

Request for Proposal

Establishment of Centralized Call Center

LOT-A

- i. Procurement of Customer Complaint Management System (CCMS), Configuration/Development, Deployment, Training and handing over in Operational Mode
- ii. Hardware Procurement and Deployment, Configuration
- iii. After Warranty Support of Deployed Hardware and software

LOT-B

Operations of Centralized Call Center

For

Distribution Companies

Procurement Procedure:-

Single Stage, Two Envelopes Procedure

RFP Identification No.

PITC/G-224/(18) 11-2107/CCMS/



Issued by

Power Information Technology Company (PITC)

405-WAPDA House, Lahore

ABRIDGMENT

1. Recipient	DG (ISDS)
2. Pre-Bid Meeting	30-11-2017, 11:00 A.M
3. Venue	PITC Conference Room, Subbasement WAPDA House, Lahore
4. Closing Date & Time of Technical & Financial Bids	15-12-2017, 11:00 A.M
5. Technical Bids shall be opened	15-12-2017, 11:30 A.M
6. Opening Date & Time of Financial Bids	Technical responsive firms shall be informed to participate in the opening process of financial bids with date and time.
7. Bid Money	Rs. 1,000,000/- (One Million)
8. Type of Tender	Single Stage Two Envelopes
9. Cost of Tender Document	Rs.1,000/-

ITEMS REQUIRED**LOT-A**

1. Procurement of Customer Complaint Management System (CCMS), Configuration/Development, Deployment, Training and handing over in Operational Mode
2. Hardware Procurement and Deployment, Configuration
3. After Warranty Support of Deployed Hardware and software

LOT-B

Operations of Centralized Call Centre

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1. LETTER OF INVITATION

Subject: REQUEST FOR PROPOSALS (RFP):

(A) ESTABLISHMENT OF CENTRALIZED CALL CENTER:

- i. **Procurement of Customer Complaint Management System (CCMS), Configuration/Development, Deployment, Training and handing over in Operational Mode**
- ii. **Hardware Procurement and Deployment, Configuration**
- iii. **After Warranty Support of Deployed Hardware and software**

(B) OPERATIONS OF CALL CENTER

1. The Client(s) (PITC/DISCOs) intends Establishment of Centralized Call Center Hardware Procurement & Deployment and Customer Complaint Management System (Lot A) & Operations of Call Center (Lot B). In this connection, the services of competent dealing Contracting Firm(s) / Joint Venture(s) for the satisfactory completion of the subject assignment are required.
2. The Client(s) accordingly invites Proposals for **Establishment of Centralized Call Center Hardware Procurement & Deployment and Customer Complaint Management System (Lot A) & Operations of Centralized Call Center (Lot B)**. Detail of which is provided in this document.
3. Selection of Firm(s) / Joint Venture(s) for the project shall be made under the evaluation criteria explained in this document quality and cost basis (QCBS) criteria. Bid evaluation criteria are described in Evaluation Criteria separate for LOT-A & LOT-B.
4. Bidders are invited to submit:
 - a) A comprehensive Technical Proposal in duplicate (One original + One copy) in separate sealed envelope marked as Technical Proposal for tender referenced.
 - b) Financial proposal in duplicate (One original + One copy) in separate sealed envelope marked as Financial Proposal for tender referenced.
 - c) Both the proposals i.e. Technical and Financial must be placed in sealed outer envelope with tender reference with opening date and time.
5. In the event you desire any explanation to RFP documentation, you may contact the office of the undersigned not later than 07 days before last submission date of the proposals.
6. Client reserves the rights to accept or reject any or all the proposals prior to the acceptance of proposal and without incurring any liability to the applicants or any obligation there under and the Clients decision shall be final and binding and shall not be challenged.

Director General (ISDS), PITC

2. DEFINITIONS AND ABBREVIATIONS

The following words and expressions shall have the meanings hereby assigned to them:

Sr.	Term	Description
1.	"Applicable Laws"	Means the laws, rules, regulations and any other notification, SRO , Circular and General Order, instruments having the force of law in the Government's country, as issued from time to time and till to-date;
2.	"Bank" or "Banks"	refers to all scheduled Banks
	"Contract"	Means the Agreement entered into between the Company/Purchaser (PITC/DISCOs) and the Contractor, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein.
3.	"Contract Documents"	Shall mean the following documents listed below but is not limited to listed document. It includes all other documents that are considered to be the part of the contract documents: <ul style="list-style-type: none"> i. Detailed award of contract; ii. Service level agreement; iii. Special Conditions of Contract; iv. General Conditions of Contract; v. Schedule of Services; vi. Instructions to bidders; vii. Purchaser's Notification to the Contractor for Award of Contract; viii. Vendor's response (proposal) to the RFP, including the Bid Submission Sheet and the Price Schedules submitted by the Contractor; Acceptance of letter of intent(LOI) by the bidder;
4.	"Contract Price"	Means the aggregate price payable to the Contractor as specified in the Agreement, subject to such additions and adjustments thereto or deductions there from, as may be made pursuant to the Contract under the law.
5.	"Contractor"	Means the agency appointed to perform services under this Contract.
6.	"Company"	Means respective DISCO / PITC
7.	"Completion"	Shall mean the completion of the Related Services by the Contractor in accordance with the terms and conditions set forth in the Contract.
8.	"Day"	Means calendar day.
9.	"Delivery"	Means the transfer of the Goods and/or Services from the Contractor to the Purchaser in accordance with the terms and conditions set forth in the Contract.
10.	"Effective Date"	Means the execution date on which this Contract comes into force.
11.	"GCC"	Means the General Conditions of Contract.
12.	"Government"	Means the Government of Pakistan.

13.	“in writing”	Means communicated in written form with proof of receipt.
14.	“Intellectual Property Rights”	Means any patent, copyright, trademark, trade name, service marks, brands, proprietary information, whether arising before or after the execution of this Contract and the right to ownership and registration of these rights.
15.	“Kickoff Meeting”	Means a meeting convened by the Purchaser to discuss and finalize the work execution plan and procedures with the Contractor after award of contract.
16.	“OEM”	Means the Original Equipment Manufacturer of any equipment / system / software / product.
17.	“Owner”	Means the “Purchaser”.
18.	“Personnel”	Means persons hired by the Contractor as employees and assigned to the performance of the Services or any part thereof; "Foreign Personnel" means such persons who at the time of being so hired had their nationality/domicile outside the Purchaser's country; and "Local Personnel" means such persons who at the time of being so hired had their domicile inside the Government's country;
19.	“PITC”	Power Information Technology Company
20.	“Project”	Means all activities covered under present RFP
21.	“Purchaser’s Country”	Shall mean Pakistan, as specified in the SCC.
22.	“Purchaser”	Means the Power Information Technology Company (PITC)/Respective DISCO
23.	“Related Services”	Means the services to be provided as per the requirements / conditions specified in the Contract. In addition to this, the definition would also include other related/ancillary services that may be required to execute this Contract
24.	“SCC”	Means the Special Conditions of Contract.
25.	“Services”	Means the work to be performed by the Contractor pursuant to this RFP for the purposes of the Project, as described in the Scope of Work hereto;
26.	“The MoE”	The Ministry of Energy (Power Division)
27.	“The Site”	Shall mean all identified locations within the jurisdiction of DISCOs, where the Contractor carries out any installation of Goods or is required to provide any Services.
28.	“Third Party”	Means any person or entity other than the Government, DISCOs, the Contractor or any other party as implied by the usage in context
29.	“Utility”	Means Distribution Company (DISCO)./PITC

3. INTRODUCTION TO PITC

PITC is a public sector corporate entity, primarily provisioning ICT services to DISCO's (Distribution Companies) all over Pakistan.

4. OVERVIEW OF SOLUTION

Call Centre solution should meet the need of power sector Distribution Companies with easy-to-deploy, easy-to-use, secure, virtual, highly available, and sophisticated customer interaction management for scalable number of agents on turn-key basis. Call Centre solution should support powerful, agent-based service as well as fully integrated self-service applications, distributed automatic call distributor, interactive voice response (IVR), Voice message recording, computer telephony integration (CTI), and agent and desktop services at a single point or at remote locations, Call-centre-in-a-box deployment while offering the flexibility to scale to larger, more demanding environments. Call Centre should help ensure inbound and outbound voice, email, web, SMS, Social Media Channels like Facebook, Whatsapp, Tweeter, SMS etc. The vendor has to establish Call Centre facility (A Turnkey Project) at Lahore for LESCO, IESCO and HESCO (to be scaled up for all DISCOs) with following features;

I. Software/Solution Features

Vendor will be responsible to provide all hardware, software required for solution deployment and smooth operation. Specification of hardware should meet with the proposed specifications at the minimum level. Bidder may propose higher specifications, if assumed necessary for smooth operation, but financial evaluation will be made on specifications equivalence basis.

- (a) Minimum requirement for Call Centre capacity i.e. vendor must set-up/establish a capacity of 50 seats operation 24x7 initially but (scalable to large extendable number of agents) at a single or multiple locations/shift at Software Technology Park, Aiwan-e-Iqbal, Lahore provided by PITC.
- (b) Vendor has to setup complete Call center with specifications as enclosed in Annex-I.
- (c) PITC will bear complete set up cost and vendor will not claim ownership of hardware, any other equipment and software if customized software solution is offered.
- (d) The system should be capable of handling incoming calls/complaints from different channels like landline, mobile phone, email, DISCO Website, other social media channels like Facebook, Tweeter, Whatsapp etc and by the personal appearance of complainant at any DISCO's office and generate the ticket # complaint # from same source.
- (e) The system should have the complete call recordings, Supervisor module, and Wall board; Side by side call monitoring, Agent's live statistics, Multiple Queue options & Automatic call recording features.
- (f) After registering call in electronic register, complaint will be forwarded to concerned Sub-Division/Complaint Center/ designated officials with option of all communication channels i.e. Web Portal, Mobile, Phone, SMS, Fax etc.
- (g) System should also have the extendable functionality of IVR for complaint registration and customer complaint related information etc.

