PUNJAB INFORMATION TECHNOLOGY BOARD
(PITB)

# INVITATION TO BID

Punjab Information Technology Board (PITB), Government of the Punjab, invites bids for Procurement of Hardware and Software for Provision, Implementation of, an off the Shelf Call center Solution on Turn Key Basis under Punjab Public Management Reforms Program.

2. Tender Document is available at www.pitb.gov.pk and www.ppra.punjab.gov.pk. The procurement shall be completed in accordance with the Punjab Procurement Rules 2014, on Single Stage - Two Envelope Bidding Procedure.
3. A single package containing Technical and Financial separate Bids, duly completed, signed, stamped, sealed and in complete conformity with Tender Document should be dropped, in the Tender Box No.2, placed at Reception of the PITB office, 13th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore, no later than 1500 Hours, within 15-days of first publication of this advertisement in national newspapers or uploading of relevant Tender Document on PITB & PPRA websites, whichever is later. The bids shall be opened at 1530 hours on last date for submission of bids, as per PPRA Rules, 2014.
4. All bids must be accompanied by Bid Security at the rate of 2% of total Tender/bid value in complete conformity of the clause "Bid Security" of the prescribed tender document. Bids which are incomplete, not sealed, not signed and stamped, late or submitted by other than specified mode will not be considered.
5. All prospective firms are required to collect a Challan Form from the Procurement Assistant, PITB at the given below address, to submit an amount of Rs. 2,000/-, in PITB's Account. The deposit slip must accompany the bid.
6. Income/Sales tax registration certificate and other documents as mentioned in Tender Document must accompany the bids.

**Note**: PITB management may reject all bids or proposals at any time prior to the acceptance of a bid or proposal, as provided under Rule-35 of Punjab Procurement Rules, 2014. **(IPL-14585)**

**Director (Development & Procurement)**
**Punjab Information Technology Board**
13th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road Lahore.
Ph: (042) 35880062, Fax (042) 99232123 Web: www.pitb.gov.pk

# Tender Document

**No. 201122015-1**

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# PROCUREMENT OF HARDWARE AND SOFTWARE FOR PROVISION, IMPLEMENTATION OF, AN OFF THE SHELF CALL CENTER SOLUTION ON TURN KEY BASIS UNDER "PUNJAB PUBLIC MANAGEMENT REFORMS PROGRAM (PPMRP)"

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**Punjab Information Technology Board (PITB)**

13th Floor, Arfa Software Technology Park (ASTP),

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**Important Note:**

Bidders must ensure that they submit all the required documents indicated in the Bidding Documents without fail. Bids received without, undertakings, valid documentary evidence, supporting documents and the manner for the various requirements mentioned in the Bidding Documents or test certificates are liable to be rejected at the initial stage itself. The data sheets, valid documentary evidences for the critical components as detailed hereinafter should be submitted by the Bidder for scrutiny.

**Applicability of Punjab Procurement Rules, 2014**

This Bidding Process will be governed under Punjab Procurement Rules, 2014, as amended from time to time and instructions of the Government of the Punjab received during the completion of the project.

## 1. Invitation to Bid

### 1.1 PPRA Rules to be followed

Punjab Procurement Rules 2014 will be strictly followed. These may be obtained from PPRA's website.

http://ppra.punjab.gov.pk/sites/ppra.pitb.gov.pk/files/Final%20Notified%20PPR-2014%20ammended%20upto%2011.03.2014.pdf

In this document, unless otherwise mentioned to the contrary, "Rule" means a Rule under the Punjab Procurement Rules, 2014.

### 1.2 Mode of Advertisement(s)

As per Rule 12(1&2), this Tender is being placed online at PPRA's website, as well as being advertised in print media.

As per Rule 12(2), 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** and from PPRA's website **www.ppra.punjab.gov.pk** for information only. All prospective bidders are required to collect a Challan Form from the Procurement Assistant, PITB at above given address; to submit an amount of Rs. 2,000/- in PITB's account. The deposit slip / Challan Form must accompany respective bid; elsewise the bid will stand rejected.

### 1.3 Type of Open Competitive Bidding

As per Rule 38(2)(a), Single Stage - Two Envelope Bidding Procedure shall be followed. The said procedure is reproduced as follows:

(i) the bid shall be a single package consisting of two separate envelopes, containing separately the financial and the technical proposals;

(ii) the envelopes shall be marked as "Financial Proposal" and "Technical Proposal";

(iii) in the first instance, the "Technical Proposal" shall be opened and the envelope marked as "Financial Proposal" shall be retained unopened in the custody of the procuring agency;

(iv) the procuring agency shall evaluate the technical proposal in the manner prescribed in advance, without reference to the price and shall reject any proposal which does not conform to the specified requirements;

(v) during the technical evaluation no amendments in the technical proposal shall be permitted;

(vi) after the evaluation and approval of the technical proposals, the procuring agency shall open the financial proposals of the technically accepted bids, publically at a time, date and venue announced and communicated to the bidders in advance, within the bid validity period;

(vii) the financial bids found technically nonresponsive shall be returned un-opened to the respective bidders; and

(viii) the lowest evaluated bidder shall be awarded the contract.

## 2. Bidding Details (Instructions to Bidders)

All bids must be accompanied by Bid Security (Earnest Money) as part of financial bid and as per provisions of the clause "Bid Security" of this document in favor of "Punjab Information Technology Board". The complete bids as per required under this tender document must be delivered into the Tender Box No.2, placed at reception of Punjab Information Technology Board, not later than **1500** hours on last date of submission of bids i.e. **16th December, 2015** late bids shall not be considered. The Technical bids shall be publicly opened in the Committee Room of Punjab Information Technology Board, 13th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore, at **1530** hours on **16th December 2015**. In case the last date of bid submission falls in / within the official holidays / weekends of the Purchaser, the last date for submission of the bids shall be the next working day.

Queries of the Bidders (if any) for seeking clarifications regarding the specifications of the hardware / software or required scope must be received in writing to the Purchaser till **8th December, 2015**, Any query received after said date may not be entertained. All queries shall be responded to within due time. PITB will host **a pre-bid session, at 3:00 p.m. on 9th December 2015,** at PITB premises (13th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore). All Bidders shall be informed of the date and time in advance.

The bidder shall submit bids which comply with the Bidding Document. **Alternative bids shall not be considered.** The attention of bidders is drawn to the provisions of this tender document Clause regarding **"Determination of Responsiveness of Bid" and "Rejection / Acceptance of the Tender"** for making their bids substantially responsive to the requirements of the Bidding Document.

It will be the responsibility of the Bidder that all factors have been investigated and considered while submitting the Bid and no claim whatsoever including those of financial adjustments to the contract awarded under this Bid Process will be entertained by the Purchaser. Neither any time schedule, nor financial adjustments arising thereof shall be permitted on account of failure by the Bidder.

The Bidder shall be deemed to have satisfied itself fully before Bid as to the correctness and sufficiency of its Bids for the contract and price/cost quoted in the Bid to cover all obligations under this Bid Process.

It must be clearly understood that the Terms and Conditions and Specifications are intended to be strictly enforced. No escalation of cost except arising from increase in quantity by the Bidder on the demand and approval of the Purchaser will be permitted throughout the period of completion of the contract.

The Bidder should be fully and completely responsible for all the deliveries and deliverables Solutions to the Purchaser.

The Primary Contact & Secondary Contact for all correspondence in relation to this bid is as follows:
The Applicants can seek any clarification regarding the project from the following:-

**Primary Contact**

**Amir Munsif Khan**
Joint Director (Citizen Contact Center)
**Email**: amir.munsif@pitb.gov.pk
13th Floor, Arfa Software Technology Park, 346-B,
Ferozepur Road, Lahore, Pakistan.
**Ph:** +92 42 35880062**, Ext-1345**
+92 321 4000055,

**Secondary Contact**

**Ata-ur-Rehman**
Director (D&P)
Email: ata.rahman@pitb.gov.pk
13th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road,
Lahore, 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 the Secondary Contact.

Bidders are also required to state, in their proposals, the name, title, contact number (landline, mobile), fax number and e-mail address of the bidder's authorized representative 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.

Failure to supply required items/services within the specified time period will invoke penalty as specified in this document.

## TERMS AND CONDITIONS OF THE TENDER

### 3. Definitions

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

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

3.2 “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.

3.3 "Client" means the Project lead of technical wing of the Purchaser for whose’ particular project the Goods / Services have been procured or any other person, duly appointed in writing, by the Client, for the time being or from time to time, to act as Client for the purposes of the Contract.

3.4 “Bidder/Tenderer” means the interested Firm/Company/Supplier/Distributors that may provide or provides the I.T related hardware/equipment etc. and related services to any of the public/private sector organization under the contract and have registered for the relevant business thereof.

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

3.6 "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.

3.7 "Contractor / Vendor" means the Tenderer whose bid has been accepted and awarded Letter of Acceptance for a specific item followed by the signing of Contract.

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

3.9 "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 apportion-able to the Goods or Services in question.

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

3.11 "Day" means calendar day.

3.12 "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.

3.13 "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.

3.14 "Goods" means hardware, equipment, machinery, and/or other materials which the Contractor is required to supply to the Purchaser under the Contract against each relevant Lot.

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

3.16 "Prescribed" means prescribed in the Tender Document.

3.17 "Purchaser" means the Punjab Information Technology Board (PITB) 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.

3.18 "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.

3.19 "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.

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

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

3.22 “Eligible” is defined as any country or region that is allowed to do business in Pakistan by the law of Government of Pakistan

3.23 “Technical Score (St)” is the score obtained by the bidder in evaluation of technical proposal.

## 4. Headings and Titles

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.

## 5. Notice

5.1 In this document, unless otherwise specified, wherever provision is made for exchanging notice, certificate, order, consent, approval or instructions amongst the Contractor, the Purchaser and the Client, the same shall be:

5.1.1 in writing;

5.1.2 issued within reasonable time;

5.1.3 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

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

## 6. Tender Scope and detail of CCC solution

**6.1** Punjab Information Technology Board (PITB), (hereinafter referred to as “the Purchaser”) invites / requests Technical and Financial Proposals (hereinafter referred to as “the Tenders”) for Implementation of In-house Citizen Contact Center (CCC) (Hereinafter referred to as “the Goods”) and for installation, configuration, deployment, commissioning, testing, after-sale support, of said Goods (hereinafter referred to as “the Services”).

## 6.2 Objective:

Punjab Information Technology Board (PITB) under Punjab Public Management Reform Program (PPMRP) has recently decided to deploy Citizen Call Centre (CCC) at Arfa Software Technology Park (ASTP). The purpose of this TENDER is to invite you for the supply of the state of the art, Contact Center infrastructure and solution. The solution should also be consist of ACD (Automated Call Distributor), CTI (Computer Telephony Integration), Queuing, Call Recording and Monitoring, Reporting, Soft phone, CRM, Wallboard and Self Service IVR to provide enhanced and uniform customer experience across all interaction channels - Inbound, Outbound, IVR, Chat and Emails with inbuilt Quality Management solution, which can meet today's and future needs of the organization. The solution should be flexible enough to handle multiple complains simultaneously.

## 6.3 Solution Overview:

Contact Center solution should meet the need of PITB with easy-to-deploy, easy-to-use, secure, highly available, and sophisticated customer interaction management for up to 200 agents. Initially PITB will go for procurement of infrastructure to cater for 200 agents but in the beginning phase 75 licenses will be activated and remaining will be added on need basis in future without any additional infrastructure cost Contact Center solution should support powerful, agent-based service as well as fully integrated self-service applications, distributed automatic call distributor, interactive voice response (IVR), costumer relationship management (CRM), Networking of Call Center, computer telephony integration (CTI), and agent desktop services deployment while offering the flexibility to scale to larger, more demanding environments. Contact Center should help ensure inbound and outbound voice, email, web, and chat.

