

# POWER INFORMATION TECHNOLOGY COMPANY



## TENDER

### FOR ADDITIONAL SPACE PREPARATION TO EXTEND CALL CENTRE AGENTS AT AIWAN-E-IQBAL COMPLEX

**Procurement Procedure:-**  
**RFP Identification No.**

**Single Stage, One Envelope Procedure**  
**PITC/G-224/(108) 10-2024/CCMS/**

**CONTACTS:**

Phone: Director General (ISDS)

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042-99202048

## ABRIDGMENT

1. Recipient	DG (ISDS)
2. Venue	PITC Conference Room, Aiwan-e-Iqbal Complex, Edgerton Road, Lahore
3. Pre-Bid Conference Date & Time	01-11-2024 , 11:00 A.M
4. Closing Date & Time of Bid	15-11-2024 , 11:00 A.M
5. Bids shall be opened	15-11-2024 , 11:30 A.M
7. Bid Money	2% of the total value of quoted cost of all categories.
8. Type of Tender	Single Stage One Envelope
9. Cost of Tender Document	Rs.3,000/=

### **Works Required:**

Site Preparation to accommodate additional call centre in existing call centre facility at Aiwan-e-Iqbal Complex, Lahore.

Sealed quotations are invited from the potential dealing firms for Site preparation to accommodate additional 40 call agents at already established call centre facility at Aiwan-e-Iqbal Complex, Lahore. The works details is as under:

- i. Sitting Arrangements for Additional 40 Agents (Work Stations and Chairs)
- ii. Paint work
- iii. Network Deployment for 40 work stations
- iv. Electric Work for 40 work stations

The details of work is given in "Bill of Quantity".

## **1. INSTRUCTIONS TO THE BIDDER**

- 1.1 Rates shall be quoted on the FCS basis (Free delivery at Consignee's Store).
- 1.2 The Bidders are required to submit bids in sealed envelope.
- 1.3 The bidders shall furnish bid money as a part of their tenders in form of Bank Draft or Bank Guarantee in favour of Chief Executive Officer PITC WAPDA House, Lahore.
- 1.4 Successful bidder shall deposit performance security, as described in rate contract or PO, not exceeding 5% of the value of the proposed purchase order in shape of bank draft or bank guarantee issued by any scheduled bank, in favour of indenter. The same shall be released after expiry of warranty period.
- 1.5 Competent authority reserves the right to accept or reject any offer or a part thereof or increase/decrease quantity to any extent without assigning any reason. The offer received incomplete or not in accordance with the conditions/specifications will not be entertained. Bid offered is likely to be ignored if: -
  - i) The tender is unsigned (all pages should be signed).
  - ii) It is received after the time and date fixed for its receipt.
  - iii) Offer is ambiguous or conditional.
  - iv) The offer is from a firm who is blacklisted by PEPCO, WAPDA or any other government organization, or is in litigation with any government organization or is defaulter in any previous order and/or contract.
  - v) The offer is unsolicited.
  - vi) The bid is not accompanied with full earnest money.
- 1.6 The tenders prepared by the bidders should comprise of the following documents:-
  - i) Covering letter.
  - ii) Receipt of tender document cost.
  - iii) Bid Money.
  - iv) Bill of quantities provided with tender document duly filled, signed and stamped.
  - v) All certificates as per clause 4.

## **2. TERMS AND CONDITIONS**

- 2.1 All the material used must be brand new.
- 2.2 The quoted price must be firm, final, inclusive of all taxes, transportation charges etc. in Pak Rupees.
- 2.3 The purchaser is not bound to accept the lowest offer not fulfilling the requisite criteria. The reasons for rejecting the lowest or any offer shall not necessarily be communicated.
- 2.4 Price will remain valid for at least 90 days from the date of opening of quotation.
- 2.5 The supplier shall be liable for liquidated damages @ 2% PM, if he fails to prepare the site within given time of completion of site.
- 2.6 Quantities given in Bill of Quantity are based on rough estimates and may increase or decrease up to any extent according to actual work done on site. The measurement of work will be carried out after completion of work and supplier will be bound to accept the measurements made by representative of PITC in presence of supplier or its representative. Successful bidder shall be bound to supply the required quantity, on the approved rates within the validity of the rates.
- 2.7 A joint inspection of the equipment supplied / work shall be carried out by CEO (PITC) or his representatives.
- 2.8 The supplier has to arrange one complete set of items offered, if asked for demonstration and inspection in the office of PITC, WAPDA House, Lahore before issuance of Purchase Order. The items, which do not meet the technical specifications, can be rejected and the offer can be declared as technically nonresponsive.