- (h) Complainant will be responded through the channel complaint was received i.e. voice message for complaints received through phone, email, website status updating.
 - (i) Complaint should immediately popup at the computers installed at Sub Divisions/Complaint Centers or through SMS to concerned designated officials.
 - (j) If the complaint is not resolved within the specified time, depending upon the nature of the complaint, an escalation process will be initiated for concerned SDO, afterwards with a difference of suitable time to XEN, SE, Chief Engineer / Customer Services Director and Chief Executive Officer through CCMS and SMS (As per SOP for all types of complaints). If anyone from hierarchy confirms the resolution of complaint, the follow-up process will stop after confirmation from complainant. All activities performed in completion of complaint lifecycle will be recorded in system.
 - (k) Complaint resolution will be confirmed via the channel complaint was received. If customer confirmed resolution, the complaint will be closed otherwise the complaint will be reactivated as unresolved.
 - (l) The complainant should have facility for tracking his complaint through phone, email, website status updating etc.
 - (m) There should be comprehensive, monitoring & reporting system for performance analysis of Call Center accessible by PEPCO/PITC/DISCO management.
 - (n) System should be capable to provide open interfaces with DISCO billing, customer profile, Feeder Monitoring and other ERP systems for updating of Customers & Billing Information and forwarding the re-generated bills from Billing System through possible media like e-mail, whatsapp etc.
 - (o) PITC's existing New Connection application will be integrated with CCMS and customer would be able to check his/her status.
- II. Bidder will arrange all hardware comprising of servers, work-stations and allied equipment as per requirements in consultation with PITC for establishment of centralized call center. All specifications must be mentioned in the bid. All the licenses, short codes or any other necessary legal requirements will be the responsibility of vendor and shall be registered in the name of purchaser. However PITC will coordinate with vendor for the performance of any legal obligations.
 - III. Technology transfer (all related documentation along with source code in case of customized CCMS) shall also be provided by bidder in order to ensure smooth functioning of system after the warranty/support period.
 - IV. Software should be capable of defining complaint routing hierarchy to any number of levels in different DISCO's. This hierarchy will be utilized for escalation process too.
 - V. The software architecture should be flexible and capable to facilitate that if any DISCO decided to establish its own set-up for a sub-set of System functionalities.
 - VI. Vendor will provide mobile application compatible with Android and IOS, usable for field works and complaint registration and tracking by the complainant.
 - VII. The Contractor has to deploy/install complete set up within 60 days from date of purchase / work order.
 - VIII. Contractor will provide an interface/dashboard for DISCOs to gauge the performance of field staff under the defined call center standard defined KPIs.
 - IX. Contractor will install 4 Nos. Wall Boards in CEO, Operation Director, CSD & DG (IT) offices, for monitoring of live performance of CCMS at each i-e three DISCOs.
 - X. Contractor is also required to implement a Disaster Recover (DR) system with redundancy and business continuity functionality to provide service to centralized Call Center agents or a Call Center at

remote location. A conceptual System Architecture diagram is attached for the understanding of failover, load balancing, Disaster Recovery and Business continuity requirements.

5. TYPE OF OPEN COMPETITIVE BIDDING

As per PPRA Rule 37(a), Single Stage - Two Envelope Bidding Procedure shall be followed.

- 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 on the request of bidder. However, the evaluation agency may ask the bidder for any clarification through written reply or presentation;
- 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 non-responsive shall be returned un-opened to the respective bidders.
- viii. Financial evaluation will be made on the basis of lot wise total solution cost separately.
- ix. the un-conditional lowest evaluated bidder shall be awarded the contract.

In accordance with these rules, interested companies (hereinafter referred to as "Bidders") applying for bids should submit two separate bids/envelopes for Financial Proposal and Technical Proposal as original and copy.

6. ELIGIBILITY CRITERIA

- i. The bidder should have an average annual financial turnover of not less than Rupees 50 Million during the last three (3) years ending 30th June, 2017 (Please submit Audited accounts for the last three financial years).
- ii. Any Govt. Dept. /Autonomous body in doing business with them should not have blacklisted the Bidder. (Please submit self-declaration).

Note: Bidder must provide necessary supporting documents as proof in respect of the eligibility criteria mentioned above.

7. CONFIDENTIALITY

This RFP is a confidential document and is not to be reproduced, transmitted or made available by the recipient to any other entity without written permission of PITC.

8. DISCLAIMER

This RFP is not an agreement and is not an offer by PITC. This RFP does not claim to contain all the information each bidder may require. Each bidder may conduct its own independent investigations and analysis and is free

to check the accuracy, reliability and completeness of the information in this RFP. PITC makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The information contained in the RFP is selective and is subject to update, expansion, revision and amendment. PITC does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP or to correct any inaccuracies therein, which may become apparent. The PITC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. The PITC reserves the right of discretion to change, modifies, add or alter any or all of the provisions of this RFP and/or the bidding process, without as assigning any reasons whatsoever.

9. PROPOSAL

The Bidder is expected to examine all instructions, forms, terms & conditions and technical specifications stated in the RFP. The Proposal not substantially responsive to the RFP may result in rejection without any reference to the Bidder. The Proposal should be devoid of ambiguity and should not contain any statement resulting in hidden cost, any misleading statement and any incomplete information. The proposal shall strictly adhere to the specifications mentioned herein. Suppression of any material information that may adversely affect the interest of the PITC will invalidate the Proposal. If such matter is found out after empanelment, it can cause delisting of vendor and PITC initiating legal and other remedies for any type of loss suffered or cause to suffer by PITC.

10. AMENDMENT OF RFP

At any time prior to opening of bids, PITC may at its discretion modify the RFP and such amendment will be conveyed through mail/fax to all prospective Bidders who have received the RFP and such amendments shall be construed as part and parcel of the original RFP. In order to provide reasonable time to Bidder to take the amendments into account for submission of Proposal, the PITC may, at its discretion, extend the last date of submission of Proposal mentioned elsewhere in this RFP.

11. SUPPORT AND WARRANTY

The vendor must provide 1 year on-site comprehensive free of cost (parts and labor) warranty / support for all hardware, accessories and other equipment supplied as well as software for bug fixing, change in functionality or addition of new functionality deemed necessary for smooth operation of the system.

The vendor is also required to propose a support plan for all the equipment / software / licenses/ services to be offered with the solution for two years extendable on yearly basis. Vendor should clearly quote yearly payment plan and price for above-mentioned services. Support should consist of program updates, patches, fixes, security patches and security alerts for all software (including Operating System and integrated software). It should also include major product technology releases, if and when made available, which may include general maintenance releases, selected functionality releases and documentation updating.

12. INSTRUCTIONS TO THE BIDDER

- i. Rates should be quoted on the FCS basis without Taxes. Detail of levied taxes be provided separately with financial proposal.
- ii. The bidders are required to submit technical and financial bids in separate sealed envelopes, clearly marking "Technical" and "Financial", two copies of each (marked as Original and Copy). Soft copies of technical bids will also be required. Firms will be short listed on the basis of scrutiny of the technical bids. Financial bids of the technically qualified firms will be opened in the presence of bidders or their authorized representatives.
- iii. Bidder can quote for individual LOT but for all items. Partial participation will lead to technical non-responsiveness.
- iv. Date of opening of the financial bids will be informed well in time to technically qualified firms.
- v. The bidders shall furnish a bid money of Rs. 1,000,000/- (One Million) as a part of their tenders in form of Bank Draft or Bank Guarantee in favour of CEO (PITC), WAPDA House, Lahore, to be enclosed in the envelop of **Technical Bid**.
- vi. Successful bidder shall deposit 10% performance security of total solution cost for Lot-A and of annual cost for Lot-B inclusive of GST, 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. The bid money received will be released after submission of performance guarantee.
- vii. Competent authority reserves the right to accept or reject any offer or a part thereof or increase/decrease quantity to any extent to meet with the requirement. The offer received incomplete or not in accordance with the conditions/specifications will not be entertained. Bid offered is likely to be ignored if: -
 - a) The tender is unsigned (all pages should be signed).
 - b) It is received after the time and date fixed for its receipt.
 - c) Offer is ambiguous or conditional.
 - d) The offer is from a firm which is blacklisted by PEPCO, PITC, NTDC, WAPDA or any other government organization, or is in litigation with any government organization or is defaulter in any previous order and/or contract. Bidder will attach certificate in this context.
 - e) The offer is unsolicited.
 - f) The bid is not accompanied with full bid money.
- viii. The tenders prepared by the bidders should comprise of the following documents:-
 - a) Covering letter.
 - b) Receipt of tender document cost.
 - c) Bid Money.
 - d) Bill of quantities provided with tender document duly filled, signed and stamped.
 - e) All certificates as mentioned/required.
 - f) Bid should be complete in accordance with instructions as laid down in this RFP.

13. TERMS AND CONDITIONS

- i. All the equipment must be brand new, operate directly on 220 ± 5 volts and 50 MHz frequency.
- ii. The quoted price must be firm, final, excluding of all taxes on FCS basis and should be in Pak Rupees.
- iii. 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.
- iv. Price will remain valid for at least 90 days from the date of opening of quotation.
- v. The supplier shall be liable for liquidated damages @ 2% PM, if he fails to deliver the Computer Hardware / equipment / complete solution within delivery period.

14. SCHEDULE OF SUPPLY

The delivery, installation and configuration of the solution will be completed within maximum 60 days of issuance of purchase order.

15. SCOPE OF WORK

LOT-A: Establishment of Centralized Call Center

- i. **Procurement of Customer Complaint Management System (CCMS), Configuration/Development, Deployment, Training and handing over in operational mode**
- ii. **Hardware Procurement and Deployment, Configuration**
- iii. **After Warranty Support of Deployed Hardware and software**

LOT-B: Operations of Centralized Call Center

LOT-A (i) Procurement of Customer Complaint Management System (CCMS),

Configuration/Development, Deployment, Training and handing over in operational mode

The CCMS software must have following functionalities, the vendor must specify about functionality status of their CCMS software in format given below. It is to be noted that source of complaints may be landline, mobile, email or any other social media channel like Facebook, tweeter, Whatsapp, SMS etc. System should be capable to handle described complaint life cycle initiated from any source within industry standard parameters. Software Application Architecture Diagram is attached at annex-II to indicate requirements with reference to software modular approach to segregate functionalities amongst DISCOs if required, open interfaces for integration with other systems like LDIP, CP (Consumer Profile), ERP etc.