### 6.4 Call Center Timings & Holidays:

The Call Centre will operate 24 hours a day, seven days in a week and be available to customers on all 365 days. The Vendor's services and resources are required to be available accordingly

## 6.5 Technical Specification of the Solution:

As mentioned above, PITB will go for procurement of infrastructure to cater for 200 agents but in the beginning phase 75 licenses will be activated and remaining will be added on need basis in future without any additional infrastructure cost. The solution should be flexible enough to handle multiple complains simultaneously. The detail required specification are as under:-

### 6.5.1 Multi-channel IP Contact Center:

- IP based multi-channel CC solution for all inbound and outbound IVR ports, 75 inbound and 50 outbound ports required.
- Based on Open architecture, support integration with Open Database Connectivity (ODBC)-compliant database.
- Support Java interfaces for CTI applications.
- Web 2.0 or better Standards based fully customizable agent and supervisor desktops with support for call control, email, , and live data reporting, CTI integration
- Integrate with backend CRM
- Email solution for agents
- Network readiness for Agents
- Voice Recording, Quality Management and Work Force Management solution for call center
- Provide historical and real-time reports and dashboards with flexible presentation
- Fully customized reporting tool
- High-availability redundancy, including support for automatic failover of inbound voice ACD, IVR, and desktop services.
- Support Database replication and failover.
- Support High-availability for core components
- Wall board with display
- Integration with the existing SMSc.

### 6.5.2 PSTN Gateways

- Must be modular platforms with integrated 3x 10/100/1000 Ethernet Layer-3 ports
- 4x E1 PRI's
- Must support SIP.
- Must support codec transcoding, trans-rating services.
- Redundant Power Supplies

### 6.6 Call Center Features & Benefits:

Contact Center should have the following features:

### 6.6.1 Routing Capabilities:

Contact Center routing should support a wide range of routing logic that can accurately target and selectively route different classes of contacts, or even single out individual contacts for customized, prioritized routing treatment.

Contact Center should offer call-routing behaviors based on conditional events, such as time of day, day of week, or holiday routing, as well as the ability to specify service levels, move contacts between agent groups, and reprioritize contacts in the queue based on your business rules. With Contact be able to integrate with enterprise's database. In addition, the application can give agents extensive information on a per-contact basis through a customer-relationship-management (CRM)

### 6.6.2 Email Management:

Contact Center should be able to queue and route email messages to staff and skilled agents, helping strike a balance between email and call-handling activities.

### 6.6.3 Workforce Optimization and Quality Management:

| | **Description of Functionality Requirements** |
|---|---|
| | **FORECASTING** |
| | Forecasting must be based on historical data that is automatically collected from the ACD and stored at a 15-or 30-minute interval. |
| | Historical data from the ACD must be stored and available for use for an unlimited amount of time. |
| | It must be possible to create forecasts, including trends, without any historical data in the system, based on data stored in spreadsheets. |
| | The user will be guided through the forecasting process by a GUI-wizard. |
| | Historical data that is used for forecasting must be both graphically and numerically displayed in the system. Please provide examples of user interface. |
| | The user must be able to choose exactly the length and period of historical data to use for a new forecast, not just a pre-defined period of data. Please provide examples of the user interfaces of how this is achieved in the system. |
| | The forecasting tool must automatically generate forecasts based on the historical data chosen, but users must be able to easily adjust and change automatically generated data. Please provide a step-by-step description of how the user can update forecasted volumes for one specific month. |
| | It should be possible to easily import and export data to and from MS Excel, such as by copy/paste. Users should be able to create manual patterns and forecasts, supported by a graphical interface. |

| | Description of Functionality Requirements |
|---|---|
| | The system must automatically generate standard call patterns for normal days. Users must be able to easily create special patterns for both recurring and one-time special days, such as campaigns, bank holidays, etc. Please provide an example of the user interface where a special call pattern is created. |
| | The workforce management solution must offer an integrated multimedia solution that can calculate forecasts for calls as well as mail, fax, chat, etc. Forecasts for mail or fax, etc. must take backlogs into account, as well as service level goals of several hours. Please provide an example of the user interface for an email forecast. |
| | The forecasting process for chat must take into consideration that agents can handle multiple chat sessions at a time. Please describe how this is done. |
| | The system must allow for different service levels, staff efficiency, and shrinkage during special days or intervals of the day (such as late nights). |
| | The system must be able to generate volume and resource forecasts for longer periods of time, such as one year into the future (long-term forecast). |
| | Forecasts must automatically calculate and adjust for cycles on a seasonal, monthly, weekly, and daily level. |
| | For budgeting purposes, it should be easy to estimate the resources needed with regard to retention rates, planned and unplanned absence, part timers, new recruits, and effectiveness of staff. |
| | It must be possible to work with different, user-defined what-if scenarios in forecasting. Please describe how this works in your solution and how many scenarios a user can define. |
| | Please describe the forecasting process of your solution. |
| | **SCHEDULING** |
| | The Workforce Management (WFM) system must provide multi-skill scheduling with no limits as to the number of skills. |
| | The system must be able to schedule longer periods at a time. Describe how your solution can create an eight-week schedule for agents. |
| | It must be possible to create monthly schedules, such as per calendar month, in addition to weekly schedules. |
| | The system must be able to automatically distribute resources optimally over the entire scheduling period, not only within the week. Under- and overstaffing should be evenly distributed across the entire period. Describe how your solution supports flexible work hours between weeks. |
| | The system must be able to automatically distribute resources optimally over all intervals of the day and all skills, so even small skills and intervals with low volume are staffed automatically. |

| | Description of Functionality Requirements |
|---|---|
| | It must be possible to schedule agents in a user-defined order, such as per team, per employment type, or one agent at a time. |
| | The system must take all work rules and limitations into account when scheduling, both for employment type and on an individual agent level. Users should be able to override a limitation if needed. |
| | The system must be able to distribute and optimize time off automatically. Please describe how this is achieved. |
| | The system must take agent preferences into account when scheduling. The system must be able to automatically grant or break some or all preferences if needed based on the forecasted need, limited by inputs from the user. It should be possible to grant different amounts of preferences based on seniority, performance, type of employment, etc. |
| | It must be possible to work with multiple user-defined what-if scenarios when scheduling. Please describe how this works in your solution and how many scenarios a user can define. |
| | Fairness should be built into the scheduling process, so that unpopular shifts and preferences are distributed fairly. |
| | After the schedule is ready, it should be possible to re-optimize it when conditions in the contact center change. Please provide a step-by-step description, including user interfaces, of how the user can re-optimize a schedule. |
| | It should be easy to make quick changes to schedules manually with drag-and-drop of activities within a graphical interface. |
| | The user should be able to view and edit multiple days for multiple people at the same time. Please show how this is achieved in your solution. |
| | The system must be able to automatically handle different scheduling methods, such as flexible scheduling, rotation-based scheduling (including both full and partial rotations), preference-based scheduling, etc. |
| | Creating shifts must be flexible and easy, and it must include all of the call center's activities, such as meetings, trainings, etc. Activities must be user-defined, and it must be easy to change, add, and delete activities. |
| | It must be possible to create shifts with 5-minute activities. Show how this is done in your system. |
| | It must be possible to set the maximum number of workstations per site, not just for the whole call center. The system should then respect these individual limits for each site. |
| | There should be a calculation of FTEs and workstation use when scheduling. |
| | There should be automatic planning of days off according to restrictions AND forecasted need. Describe how days off are optimized in your solution. |

| | Description of Functionality Requirements |
|---|---|
| | It should be possible to automatically reschedule/move activities and breaks within the shifts when conditions in the call center change. Please describe how this is achieved. |
| | A user should be able to check the impact of meetings and other activities on service levels before scheduling them. The system should suggest the best time to schedule such activities with regard to service levels and agents schedules. Please provide examples of user interfaces to achieve this. |
| | A history of all schedule changes should be available. Describe how a user can restore the schedule to any point in history. |
| | It should be possible to add a comment to a schedule for an agent for a specific day. It should be possible to hide these comments from other users. Please provide examples of the user interface. |
| | It must be possible for resource managers to change agent schedules through a web interface. Please show how this can be done. |
| | It must be possible for resource managers to get a web based real time overview of all agents that shows logged in and scheduled agents. Please show how this is implemented in your solution. |
| | Please describe your scheduling process. |
| | |
| | **RESOURCE ADMINISTRATION** |
| | The system must have a module for managing agents, with agent data, site/ team grouping, skills, work rules, etc. |
| | Agent skills, work rules, team membership and employment type should be date-based, in order to make it possible to plan ahead and look back historically. Please show how this is achieved in your solution. |
| | Agents must be assigned to individual skill profiles. |
| | It must be possible to assign different permissions to different users and it must be easy to maintain and change these permissions. Please show how this is achieved in your solution. |
| | The system should support mass data changes. Please show how to assign a new skill to all full-time employees in your solution. |
| | Resource managers should be able to create and send structured messages to agents. Show how a resource manager can ask all agents with a specific skill if they can work overtime and collect the answers. |
| | |
| | **REPORTING** |

| | Description of Functionality Requirements |
|---|---|
| | There must be Intraday performance reports, both numerical and graphical, regarding actual call volumes, handling times, and service levels. |
| | There must be reports for agent evaluation, including time spent on talk/wait/pause, productivity, and schedule adherence. |
| | It should be possible to distribute some reports to agents for self-evaluation, such as schedule adherence. Show how an agent can see his own adherence in your solution. |
| | There must be functionality for following up agent adherence in real time (fast refresh rate), with user-defined flags and alerts. Describe your real-time adherence solution. |
| | There must be numerical and graphical reports for comparing forecasted values with actual values, such as call volumes, AHT. |
| | There must be reports for comparing actual vs. forecasted staffing and actual vs. scheduled staffing. |
| | There must be graphical intraday reports for checking scheduling accuracy (how well schedules match the forecasted need for every skill and every time interval). |
| | There must be reports for following up on agent preference fulfillment. |
| | There should be reports for following up on schedule fairness. |
| | It must be possible to export reports to MS Excel, MS Word, PDF, and other reporting applications. |
| | It should be possible to collect reports on any part of the organization. Describe how a user can extract a report for all agents with a specific skill or with a specific employment type. |
| | It should be possible to access reports through smartphones. Please show how this is achieved with your solution. |
| | It should be possible for users to define their own reports. Describe how this achieved. |
| | |
| | **Agent access to WFM system** |
| | All agent interaction with the WFM solution must be managed through a web-based agent portal. |
| | Agents must be able to see their schedules, enter preferences, request time off and request shift changes etc. in their portal. |
| | Agents should be able to trade their shifts among themselves in their portal without involvement from team leaders and management. It should be possible to set rules to allow the system to automatically approve/deny shift trades. Describe how this works in your solution. |

| | Description of Functionality Requirements |
|---|---|
| | Team leaders and supervisors must have a user friendly portal for seeing their teams' schedules and updating the schedules with tardiness, sickness, etc. |
| | Agents should be able to request time off and have their request automatically approved by the system based on a set of user-defined rules. Explain how your system automatically approves or denies a time-off request based on its effect on expected service levels. |
| | Agents should have real-time tools to help them manage their own adherence. Please explain how this works in your solution. |
| | Agents can receive SMS regarding their schedule changes. |
| | Agents can export their schedules to other calendars (e.g. Google Calendar, MS Outlook etc.). |
| | |
| | **SYSTEM ARCHITECTURE AND SETTINGS** |
| | The system must have an open database system for external reporting and integration with other systems. |
| | Users must be able to choose the first day of the week and which days are considered weekends. Users must also be able to change this at a later time. |
| | There must be no limits to the number of agents in system (capacity). |
| | Number of concurrent users must be unlimited. |
| | It must be easy for users to make changes, such as editing or adding activities, scenarios, etc. without the need for assistance. |
| | What languages does your system support? Can other languages be implemented? |
| | The solution must include an SDK as standard to facilitate integration with other technologies (i.e. Payroll Systems) |
| | The solution must facilitate standard reporting and advanced (user defined) reporting from a single database. |

### 6.6.4 Outbound Dialing Capabilities:

The outbound Option complements the powerful inbound call-handling capability of the Contact Center platform by offering blended preview outbound dialing capabilities. You can build campaigns to use preview dialing that is integrated with inbound calls to provide a blended inbound/outbound solution. These blended functions let agents serve both inbound calls and outbound campaign tasks when the inbound queue is empty, allowing for the most efficient use of agent resources for both inbound calls and outbound campaigns.

System should support these outbound modes: preview outbound, progressive outbound and predictive outbound. And this project must support inbound and outbound integrated in the same equipment.

The outbound call system should support various media outbound call, such as voice, and Email

The IVR can also obtain customer information from the database or third-party systems, preempt agents, and initiate outbound call campaigns to implement manual outbound calls.

### 6.6.5 Computer Telephony Integration:

Contact Center should integrate with any CRM application that can run on the agent's Microsoft Windows desktop. Integration should achieve using a powerful real-time programmable CTI workflow engine. System should provide API for other system integration and development. System should provide Web service interface for 3rd system integration and development.

Finally, Contact Center third-party CTI server should provide for deep integration with Agent and IVR subsystems for traditional custom CTI integrations.