## **3 SCHEDULE OF SUPPLIES**

The delivery, installation of the equipment and work completed will be required to be normally completed within one month.

## **4. EVALUATION CRITERIA**

Bidder as a part of his bid shall provide the following: -

- 4.1 A list showing the location of Head Office along with those of Branch Offices.
- 4.2 A list of technical expertise and qualified maintenance staff to handle such type of project efficiently along with their qualification.
- 4.3 A list of clients to whom the bidder has done or been doing business during last 3 years along with their Names, Addresses and Phone Numbers.
- 4.4 Credential showing warranty of any equipment installed during completion of this project.
- 4.5 A clear written commitment to the effect that if any component of equipment supplied is damaged / faulty during warranty period it shall be replaced with the same or superior compatible component.
- 4.6 List of consumables/exclusives (where applicable) which are not covered under warranty.

## **5 EVALUATION FORMULA**

- 5.1 Single Stage one-envelope procedure is opted in evaluation of the bids. The total points for bid evaluation are 100 points out of which the bidder who will get the 70 points will be declared as technically qualified bidder. Evaluation Criteria is placed at Annex-I
- 5.2 The bid will be awarded to lowest bidder amongst the technically qualified bidders.

## **6 TERMS OF PAYMENT**

Payment of the equipment supplied shall be made directly by consignees within thirty days, from the date of receipt of invoice, on production of following documents:

- a. Invoice in triplicate having NTN.
- b. GRN (Goods Receipt Note) issued by the consignee if any equipment is involved.
- c. Joint Inspection Report of Site.
- d. Non-payment certificate.
- e. Performance Security Receipt Certificate (Otherwise amount will be deducted from Invoice)

TECHNICAL EVALUATION CRITERIA

The Technical responsiveness will be determined by evaluating the following factors.

1. Must be registered with Tax Authorities.
2. Must not be blacklisted with any Power Sector / WAPDA/ NTDC or any government formation.

Sr. No.	Factors						Max. Score
1.	Company profile						10
	i.	Type (PVT), Ltd, Proprietary				5	
	ii.	No. Of Branches in Pakistan(1 for each branch)				2	
	iii.	Age of Company (1 for each year)				3	
2.	<p>A list of clients to whom the bidder has done or been doing business during last 3 years along with their Names, Addresses, Phone Numbers. List is to be provided bifurcating in following slabs:</p> <p><input type="checkbox"/> Less than 1 million      15 marks</p> <p><input type="checkbox"/> 1 million to 5 million      25 marks</p> <p><input type="checkbox"/> Above 5 million              30 marks</p>						30
3.	Qualified staff position of the firm (attach list).						10
	Sr. No	Name	Post	Qualification	Total Experience	Experience with present employer	
4.	<p>Technical Responsiveness of Solution / Equipment / Material etc Vendor may be asked to provide a set of workstation, Chair, Network Equipment and electrical equipment to be used before issuing work order.</p>						50
<b>Total Marks</b>							<b>100</b>

## **BILL OF QUANTY**

Sr. #	ITEM DESCRIPTION	Quantity	Price Inclusive of all Taxes	
			Unit Rate (Rs)	Total cost of work
01	<b>Sitting Arrangements for Agents (Work Stations and Chairs)</b> Workstations with chairs are required. As per detailed design with work stations with chairs as per standards call centre size details and specifications are attached at	40		
02	<b>Paint</b> Emulsion paint.	Approx. 4000 square feet		
03	<b>Network Deployment</b> Network is required for agents. Cat-6 cables of good quality with all accessories of well-known network equipment brand must be used.	40 Nodes		
04	<b>Electric Work for Call Agents Desks:</b> Electricity points for agent's Also additional lighting as per requirements. With proper power distribution Unit (DP). Must follow WAPDA / NTDC standards for electric cabling and safety standards and main DP.	40 Nodes		
<b>Total Cost of Work</b>				