Module	Functionality	Availability (A/NA/Customizable)
CCMS	Central CCMS Application with ability to segregate/allow sub-set functionalities execution in DISCOs	
	Simple, easy & intuitive user interface - attach screenshots	
	Secure, SSL encrypted, Intrusion or Spam protection	
	Multi-level secure login and DISCO wise hierarchy definition	

	Multi-layer enterprise-wide permissioning & administration model by module & function	
	Multiple admin user accounts	
	Anywhere remote access	
	IP based restrict access option	
	Multi-department support	
	Enable & support collaborations with other departments & entities	
	Configuration based	
	Ability to support individual DISCO customers	
	Enable & support individual DISCO user platform accounts	
	Enable mobile stakeholder interaction	
	Receive complaints	
	Issue Ticket number	
	Escalation Process (Configurable and highly scalable)	
	Maintain Complaint History	
	Efficiency – Turn Around Time (TAT)	
	Track & manage stakeholder requests	
	Maintain requests log	
	Highlight pending Complaints	
	Categorize Complaints	
	Dynamic category creation	
	Error correction capability	
	Intelligent e-mail alert generation	
	Multi department glance view	
	Live status bar	
	Ability to record and archive all activities	
	Ability to create, track & close escalations	
	Ability to attach, send & receive electronic media	
	Multi priority support	
	Filter escalations by various parameters (configurable)	
	Multi source data gathering support	
	Smart filtering by date, name & location	
	Multi-data point instant search capability	
	Distributed work load balancing	
	Instantaneous statistical reporting	
	On demand multi-variant visual reporting	
	Stakeholder interaction reporting	

The detail of solution is also defined under para-4 of this RFP.

LOT-A (ii) Procurement / Deployment of Hardware / Equipment

a) Hardware / Equipment for Main Site & DR Site

Bidder will propose complete hardware solution with specifications for establishment of minimum 300 seats Enterprise Edition Call Center facility with fully functional Active DR Site. High Availability is required on Main Site. In first phase 50 seats will be activated that will extended up to 300 on requirement basis later on. 20 Seats Network DR for the solution is required and expandable up to 60 agents. 400 IVR Ports at Main Site and 60 IVR

ports at Network DR Site. Voice recording for all agents is required for 3 Months. Must support the Linux and Microsoft operating systems. System should support Oracle/SQL/My SQL databases and Flat Files. System must be secured with hard firewall. System reliability must be 99%.

Note I: The acceptable brands for Server Machines are Dell, HP, IBM, Huawei, Fujitsu, Sun

Note II: The acceptable brands for network equipment are Cisco, Juniper, Huawei, and Avaya.

Note III: Full functional solution is required all allied equipment including network cables, PDUs, Racks etc will be responsibility of vendor.

Note IV: For reference System Architecture diagram is attached at Annex-I. Bidder is authorized to propose the changes in architecture and may add item / items to ensure the smooth functioning of solution offered.

b) Agent Site

Sr. #	Hardware / Equipment	Specifications	Qty
1	Soft Phones	60 IP Hard Phones with head gear and other accessories	60
1	Systems	Desktop minimum Core i 5 with 15 inches LED, 8 GB RAM, 300 GB Hard Drive	60

Note I: The acceptable brands for Desktop Machines are Dell, HP, IBM, Huawei, Fujitsu

Note II: The acceptable brands for soft phones are Cisco, Juniper, Huawei, Genesis, and Avaya.

LOT-A (iii) After Warranty Support of Deployed Hardware / Equipment and Software

- a) Vendor will ensure one year free of cost (parts and labor) comprehensive support of all types of Hardware / Equipment deployed for this project clearly mentioning the replacement mechanism of parts or whole equipment in case of fault.
- b) Vendor will be responsible to keep up the operations of call center in case of any failure of hardware / equipment.
- c) Vendor will clearly quote hardware / equipment comprehensive support cost on yearly basis for next 2 years after warranty.

LOT-B: Operations of Centralized Call Center

The Centralized Call Centre will represent the gateway to all the customers of power sector Distribution Companies (DISCOs) in Pakistan. Instead of dialing individual numbers, this facility will provide a single point of contact to customers through a UAN number.

PITC is desirous of outsourcing of operations of Call Centre services for the convenience of the power sector customer related to complaints / inquiries related to atleast following areas but not limited to.

- a. Power failure
- b. Load shedding / Outages
- c. Billing and Commercial
- d. New Connections

PITC is desirous of following operational features:

- i. Call center would be operational 24x7x365 days. The call center agents taking the call should be well conversant with English, Urdu and regional languages of Pakistan. It is expected that sufficient number

of call center agents are hired to operate the **50 seats 24 X 7 of call agents initially but scalable to any number in accordance with the requirement.** Based upon the response and caller traffic the successful bidder will be expected to put more agents at a notice of 7 days. Client reserves the right to change the nos. of seats with 15 days' notice.

- ii. The successful bidder will have to employ sufficient number of supervisors / manager(s) and other support staff to manage Call Center operations according to the number of agents (as mentioned above) during the entire tenure of the contract.
- iii. It shall be responsibility of the successful bidder to ensure the full availability of all call agents according to the PITC provided plan. Any weekly rests & other leaves are responsibility of the bidder.
- iv. It shall be the responsibility of the service provider to forward the complaints received in main call center to the sub-divisional complaint office/designated office by using Back Office Mechanism.
- v. Service provider also provides sufficient necessary trainings and training material to the call agents as well as DISCOs staff.
- vi. The Bidder need to sign the agreement and non-disclosure agreement with Client for running the call center
- vii. The Bidder will provide all Call – Logs, Voice – Logs, Voice recordings and other necessary details as required by Client.
- viii. The Bidder will send bulk or specific e-mails/SMS from database as and when required.
- ix. All the expenditure pertaining to the man-power deployed for call center operations will be borne by the successful bidder including the salaries and other benefits of the staff.
- x. The cost of SMS service shall be borne by PITC.
- xi. The service provider will abide by the job safety measures prevalent in Pakistan and will free Client from all demands or responsibilities arising from accidents or loss of life the cause of which is the service provider's negligence. The service provider will pay all indemnities arising from such incidents and will not hold Client responsible or obligated.
- xii. The service provider is responsible for managing the activities of its personnel and will hold himself responsible for any misdemeanors.
- xiii. The service provider will treat as confidential all data and information about Client, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of Client.
- xiv. The successful bidder is required to do all prior work of recruitment and training of agents, test dialing etc. in 15 days-time from the date of award of contract to them and should start operations within this period.
- xv. The bidder will provide per agent cost including (HR + Utility) and additional resource cost if required (will include only agent cost ignoring utility and other Admn. cost).
- xvi. PITC reserves the right of demand increases in contact center agents on one weeks prior notice, with in the call center capacity of 300 agents.
- xvii. Equipment responsibility to maintain safe custody
- xviii. All operational costs of running call center including connectivity charges (Bandwidth, E1 lines etc.), extra air conditioning / heating charges, cleaning of premises and security will be responsibility of vendor.
- xix. The number of agents may vary based on following peak/off peak seasons:

- a. Peak season is defined as: 1st April – 30th September
 b. Off Peak season is defined as: 1st October – 31st March

Performance Expectations

Parameter	Performance Criteria
Time to first call response	70-75 % calls within 25 seconds
Time to complete problem resolution	80% problems resolved within SOP times
Call length	4-6 minutes
Volume of calls handled	15 calls per hour / agent
Call Wrap Up time	6 Minutes max
Customer ratings of service	90%
Number of customer complaints	2% repeat calls
First Call Resolution (FCR)	70-75% FCR
Number of calls transferred	2-4 calls / day
Number of calls escalated	2-3 escalations / day
Number of calls made back	1%
Schedule Adherence of CSR teams	99.99%
Average percent of time an individual agent or all agents are actively occupied on a call (Occupancy)	60-80 %
Quality Assurance	90-95% call as per QA SOP

16. EVALUATION CRITERIA

LOT-A: Establishment of Centralized Call Center

The PITC will award the Contract to the successful Bidder who has been determined to qualify to perform the Contract satisfactorily and whose proposal has been determined to be substantially responsive.

A technical evaluation committee using the criteria shown below will evaluate the proposals. The vendor should provide complete details of their experience in automation of customer services processes.

The bids will be evaluated in three steps:

Step 1: Workability of solution offered Examination by Evaluation Committee

Step 2: Technical Evaluation of all Bids that have been declared compatible with PITC requirements.
(Decision of Technical committee will be acceptable to all bidders without any challenge)

Step 3: Financial Evaluation of all Technically Qualified Bids

- i. The solution provider must be a company registered in Pakistan and must have been in business of providing IT solutions for at least 5 years.
- ii. The bidder must be a technology company having complete knowledge and must have the capabilities and authorization to provide tailor-made features and customizations for the call center solution as per customer needs.
- iii. The solution provider must have successfully deployed or providing call center services with at least 50 seat setup for at least two (02) leading and well-known companies in Pakistan or abroad. Documentary evidence to be provided by the bidder.

- iv. The solution provider must have experience in supporting the solutions and have a local team of experts that can cover all aspects of the call center solution.
- v. The proposed technology should be based on flexible open standards platform and should allow integration with existing and future applications, residing within customer premises.

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. 70% of proposed “*Establishment of Centralized Call Center Hardware Procurement & Deployment and Customer Complaint Management System (Software)*” and overall 70% are mandatory for qualification for Financial Opening. Final decision will be based on financial evaluation of technically qualified bidders.

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%.