### 6.6.6 IVR and Self-Service Capabilities and Benefits:

In order to ensure the compatibility of the system, IVR and PBX are required from the same manufacturers.

In order to ensure the reliable operation, system use DSP codec for media resources of IVR.

In order to ensure high stability and high reliable of the call center system, an IVR server can support concurrent calls.

Multiple IVR servers are working in load sharing mode. Any one failure does not affect other modules of system. And it does not affect the overall number of IVR's license. The system supports automatically assigned license of this server to other IVR server.

The proposed IVR system should support the following call control functions, such as

- call answer,
- transfer,
- Redirect,
- Recording.

The IVR solution should provide an IVR queue point, custom call treatment, arbitrarily deep voice menus, custom voice prompts, and the ability to process customer phone-keypad presses through dual tone multi frequency (DTMF) processing to make routing decisions or to present a screen pop to the agent.

### 6.6.7 Agent Capabilities and Benefits

Agent gives agents tools to access information and respond rapidly to customer requests. Voice contact workflows, the enterprise data pane, and the integrated browser display (screen pop) show agent's customer data as calls are presented, preventing redirection of calls and the necessity for customers to repeat information. Task automation buttons and the personal phone directory allow agents to instantly activate frequently performed functions that shorten response time and automate after-call work to follow up on a customer inquiry. Additionally, Agent offers the ability to provide workflows that process business rules based on critical call-state events, the ability to invoke any CRM or other application able to run on the agent's Microsoft Windows desktop, and the ability to display information in the form of a screen pop from the AGENT or IVR subsystem to that application.

When the Outbound Option with preview dialing is enabled, the Agent provides all the controls necessary for agents to participate in outbound campaigns. The Outbound option enables either dedicated outbound or seamless blended inbound and outbound call handling for agents.

## 6.7 Management Capabilities and Benefits:

### 6.7.1 Supervisory Features:

The ability of Supervisor to monitor critical performance metrics and actively chat, monitor, record, and send team messages allows managers to coach, train, and encourage agent behavior so that agents consistently perform their job function and process calls efficiently. The ability to send agents scrolling team messages and chat with individual members or the entire team allows supervisors to coach agents, resolve problems, and instantly communicate business changes. Supervisors can coach agents unobtrusively on cross-sell and up-sell opportunities and help agents resolve customer situations.

Within the Supervisor, contact center managers can see team performance, agent statistics, and status at a glance by using easy-to-navigate tabbed pages and graphical reports. To coach agents, they can silently monitor calls and offer encouragement using chat. They can also initiate call recording for later review and training.

Supervisors can interrupt an agent's call to create a three-way conference, and then interact with both the caller and the agent to help resolve a concern. A supervisor can remove the agent from a call using the Intercept feature, allowing the supervisor and caller to complete the call on their own while the agent handles another customer request.

Supervisors can change an agent's state from their desktop. For example, agents may forget to make themselves available to take calls after a break or neglect to log out when they are away from their workstation for an extended period. With Supervisor, supervisors can easily log out missing agents or make unintentionally idle agents ready to take calls. This function is critical to highly distributed contact center deployments. Supervisors can also change an agent's skill profile in real time. This capability gives supervisors tactical tools to manage their agent teams and support contact center management objectives.

### 6.7.2 Administration:

The Contact Center web-based administration provides a run-anywhere, enterprise wide point of control for single or multi-site contact centers. Contact Center Administration allows a wide range of real-time reporting statistics across all activity within the contact center, regardless of agent or supervisor location and for all calls in process. In addition, supervisors can use administrative capabilities to dynamically re-skill agents.

### 6.7.3 Reporting:

The Contact Center solution should provide the real-time and historical data necessary for mission-critical contact center reporting. Real-time reports are provided both at the supervisor level (integrated with the Supervisor) on a per-agent or per-team basis and also at the administration level, across the entire contact center.

The reporting function provides accurate and timely reports on contact center activity, helping managers make informed decisions regarding staffing levels, contact-handling procedures, and technology investments. Standard reporting templates provide automatically operational functions for common reporting needs. Custom reports can extend the standard reporting package to meet specific reporting needs. Furthermore, the open software architecture of Contact Center allows for export of reporting data in a variety of formats.

### 6.7.4 Cluster Management

When Contact Center is deployed with multiple servers, all servers are members of the Contact Center cluster and can be viewed, monitored, and taken in and out of service. Using open Internet standard and the inherent capabilities of devices. Please note this is only applicable if same application is running from more than one server.

## 6.8 System Capabilities and Benefits:

### 6.8.1 Open Systems:

Contact Center software should take full advantage of industry-standard hardware platforms, giving you the benefits of many software functions at a modest hardware cost. The open architecture of the system, which includes an Open Database Connectivity (ODBC)-compliant database as well as Java interfaces for CTI applications, can integrate with existing contact center solutions, preserving investments in traditional systems and providing a platform for future applications.

System must support the middleware for processing database operation requests. It receives the database operation requests from the clients, processes the requests, and then returns the results to the clients. Middleware must support the database types: SQLServer, Oracle, Sybase, Informix, and DB2;

System must support the middleware for processing database operation requests.

System must supports invoking the DLL and Java programs. Users can develop the DLL or Java programs that can be invoked by the Web Service interface so that the IVR system can invoke the DLL or Java programs.

System must provide multiple application programming interface (API) functions to support the development of various call center applications. It must provide the Data Dictionary.

### 6.8.2 Redundant High Availability:

Contact Center should offer high-availability redundancy for dual server cluster deployments, including support for automatic failover of inbound voice AGENT, IVR, and desktop services, as well as database replication and failover and load-balanced redundancy for historical reporting and on-demand recording.

Must support N+1 Power;

Must support Active and Standby Mode for Key Boards or Servers;

Must support Load Sharing Mode for Some Devices;

Must support Local Survivability;

### 6.8.3 Scalability

Contact Center should provide for inbound and outbound services .Dual server clusters provide a redundant, high-availability option across a virtual contact center. Contact Center should support a Customer Interaction Network based on the Intelligent Contact Management and Contact Center Peripheral Gateway, enabling pre-routing, post-routing, and centralized reporting for multiple Contact Center systems across a Unified Communications.

Must support unified configuration, unified quality control, and unified monitor function for at least 200 independent contact centers;

### 6.8.4 Security:

Contact Center should support Security Agent, as well as virus-detection software from the major antivirus software vendors.

The ACD must provide the Signaling encryption using TLS mode,

The ACD must provide the media stream encryption using SRTP mode.

The ACD must provide standby board real-time synchronization of data between backup mechanisms;

The ACD must provide master processor automatic database backup to flash memory mechanisms

The ACD must provide Cyclic Redundancy Check mechanisms;

The ACD must provide multi-level user rights management;

The ACD must provide account authentication login security management

The ACD must provide the log for all the operations;

The ACD must provide a well alarm function

The ACD must provide a well check function

Operating system with a user name and password protection

## 6.9 PABX Features and Specifications:

User right control
Local number query
Calling line identification presentation (CLIP)
Calling line identification restriction (CLIR)
Calling line identification restriction override (CLIRO)
Call forwarding unconditional (CFU)
Call forwarding on busy (CFB)
Call forwarding on no reply (CFNR)
Call forwarding offline (CFO)
Call transfer
Call hold
Call waiting
Abbreviated dialing
Call barring
Do not disturb (DND)
Alarm clock
• Call recording
• Codec support for automated bandwidth selection: G.711 (mu-law and a-law), G.722, G.722.1, G.723.1, G.729A/B, iLBC (internet Low Bit rate Codec),

## 6.10 Summary of User Features:

- Abbreviated dial
- Answer and answer release
- Auto answer
- Call forward: .. busy, no answer,
- Call hold and retrieve
- Call joins
- Call park and pickup

- Call pickup group
- Call status per line (state, duration, and number)
- Call waiting and retrieve (with configurable audible alerting)
- Calling line identification (CLID) and calling party name identification (CNID)
- Calling line identification restriction (CLIR) call by call
- Dialed-number display
- Direct inward dialing (DID) and direct outward dialing (DOD)
- Directory dial from phone: Corporate and personal
- Directories: Missed, placed, and received calls list stored on selected IP phones
- Do not disturb (do not ring and call reject)
- Hands-free, full-duplex speakerphone
- Last-number redial (on and off net)
- Multiple calls per line appearance
- Multiple line appearances per phone
- Mute capability from speakerphone and handset
- On-hook dialing
- Recent dial list: Calls to phone, calls from phone, autodial, and edit dial
- Single directory number and multiple phones: Bridged line appearances
- Speed dial: Multiple speed dials per phone
- Station volume controls (audio and ringer)
- Transfer: Blind, consultative, and direct transfer of two parties on a line
- User-configured speed dial and call forward through web access

### 6.11 CRM Features:

CRM should be on a modular approach which will allow customer to choose the module that it requires the most and then build on that foundation with newer modules and features as and when their business requires it.
A full-featured version of CRM provides functionality and services across the following categories:

- Services
- E-Forms (Request)
- Complaints Management
- Campaign Execution and Management
- IVR & CTI integration
- Back end integration
- Data Migration
- E-mail integration
- Able to handle and maintain Customer Record to manage customer-related information
- Create customer contact records (e.g. date, time, reason for call, call outcome, plus other)
- Agents to be able to conduct simple searches of customer contact data.
- 360 degree view of the customer through one or minimum CRM screens
- Ability to records interaction history of the customer i.e. IVR, Call Centre, SMS broadcast
- Able to Add/view/ amend/ delete customer details (e.g. name, address, account history, service group)
- Able to view segmentation scoring/indicator
- Ability to maintain and manage customer demographic information such as number of addresses, references, personal details.
- Ability to retain/maintain customer information separately with different access mechanisms.

- Ability to analyze the contact's interaction history with Customer based upon the interaction type
- Ability to track Mood of customers on the basis of company's service level. i.e. what happened to Customer service when customer abc was "rude"
- Ability to search, sort, and filter contacts based on specified parameters.
- Supports intelligent auditing of duplicate contacts based on a number of criteria (e.g., similar spelling, national identity number).
- Ability to integrate fully with existing CT (Computer Telephony) application platform for service provisioning, data sharing, and workflow management.
- Ability to send SMS from CRM screen to individual subscriber and Bulk SMS to a group
- Trouble Ticket should have notes associated with it
- Real Time wallboards; dashboards displaying current, hourly, daily performance / service levels
- Color coding for different types of tasks (open, pending etc) after crossing a certain threshold (to be displayed on wall boards)
- The task management system should be user friendly where each functionality to be performed should be available from a single screen.
- All the values taken at the time of task creation should be reportable for analysis
- The option of searching for tasks irrespective of who's workload it falls under should be available
- The task management system should be user friendly where each functionality to be performed should be available from a single screen.
- Fully customizable report, whereby we can derive the contents and information of the report. Privileged users should have the option of creating/designing reports whereby they can choose each field that is to be displayed, their formatting, inputs, sort orders, grouping and other clauses as required by the report designer and finally he/she could publish it and also define the users who could view them.
- The task assigning facility of the solution should work hand in hand with workforce management systems
- The task system should be integrated with the dialer, email system, IVR, CTI system etc.
- If a team leader/manager manually routes a task to an agent he should be able to set up a reminder for the agent as well.
- The flexibility to design campaigns should be available
- Tasks can be grouped by skill set (we should be able to turn off this option if needed).
- Knowledge management system, providing:
    - A Frequently Asked Questions (FAQ) system
- The ability to produce standard and customized reports
- Real time wallboards for management dash board reports, management cockpit, Call Centre queues, back office queues, etc.

## 6.12 Recording Solution and Features:

Recording solution should be an advanced, easy-to-use and reliable call recording and quality monitoring solution that is intelligently designed around the principles of open standards technology for maximum flexibility, and simple maintenance and upgrades, bringing together quality monitoring, real-time recording, and performance management under a single architecture and user interface. As a result, organizations can access information more quickly, easily and confidently than ever before
Recording solution should be with the NAS/SAN devices.
Recording solution should provide the industry's highest level of capacity, scalability, and flexibility.

Recording solution should record full time, by schedule and continuous. And monitors in real time and can be accessed from a web browser, allowing authorized users quick access to their required recordings.

### 6.12.1 Features:

- In order to ensure the compatibility of the system, Recording and PBX are required from the same

manufacturers.