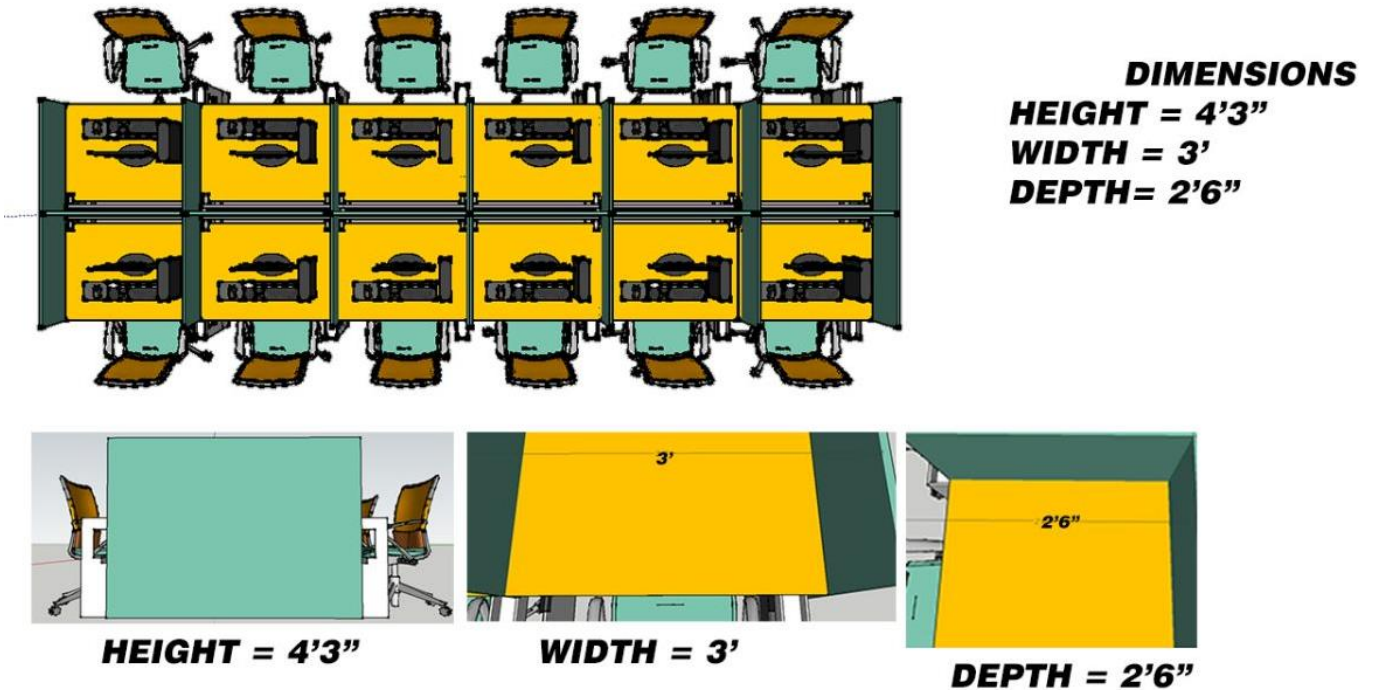
**Note:**

- i. **Standard WAPDA/NTDC specifications must be followed in all types of works defined above.**
- ii. **All types of labour / deployment / delivery / installation charges must be included in all types of works.**

**Furniture Specifications:**

<b>Sr. #</b>	<b>Furniture / Items</b>	<b>Quantity</b>	<b>Details</b>
01	Workstations (4'3" x 3' x 2'6")	40	Partition with soft board, workstation made of lamination with solid ash wood / PVC edging as per image and Color below
02	Chairs	40	Medium Back Chair in mesh fabrics as per Color defined by Client, foam cushioned seat and back covered in fabrics, with imported five star hydraulic base.

b) Work Station Specifications





4.5' x 3' with side rack and draws



Chairs