- a. 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.
- b. The Bidders who have duly complied with the Eligibility/Qualification and Evaluation Criteria will be eligible for further processing.
- c. 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.
- d. The Eligible/Technically Qualified Bidders will be considered for further evaluation.
- e. The Technical proposals shall be evaluated by the technical evaluation committee in the light of following evaluation criteria:

Weightage/Marks

Sr. No.	Category	Weightage/Marks
1	Experience of similar implementation <ol style="list-style-type: none"> i. Public sector implementation 1-5 projects (10) ii. Private sector implementation more than 5 projects (10) iii. Private sector implementation 1-5 projects (5) iv. No Implementation - Disqualify 	10
2	Financial Strength <ol style="list-style-type: none"> i. From 50 to 70 – (5) ii. Up to 100 million – (7) iii. More than 100 million – (10) 	10
3	Solution Delivery time lines <ol style="list-style-type: none"> i. Up to 60 days – (5) ii. Up to 50 days – (7) iii. Less than 45 – (10) 	10
4	Vendor Presentation: Solution functionalities – 30 <ol style="list-style-type: none"> i. Solution with full required functionalities including reporting – (30) ii. Solution with some required functionalities 50-75% and reporting is missing – (25) iii. Solution with 50% required functionalities – (20) 	70 <i>(Bidder must score 70% of this evaluation)</i>

	<p>Technology Integration – 5</p> <p>i. Technology integration with existing applications (5)</p> <p>Scalability of the system No. of concurrent users – (10)</p> <p>i. 1000+ (10)</p> <p>ii. 500+ (7)</p> <p>iii. 300-500 (5)</p> <p>iv. <300 (0)</p> <p>Experience of Implementation Team – (5)</p> <p>i. Team Lead – (5)</p> <p>ii. Per Implementation 1 point</p> <p>Software Support Team Availability – (5)</p> <p><i>Resolution Time</i></p> <p>i. Problem resolved in < 8 hours – (5)</p> <p>ii. Problem resolved in <= 8 hours - (3)</p> <p>Response Time – (5)</p> <p>i. If response time to urgency is 30 minutes – (5)</p> <p>ii. If response time to urgency is one (1) hour – (3)</p> <p>iii. If response time to urgency is two (2) hours – (2)</p> <p>Hardware backup support – (5)</p> <p>i. Same day replacement – (5)</p> <p>ii. Within 48 hours – (3)</p> <p>iii. Within 72 hours – (2)</p> <p>Software uptime assurance – (5)</p> <p>i. 90% or above – (5)</p> <p>ii. 70-90 % – (3)</p> <p>iii. 60-70% – (2)</p> <p>iv. <60% – (0)</p>	
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. In order to qualify, the **applicant must obtain overall 70 marks** and 70% of proposed solution **“Establishment/Development of Centralized Contact (Call) Center with complete infrastructure, Software and Hardware Deployment”**

LOT-B: Operations of Centralized Call Center

Sr. No.	Criteria	Max Marks
1	<p>Average Turnover of the Bidder in each of the last three financial years in similar nature of works only (as per certificate and audited balance sheets)</p> <p>i. More than 10 million – up to 25 million - 5 marks</p> <p>ii. More than 25 million – up to 50 million - 10 marks</p> <p>iii. More than 50 million - 15 marks</p>	15
2	<p>Number of years of experience of the Bidder, as on date in which this Tender is issued. (as per supporting documents submitted)</p> <p>i. More than 1 years - upto 3 years - 5 marks</p> <p>ii. More than 3 years - upto 5 years - 10 marks</p> <p>iii. More than 5 years - upto 7 years - 15 marks</p> <p>iv. More than 7 years - 20 marks</p>	20
3	Previous work as a Call Center Operations	

3a	<ul style="list-style-type: none"> i. Work done as a Call Center operations with at least one company (100 call agents) in the last 3 years only – 5 marks ii. Work done as a Call Center operations with more than one private sector /Telecom in last 3 years – 10 marks iii. Work done as a Call Center operations with more than one public sector company in last 3 years – 15 mark 	15
3b	<ul style="list-style-type: none"> i. Single work order for Call Center agency between 10 to 25 million in last three years only – 5 marks ii. Single work order for Call Center agency between 25 to 50 million in last three years only – 10 marks iii. Single work order for Call Center agency more than 50 million in last three years only – 15 marks 	15
4	<p>Experience of bidder's proposed HR (call agents) for inbound and outbound customer handling</p> <ul style="list-style-type: none"> i. 50 % of HR having Utility Sector Experience \geq 3 years 10 marks ii. 25 % of HR having Utility Sector Experience \geq 3 years 05 marks 	10
5	<p>Experience of bidder's proposed operational and supervisory HR</p> <ul style="list-style-type: none"> i. Providing service to power utility sector > 3 years 10 marks ii. Providing service to power utility sector >2 & \leq 3 years 05 marks iii. Providing services to power utility sector >1 & \leq 2 years 02 marks 	10
6	<p>No. of dedicated trainers for agents bidder have</p> <ul style="list-style-type: none"> i. > 5 trainers 05 marks ii. >3 & \leq 5 03 marks iii. >1 & \leq 3 02 marks 	5
7	<p>Experience of bidder's proposed HR for Complaint Registration / Resolution</p> <ul style="list-style-type: none"> i. Upto 1 year 3 marks ii. 1 to 3 years 5 marks iii. 3 years or more 10 marks 	10
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. In order to qualify, the **applicant must obtain overall 70% marks for LOT-B**. Final decision will be based on financial evaluation of technically qualified bidders

17. TERMS OF PAYMENT

LOT-A

Payment of the complete solution (equipment / software) supplied will be made directly by consignees within forty five days, from the date of receipt of invoice, on production of following documents:

- i. Invoice in triplicate having NTN.
- ii. GRN (Goods Receipt Note) issued by the consignee in case of any hardware deployed for establishment of call centre.
- iii. Hardware inspection report, issued by CEO (PITC) or his authorized representative.
- iv. Software User acceptance certificate issued by CEO (PITC) or his authorized representative.
- v. System User acceptance/integration report test report issued by CEO (PITC) or his authorized representative.

- vi. Warranty Certificates
- vii. Software Support Certificates
- viii. Sales Tax Invoice (if not exempted) or attach exemption certificate.
- ix. Non-payment certificate.
- x. Performance Security Receipt Certificate (otherwise performance security will be deducted from the submitted invoice).

LOT-B

Payment for call centre operations will be made directly by consignees on monthly basis on production of following documents:

- i. Invoice in triplicate having NTN.
- ii. Detail of number of agents worked in a month shift wise.
- iii. Services Satisfaction Report issued by consignee.
- iv. Sales Tax Invoice (if not exempted) or attach exemption certificate.
- v. Non-payment certificate.
- vi. Adherence to KPIs defined in LOT-B certified by CEO(PITC) authorized representative.

18. GENERAL CONDITIONS OF CONTRACT (GCC)

- | | | |
|------------------------------|-----|--|
| 1. Contract Documents | 1.1 | Subject to the order of precedence set forth in the Agreement, all documents forming the Contract (and all parts thereof) are intended to be corrective, complementary, and mutually explanatory |
| 2. Corrupt Practices | 2.1 | The Purchaser requires bidders, suppliers, and bidders to observe the highest standard of ethics during the execution of such contracts. |
| | (a) | The following definitions apply: |
| | | “Corrupt practice” means the offering, giving receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any party in the procurement process or the execution of a contract. |
| | | “Collusive practice” means a scheme or arrangement between two or more bidders, designed to influence the action of any party in a procurement process or the execution of a contract; |
| | | “coercive practices” means harming or threatening to harm, directly or indirectly, persons, or their property to influence their participation in a procurement process, or affect the execution of a contract; |

- (b) The Purchaser will reject a proposal for award if determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practice in competing for the Contract.

3. Interpretation

3.1 In this Contract unless a contrary intention is evident:

- (a) The clause headings are for convenient reference only and do not form part of this contract. The headings shall not limit, alter or affect the meaning of this Contract;
- (b) Unless otherwise specified a reference to a clause number is a reference to all of its sub-clauses;
- (c) Unless otherwise specified a reference to a clause, sub-clause or section is a reference to a clause, sub-clause or section of this Contract including any amendments or modifications to the same from time to time;
- (d) A word in the singular includes the plural and a word in the plural includes the singular;
- (e) A word imparting a gender includes any other gender;
- (f) A reference to a person includes a partnership and a body corporate;
- (g) A reference to legislation includes legislation repealing, replacing or amending that legislation;
- (h) Where a word or phrase is given a particular meaning it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings;
- (i) In the event of an inconsistency between the terms of this Contract and the Bid document and the proposal, the terms of this contract hereof shall prevail

3.2 Entire Agreement

The Contract constitutes the entire agreement between the Purchaser and the Supplier and supersedes all communications, negotiations and agreements (whether written or oral) of parties with respect thereto made prior to the date of Contract.

3.3 No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party thereto.

3.4 Non-Waiver

(a) Subject to GCC Clauses 22, no relaxation, for bearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, neither shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.

Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, dated, and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which Call Centre is being waived.

3.5 Severability

If any provision invalid or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.

4. Language

4.1 The Contract as well as all correspondence and documents relating to the Contract exchanged by the Contractor and the Purchaser, shall be written in English. Supporting documents and printed Literature that are part of the Contract may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the contract, this translation shall govern.

4.2 The Contractor shall bear all costs of translation to English and all risks of the accuracy of such translation.

5. Joint Venture, Consortium or Association

5.1 If the Contractor is a joint venture, consortium, or Association persons, all of the members of such joint venture, consortium, or association of persons shall be jointly and everally liable to the Purchase for the fulfillment of the provisions of the Contract. The members shall designate one party to act as a Lead Member with authority to bind the joint venture, consortium, or association. The composition or the constitution of the joint venture, consortium, or association shall not be altered without the prior consent of the Purchaser.

(a) for the purposes of fulfillment of it's obligations as laid down under the Contract where the Purchaser deems fit and unless the context requires otherwise, suppler shall refer to the Lead Member who shall be the sole point of interface between the Purchaser and the Consortium and would be absolutely accountable for the performance of its own, the other members of Consortium and/or its Team's functions and obligations.

