ___________________________________).

AND WHEREAS it has been stipulated in the Tender Document that the successful Contractor shall furnish Performance Security, within seven working days of the receipt of the Acceptance Letter from the Purchaser, in the form of a Bank Guarantee, issued by a scheduled bank operating in Pakistan, as per the format provided in the Tender Document or in another form acceptable to the Purchaser, for a sum equivalent to 10% of the contract value, valid from the date of issue until all obligations have been fulfilled in accordance with the Contract;

AND WHEREAS [Name of the Bank] having registered office at [Address of the Bank] (hereinafter called "the Guarantor") has agreed to give the Contractor a Guarantee;

THEREFORE the Guarantor hereby affirms to bind himself, his successors and his assigns to the Purchaser, for the sum of PKR (in figures ____________________) (in words ___________________________________) and undertakes to pay to the Purchaser, upon receipt of his written demand(s), any sum(s) as specified by him, not exceeding the above limit in aggregate, without cavil / argument and without the Purchaser having to substantiate / prove or to show grounds / reasons for such claim(s), on the occurrence of any / all of the following conditions:

1. If the Contractor commits a default under the Contract;
2. If the Contractor fails to fulfill any of the obligations under the Contract;
3. If the Contractor violates any of the provisions of the Contract.

Provided that the Purchaser shall specify the occurred condition(s) owing to which the said sum is due to him.

Provided further that any demand(s) / claim(s) from the Purchaser shall reach the Guarantor within thirty working days after the expiry of the Guarantee.

This guarantee shall remain valid up to ___________________ or until all obligations have been fulfilled in accordance with the Contract, whichever is later.

Date this ________________day of 2012.

GUARANTOR

Signature __________________

CNIC # __________________

Name __________________

Designation __________________

Address __________________

CONTRACT

This Contract is made on __________2012 at Lahore

Between

[Name & Address of the Purchaser] (hereinafter referred to as “the Purchaser”) of the one part

And

[Name & Address of the Contractor] (hereinafter referred to as “the Contractor”) of the other part

Which expression shall include their respective heirs, legal representatives, successors, assignees & nominees.

For

FEEDBACK AND INFORMATION SERVICE PROVISION FROM CITIZENS OF PUNJAB (hereinafter referred to as “the Services”).

1. The Contractor hereby covenants with the Purchaser to supply the Goods and provide the Services and to remedy defects / damage therein, at the time and in the manner, in conformity in all respects with the provisions of the Contract, in consideration of the payments to be made by the Purchaser to the Contractor.
2. The Purchaser hereby covenants with the Contractor to pay the Contractor, the Contract Price or such other sum as may become payable, at the times and in the manner, in conformity in all respects with the provisions of the Contract, in consideration of supply of the Goods and provision of the Services and remedying of defects / damage therein.
3. The following shall be deemed to form and be read and construct as part of this Contract:
    - **a.** The Tender Document
    - **b.** Terms and Conditions of the Contract
    - **c.** Special Stipulations
    - **d.** The Technical Specifications
    - **e.** Tender Form
    - **f.** Price Schedule
    - **g.** Affidavit
    - **h.** Authorized Dealership / Agency Certificate
    - **i.** Financial Summary
    - **j.** Tender Security
    - **k.** Performance Security
    - **l.** Service Level Agreement (SLA)

4. This Contract shall prevail over all other documents. In the event of any discrepancy / inconsistency within the Contract, the above Documents shall prevail in the order listed above.

5. IN WITNESS whereof the parties hereto have caused this Contract to be executed, in the presence of the witnesses and in accordance with their respective laws, the day and the year first above written.

PURCHASER		**CONTRACTOR**	
Signature	____________________	Signature	______________________
CNIC #	____________________	CNIC #	______________________
Name	____________________	Name	______________________
Designation	____________________	Designation	______________________
Address	____________________	Address	______________________

WITNESSES			
Signature	____________________	Signature	______________________
CNIC #	____________________	CNIC #	______________________
Name	____________________	Name	______________________
Designation	____________________	Designation	______________________
Address	____________________	Address	____________________

Annexure A

Technical evaluation worksheet

CITIZEN CONTACT CENTRE (CCC)			Vendor:				
			Contact:				
			Date:				