- The recording system should be high integrated solution. The built-in voice boards are provided for voice recording function.
- Provide quality and appraisal system, including quality control relationship management and appraisal item management functions. System support quality analysis from multiple dimensions including quality inspection results, appraisal results, and quality control, special flow on the four aspects of the multi-dimensional statistical comparison analysis.
- Responsible of recording voice conversations and screen capture
- Containing the details of the recorded calls and other information related to system operations
- Containing the recorded calls and screen captures
- Responsible of storing call records

### 6.13 Wallboard Solution Features:

Wallboard is a data gathering and publishing solution that provides contact center staff and management with real time statistical information on the contact center's performance.

In an industry that changes by the minute, it is essential for managers to have their fingers on the pulse of their business, and that is where Wallboard can help. Wallboard empowers managers to make business decisions based on real-time information, alerting them when problems arise so they can be resolved to ensure the smooth running of the contact center, a powerful web based solution, which pulls together information from your contact center and other business data sources you may use, and provides colorful real-time business and operational metrics.

- Provides you with real-time information displayed in colorful graphical and tabular formats
- Agent Status – functionality, which will show the agent's ready/not ready state on the display of their IP phone/Soft Phone.

**6.14 The Hardware/software will be delivered to PITB whereas as defied in the Tender documents.**

## 7. Tender Eligibility/Qualification Criteria

7.1 Eligible Bidder/Tenderer is a Bidder/Tenderer who:
Only those Vendors who qualify the Eligibility Criteria mentioned in the tender will be considered for evaluation for awarding the contract.

7.2 The Vendor must be a Public/Private Limited Company registered in Pakistan under PSEB and should have been in operation for at least 5 years.

7.3 The Vendor or its wholly owned subsidiary providing Call Centre Solution or the parent company of whom the Vendor is a wholly owned subsidiary, providing Call Centre Solution, must be registered with an authorized agency, as applicable.

7.4 The Clientele of the Vendor or its wholly owned subsidiary providing Call Centre services or the parent company, of whom the vendor is a wholly owned subsidiary, providing Call Centre Solution, must include at least one reputed Scheduled Commercial Bank with Average annual business exceeding **Rs.300 Million** during last three years.

7.5 Must be registered with Tax Authorities as per prevailing latest tax rules (Only those companies which are validly registered with sales tax and income tax departments and having sound financial strengths can participate);

7.6 has submitted bid for complete solutions as per scope defined in this tender Clause 6 and relevant bid security against their bid separately;

7.7 has authorization of the principal / manufacturer;

7.8 has not been blacklisted by any of Provincial or Federal Government Department, Agency, Organization or autonomous body or Private Sector Organization anywhere in Pakistan. (Submission of undertaking on legal stamp paper is mandatory). If a Vendor chooses not to disclose any such issue, and the same comes to PITB notice at a later date, the PITB will be free to revoke any contract entered with the vendor at its discretion.

7.9 has the required relevant qualified personnel and enough strength to fulfill the requirement of assignment.

7.10 Conforms to the clause of "Responsiveness of Bid" given herein this tender document.

7.11 Goods and Services can only be supplied / sourced / routed from "origin" in "eligible" member countries.

a. Eligible" is defined as any country or region that is allowed to do business in Pakistan by the law of Government of Pakistan.
b. "Origin" shall be considered to be the place where the Goods are produced or from which the Services are provided. Goods are produced when, through manufacturing, processing or substantial and major assembling of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.

**Note:** Verifiable documentary proof for all above requirements is a mandatory requirement, noncompliance will lead to disqualification.

## 8. Tender Cost

The Tenderer 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.

## 9. Joint Venture / Consortium

Joint ventures or Consortium are also eligible for this tender, as long as the joint venture complies with the following conditions:

9.1 The Tenderers may form a joint venture of maximum three Tenderers/bidders. An Agreement Deed to that effect, legally executed and signed by all the partners shall be submitted with the bid.

9.2 One partner of formulated joint venture will be designated the lead partner and would be get into legal contract with Purchaser and would be liable to 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/bid.

9.3 There must be at least one locally registered company (Partner) of good repute, with relevant experience and proven track record, in the joint venture.

9.4 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 successfully qualifying both technical and financial evaluation, the Contract Deed, to that effect, shall be signed by the lead partner. Partners other than the lead would also be bound by the terms and conditions of the contract

## 10. Examination of the Tender Document

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

## 11. Clarification of the Tender Document

The Tenderer may require further information or clarification of the Tender Document, within 05 (five) calendar days of issuance of tender in writing. The clarification and its replies will be shared with all prospective bidders.

Bidders should note that during the period from the receipt of the bid and until further notice from the Primary Contact given herein this document, 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 the Secondary Contact.

## 12. Amendment of the Tender Document

12.2 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 Bidder(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 Bidder(s).

12.3 The Purchaser shall notify the amendment(s) in writing to the prospective Tenderers as per Punjab Procurement Rules, 2014.

12.4 The Purchaser may, at its exclusive discretion, amend the Tender Document to extend the deadline for the submission of the Tender as per Rule-25 (4) of Punjab Procurement Rules, 2014.

## 13. Preparation / Submission of Tender

13.2 The Tenderer is allowed to bid for Turnkey Solution as per defined Tender Scope.

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

13.4 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 Tenderer or his Authorized Representative. In case of copies, signed and stamped photocopies may be submitted. If volume of the bid contains various set(s) of documents the same must be properly numbered and tagged in binding shape.

13.5 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.

13.6 Technical Proposal shall comprise the following, **without quoting the price**:

13.7 Technical Proposal Form (**Annexure-B**)

- 13.7.1 Undertaking (All terms & conditions and qualifications listed anywhere in this tender document have been satisfactorily vetted) and Affidavit (Integrity Pact) (**Annexure-G&H**)
- 13.7.2 Certificate of Company/Firm Registration/Incorporation under the laws of Pakistan
- 13.7.3 Covering letter duly signed and stamped by authorized representative. (**Annexure-E**)
- 13.7.4 Authorized Certificate / document from the principal / manufacturer.
- 13.7.5 Evidence of eligibility of the Tenderer and the Goods/Services
- 13.7.6 Evidence of conformity of the Goods / the Services to the Tender Document
- 13.7.7 Undertaking and Evidence that the quoted Goods are genuine, brand new, non- refurbished, un-altered in any way, of the most recent / current model, imported through proper channel, and incorporate all recent improvements in design and materials
- 13.7.8 Technical Brochures / Literature

13.7.9 Details of Warranty and After-Sale Service

13.7.10 Submission of undertaking on legal valid and attested stamp paper that the firm is not blacklisted by any of Provincial or Federal Government Department, Agency, Organization or autonomous body or Private Sector Organization anywhere in Pakistan.

13.7.11 The Contractor's financial capacity to mobilize and sustain the Supply of Hardware/Equipment and Services is imperative. In the Proposal, the Bidder is required to provide information on its financial status. This requirement can be met by submission of one of the following: 1) audited financial statements for the last three (03) years, supported by audit letters, 2) certified financial statements for the last three (03) years, supported by tax returns duly signed and stamped by authorized representative. The statement must be signed by the authorized representative of the Bidder.

13.7.12 Income Tax & Sales Tax Returns for the last two (2) tax years.

13.7.13 Financial Capacity as per **Annexure-K.**

13.7.14 Valid Registration Certificate for Income Tax & Sales Tax

13.7.15 Power of Attorney, if an authorized representative is appointed (**Annexure-F**)

13.8 The Financial Proposal shall comprise the following:

13.8.1 Financial Proposal Form (**Annexure-C**)

13.8.2 Price Schedule (**Annexure-D**)

13.8.3 Bid Security **(Earnest Money), as per provisions of the clause Bid Security of this document** (**Annexure-I**)

13.9 The Tenderer shall seal the Original Technical Proposal in an envelope duly marked as under:

Original Technical Tender for

Tender Name. [Name of Tender]

Tender No. **201122015-1**

[Name of the Purchaser]

[Address of the Purchaser]

[Name of the Tenderer]

[Address of the Tenderer]

[Phone No. of the Tenderer]

13.10 The Tenderer shall seal the Duplicate Technical Tender in an envelope duly marked as under:

Duplicate Technical Proposal for

Tender Name. [Name of Tender]

Tender No. **201122015-1**

[Name of the Purchaser]

[Address of the Purchaser]

[Name of the Tenderer]

[Address of the Tenderer]

[Phone No. of the Tenderer]

13.11 The Tenderer shall follow the same process for the Financial Tender.

13.12 The Tenderer 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 Name. [Name of Tender]

Tender No. **201122015-1**

Strictly Confidential

[Name of the Purchaser]

[Address of the Purchaser]

[Name of the Tenderer]

[Address of the Tenderer]

[Phone No. of the Tenderer]

13.13 The Tenderer 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 Name. [Name of Tender]

Tender No. **201122015-1**

Strictly Confidential

[Name of the Purchaser]

[Address of the Purchaser]

[Name of the Tenderer]

[Address of the Tenderer]

[Phone No. of the Tenderer]

13.14 The Tenderer shall enclose soft copies of the Technical Proposal, including all relevant 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.

13.15 The Tender shall be dropped in the prescribed Tender Box placed at the Reception of the Purchaser's office, not later than 1500 hours on last date of submission of bids. No late bid shall be accepted.

13.16 This is made obligatory to affix authorized signatures with official seal on all original and duplicate (copies) documents, annexures, copies, certificates, brochures, literature, drawings, letters, forms and all relevant documents as part of the bids submitted by the tenderer.

## 14. Tender Price

14.2 The quoted price shall be:

14.2.1 best / final / fixed and valid until completion of all obligations under the Contract i.e. not subject to variation / escalation;

14.2.2 in Pak Rupees;

14.2.3 inclusive of all taxes, duties, levies, insurance, freight, etc.;

14.2.4 including all charges up to the delivery point at PITB, Office, Arfa Software Technology Park, Ferozepur Road, Lahore.

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

14.4 Where no prices are entered against any item(s), the price of that item shall be deemed be free of charge, and no separate payment shall be made for that item(s).

14.5 In case of locally produced Equipment/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 Equipment/Services 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 (if required by the Purchaser).

## 15. Bid Security (Earnest Money)

15.2 The Tenderer shall furnish the Bid Security (Earnest Money) as under:

15.2.1 for a sum equivalent to **2%** of the Total Tender Price;

15.2.2 denominated in Pak Rupees;

15.2.3 Separately against their quoted bid given in this tender document;

15.2.4 As part of financial bid envelope, failing which will cause rejection of bid.

15.2.5 in the form of Demand Draft / Pay Order / Call Deposit Receipt /Bank Guarantee, as per the format provided in the Tender Document) in the name of the Purchaser;

15.2.6 have a minimum validity period of ninety (90) days from the last date for submission of the Tender or until furnishing of the Performance Security, whichever is later.

15.3 The Bid Security shall be forfeited by the Purchaser, on the occurrence of any / all of the following conditions:

15.3.1 If the Tenderer withdraws the Tender during the period of the Tender validity specified by the Tenderer on the Tender Form; or

15.3.2 If the Tenderer does not accept the corrections of his Total Tender Price; or

15.3.3 If the Tenderer, 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.

15.4 The Bid security shall be returned to the technically unsuccessful Tenderer with unopened/sealed financial bid while the unsuccessful bidders of financial bid opening procedure will be returned the Bid Security only. The Bid Security shall be returned to the successful Tenderer upon furnishing of the Performance Security.

## 16. Tender Validity

The Tender shall have a minimum validity period of **ninety (90) days** from the last date for submission of the Tender. The Purchaser may solicit the Tenderer'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 Tenderer agrees to extension of validity period of the Tender, the validity period of the Bid Security shall also be suitably extended. The Tenderer may refuse extension of validity period of the Tender, without forfeiting the Bid security.

## 17. Modification / Withdrawal of the Tender

17.2 The Tenderer 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.

17.3 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 Bid Security.

## 18. Opening of the Tender

18.2 Tenders (Technical Bids) shall be opened at 1530 hours on the last date of submission of bids i.e**. 16th December, 2015,** in the presence of the Tenderer(s) for which they shall ensure their presence without further invitation, as per provision of Rule-30 of PPRA Rules, 2014. In case the last date of bid submission falls in / within the official holidays / weekends of the Purchaser, the last date for submission of the bids shall be the next working day.

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

18.4 No tenderer or its representative will be allowed to keep any digital device (camera, audio recorder, cell phone etc.) during tender opening meeting at given time and location.