- 6. Location** 6.1 The services shall be performed in Lahore.
- 7. Effectiveness of Contract** 7.1 This Contract shall come into force and effect on the date (the "Effective Date") of the Utility's notice to the Contractors confirming that the following condition have been met:
- a) This Contract has been approved by competent authority of PITC.
- 8. Authorized Representatives** 8.1 Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract, may be taken or executed:
- On behalf of the Utility by CEO PITC or his designated representative;
- On behalf of the Contractors designated representative.
- 9. Relation between the Parties** 9.1 Nothing contained herein shall be construed as establishing a relation of master and servant or of agent and principal as between the Utility and the Supplier. The Supplier, subject to this contract, has complete charge of Personnel performing the services and shall be fully responsible for the Services performed by them or on their behalf hereunder.
- 10. Notices** 10.1 Any Notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the SCC. The term "in writing" means communicated in written form with proof of receipt.
- 10.2 Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered post, telex, telegram, email or facsimile to such Party at the following address:
- 10.3 For the Owner: _____
- Attention: _____
- Fax : _____
- E-Mail : _____
- 10.4 For the Contractor: _____
- Attention: _____
- Fax : _____
- E-Mail : _____

- 10.5 Notice will be deemed to be effective as follows:
- a) In the case of personal delivery or registered mail, on delivery;
 - b) In the case of fax, twenty four (24) hours following confirmed transmission;
- 10.6 A Party may change its address for notice hereunder by giving the other Party notice of such change pursuant to this Clause.
- 11. Governing Law**
- 11.1 The Contract shall be governed by and interpreted in accordance with the laws of the Islamic Republic of Pakistan. The Courts in Lahore shall have exclusive jurisdiction with respect of the tendering process, award of Contract and execution of the Contract.
- 12. Settlement of Dispute**
- 12.1 The Purchaser and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
- 12.2 If the parties fail to resolve such a dispute or difference by mutual consultation within twenty-eight (28) days from the commencement of such consultation (must be recorded), either party may require that the dispute be referred for resolution to the formal mechanisms specified in the clause 1.6 of SCC
- 13. Purchaser's Responsibilities**
- 13.1 For successful completion of the assignment, as and when required by the Contractor, the Utility shall provide data and support based on availability of the same and without prejudice. In the event that the appropriate utility is unable to provide the required data or support for a requirement which the Contractor cannot be reasonably expected to procure on its own or from alternate sources, the Contractor's failure to deliver shall not be held against it.
- 13.2 The Contractor shall bear all costs involved in the performance of its responsibilities, in accordance with GCC Clause 14.
- 13.3 The CEO (PITC) or his authorized Officer of PITC shall act as the nodal point for implementation of the contract and for issuing necessary instructions, approvals, commissioning, acceptance certificates, payments etc to the Contractor.
- 13.4 The CEO (PITC) or his authorized Officer of PITC shall approve all such documents within 30 working days.
- 13.5 Purchaser may provide on Supplier's request, particulars

/information /or documentation that may be required by the Supplier for proper planning and execution of scope of work under this contract.

13.6 Purchaser shall provide to the supplier sitting space and infrastructure and utilities, in the Purchaser's offices at such location as may be mutually decided by the Parties.

14. Contract Price

14.1 The Contract Price shall be as specified in the Agreement subject to any additions and adjustments thereto, or deductions there from, as may be made pursuant to the Contract.

14.2 Price charged by the Contractor for the service provided under the Contract shall not vary from the prices quoted by the Contractor in its bid, with the exception of any price adjustments authorized in the SCC.

14.3 PITC will not pay any other expenses (the out of pocket or any other shape) except as approved against financial proposal.

15. Taxes and Duties

15.1 The Contractor and the personnel shall pay the taxes, duties, fees, levies and other imposition levied under the existing, amended or enacted laws during life of this contract and the Utility shall perform such duties in regard to the deduction of such tax as may be lawfully imposed.

15.2 Payment of taxes /duties shall not be made separately in any case.

15.3 For goods /services supplied from outside the Purchaser's country, the Supplier shall be entirely responsible for all taxes, duties, stamp duties, license fees, and other such levies imposed outside the Purchaser's country.

16. Intellectual Property

16.1 Purchaser shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have been developed solely during execution of this Contract if applicable, including but not limited to all Source code, Object code, records, reports, designs, application configurations, data and written material, products, specifications, reports, drawings and other documents which have been newly created and developed by the Supplier solely during the performance of Related Services and for the purposes of inter-alia use or sub-license of such Services under this Contract. The Supplier undertakes to disclose all such Intellectual Property Rights arising in performance of the Related Services to the Purchaser and execute all such agreements /documents and file all relevant applications, effect transfers and

obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of the Purchaser. To the extent that Intellectual Property Rights are unable by law to so vest, the supplier assigns those Intellectual Property Rights to Purchaser on creation.

16.2 The Supplier shall be obliged to ensure that all approvals, registrations, licenses, permits and rights etc. which are inter-alia necessary for use of the goods supplied /installed by the Supplier (if any), as part of the service obligations under the present contract, shall be acquired in the name of the Purchaser, and the same may be assigned by the Purchaser to the Supplier solely for the purpose of execution of any of its obligations under the terms of this Contract. However, subsequent to the terms of this Contract, such approvals, registrations, licenses, permits and rights etc. shall endure to the exclusive benefit of the Purchaser.

16.3 The Supplier shall ensure that while it uses any software, hardware, processes, document or material in the course of performing the Services, it does not infringe the Intellectual Property Rights of any person and the Supplier shall keep the Purchaser indemnified against all costs, expenses and liabilities howsoever, arising out any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission /license terms or infringement of any Intellectual Property Rights by the Supplier or its personnel during the course of performance by the Supplier, the Supplier shall have sole control of the defense and all related settlement negotiations.

17. Service Quality

17.1 The Purchaser may reject any Service rendered or any part thereof that fail to conform to the specifications. The Supplier shall take measures necessary to meet the specifications at no cost to the Purchaser.

18. Liquidated Damages and Penalty

18.1 if Supplier fails to perform any or all of the Services within the period specified in the Contract, the Purchaser may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of the value of the Services, supplied beyond stipulated delivery schedule for each week or part thereof of delay until actual performance, subject to a maximum of 10% of value of such services.

19. Liability /Indemnity

19.1 The Supplier hereby agrees to indemnify the Purchaser, for all conditions and situations mentioned in this clause, in a form and manner acceptable to the Purchaser. The supplier agrees to indemnify the Purchaser and its officers, servants, agents ("Purchaser Indemnified Persons") from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred

inter alia during and after the Contract period out of:

(a) any negligence or wrongful act or omission by
the Supplier or its agents or employees or any
third party associated with Supplier in
connection with or incidental to this Contract;
or

(b) any infringement of patent, trademark
/copyright or industrial design arising from
the use of the supplied Goods and Services or
any part thereof.

19.2 The Supplier shall also indemnify the Purchaser against any privilege, claim or assertion made by third party with respect to right or interest in, ownership, mortgage or disposal of any asset, property, movable or immovable as mentioned in any Intellectual Property Rights, licenses and permits.

19.3 Without limiting the generality of the provisions of this article 1.67 and 1.68, the Supplier shall fully indemnify, hold harmless and defend the Purchaser Indemnified Persons from and against any and all suits, proceedings, actions, claims, demands, liabilities and damages which the Purchaser Indemnified Persons may hereafter suffer, or pay by reason of any demands, claims, suits or proceedings arising out of claims of infringement of any domestic or foreign patent rights, copyrights or other intellectual property, proprietary or confidentiality rights with respect to any Goods, Services, information, design or process supplied or used by the Supplier in performing the Supplier's obligations or in any way incorporated in or related to the assignment. If in any such suit, action, claim or proceedings, a temporary restraint order or preliminary injunction is granted, the Supplier shall make every reasonable effort, by giving a satisfactory bond or otherwise, to secure the suspension of the injunction or restraint order. If, in any such suit, action, claim or proceedings, the Goods or Services or any part thereof or comprised therein, is held to constitute an infringement and its use is permanently enjoined, the Supplier shall promptly make every reasonable effort to secure for the Purchaser a license, at no cost to the Purchaser, authorizing continued use of the infringing work. If the Supplier is unable to secure such license within a reasonable time, the Supplier shall, at its own expense, and without impairing the specifications and Standards, either replace the affected work, or part, or process thereof with non-infringing work or part or process, or modify the same so that Call Centre becomes non-infringing.

20. Limitation of Liability

20.1 Except in cases of gross negligence or willful misconduct:

Neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and

The aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract Price. Provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the Supplier to indemnify the Purchaser with respect to patent infringement.

21. Change in Law and Regulation

21.1 Unless otherwise specified in the Contract, if after the date of the Invitation for Bids, any law, regulation, ordinance order or bylaw having the force of law is enacted, promulgated, abrogated, or changed in the place of the Purchaser's country where the Site /area of work is located (which shall be deemed to include any change in interpretation or application by the competent authorities) that subsequently affects the Delivery Date, then such Delivery Date shall be correspondingly increased or decreased, to the extent that the Supplier has thereby been affected in the performance of any of its obligations under the Contract.

22. Force Majeure

22.1 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 hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by government agencies.

22.2 Force Majeure shall not include:

Any event which is caused by the negligence or intentional action of a Party or such Party's Sub-consultants or agents or employees, nor.

Any event which a diligent Party could reasonably have been expected to both (i) take into account at the time of the conclusion of this Contract, and (ii) avoid or overcome in the carrying out of its obligations hereunder.

- 22.3 The failure of a Party to fulfill any of its obligations hereunder shall not be considered to be a breach of, or default under, this Contract in so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.
- 22.4 A Party affected by an event of Force Majeure shall take all reasonable measures to remove such Party's inability to fulfill its obligations hereunder with a minimum of delay.
- 22.5 A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any event not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give notice of the restoration of normal conditions as soon as possible.
- 22.6 The Parties shall take all reasonable measures to minimize the consequences of any event of Force Majeure.
- 22.7 The decision of the Purchaser with regard to the occurrence, continuation, period or extent of Force Majeure shall be final and binding on the Supplier.
- 22.8 Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.
- 22.9 Not later than thirty (30) days after the Contractor, as the result of an event of Force Majeure, have become unable to perform a material portion of the Services, the Parties shall consult with each other with a view to agreeing on appropriate measures to be taken in the circumstances.

23. Change Orders and Contract Amendments

- 23.1 The Purchaser may at any time order the Contractor through Notice in accordance GCC Clause 10, to make changes within the terms and conditions of this Contract, including any modification of the scope of the Services.
- 23.2 If any such Change Order causes an increase or decrease in the cost of, or the time required for, the Supplier's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract shall accordingly be amended. Any claims by the Contractor for adjustment under this Clause must be asserted within twenty-eight (28) days from the

date of the supplier's receipt of the Purchaser's Change Order.

23.3 No variation or modification of the terms of the contract shall be made except by written amendment signed by the parties.

24. Suspension

24.1 The Company may, by written notice of suspension to the Contractors, suspend all payments to the Contractors hereunder if the Contractors fail to perform any of their obligations under this Contract, including the carrying out of the Services as per schedule, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall request the Contractors to remedy such failure within a period not exceeding Seven (7) days after receipt by the Contractors of such notice of suspension and shall invoke contract performance guarantee.