Citizen Contact Centre Project			Responses (see instructions)				
			Evaluation			Marks	
			A	B	C		Answer - Comment/Description
No.	Requirement	Requirement - Comment/Description	x	x	x		
	Feature List						
	Company Profile		Max 60				
1	Company Age - Certificate for Incorporation of Registration	If >2 years, then 'A' If <2 years, 'B' If <6 months, 'C'				0	
2	Total avaialble seat capacity	If >= 100 seats then A If <100 seats then B If <70 seats then C				0	
3	Call center services' Clients' profile - no. of local Campaigns (only accepted with verifiable evidence)	At least, 2 Public Sector and 2 Private Clients = A 1 Public Sector and 1 Private Clients = B 0 Public Sector and 1 Private Clients = C				0	
4	Call center services' Clients' profile - no. of seats for local campaigns (only accepted with verifiable evidence)	Over 15 seats for at least 2 campaign=A 5-15 seats for at least 2 campaigns=B Less than 5 seats for at least 2 campaigns=C				0	
5	Financial Strength (Comparative Marking) to be proven with verifiable evidence - 10 Marks	If Gross Revenue from contact center operations, for the last year >Rs.25.00 million, then 'A' If <Rs.25.0 m, then 'B' If <Rs.5.0 m, then 'C'				0	
6	Certifications (Data Security, other International Standards, excluding ISO)	2 International Certifications = A 1 Certification = B None = C				0	
	Generic Sytem Requirements		Max 70				
7	Centralized Database for all actors interacting with the system including members of steering committee, Government Officials, Call Agents and Citizens	to be evaluated as per the instructions				0	
8	Browser based access to information at least at the level of KPI Reports (Dynamic reporting,Filters and Dashboard)	to be evaluated as per the instructions				0	
9	Browser based access to the system of call agents/CRM for the purchaser	to be evaluated as per the instructions				0	
10	Data Security layers for web based and movile based systems	Give details of systems in place and data security policies				0	
11	Configurable System interface to add/delete edit data fields into the system per requirements					0	
12	Profile Maintenance facility for all stake holders using the system (Call Agents, Government Officials etc.)					0	
13	99.999% uptime required, quality of SLA draft to be evaluated	Elaborate support levels provided by the support centre				0	
	Calling Mechanism		Max 160				
14	Interactive Voice Response (IVR) facility with multiple language support(upto 4 Regional Languages in addition to English & Urdu being compulsory)	>=4 regional languages = 'A', >=2 regional languages = 'B', <2 languages supported='C'				0	
15	Recording facility in all regional languages with background music					0	
16	HIstorical data/profiling of all citizens interactions via phone (Manual/Robot Call), email, sms, etc.					0	
17	Real-time monitoring mechanism for coaching agents / QA (All inbound / outbound calls must be recorded)					0	

Citizen Contact Centre Project			Responses (see instructions)				
			Evaluation			Marks	
			A	B	C		Answer - Comment/Description
No.	Requirement	Requirement - Comment/Description	x	x	x		
18	Admin control panel to configure robot calls ans SMS to be broadcasted (x percentage of citizens to be sent Robot calls and y to be sent SMS, on the basis of demographics, type of service or any other classification or all citizens sent robot calls or all sent only SMS on basis of demographics or any other classification)					0	
19	Solution blended with Predictive Dialer					0	
20	Pacing Algorithm to calculate agent's idle time based on configurable variables	Elaborate on the mechanism to calculate productivity/performance				0	
21	Campaign Prediction Algorithm	Explain capabilities to calucate campaign predictions				0	
22	System's capability to support automated robot-calls and SMS broadcasting (interactive and one-way) and storing responses against each interaction					0	
23	Publish various versions of customizable Scripts embedded in system					0	
24	Monitor Dialing Ratio of an Agent					0	
25	Systemwide Statistical Sampling	Determine number of calls to be made before reaching the concerned individuals etc.				0	
26	Configurable dashboards for immediate Supervisors/Managers with features for downloading recorded calls					0	
27	Block users/numbers at dialer with respect to different campaigns (for a specified limited time)					0	
28	Avilability of redundant & spare PRIs at any given time					0	
29	Configuration of multiple campaigns (inbound/outbound) on a single PRI					0	
	Data Entry					Max 50	
30	Configurable forms for data entry with geo-tagging abilities					0	
31	SMS based entry of data with geo-tagging feature					0	
32	Capability to pull up data from pre-defined fromats					0	
33	Manipulatin of data per pre-defined rules,algorithms					0	
34	Data Analysis to pinpoint probable mistakes					0	
	Mobile					Max 30	
35	Instant acccess of critical information for managers/supervisors and ability to perform day to day managerial activities via mobile					0	
36	Configurable Dashboards on mobile devices					0	
37	Compatability with Windows mobile, iPhone, Blackberry and Android platform	All= 'A', Andriod+iphone='B', None='C'				0	
	Messaging					Max 30	
38	Two-way Messaging using same as multiple short code with option of geo-tagging					0	
39	Two-way Messaging in bulk and for individuals					0	
40	Historical data related to conatacts and each interaction					0	
	Interfacing					Max 20	

Citizen Contact Centre Project			Responses (see instructions)				
			Evaluation			Marks	
			A	B	C		Answer - Comment/Description
No.	**Requirement**	**Requirement - Comment/Description**	x	x	x		
41	Interfacing with upcoming and existing technologies/ scale-up					0	
42	Integration with CRM and other collaborative solutions					0	
	Reporting					Max 70	
43	Configurable custom reports (export to Excel and PDF, email and print options)					0	
44	Configurable dashboard views with features to auto broadcast reports at given intervals via email and SMS					0	
45	Performance reports for supervisors					0	
46	Log report of agents and actions taken on the calls					0	
47	Rating mechanism to identify lead performers					0	
48	Automated letters based on pre-defined templates					0	
49	Facility to send e-fax					0	
	Collaboration					Max 50	
50	System wide collaboration among the assigned agents to escalate/resolve with the minimal of efforts					0	
51	Alerts driven envoirnment to remind concerned officials to take action wherever required (broadcasted to users via email, robot calls and/or SMS)					0	
52	History database holding previous cases as referene					0	
53	Flagged action items and log maintenance					0	
54	Knowledge / Information portal for agents	So that all stake holders have access to the documents and collateral				0	
	Quality Assurance					Max 50	
55	Mechanism to monitor quality of call with live shadowing					0	
56	Mechanism to enforce quality thoroughout the campaign					0	
57	Online real time access to performance graphs of agents in call centre with call recordings download feature					0	
58	Perforformance reviews mechanism of the agents					0	
59	Listing of Quality Control staff available with the Contractor					0	
	TOTAL (Out of 580)					**0**	