## 19. Clarification of the Tender

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 Tenderer(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. Acceptance of any such correction is sole discretion of the purchaser

## 20. Determination of Responsiveness of the Bid (Tender)

20.2 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:

20.2.1 meets the eligibility criteria given herein this tender document/ the Goods / the Services;

20.2.2 meets the Technical Specifications for the Goods / the Services against this tender;

20.2.3 meets the delivery period / point for the Goods / the Services against this tender;

20.2.4 in compliance with the rate and limit of liquidated damages;

20.2.5 offers fixed price quotations for the Goods / the Services against this tender;

20.2.6 is accompanied by the required Bid Security as part of financial bid envelope against each Lot;

20.2.7 The original receipt of tender fee submitted, attached with technical bid envelope against each Lot;

20.2.8 In compliance with the Preparation/Submission of Tender in a manner prescribed in this tender document clause-13;

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

20.3 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 Tenderer's obligations under the Contract.

20.4 The Tender determined as not substantially responsive shall not subsequently be made responsive by the Tenderer by correction or withdrawal of the material deviation or reservation.

## 21. Correction of errors / Amendment of Tender

21.2 The Tender shall be checked for any arithmetic errors which shall be rectified, as follows:

21.2.1 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.

21.2.2 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.

21.2.3 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.

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

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

21.5 No credit shall be given for offering delivery period earlier than the specified period.

## 22. TECHNICAL EVALUATION CRITERIA

The bids will be evaluated in two steps. The first step would ensure that mandatory requirements are met as listed in clause 7 of this document and then firms conforming to the project scope as listed in clause 6 of this document, would be evaluated as per the technical evaluation criteria given in Annexure A. In the second step financial proposals of only those firms which meet the requirements will be evaluated.

The bids will be evaluated in a manner prescribed given below and in Clauses 6, 7, 13 and 20 of this document, without reference to the price and reject any proposal which does not conform to the specified requirements as listed in said Sections. Thereafter bidders with the lowest quote based on financial proposal will be declared successful. The bids that do not conform to the mandatory requirements as per Clauses 7, 13 and 20 of this document shall be rejected and not evaluated technically.

The Post-qualification status shall be determined on the Point scoring criteria. In order to qualify, the **applicant must obtain overall 70 marks and at least 30% marks in each category as mentioned in the Evaluation Criteria.**

**PASS MARKS**: A technically eligible bidder, based on conditions listed in this document, not meeting the 70% pass marks limit will be rejected in Technical Evaluation, and its sealed/unopened Financial Proposal shall be returned back. All bidders scoring greater than or equal to 70% 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 70% pass mark, then the Purchaser SHALL decrease the Pass Mark limit to 60%. In other words, if TWO or more bidders exceed 70%, then the Pass Mark will NOT be decreased to 60%.

If Pass Marks are decreased to 60%, then ALL bidders with scores greater than or equal to 60% shall be considered EQUALLY as approved in the Technical Evaluation, and their Financial Bids shall be opened.

The Bidders who have duly complied with the Eligibility/Qualification and Evaluation Criteria will be eligible for further processing.

The Bids which do not conform to the Technical Specifications or Bid conditions or the Bids from the Bidders without adequate capabilities for supply and maintenance / warranty services will be rejected.

The Eligible/Technically Qualified Bidders will be considered for further evaluation.

**The Technical proposals shall be evaluated by the technical evaluation committee in the light of following evaluation criteria:**

**Weightage/Marks**

| Category | Description | Points |
|---|---|---|
| **Legal (Mandatory)** | Certificate of Company/Firm Registration/Incorporation under the laws of Pakistan | Mandatory |
| | Valid Income Tax Registration | Mandatory |
| | Valid General Sales Tax Registration (Status = Active with FBR) | Mandatory |
| | Submission of undertaking on legal valid and attested stamp paper that the firm is not blacklisted by any of Provincial or Federal Government Department, Agency, Organization or autonomous body or Private Sector Organization anywhere in Pakistan. | Mandatory |
| | Compliance to the technical specifications of Call Center Solution to be procured mentioned vide Annex-A of this document. | Mandatory |
| | In full compliance of the Execution Schedule and Delivery Period mentioned in tender document (Undertaking) | Mandatory |

| Sr. No. | Category | Weightage/Marks |
|---|---|---|
| 1 | Experience | 40 |
| 2 | Personnel Capabilities | 15 |
| 3 | Financial Strength | 20 |
| 5 | Value Added Service | 05 |
| 6 | Vendor Presentation:<br><br>Alignment of the solution being proposed with the requirements of the PITB Call Centre.<br><br>Does the vendor display clear understanding of the Call Centre requirements?<br><br>Does the vendor demonstrate beyond any doubt ability to deliver on ALL requirements? Deployment within 12 weeks<br><br>Is the vendor able to provide crisp and clear answers to questions asked with strong content?<br><br>Is the vendor proactive to provide innovative solutions for capabilities required by the PITB Call Centre?<br><br>Does the vendor have experience of performing similar functions in other clients? | 20 |
| | Total | 100 |

**Note:** Verifiable documentary proof for all above requirements and criteria points are mandatory requirement and marks will be awarded on the basis of these verifiable proofs. Post-qualification status shall be determined on the Point scoring criteria as mentioned above.

## 23. FINANCIAL PROPOSAL EVALUATION

23.1 Technically qualified/successful bidder(s)/Tenderer(s) shall be called for opening of the Financial Proposal(s). The Financial Proposals will be opened in the presence of the Bidders at the time and venue indicated by the Purchaser accordingly. The technically Eligible/Successful Bidder(s)/Tenderer(s) or their authorized representatives shall be allowed to take part in the Financial Proposal(s) opening against their proposal/solutions

23.2 Financial Proposal evaluation will be conducted under the Punjab Procurement Rules, 2014. The Price evaluation will include all duties, taxes and expenses etc. In case of any exemption of duties and taxes made

by the Government in favor of the Purchaser, the contractor shall be bound to adjust the same in the Financial Proposal.

23.2.1 In cases of discrepancy between the cost/price quoted in Words and in Figures, the lower of the two will be considered.

23.2.2 In evaluation of the price of an imported item, the price will be determined and considered inclusive of the customs and other import duties etc.;

23.2.3 In evaluation of the price of articles/goods which are subject to excise duty, sales tax, income tax or any other tax or duty levied by the Government, the price will be determined and considered inclusive of such duties and taxes.

23.3 The Purchaser will not be responsible for any erroneous calculation of tax rates or any subsequent changes in rates or structure of applicable taxes. All differences arising out as above shall be fully borne by the Successful Bidder.

## 24. Rejection / Acceptance of the Bid

24.1 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, at the time of order placement. The Purchaser may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. The Purchaser shall upon request communicate to any bidder, the grounds for its rejection of all bids or proposals, but shall not be required to justify those grounds. The Purchaser shall incur no liability, solely, by virtue of its invoking sub-rule (1) of Rule-35 of Punjab Procurement Rules, 2014 towards the bidders. However, bidders shall be promptly informed about the rejection of the bids, if any (As per Rule 35 of Punjab Procurement Rules, 2014).

24.2 The Tender shall be rejected if it is:

24.2.1 Substantially non-responsive in a manner prescribed in this tender document clause-20; or

24.2.2 incomplete, partial, conditional, alternative, late; or

24.2.3 bid not submitted with relevant bid security is not

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

24.2.5 the Tenderer refuses to accept the corrected Total Tender Price; or

24.2.6 the Tenderer has conflict of interest with the Purchaser; or

24.2.7 the Tenderer tries to influence the Tender evaluation / Contract award; or

24.2.8 the Tenderer engages in corrupt or fraudulent practices in competing for the Contract award;

24.2.9 the Tenderer fails to meet all the requirements of Tender Eligibility / Qualification Criteria (Clause-7);

24.2.10 the Tenderer fails to meet the evaluation criteria requirements (clause-22);

24.2.11 the tenderer has been blacklisted by any public or private sector organization;

24.2.12 the tenderer has been served any legal notices or displeasure letters by any public sector organization on serious failures to provide satisfactory services;

24.2.13 the tenderer has mentioned any financial implication(s) in the financial proposal that is in contradiction to this document and Government rules and regulations.

24.2.14 there is any discrepancy between bidding documents and bidder's proposal i.e. any non-conformity or inconsistency or informality or irregularity in the submitted bid.

24.2.15 the Tenderer submits any financial conditions as part of its bid which are not in conformity with tender document.

24.2.16 Non-submission of verifiable proofs against the mandatory as well as general documentary, qualification and eligibility related requirements

## 25. Award Criteria

25.1. At first step, eligible bidder(s)/tenderer(s) as per clause-7 (Tender Eligibility) of this tender document fulfilling the qualification and technical evaluation criteria against this tender will stand technically qualified.

25.2. At second step, technically qualified and successful bidder(s)/tenderer(s) will be evaluated in the light of all Pre-Conditions, necessary requisites and shall be selected on lowest cost quoted as per rules and fulfilling all codal formalities, irrespective of their score in the previous step.

## 26. Acceptance Letter

As per provisions of Rule (55) of Punjab Procurement Rules 2014, the Purchaser shall issue the Acceptance Letter to the successful Tenderer, at least after 10 days of announcement of bid evaluation reports (Ref. Rule-37 of PPRA Rules, 2014) and prior to the expiry of the original validity period or extended validity period of the Tender, which shall constitute a contract, until execution of the formal Contract against each Lot.

## 27. Performance Security

27.1 The successful Tenderer/The Contractor shall furnish Performance Security as under:

27.1.1 within twenty eight (28) days of the receipt of the Acceptance Letter from the Purchaser;

27.1.2 in the form of a Bank Guarantee, issued by a scheduled bank operating in Pakistan, as per the format provided in the Tender Document;

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

27.1.4 denominated in Pak Rupees;

27.1.5 have a minimum validity period until the date of expiry of warranty period, support period or termination of services, or fulfillment of all obligations under the contract, whichever is later. No other shape or form of performance security shall be acceptable with any validity less than the prescribed time period.

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

27.2.1 If the Contractor commits a default under the Contract;

27.2.2 If the Contractor fails to fulfill the obligations under the Contract;

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

27.3 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 Tenderer within thirty working days after the expiry of its validity on written request from the Contractor.

27.4 In case the Contractor fails to furnish Performance security in the shape of bank guarantee within the stipulated period given under Letter of Acceptance and subsequent formal contract, or till end of the currency of the said contract, the amount of bank guarantee, as required, shall be deducted from the amount payable to the Contractor.

## 28. Redressal of grievances by the procuring agency

28.1 The Purchaser has constituted a committee comprising of odd number of persons, with proper powers and authorizations, to address the complaints of bidders that may occur prior to the entry into force of the procurement contract.

28.2 Any bidder feeling aggrieved by any act of the Purchaser after the submission of his bid may lodge a written complaint concerning his grievances not later than ten days after the announcement of the bid evaluation report.

28.3 The committee shall investigate and decide upon the complaint within fifteen days of the receipt of the complaint.

28.4 Mere fact of lodging of a complaint shall not warrant suspension of the procurement process.

28.5 Any bidder not satisfied with the decision of the committee of the Purchaser may lodge an appeal in the relevant court of jurisdiction.

**TERMS & CONDITIONS OF THE CONTRACT**

**Contract Title:**

# PROCUREMENT OF HARDWARE AND SOFTWARE FOR PROVISION, IMPLEMENTATION OF, AN OFF THE SHELF CALL CENTER SOLUTION ON TURN KEY BASIS UNDER "PUNJAB PUBLIC MANAGEMENT REFORMS PROGRAM (PPMRP)"

**[Name of Contractor]**

Dated:

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This CONTRACT AGREEMENT (this "Contract") made as of the **[day]** of **[month]**, **[year]**, between **[full legal name of the Purchaser]** (the "Purchaser"), on the one part,

and

**[full legal name of Contractor],** on the other part severally liable to the Purchaser for all of the Contractor's obligations under this Contract and is deemed to be included in any reference to the term "the Contractor."

**RECITALS**

WHEREAS,

(a) The Government through the Purchaser intends to spend a part of its budget / funds for making eligible payments under this contract. Payments made under this contract will be subject, in all respects, to the terms and conditions of the Contract in lieu of the consulting services as described in the contract.

(b) The Purchaser has requested the Contractor to provide certain supply of Goods/items as described in Tender Document; and

(c) The Contractor, having represented to the Purchaser that it has the required professional skills, and personnel and technical resources, has agreed to provide such services on the terms and conditions set forth in this Contract.