25. Termination

25.1 Termination of Contract for Failure to Become Effective

a) If this Contract has not become effective within seven (7) days of the date thereof, either Party may, by not less than two weeks (2) weeks' written notice to the other Party, declare this Contract to be null and void, and in the event of such a declaration by either Party, neither Party shall have any claim against the other Party with respect hereto.

25.2

Termination for Default

The Purchaser may, without prejudice to any other remedy for breach of Contract, by Notice of default sent to the Contractor terminate the Contract in whole or in part:

If the Contractor fails to provide acceptable quality of Services within the period specified in the Contract, or within any extension thereof granted by the Purchaser pursuant to GCC Clause 34; or

If the Contractor, in the judgment of the Purchaser has engaged in corrupt, fraudulent, collusive, or coercive practices, as defined in GCC Clause 2, in competing for or in executing the Contract; or

Any representation made by the bidder in the proposal is found to be false or misleading

If the Contractor commits any breach of the Contract and fails to remedy or rectify the same within the period of two weeks (or such longer period as the Purchaser in its absolute discretion decide) provided in a notice in this behalf from the Purchaser.

If the Contractor fail to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause 1.6 of SCC.

If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

If the Contractor has been black listed by any Government agency due to misconduct etc.

In the event the PITC terminates the contract in whole or in part, pursuant to GCC Clause 36, the PITC may procure, upon such terms and in such manner as Contractor deems appropriate,

Goods or Services similar to those undelivered or not performed, and the Contractor shall be liable to the PITC for any additional costs for such similar Goods or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.

25.3 **Termination for Insolvency**

The Purchaser may at any time terminate the Contract by giving Notice to the Contractor if the Supplier becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the Contractor, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to the Purchaser.

25.4 **Termination for Convenience**

(a) The Purchaser, by Notice sent to the Contractor, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Contractor under the Contract is terminated, and the date upon which such termination becomes effective.

25.5 **Consequences of Termination**

Upon Termination of the Contract, the Contractor shall:

- (a) Prepare and present a detailed exit plan within five calendar days of termination notice receipt to the D.G (IS) or equivalent authority of PITC.
- (b) The CEO(PITC) Or his authorized authority and along with designated team will review the Exit Plan. If approved, Supplier shall start working on the same immediately. If the plan is rejected, Contractor shall prepare alternate plan within two calendar days. If the second plan is also rejected, CEO(PITC) Or his authorized authority will provide a plan for Supplier and Contractor should be adhered by in totality.
- (c) The Exit Plan should cover at least the following:-
 - (i) Execute all documents that may be necessary to effectively transfer the ownership and title, including OEM warranties in respect of all leased equipment;
 - (ii) Handover all developed codes, related documentation and other Configuration Items, if any in his possession;
 - (iii) Handover the list of all ERP Assets, passwords at all locations to the Purchaser
- (d) The supplier and CEO(PITC) Or his authorized authority will sign a completion certificate at the end of successful (all points tracked to closure) of the Exit Plan.

- 26. Cessation of Rights and Obligations** 26.1 Upon termination of this Contract pursuant to Clause 36 hereof, or upon expiration of this Contract pursuant to Clause 49 hereof, all rights and obligations of the Parties hereunder shall cease, except;
- a) Such rights and obligations as may have accrued on the date of termination or expiration,
 - b) The obligations of confidentiality set forth in Clause 25 hereof,
 - c) Any right which a Party may have under the Applicable Law.
- 27. Cessation of Services** 27.1 Upon termination of this Contract by notice to pursuant to Clause 36 hereof, the Contractors shall, immediately upon dispatch or receipt of such notice, take all necessary steps as provided in Clause 36 hereof, to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum
- 28. Payments upon Termination** 28.1 Upon Termination of this Contract pursuant to Clause 25 hereof, the Utility shall make the following payments to the Contractor:
- a) Remuneration pursuant to Clause 1.8 of SCC for Services satisfactorily performed prior to the effective date of termination;
 - b) Reimbursable expenditures pursuant to Clause 1.8 of SCC for expenditures actually incurred prior to the effective date of termination; and
 - c) Except in the case of termination pursuant failure to perform, insolvency of the Contractor, deliberate false submission by the Contractor or for failure to comply with the final decision of an arbitration process, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract.
- 29. Assignment** 29.1 The Contractor shall not assign to any other party, in whole or in part, their obligations under this Contract.
- 30. Adherence to safety procedures, rules regulations and restriction** 30.1 Contractor shall comply with the provision of all laws including labour laws, rules, regulations and notifications issued there under from time to time. All safety and labour laws enforced by statutory agencies and by Purchaser shall be applicable in the performance of this Contract and Vendor's Team shall abide by these laws.
- 30.2 The Contractor shall take all measures necessary or proper to protect the personnel, work and facilities and shall observe all reasonable safety rules and instructions. Supplier's Team shall adhere to all security requirement /regulations of the Purchaser during the execution of the work. Purchaser's employee also shall comply with safety procedures /policy.
- 30.3 The supplier shall report as soon as possible any evidence, which may indicate or is likely to lead to an abnormal or dangerous

situation and shall take all necessary emergency control steps to avoid such abnormal situations.

31. Removal and /or Replacement of Personnel

31.1 Except as the appropriate PITC may otherwise agree, no changes shall be made in the Personnel. If, for any reason beyond the reasonable control of the Consultants. It becomes necessary to replace any of the Personnel, the Contractors shall forthwith provide as a replacement a person of equivalent or better qualifications.

(b) If the Utility:

a) Finds that any of the Personnel has committed serious misconduct or has been charged with having committed a criminal action, or

b) Has reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Contractor shall, at the Utility's written request specifying the grounds therefore, forthwith provide as a replacement a person with qualifications and experience acceptable to the Utility.

c) Any of the Personnel provided as a replacement under Clauses (a) and (b) above, the rate of remuneration applicable to such person as well as any reimbursable expenditure (including expenditures due to the number of eligible dependents) the Contractor may wish to claim as a result of such replacement, shall be subject to the prior written approval by the Utility. Except as the Utility may otherwise agree,

31.2 The Contractor shall bear all additional travel and other costs arising out of or incidental to any removal and /or replacement, and

31.3 The remuneration to be paid for any of the Personnel provided as a replacement shall not exceed the remuneration which would have been payable to the Personnel replaced.

32. Fairness and Good Faith

32.1 The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

32.2 Operation of the Contract: The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the life of the Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but no failure to agree on any action pursuant to this Clause shall

give rise to a dispute subject to arbitration in accordance with Clause 14 hereof.

32.3 The Contractor shall take and maintain at their own cost, insurance coverage against the risks of their personnel and properties relating to this assignment.

33. Conflict of Interest

33.1 The Consultant shall not engage, and shall cause their Personnel not to engage, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this Contract.

33.2 The Utility considers a conflict of interest to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations, and that such conflict of interest may contribute to or constitute a prohibited corrupt practice.

33.3 If the Contractor is found to be involved in a conflict of interest situation with regard to the present assignment, the Utility may choose to terminate this contract as per Clause 25 of GCC.

34. Standard of Performance

34.1 The Contractor shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used with professional engineering and consulting standards recognized by professional bodies, and shall observe sound management, and technical and engineering practices, and employ appropriate advanced technology and safe and effective equipment, machinery, materials and methods. The Contractors shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Owner.

19. SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract (SCC) shall supplement the General Conditions of Contract (GCC). Whenever there is a conflict, the provisions herein shall prevail over those in the GCC.	
SCC 1.1	The Purchaser's Country is : Pakistan
SCC 1.2	The Purchaser: Power Information Technology Company (PITC)
SCC 1.3	The language shall be : English
SCC 1.4	For notices, the Purchaser's contact details shall be: DG ISDS, OFFICE OF THE CHIEF EXECUTIVE OFFICER PITC-HQ, 405-WAPDA House, Lahore, Pakistan. Phone 042-99202162
SCC 1.5	The government law shall be: Laws applicable in exclusive jurisdiction of competent Court at Lahore, Pakistan.
SCC 1.6	The formal mechanism for the resolution of disputes shall be: If the parties fail to resolve such a dispute or difference by mutual consultation within twenty-eight (28) days from the commencement of such dispute and difference, either party may require that the dispute be referred for resolution to the formal mechanisms, described below (The date of commencement of the dispute shall be taken from the date when this clause reference is quoted by the either party in a formal communication clearly mentioning existence of dispute or as mutually agreed): a. The mechanism for resolution of disputes for bidders shall be in accordance with the Pakistan Arbitration Law. The Arbitral Tribunal shall consist of 3 (three) Arbitrators. Each Party shall nominate an Arbitrator and the two nominated Arbitrators shall mutually agree and nominate a third Presiding Arbitrator. b. The Place for arbitration shall be Lahore.
SCC 1.7	The bidders may please note that the prices are firm and final. All statutory taxes, levies, duties, etc. shall be paid on actual

SCC 1.8	<p><u>General terms and conditions of Payment Schedule</u></p> <ol style="list-style-type: none"> 1) All payments shall be made by the Purchaser in favor of the Contractor (Supplier) 2) The release of payments will be Performance (output) based, where the payments are made for measured deliverables and outputs. 3) Eligible Payments against invoice submitted (accompanied with all requisite documents) shall be released within 45 days of submission of invoice. 4) Power to withhold: Notwithstanding anything contained in the payment schedule mentioned below, if in the opinion of the Purchaser, any work done or supply made or service rendered by Contractor is deficient in any manner in comparison to the prescribed standards, Purchaser shall be at liberty to withhold a reasonable portion of the payment due to the Supplier, till such work /supply /service is made confirming to the prescribed standards. These powers to withhold payments shall be without prejudice to any other power /right of the purchaser under this contract. 5) If additional work is required beyond the scope of the Services specified the estimated period of engagement of Personnel set forth in the appropriate Bid Response Format may be increased by agreement in writing between the Purchaser and the Contractors. Any such change shall be done as per Clause 23 of GCC and Clause 1.8 of SCC 6) The currencies for payments shall be in Pak Rupees (PKR). 7) All payments under this Contract shall be made to the account of the Contractor with (Bank & A/c No.) <p style="text-align: center;">_____</p> <p style="text-align: center;">_____</p> <ol style="list-style-type: none"> 8) Payments will be made by the Purchaser to the Contractor as per Contract Value in the Formats for Financial Proposal and agreed in the Contract, as follows:
SCC 1.9	The Supplier shall provide Performance Security of ten (10) percent of the yearly Contract Price. The currency and amount of Performance Security shall be specified at the time of LOI.
SCC 1.10	<p>The types of acceptable Performance Securities are:</p> <p>Bank Guarantee issued by a scheduled Bank</p>
SCC 1.11	PITC reserve the right to reject any bid without assigning any reason.

