

Response to Bidders Queries - Power Information Technology Company (PITC)

Pre- Bid meeting held on 10-08-2022 at 11:00 A:M

Tender No. PITC/G-224(73)/07-2022/CCMS for “Procurement of Services for Operations of Centralized Call Centre for Power Distribution Companies”

Sr. No.	Clause Ref. & Page No.			Queries/Suggestion by bidders			Clarification by PITC
1	Appendix E – Costing Sheet 01 QA during every shift			There will be 2 QA during every shift.			Accepted
2	In terms of payment clause			Invoicing will be on monthly basis.			Accepted
3	Appendix E – Costing Sheet			Revised Appendix E – Costing Sheet is attached			Accepted
4	Clause 2 of technical proposal (Club the below required information table with Technical Proposal) Break up of Business revenues			Break up of Business revenues			Accepted
	2014-15	2015-16	2016-17	2018-19	2019-20	2020-21	

Appendix E – Costing Sheet

Sr. No.	Description	Qty	Unit Rate with taxes PKR	Total with taxes PKR
1	Manager (Subject Matter Specialist)	3		
Morning Shift				
1	Call Center Agent	50		
2	Supervisor	3		
3	Shift Incharge	1		
4	Call Center Manager	1		
5	Office Assistant/Admin	1		
6	QA	2		
7	IT Support Staff	1		
8	Electrical Support Staff	1		
9	Security Guard	1		
10	Janitor	1		
Evening Shift				
1	Call Center Agent	50		
2	Supervisor	3		
3	Shift In charge	1		
4	Office Assistant/Admin	1		
5	QA	2		
6	IT Support Staff	1		
7	Electrical Support Staff	1		
8	Security Guard	1		
9	Janitor	1		
Night Shift				
1	Call Center Agent	50		
2	Supervisor	2		
3	Shift In Charge	1		
4	Office Assistant/Admin	1		
5	QA	2		
6	IT Support Staff	1		
7	Electrical Support Staff	1		
8	Security Guard	2		
9	Janitor	1		