NOW THEREFORE, the Parties to this Contract agree as follows:

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.** Bidder's Proposal
   **c.** Terms and Conditions of the Contract
   **d.** Special Stipulations
   **e.** The Technical Specifications
   **f.** Tender Form
   **g.** Price Schedule
   **h.** Affidavit(s)
   **i.** Authorized Dealership / Agency Certificate
   **j.** Performance Security

**k.** Service Level Agreement ( SLA ) (if required)
**l.** Non-Disclosure Agreement (if required)
**m.** Any Standard Clause acceptable for Purchaser

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.

IN WITNESS whereof the Parties hereto have caused this Contract to be executed in accordance with the laws of **Pakistan** as of the day, month and year first indicated above.

| For **[full legal name of the Purchaser]:** | For **[full legal name of the Contractor]:** |
|---|---|
| Signature | Signature |
| Name | Name |
| Witnessed By: | Witnessed By: |

**WITNESSES**

| | |
|---|---|
| Signature _____ | Signature _____ |
| CNIC # _____ | CNIC # _____ |
| Name _____ | Name _____ |
| Designation_____ | Designation _____ |
| Address _____ | Address _____ |

## II. General Conditions of Draft Contract

**29. Contract**

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

**30. Contract Duration**

The Contract duration shall be for the period of one (1) year, starting from the date of delivery, installation, deployment & commissioning of all Software Licenses/Goods/Equipment/Items till end of warranty / support period.

**31. Contract Documents and Information**

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.

**32. Contract Language**

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.

**33. Standards**

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

**34. Commercial Availability**

The Goods supplied under this Contract shall be commercially available at the time of signing of the contract. Commercial availability means that such Goods shall have been sold, installed and operationalized in more than two installations initiated under two separate contracts by manufacturer globally.

**35. Patent Right**

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.

**36. Execution Schedule**

The Contractor shall deliver Goods/ordered equipment/Software and services within eight to twelve (08-12) weeks from the issuance of Acceptance Letter.

**37. Packing**

The Contractor shall provide such packing of the Goods as is sufficient to prevent their damage or

deterioration during storage / transit to their final destination as indicated in the Contract. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the final destination and withstand, without limitation, rough handling, exposure to extreme temperatures, salt and precipitation at all points in storage / transit. The Contractor shall arrange and pay for the packing of the Goods to the place of destination as specified in the Contract, and the cost thereof shall be included in the Contract Price.

## 38. Insurance

The Contractor may provide such insurance of the Goods as is sufficient to protect against their damage or deterioration during storage / transit to their final destination as indicated in the Contract. The Contractor shall arrange and pay for the insurance of the Goods to the place of destination as specified in the Contract, and the cost thereof shall be included in the Contract Price.

## 39. Labeling

The Goods supplied under the Contract, shall be clearly labeled so as to correspond with the delivered documentation, with proper labeling scheme provided by the Client. All networking equipment, cables, connectors, ports, boxes shall be clearly labeled.

## 40. Delivery

40.1 The Contractor shall indicate his delivery approach clearly specifying the requirements for packing, shipping and unpacking of deliverable hardware with any associated/relevant software and its documentation. The approach shall address shipment of deliverables to the various designated (installation) sites. The approach shall also specify any special shipping constraints such as custom requirements, security requirements, access arrangement or loading dock requirements. The Contractor shall deliver the Goods at various Government Offices in Punjab, as specified by the Purchaser at the time of delivery.

40.2 The Goods shall remain at the risk and under the physical custody of the Contractor until the delivery, testing and taking over of the Goods is completed.

40.3 The Contractor shall ensure that the Goods shall be delivered complete to enable the testing and training to proceed without interruption. If it shall appear to the Client that the Goods have been or are likely to be delayed by reason of incomplete delivery or for any other reasons, he may require the Contractor at the expense of the Contractor to dispatch the missing items of the Goods or suitable replacements thereof to the site of delivery by the fastest available means including air freight.

40.4 The Contractor shall include in the Tender a detailed logistics plan which shall include support details for transportation, mobilization and personnel scheduling during project implementation and the warranty period. The Contractor shall provide maintenance, supply and procurement support necessary for Client to maintain all system, at the contracted performance and reliability level. The Contractor shall arrange and pay for the transport of the Goods to the place of destination as specified in the Contract.

## 41. Installation and Implementation

41.1 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.

41.2 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.

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

41.4 The Contractor shall provide all the recent patches and updates for Firmware/Hardware, on a reliable media, with proper labeling, during the installation to the Purchaser.

41.5 The Contractor shall configure the system for high availability and reliability, of all hardware and

software.

41.6 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.

## 42. Site Preparation

42.1 The Contractor shall be responsible to survey the site, prepare the site, determine power, air conditioning and floor space requirements, identify and install, if necessary, any special / additional power and air conditioning requirements, for the proposed equipment, if any.

42.2 The Purchaser and the Client shall facilitate the Contractor in discharge of the above responsibilities.

## 43. Safety

43.1 The Contractor shall be responsible for the embedding of safety features in the inherent design of the equipment, for elimination of identified hazards, including but not limited to high voltage, electromagnetic radiation, sharp points and edges, etc., and reduction of associated risk to personnel and equipment.

43.2 The Contractor shall be responsible for the addition of bilingual warnings and caution notices, where hazards cannot be eliminated or risks cannot be reduced.

43.3 The Contractor shall be responsible for the protection of the power sources, controls, and critical components of the redundant systems and subsystems by shielding or physical separation when possible.

## 44. Test Equipment and Tools

The Contractor shall evaluate the existing facilities and abilities of the Client to accomplish corrective and preventive maintenance and support and identify additional skills, test equipment and tools required to maintain and support the new equipment. Such test equipment and tools shall be state of the art in design aimed at providing an efficient, systematic and cost effective repair operation for all replaceable components.

## 45. Spare Parts and Support

45.1 The Contractor shall ensure that the Goods provided by the Contractor, under the Contract are standard and of exact Computer Equipment Hardware and Networking Equipment, and incorporate all recent improvements in design and materials, unless provided otherwise in the Contract.

45.2 The Contractor shall further ensure that the Goods provided by the Contractor, under the Contract shall have no defect, arising from design, materials, installation, configuration, or from any act or omission of the Contractor that may develop under normal use of the provided Goods.

45.3 The Contractor shall maintain sufficient backup stock of spare parts and tools locally at sites, for the maintenance of the supplied Goods, during the warranty period.

45.4 The Contractor shall ensure availability of spare parts and technical assistance for all components for at least three years, without major changes, after the completion of final acceptance.

45.5 The Contractor shall give six months advance notice on any discontinued part(s) with a suggestion for appropriate alternatives failing which will cause forfeiture of Performance Security.

45.6 The Contractor shall also identify and provide the following:

45.6.1 items (repairable spares, parts and consumable supplies) that are needed to maintain design performance, reliability and availability standards prescribed in the Technical Specifications. The quantity of spare parts and consumable items provided and kept shall be equal to the requirements for one year of operating stock;

45.6.2 critical items, whose failure would cause a system failure;

45.6.3 items of high cost and/or long lead time (over thirty working days);

45.6.4 items whose design reliability is such that normal stock replenishment would not justify maintaining a level of the item in stock.

## 46. Inspection and Testing

46.1 The Client shall inspect and test the Goods supplied, the Services provided or the Works carried out, under the Contract, to verify their conformity to the Technical Specifications.

46.2 The inspections and tests shall be conducted at the premises of the Contractor / at the final destination. Where conducted at the premises of the Contractor, the Contractor shall provide all-reasonable facilities and assistance, including access to drawings, production data and online verification from official web site of the Manufacture, to the inspectors, at no charge to the Purchaser.

46.3 The Purchaser may reject the Goods, the Services or the Works if they fail to conform to the Technical Specifications, in any test(s) or inspection(s) and the Contractor shall either replace the rejected Goods, Services or Works or make all alterations necessary to meet the Technical Specifications, within three working days, free of cost to the Purchaser.

46.4 The Purchaser's post-delivery right to inspect, test and, where necessary, reject the Goods shall in no way be limited or waived by reason of pre-delivery inspection, testing or passing of the Goods.

46.5 Nothing contained in this document shall, in any way, release the Contractor from any Warranty or other obligations under the Contract.

## 47. Taking-Over Certificate

47.1 The Contractor shall, by written notice served on the Client with a copy to the Purchaser, apply for a Taking-Over Certificate.

47.2 The Client shall, within seven days of receipt of Contractor's application, either issue the Taking-Over Certificate to the Contractor with a copy to the Purchaser, stating the date of successful inspection / testing of the Goods or any portion thereof, for their intended purposes; or reject the application giving the reasons and specifying the work required to be done by the Contractor to enable the Taking-Over Certificate to be issued.

47.3 Nothing contained in this document shall, in any way, release the Contractor from any Warranty or other obligations under the Contract.

## 48. Warranty

48.1 The Contractor shall warrant to the Purchaser that the Goods supplied by the Contractor, under the Contract are genuine, brand new, non- refurbished, un-altered in any way, of the most recent or current model, imported through proper channel, and incorporate all recent improvements in design and materials, unless provided otherwise in the Contract.

48.2 The Contractor shall further warrant that the Goods/Services supplied by the Contractor, under the Contract shall have no defect, arising from design, materials, workman ship or from any act or omission of the Contractor that may develop under normal use of the supplied Goods/Services.

48.3 The Contractor shall provide Manufacturer's warranty for minimum one (1) year (hereinafter referred as Warranty Period) after the issue of Taking-over Certificate in respect of Goods, the Services and the Works, or any portion thereof, as the case may be, which will include:

48.3.1 Free, on site repair / replacement of defective / damaged parts and labor, within 24 hours of intimation in Lahore and 48 hours outside Lahore;

48.3.2 On site replacement of defective / damaged Goods, if repair of such Goods involves a duration exceeding 24 hours in Lahore and 48 hours outside Lahore.

48.4 The Contractor shall clearly mention Terms and Conditions of service agreements for the Goods supplied after the expiry of initial warranty period. In case of International Warranties, the local authorized dealers shall mention their service and warranty setup, details of qualified engineers, etc.

48.5 The Warranty Period shall start from the date of installation / configuration / deployment of the Goods and associated services thereon on site.

48.6 The Client shall, by written notice served on the Contractor with a copy to the Purchaser, promptly indicate any claim(s) arising under the warranty.

48.7 The Contractor shall, within the prescribed time period, after receipt of such notice, repair or replace the defective / damaged Goods or parts thereof on site, without any cost to the Purchaser.

48.8 The end user licenses, end user warranties and end user contracting support services shall be in the name of Purchaser, for the Goods supplied, the Services provided and the Works done, under the Contract.

## 49. Ownership of Goods and Replaced Components

Goods to be supplied to the Purchaser, pursuant to the Contract, shall become the property of the Purchaser when the Goods are taken over by the Purchaser. Defective components to be replaced by the Contractor, pursuant to the Contract, shall become the property of the Contractor as and where it lies.

## 50. Defects Liability Expiry Certificate

50.1 The Contractor shall, after expiry of the warranty period, by written notice served on the Client with a copy to the Purchaser, apply for a Defects Liability Expiry Certificate.

50.2 The Client shall, within seven days of receipt of such notice, either issue the Defects Liability Expiry Certificate to the Contractor with a copy to the Purchaser, stating the date of expiry of the Warranty Period for all the Goods supplied and fulfillment of all obligations by the Contractor, under the Contract; or reject the application giving the reasons and specifying the work required to be done by the Contractor to enable the Defects Liability Expiry Certificate to be issued.

## 51. Payment

51.1 The Contractor shall provide all necessary supporting documents along with invoice.

51.2 The Contractor shall submit an Application for Payment, 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 Goods supplied, 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 Payment, if any.

51.3 The Purchaser shall get verified the details of Goods/equipment/Software delivered against the invoice from the concerned Technical Team of PITB and Payment shall be made on complete delivery of Goods/equipment/Software after issuance of satisfactory certificate by concerned technical team, as per details given in relevant Letter of Acceptance.

51.4 The Purchaser shall pay the amount verified within thirty (30) days. Payment shall not be made in advance and against partial deliveries. The Purchaser shall make payment for the Goods supplied, the Services provided and the Works done as per, to the Contractor, as per Government policy, in Pak Rupees, through treasury cheque. Maximum payment process time within 90 days.

51.5 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. In case the Contractor fails to submit bank guarantee with extended validity period for such period(s) as the contract performance may be extended, an amount equal to 10% of total contract value shall be deducted from the payments to be made against the contract

51.6 All payments shall be subject to any and all taxes, duties and levies applicable under the laws of Pakistan, for the whole period starting from issuance of Acceptance Letter till termination of the signed contract in this regard.