20. CONTRACT FORMS

1 Agreement

2 Performance Securities

Enclosed at Appendix

21. BIDDER RESPONSE FORMS

Form No F-1: RFP Submission Sheet

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-----	-----
-----	-----
-----	-----

Appointment for Call Center Service provider, reference No. _____

I/We _____ Service provider Firm herewith enclose RFP for appointment of my /our firm as Service provider for _____. I /We hereby accept and abide by the scope & terms and conditions of LOI document unconditionally.

I/We _____ Service provider Firm also undertake that in case of the award of Contact centre assignment for the PITC, to provide services for the proposed assignment, we and any of our affiliates, will not be eligible to work in any other capacity with PITC during the currency of this assignment.

I /We undertake to open office in the Lahore with 30 days.

Yours Faithfully

Signature: _____

Full Name: _____

Address: _____

Form No. F-2: Performance Certificate

Kindly provide Client Performance Certificate for the completed projects stating the role, value, Year of award /completion and broad scope of work of the engaged firm and the client's satisfaction level.

Or Copy of LoA /Work Order along with proof of release of final payment in case of projects completed.

Form No. F-3a: Project Experience

Kindly provide relevant Project Experience of the Firm's /any member of the consortium's relevant past experience in either:

- With Public/Private company in providing Contractor Engagements, in the last three financial years; or
- In providing procurement assistance or implementation or program management engagement for software /network /hardware solutions in the last three audited financial years for a utility company.

Provide Summary of assignment including the projects submitted to _____:-

- Sector of the Client's Business in which assignment was awarded.
- Value and Year of award /completion of assignments.
- Role of the Firm in assignment.
- Applications /Modules worked on by the Firm.

S. No	Assignment	Year		Value of Assignment	Role of Firm	Client & Business
		Award	Completion			

Please provide proof of completed assignments.

Signature: _____

Seal:

Full Name: _____

Address: _____

Form No. F-3b: Project Experience

Kindly provide Client Performance Certificate for the awarded projects provided for Form No. F-3a stating the role, value, Year of award /completion and broad scope of work of the engaged firm and the client's satisfaction level.

Or Copy of LoA/Work Order along with proof of release of final payment in case of completed projects.

Form No F-4: CVs

The format for submission of CVs is the following:

1. Name: _____

2. Profession /Present Designation: _____

3. Year with Firm: _____ Nationality: _____

4. Area of Specialization: _____

5. Proposed Position on Team: _____

6. Key Qualification /Experience: _____

(Under this heading give outline of staff members experience and training most pertinent to assigned work on proposed team. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Use up to half-a-page).

7. Education:

(Under this heading, summarize college /university and other specialized education of staff member, giving names of colleges, dates and degrees obtained. Use up to quarter page.)

8. Experience:

(Under this heading, list of positions held by staff member since graduation, giving dates, names of employing organization, title of position held and location of assignments. For experience in last ten years also give types of activities performed and Owner references, where appropriate. Use up to three quarters of a page.)

9. Language:

(Indicate proficiency in speaking, reading and writing of each language by 'excellent' 'good' or 'poor').

Signature: _____

Full Name: _____

Address: _____

Date: _____

Kindly ensure that the relevant work experience and its applicability to the present assignment are clearly articulated. The CVs should be in 'Time New Roman' with 'font size 11' and should not be longer than 4 type-written pages.

Signature: _____

Seal:

Address: _____

**Form No F-5: Deviations /No Deviations Confirmation,
Comments & Suggestions**

DEVIATIONS /COMMENTS /SUGGESTIONS OF CONSULTANT

On the Scope of Work, or any related area:

- 1.
- 2.
- 3.
- 4.

(In case of no deviations, a statement to that effect must be given)

Signature: _____

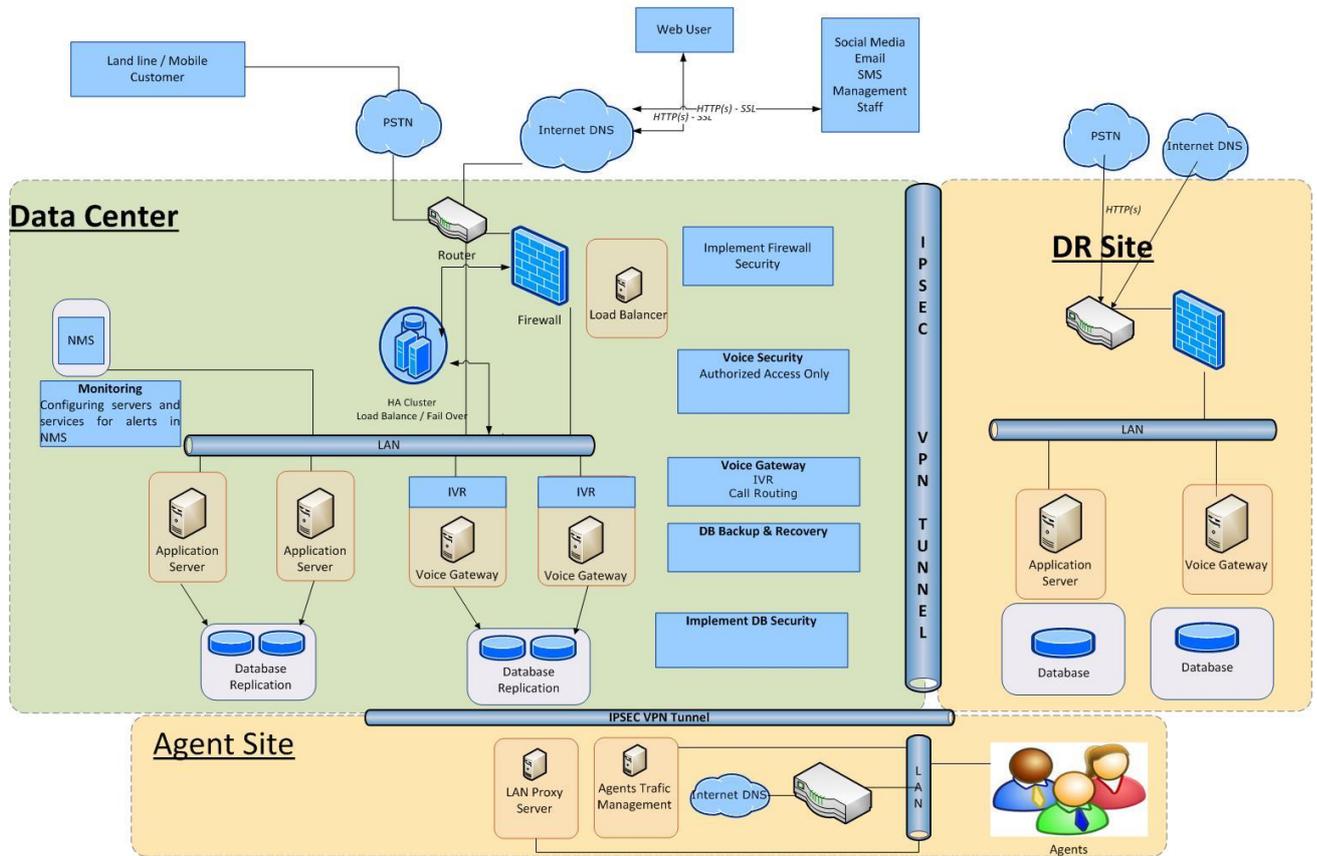
Seal:

Full Name: _____

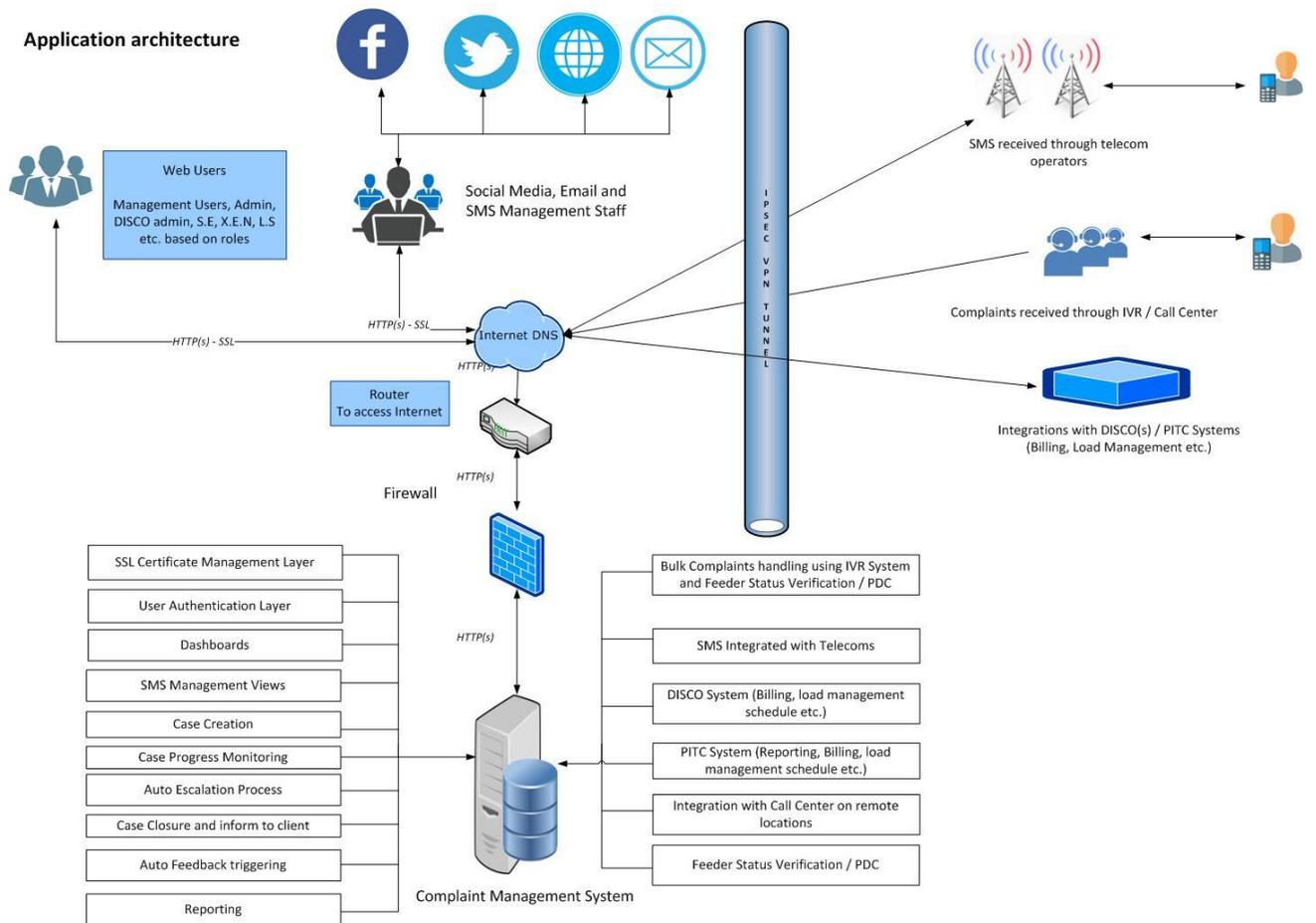
Address: _____

22. Annexure "I"

System Architecture Diagram



23. Annexure “II”



Case Creation Sub Modules:

A	Line Complaints
1.	Complaint - Line - Power Outage
2.	Complaint - Line - Damaged Meter
3.	Complaint - Line - Electric Fire
4.	Complaint - Line - Fluctuation
5.	Complaint - Line - Line Fault
6.	Complaint - Line - Low Voltage - Short Term
7.	Complaint - Line - Low Voltage - Long Term
8.	Complaint - Line - Phase Issue
9.	Complaint - Line - Additional Feeder
10.	Complaint - Line - Damaged Transformer - Rural
11.	Complaint - Line - Damaged Transformer - Urban
12.	Complaint - Line - Transformer Relocation/Augmentation
13.	Complaint - Line - Additional Transformer
14.	Complaint - Line - Live Fallen Wire
15.	Complaint - Line - Service Line Relocation/Improve - Short Term

16.	Complaint - Line - LT/HT Line Relocation/Improvement- Long Term
17.	Complaint - Line - Meter Sparking/Wire Loose
18.	Complaint - Line - Permanent Rectification of Temporary Fix
19.	Complaint - Line - Tripping (Due to Transformer)
B	Leads (sent to SDO in first instance)
1.	Request - Additional Transformer
2.	Request - Temporary Connection
3.	Request - Relocation of Meter
4.	Request - New Connection
5.	Request – Reconnection
6.	Request - Change of Sanctioned Load
7.	Request – Electrification
8.	Request - Line – Load shedding Schedule
9.	Request - Change of Tariff
10.	Request - Replacement Distribution Box
C	Non-Line Complaints
1.	Complaint - Non-Line - Meter Position
2.	Complaint - Non-Line - Detection Bill
3.	Complaint - Non-Line - Delayed Billing (New Connection)
4.	Complaint - Non-Line - Late/Non-Delivery of Bill
5.	Complaint - Non-Line - Electricity Theft
6.	Complaint - Other - Installed Transformer/Meter/Wire Theft
7.	Complaint - Other - Bulk Distribution Theft
8.	Complaint - Other - Vehicle Theft
9.	Complaint - Other - Violation of Energy Conservation Measures
10.	Complaint - Other - Electrical Safety
11.	Complaint - Non-Line - Defective Meter (1-phase)
12.	Complaint - Non-Line - Defective Meter (3-phase)
13.	Complaint - Non-Line - Wrong Meter Reading
14.	Complaint - Non-Line - No Meter Reading Taken
15.	Complaint - Non-Line - Excess Billing
16.	Complaint - Non-Line - Under Billing
17.	Complaint - Non-Line - Account Information
18.	Complaint - Other - Bribery/Corruption
19.	Complaint - Non-Line - Delayed Meter Reading

24. TECHNICAL PROPOSAL INFORMATION

(Club the below required information table with Technical Proposal)
Applicable For both LOT-A and LOT-B

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

Criteria	No. Of Years	No. Of Seats	Break up of Business revenues		
			2014-15	2015-16	2016-17
Public Sector					
Private Sector					
International Experience					
Telecom					
Financial Service					
Retail					
Manufacturing					
Any other please Specify					
Within Pakistan territory wise					

For LOT-A only

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

3.A. Information Technology					
Tools	Name of Tools	Owner	Integration Aspects	No Of Users	Any other information
CCMS/CRM					
CTI					
HR management Appraisal System					
Quality management tools					
Business Intelligence tools					

3.B. Software Platforms			
Area of expertise	Team Size	Experience	
		No. Of Years	Industry
Oracle, Siebel, Microsoft, Customized Software or any other			
Databases			
Give a brief account on the above			

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

3. Please provide details of your ability to provide data security
4. Please provide details of all Service Level Agreement (SLA) parameters enforced by your current clients (preferably Government sector) as well as your compliance so far to these
5. Please provide details of your reporting capabilities
6. Please describe the profile of the proposed support team

7.

For LOT-B

1. Please provide details of your dedicated practice area and core competencies, in the table below:

Sr. No	Processes	Number of Seats					
		Voice	Email	Live Chat	Web Service	Social Media	Any Other
1	In bound customer handling						
2	Service Request Registration						
3	Complaint Registration						
4	Complaint Resolution						
5	Outbound Customer Handling						
6	Data verification						
7	Customer Satisfaction survey						
8	Market research						
9	Any other process- please specify						

10.	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 business at least 5 years.			
(iii)	The bidder should be Authorized by Principal to participate in bid (if applicable).			
2.	Minimum number of installation:			
(i)	The partner should have experience of minimum 02 Contact Center services inside Pakistan or abroad.			
(ii)	The vendor should have Minimum 02 to 03 Integrations of Contact center with CRM/ERP or any other systems 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 or abroad			
(ii)	The bidder should be capable of providing Auto IVR Service and Should be capable of performing Integration with Databases.			
(iii)	The bidder should provide Separate Wallboard for each department summarizing report for CEOs and Managers.			
(iv)	The bidder should be capable of providing Customized reports.			
(v)	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 backup equipment to provide sufficient services			
(ii)	The principal should maintain a local warehouse for part replacement (Next business day).			
6.	Vendor / Supplier Responsibility:			
(i)	Installation, Configuration, and integration with already available PITCs or third party applications, as agreed in contract to be signed separately, will be complete responsibility of Vendor / Supplier			

Appendix A - Company Information Sheet

Bidders must provide detailed information about the company proposing the solution by filling out the following sheet.

Item	Solution Provider's General Information	
1	Solution provider's company name	
2	Company local address Phone Fax Email	
3	Account Representative Name along with Phone, email	
4	Holding Company or Parent Company (if any)	
5	Any significant changes in ownership in the last three years? If yes, please provide details	
6	Solution provider's core business	
7	Solution provider's Other businesses	
8	Years in business as a call center solution provider	

9	Total number of full time employees in the company	
10	Total revenue from call center technology solutions from last three years	

Appendix B - Company's Call Center Skills Assessment Sheet

Bidders must provide detailed information about their skills and expertise by filling out the following sheet.

Item	Solution Provider's Call Center Skills Information	
1	Number of solution provider's team members dedicated for call center solution business	
2	Company's Role in call center projects listed in Appendix F (Specify as Dealer or 3 rd party reseller or Direct Provider of own solution)	
3	Number of solution provider's in-house software development team members capable of adding customized features in the proposed solution	
4	Categorically mention if you do you have in-house capability to modify the source code for the items listed below? 1. ACD 2. IVR 3. Recorder 4. CTI 5. Reporting software	

Appendix C - Proposed Solution Assessment Sheet

Bidders must provide detailed information about their proposed solution by filling out the following sheet.

Appendix D – Installed site reference list

Bidders must provide detailed information about the installed sites by filling out the following sheet.

No	Customer Name	Deployed Solution Details (list all items provided by you)	No. Of Seats	Call center contact Person name, phone number, email	Deployed Date

Appendix E – List of vendor’s full time team members for this project

Bidders must provide detailed information of your full time team members that will be allocated for this project by filling out the following sheet.

No	Employee Name	Area of expertise	Years with your company	List your call center sites where this member has been involved

Appendix G – Costing Sheet

LOT-A

Vendors must provide complete costing information for all required items including hardware/software along with detailed specification for the listed items for the complete deployment of a fail-safe architecture in the given following format. The prices should be without Taxes on FCS basis.

S #	Proposed Solution	Name of vendor	Version Number	Unit Price	Qty or Capacity	Total Cost (PKR)	Warranty Period (months)	Support & Maintenance Charges after warranty (for 1 st & 2 nd Year)	Total solution cost including+ AMC
1	Self Service IVR								
2	Contact Distribution Server								
3	CTI								
4	Complaint Management / CRM Application Software								
5	Call Recording								
6	Multimedia Channels (SMS, Fax)								
7	Centralized MIS package								
8	Servers								
9	PC workstations								
10	Headgear								
11	Customization								
12	Project Management								
	List additional items below								

Present applicable Taxes should be mentioned separately.

Optional items for considerations should be listed separately in the same format as above

LOT-B

Morning Shift				
Sr. No.	Description	Qty	Unit Rate without taxes PKR	Total without taxes PKR
1	Call Center Agent			
2	Supervisor			
3	Manager			
4	Office Assistant			
5	IT Support Staff			
6	Electrical Support Staff			
7	Security Guard			
8	Admin			
Evening Shift				
1	Call Center Agent			
2	Supervisor			
3	Manager			
4	Office Assistant			
5	IT Support Staff			
6	Electrical Support Staff			
7	Security Guard			
Night Shift				
1	Call Center Agent			
2	Supervisor			
3	Manager			
4	Office Assistant			
5	IT Support Staff			
6	Electrical Support Staff			
7	Security Guard			

The bidder may add any number of more positions or other expected expenditures.