## 52. Price

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.

## 53. Contract Amendment

53.1 The Purchaser may at any time, by written notice served to the Contractor, alter or amend the contract

for any identified need/requirement in the light of prevailing rules and regulations.

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

53.3 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.

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

## 54. Assignment / Subcontract

54.1 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.

54.2 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.

## 55. Extensions in time for performance of obligations under the Contract

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.

## 56. Liquidated Damages

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 @0.25% of the total Contract Price which is attributable to such part of the Goods / the Services / the Works, 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.

## 57. Blacklisting

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 or 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 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 in public sector, as per provision of Punjab Procurement Rules, 2014 and PITB Procurement Regulations and Guidelines.

## 58. Forfeiture of Performance Security

58.1 The Performance Security shall be forfeited by the Purchaser, on occurrence of any / all of the following conditions:

58.1.1. If the Contractor commits a default under the Contract;

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

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

58.2 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. In case the Contractor fails to submit bank guarantee with extended validity period for such period(s) as the contract performance may be extended, an amount equal to 10% of total contract value shall be deducted from the payments to be made against the contract.

58.3 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.

58.4 Failure to supply required items/services within the specified time period will invoke penalty as specified in this document. In addition to that, Performance Security amount will be forfeited and the company will not be allowed to participate in future tenders as well.

## 59. Termination for Default

59.1 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.

59.2 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. However, the Contractor shall continue performance of the Contract to the extent not terminated.

## 60. Termination for Insolvency

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.

## 61. Termination for Convenience

61.1 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.

61.2 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:

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

61.2.2 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.

## 62. Force Majeure

62.1 For the purpose of this contract “Force Majeure” means an event which is beyond the reasonable control of a party and which makes a party’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances, and includes, but is not limited to, War, Riots, Storm, Flood or other industrial actions (except where such strikes, lockouts or other industrial are within the power of the party invoking Force Majeure), confiscation or any other action by Government agencies. In all disputes between the parties as to matters arising pursuant to this Contract, 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.

62.2 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.

62.3 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.

62.4 Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or Agents or Employees, nor (ii) any event which a diligent Party could reasonably have been expected to both (A) take into account at the time of the conclusion of this Contract and (B) avoid or overcome in the carrying out of its obligations here under.

62.5 Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder.

## 63. Dispute Resolution

63.1 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.

63.2 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.

## 64. Statutes and Regulations

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

64.2 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.

64.3 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.

## 65. Taxes and Duties

The Contractor shall be entirely responsible for all taxes, duties and other such levies imposed make inquiries on income tax / sales tax to the concerned authorities of Income Tax and Sales Tax Department, Government of Pakistan.

## 66. Contract Cost

The Contractor shall bear all costs / expenses associated with the preparation of the Contract and the Purchaser shall in no case be responsible / liable for those costs / expenses. The successful bidder shall provide legal stamp papers of relevant value according to Govt rules and regulations for signing of the formal contract.

## 67. The Client

67.1 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.

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

67.3 The Client shall conform to all the relevant clauses of this Tender Document to carry out all responsibilities assigned thereto in a timely manner.

## 68. Authorized Representative

68.1 The Purchaser, the Client 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.

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

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

68.4 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.

68.5 Notwithstanding Clause 68.2, any failure of the Authorized Representative to disapprove any Goods or Services or Works shall not prejudice the right of the Client to disapprove such Goods or Services or Works and to give instructions for the rectification thereof.

68.6 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 / the Client who shall confirm, reverse or vary such decision or instruction.

## 69. Waiver

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.

## 70. Training

70.1 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, and general maintenance of the Goods to be supplied under the Contract.

70.2 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.

## 71. Documentation

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

## 72. Special Stipulations

| SCHEDULE-A, SPECIAL STIPULATIONS | |
|---|---|
| **For ease of Reference, certain special stipulations are as under:** | |
| **Bid Security (Earnest Money)** | The Contractor shall furnish the Bid Security (earnest Money) as under:<br>in the form of Demand Draft / Pay Order / Call Deposit Receipt / Bank Guarantee, as per the format provided in the Tender Document) in the name of the Purchaser; for a sum equivalent to 2% of the Total Tender Price;<br>denominated in Pak Rupees;<br>Have a minimum validity period of (90) 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:<br>Within twenty eight days (28) days of the receipt of the Acceptance Letter from the Purchaser;<br>in the form of a Bank Guarantee, issued by a scheduled bank operating in Pakistan, as per the format provided in the Tender Document;<br>for a sum equivalent to 10% of the total contract value;<br>denominated in Pak Rupees;<br>Have a minimum validity period until the date of expiry of warranty period, support period or termination of services, or fulfillment of all obligations under the contract, **whichever is later.** |
| **Delivery Period (including installation, configuration, deployment, commissioning, testing, and training of the delivered items.)** | Within eight to twelve (08 to 12) weeks from the issuance of Acceptance Letter |
| **Liquidated damages for failure / delay in supply / installation / configuration of Goods / Services / Works by the Contractor** | 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 @0.25% of the total Contract Price or which is attributable to such part of the Goods / the Services / the Works, 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. |

**ANNEXURE-A**

Distribution of Weightage/Marks shall be as under:

| Sr. No. | Category | Weightage/Marks |
|---|---|---|
| 1 | Experience | 40 |
| 2 | Personnel Capabilities | 15 |
| 3 | Financial Strength | 20 |
| 5 | Value Added Service | 05 |
| 6 | Vendor Presentation:<br>Alignment of the solution being proposed<br>with the requirements of the PITB Call Centre.<br>Does the vendor display clear understanding of the Call Centre requirements?<br>Does the vendor demonstrate beyond any doubt ability to deliver on ALL requirements? Deployment within 12 weeks<br>Is the vendor able to provide crisp and clear answers to questions asked with strong content?<br>Is the vendor proactive to provide innovative solutions for capabilities required by the PITB Call Centre?<br>Does the vendor have experience of performing similar functions in other clients? | 20 |
| | Total | 100 |

Note: Post-qualification status shall be determined on the Point scoring criteria. In order to qualify, the **applicant must obtain overall 70 marks and 30 marks in each category, as mentioned above.**

**Detailed qualification criteria are given below:**

## 1. Experience

The applicant shall meet the following minimum criteria and the credit marks will be awarded on the basis of the qualifications listed below:

| Sr. No. | Description | Maximum Points | Remarks |
|---|---|---|---|
| | **General Work Experience** | 10 | Marks will be assigned on the basis of valid documentary evidence such as completion certificates, customer satisfaction report, award of contract, contract agreement etc. |
| | The Applicant –and, in case of a JV, the Lead JV Partner – shall have experience as a prime contractor for implementation of at least two (02) projects related to ICT related enterprise level solution<br><br>5 marks for each project | | |
| | **Similar Work Experience** | | |
| | The Applicant – and, in case of a JV, any of the JV Partners – shall have experience as a prime contractor for Design, Implementation (supply, installation, testing, commissioning and training) Maintenance & Support of Call center Solution of a similar scope and scale as per PITB's requirements.<br><br>15 Marks for 3 Projects<br><br>10 Marks for 2 Projects<br><br>05 Marks for 1 projects | 15 | |
| | The proposed solution should have been successfully implemented with three valid references / projects. – these three said projects should be similar in scope and scale to PITB's requirements.<br><br>5 marks for each project | 15 | |

| | | | |
|---|---|---|---|
| | **Sub-Total** | 40 | |

**2. Personnel Capabilities**

| Description | Max point | Remarks |
|---|---|---|
| Each Senior Executive should have at least 7 years of experience in outsourcing sector, across multi industry verticals. | 5 | (Marks will be assigned on the basis of valid documentary evidence including but not limited to experience letter, recommendation letter from previous employer and clients, education certificates, certifications etc) |
| Implementation Team well versed with call center component's configurations with at-least 3 years of relevant experience, assigned to this particular project. | 10 | Marks will be assigned on the basis of valid documentary evidence including but not limited to experience letter, recommendation letter from previous employer and clients, education certificates, certifications etc |
| **Total** | **15** | |

**3. Financial Strength**

Applicants, including Lead Partner of a joint venture, should provide financial information to demonstrate that they meet the specified requirements. A copy of the audited reports/balance-sheets should be attached, certified by a registered accountant.

All individual firms and Lead Partner of JV are requested to provide information related to annual turnover.

| **Annual Turnover** | | |
|---|---|---|
| **Year** | **Turnover (in Pak Rupees)** | **Turnover in Millions** |
| 1. | | |
| 2. | | |

| | | |
|---|---|---|
| 3. | | |

| Names of all Partners of Joint Venture |
|---|
| 1. Lead Partner |
| 2. Partner |
| 3. Partner |

| Description | Max point | Remarks |
|---|---|---|
| Last three (03) years average revenue<br><br>(From similar lines of business) | | Marks will be assigned on the basis of valid documentary evidence |
| PKR 300 (M ) or above | 20 | |
| Less than 300 M and > 200 M | 15 | |
| Less than 200 M and > 100 M | 10 | |
| Less than equal to 100 M | 0 | |
| **Total** | **20** | |

## 5. Value Added services

| Description | Max Point | Remarks |
|---|---|---|
| Any Value Added feature proposed over and above the stipulated scope of the PITB Call Center.<br><br>1 mark for each VAS | 5 | Marks will be assigned on the basis of valid documentary evidence |
| **Total** | **5** | |

## FORMS & OTHER REQUIRED DOCUMENTS

**ANNEXURE-B**

**Technical Proposal Submission Form**

[Location, Date]

To _(Name and address of Client / Purchaser)_

Dear Sir,

We, the undersigned, offer to provide the _(insert title of assignment)_ in accordance with your Request for Proposal/Tender Document No._____ dated _(insert date)_ and our Proposal. We are hereby submitting our Proposal, which includes the Technical Proposal and the Financial Proposal sealed in two separate envelopes.

We undertake, if our Proposal is accepted, to provide supply of _____related to the assignment.

We also confirm that the Government of Pakistan / Punjab has not declared us, or any, ineligible on charges of engaging in corrupt, fraudulent, collusive or coercive practices. We furthermore, pledge not to indulge in such practices in competing for or in executing the Contract, and we are aware of the relevant provisions of the Proposal Document.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature (Original)

(In full and initials)

Name and Designation of Signatory

Name of Firm

Address

**ANNEXURE-C**

**Financial Proposal Submission Form (Part of Financial Bid Envelope)**

[Location, Date]

To _(Name and address of Client / Purchaser)_

Dear Sir,

We, the undersigned, offer to provide the _(Insert title of assignment)_ in accordance with your Request for Proposal No._____ dated _(insert date)_ and our Technical Proposal. Our attached Financial Proposal is for the sum of _(insert amount in words and figures)_. This amount is inclusive of all taxes.

Our Financial Proposal shall be binding upon us up to expiration of the validity period of the Proposal, i.e. before the date indicated in _____ of the Proposal Data Sheet.

We also declare that the Government of Pakistan / Punjab has not declared us or any Sub-Contractors for any part of the Contract, ineligible on charges of engaging in corrupt, fraudulent, collusive, or coercive practices. We furthermore, pledge not to indulge in such practices in competing for or in executing the Contract, and are aware of the relevant provisions of the Proposal Document.

We understand you are not bound to accept any Proposal you receive.

Signed

In the capacity of:

Duly authorized to sign the proposal on behalf of the Applicant.

Date:

**Annex-D** **Price Schedule/ Financial Cost Sheet**

| Sr. No. | Item Description | No of Units /QTY (1) | Unit Rate (Excl. Taxes) Rs. (2) | Total Taxes (3) | Unit Rate (Incl. all Taxes) Rs. (4=2+3) | Total Cost (Incl. all Taxes) Rs (5=1x4) |
|---|---|---|---|---|---|---|
| **1. Contact Center Software** | | | | | | |
| 1 | infrastructure to support 200 seats End to end Contact Center Solution including but not limited to Software Application, Recording Solution System, work force manager & recording application | 1 | | | | |
| 2 | Contact Center Agent Licenses<br><br>Including IVR, inbound and outbound<br><br>(Bidder is required to Quote price of each additional licensee separately below, as required on need basis in future up to 200). | 75 | | | | |
| | **Sub Total** | | | | | |
| | **2. Contact Center Hardware** | | | | | |
| 1 | All of associated Contact Center Hardware equipment including but not limited to Servers, Storage related devices, PSTN, IP PABX Servers, Network switches, cables, and other allied devices etc. | Qty to be determined by the bidder to support the above mentioned solution | | | | |
| | **Sub Total** | | | | | |
| | **3. Contact Center Deployment and Integration** | | | | | |
| 1 | Complete Contact Center Deployment, Installation, testing, configuration, | 1 | | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| | Reporting Customization and allied services | | | | | |
| 2 | CRM Development and Deployment, Contact Center integration with CRM | 1 | | | | |
| | **Sub Total** | | | | | |
| | **4. Warranty & Support for 3 Year** | | | | | |
| 1 | Complete warranty of Hardware/Software and support for 3 years (Prices to be quoted for each year separately) | 1 | | | | |
| | Year 1 | | | | | |
| | Year 2 | | | | | |
| | Year 3 | | | | | |
| | **Sub Total** | | | | | |
| | **Grand Total** | | | | | |
| **Total Bid Price (Grand Total)** | | | | | | **X** |

**Price for additional license cost**

| | | | | | | |
|---|---|---|---|---|---|---|
| 1 | Contact Center Agent Licenses<br>Including IVR, inbound and outbound | 1 | | | | |

Notes to Price Table:

i. **X** will determine the total bid cost for all items under this contract

ii. Prices must be quoted for all items as per above table.

iii. The Purchaser reserves exclusive rights to increase / decrease the quantities of Goods/equipment/hardware/software mentioned vide this tender document.

iv. Hardware quoted must be legally imported in Pakistan after paying all taxes.

v. Prices should be inclusive all applicable taxes.

Total Cost (in words) Rs. _____

Date _____

Signature of authorized person

Name:

(Company Seal)

_____

In the capacity of

Duly authority by

**Note: No cutting or overwriting is allowed. Any cutting or overwriting will lead to rejection of the financial bid.**

**ANNEXURE-E**
**Format for Covering Letter**

To

(Name and address of Purchaser)

**Sub: _____.**

Dear Sir,

**a)** Having examined the tender document and Appendixes we, the undersigned, in conformity with the said document, offer to provide the said items on terms of reference to be signed upon the award of contract for the sum indicated as per financial bid.

**b)** We undertake, if our proposal is accepted, to provide the items/services comprise in the contract within time frame specified, starting from the date of receipt of notification of award from the client Department / Office.

**c)** We agree to abide by this proposal for the period of ____ days (as per requirement of the project) from the date of bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

**d)** We agree to execute a contract in the form to be communicated by the _(insert name of the Purchaser)_, incorporating all agreements with such alterations or additions thereto as may be necessary to adapt such agreement to the circumstances of the standard.

**e)** Unless and until a formal agreement is prepared and executed this proposal together with your written acceptance thereof shall constitute a binding contract agreement.

**f)** We understand that you are not bound to accept a lowest or any bid you may receive, not to give any reason for rejection of any bid and that you will not defray any expenses incurred by us in biding.

_____

Authorized Signatures with Official Seal

**ANNEXURE-F**

## INSTRUCTION FOR PREPARATION OF POWER OF ATTORNEY

**a)** To be executed by an authorized representative of the bidder.

**b)** The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants and when it is so required the same should be under common seal affixed in accordance with the required procedure.

**c)** Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a resolution/power of attorney in favor of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.

**d)** In case the Application is signed by an authorized Director / Partner or Proprietor of the Applicant, a certified copy of the appropriate resolution / document conveying such authority may be enclosed in lieu of the Power of Attorney.

**Format of Power-of-Attorney**

## POWER OF ATTORNEY

(On Stamp Paper of relevant value)

Know all men by these presents, we (name of the company and address of the registered office) do hereby appoint and authorize Mr. (full name and residential address) who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our proposal for (name of the project) in response to the tenders invited by the (name of the Purchaser) including signing and submission of all documents and providing information/responses to (name of the Purchaser) in all matters in connection with our Bid.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this _____ day of _____ 20__

For _____

(Signature)

(Name, Designation and Address)

Accepted

(Signature)

(Name, Title and Address of the Attorney)

Date:

**ANNEXURE-G**

## UNDERTAKING

It is certified that the information furnished here in and as per the document submitted is true and correct and nothing has been concealed or tampered with. We have gone through all the conditions of tender and are liable to any punitive action for furnishing false information / documents.

Dated this _____ day of _____ 20__

Signature

(Company Seal)

_____

In the capacity of

Duly authorized to sign bids for and on behalf of:

**ANNEXURE-H**

**(To be submitted on legal stamp paper)**

**AFFIDAVIT**

**(Integrity Pact)**

We _(Name of the bidder / supplier)_ being the first duly sworn on oath submit, that Mr. / Ms. _____ (if participating through agent / representative) is the agent / representative duly authorized by _(Name of the bidder company)_ hereinafter called the Contractor to submit the attached bid to the _(Name of the Purchaser)_. Affiant further states that the said M/s (Bidding Firm/Company Name) has not paid, given or donate or agreed to pay, given or donate to any line officer or employee of the _(Name of the Purchaser)_ any money or thing of value, either directly or indirectly, for special consideration in the letting of the contract, or for giving undue advantage to any of the bidder in the bidding and in the evaluation and selection of the bidder for contract or for refraining from properly and thoroughly maintaining projects implementations, reporting violation of the contract specification or other forms of non-compliance.

[The Seller/Supplier/Contractor] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with the Purchaser and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

[The Seller/Supplier/Contractor] accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to the Purchaser under any law, contract or other instrument, be voidable at the option of the Purchaser.

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

_____

Signature & Stamp

Subscribed and sworn to me this _____ day of _____ 20__

_____ Notary Public

**ANNEXURE-I**

## BID SECURITY FORM

**WHEREAS** [Name and Address of the Contractor] (hereinafter called "the Contractor") has submitted Tender against Tender Name _____ , Tender No._____, LOT 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 2015.

**GUARANTOR**

Signature _____

CNIC # _____

Name _____

Designation _____

Address _____

**ANNEXURE-J**

## PERFORMANCE SECURITY

**Issuing Authority:**
**Date of Issuance:**
**Date of Expiry:**
**Claim Lodgment Date: (Must be one month later than the expiry date)**

**WHEREAS** [Name and Address of the Contractor] (hereinafter called "the Contractor") has agreed to supply the Goods and render the Services against Tender Name. _____, 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 twenty eight (28) days of the receipt of the Acceptance Letter (Letter of Acceptance) from the Purchaser, in the form of a Bank Guarantee, issued by a scheduled bank operating in Pakistan, as per this format, for a sum equivalent to Rs._____(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 expiry of warranties / support period or all obligations have been fulfilled in accordance with the Contract, **whichever is later**.

Date this _____day of 2015.

**GUARANTOR**

Signature _____

CNIC # _____

Name _____

Designation _____

Address _____

**ANNEXURE-K**

**Financial Capacity of the Bidder**

Additionally, the following financial data form shall be filled out for the Bidder. The Purchaser reserves the right to request additional information about the financial capacity of the Bidder. A Bidder that fails to demonstrate through its financial records that it has the financial capacity to perform the required Supply/Services may be disqualified.

Summarize actual assets and liabilities in Pak Rupees for the previous three years, based upon known commitments, projected assets and liabilities in Pak Rupees.

| Financial Information | Historical information for the previous three years (most recent to oldest in (PAK Rupees) | | |
|---|---|---|---|
| | Year 1 (Year) | Year 2 (Year) | Year 3 (Year) |
| Information from Balance Sheet: | | | |
| (1) Total Assets (TA) | | | |
| (2) Current Assets (CA) | | | |
| (3) Total Liabilities (TL) | | | |
| (4) Current Liabilities (CL) | | | |
| Information from Income Statement: | | | |
| (5) Total Revenue (TR) | | | |
| (6) Profits before Taxes (PBT) | | | |
| Net Worth (1) – (3) | | | |
| Current Ratio (2) / (4) | | | |

Provide information on current or past litigation or arbitration over the last three (3) years as shown in the form below.

Litigation or arbitration in the last three (3) years: No:_____Yes:_____ (See below)

Litigation and Arbitration During Last three (3) Years

| Year | Matter in Dispute | Value of Award Against Contract in PAK Rupees |
|---|---|---|

_____

Authorized Signatures with Official Seal

**ANNEXURE-L**

**TECHNICAL PROPOSAL (Club the below required information table with Technical Proposal)**

1. Please provide details of the profile of your top management, in the table below:

| Top Management profile | CEO | Programme Manager | Accounts Manager |
|---|---|---|---|
| Name | | | |
| Qualifications | | | |
| Professional Experience | | | |
| Experience in Call Centre running/outsourcing (No. of years, and description of experience) | | | |

2. Please provide details of your business profile, in the table below:

| Description | No. Of Years | No. Of Agents | Break up of Business revenues | | |
|---|---|---|---|---|---|
| | | | 2012-13 | 2013-14 | 2014-15 |
| Public Sector | | | | | |
| Private Sector | | | | | |
| International Experience | | | | | |
| Telecom | | | | | |
| Financial Service | | | | | |
| Retail | | | | | |
| Manufacturing | | | | | |
| E-Governance | | | | | |
| Any other please Specify | | | | | |
| Within Pakistan territory wise | | | | | |
| North | | | | | |
| South | | | | | |

3. Please provide a description of your technical expertise including indigenous software/hardware/systems developed to provide Call Centre services, in the table below:

| 3.A. Information Technology | | | | | |
|---|---|---|---|---|---|
| **Tools** | **Name of Tools** | **Owner** | **Integration Aspects** | **No Of Users** | **Any other information** |
| CRM | | | | | |
| CTI | | | | | |
| Quality management tools | | | | | |
| Business Intelligence tools | | | | | |

| 3.B. Software Platforms | | | |
|---|---|---|---|
| **Area of expertise** | **Team Size** | **Experience** | |
| | | **No. Of Years** | **Industry** |
| Oracle, Siebel, Microsoft, Open Source CRM | | | |
| Databases | | | |
| Give a brief account on the above | | | |

| 3.C. Technical Requirements | Configuration Specifications | Suggested Make |
|---|---|---|
| Other Infrastructure for the agent/team leader workstation | | |
| Software support – CTI | | |
| Software Support – CRM | | |
| Network Infrastructure and support | | |
| Telecom infrastructure | | |
| Any specific software tools/accelerator required | | |
| Any other | | |

| 4. Other Required Info/Qualification of bidder | | | | |
|---|---|---|---|---|
| **Sr No.** | **Description** | **Comply (Yes/No)** | **Remarks** | **References (Attachments)** |
| **1.** | **Technical Expertise:** | | | |
| (i) | The bidder should have offices in Pakistan and should have presence in Lahore. | | | |
| (ii) | The bidder should be in Contact Center Solution Provider at least 3 years. | | | |
| (iii) | The bidder should be Authorized by Principal to participate in bid. | | | |
| **2.** | **Minimum number of installation:** | | | |
| (i) | The partner should have minimum 02 installations of Contact Center inside Pakistan | | | |
| (ii) | The vendor should have Minimum 02 to 03 Integrations of Contact center solution with CRM using Middleware solution. | | | |
| (iii) | The bidder should provide PO copies and references of the customers with contact numbers. | | | |
| **3.** | **Execution Capability:** | | | |
| (i) | The bidder should have deployed at least 02 projects with over/equal to 50+ Seats in Pakistan. | | | |
| (ii) | The bidder should be capable of providing Auto IVR Service and Should be capable of performing Integration with Databases, Middleware. | | | |
| (iii) | The bidder should have Minimum 02 Integrations of Contact center with CRM using Database. | | | |
| (iv) | The bidder should Provide the Details of Customer where the Integration has been deployed (with CRM Using Middleware and Databases) | | | |
| (v) | The bidder should provide Separate Wallboard for each department summarizing report for CEOs and Managers. | | | |

| | | | | |
|---|---|---|---|---|
| (vi) | The bidder should be capable of providing Customized reports. | | | |
| (vii) | The solution should Include Local and Principal Support for at least one year. | | | |
| **4.** | **Financial Capability:** | | | |
| (i) | The bidder should provide audit statement for last 03 years | | | |
| **5.** | **Back-up Equipment for Services:** | | | |
| (i) | The bidder should have minimum 02 offices in Pakistan and should have country office in Pakistan. | | | |
| (ii) | The bidder should have backup equipment to provide sufficient services | | | |
| (iii) | The principal should maintain a local warehouse for part replacement (Next business day). | | | |
| **6.** | **Vendor / Supplier Responsibility:** | | | |
| (i) | Installation & Configuration will be complete responsibility of Vendor / Supplier | | | |
| | | | | |