

# POWER INFORMATION TECHNOLOGY COMPANY



## TENDER FOR SITE PREPARATION FOR ESTABLISHMENT OF CALL CENTRE

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

**Single Stage, One Envelope Procedure**  
**PITC/G-224/(21) 12-2107/CCMS/**

**CONTACTS:**

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## ABRIDGMENT

|                                   |   |
|-----------------------------------|---|
| 1. Recipient                      | CEO (PITC)  |
| 2. Venue                          | PITC Conference Room, Subbasement<br>WAPDA House Lahore |
| 3. Pre-Bid Conference Date & Time | 25-12-2017 , 11:00 A.M                                  |
| 4. Closing Date & Time of Bid     | 02-01-2018 , 11:00 A.M                                  |
| 5. Bids shall be opened           | 02-01-2018 , 11:30 A.M                                  |
| 7. Bid Money                      | 2% of the total value of quoted cost of all categories. |
| 8. Type of Tender                 | Single Stage One Envelope                               |
| 9. Cost of Tender Document        | Rs.1,000/=  |

Works Required:

Site Preparation for Establishment of Call Centre.

Sealed quotations are invited from the potential dealing firms for Site preparation of about 4000 square feet area at Aiwan-e-Iqbal Complex Lahore, the works details is as under:

**Category-A**

- i. Civil Works
- ii. Ceiling with lighting
- iii. Flooring
- iv. Emulsion Paint
- v. Glass Work and Wood Work

**Category-B**

- vi. Network Deployment
- vii. Electric Work for Premises and for Agents
- viii. CCTV Deployment
- ix. Telephone Exchange Deployment with wiring

**Category-C**

- x. Sitting Arrangements for Agents (Work Stations and Chairs)
- xi. Furniture for Training Room, Conference Room and Managers.

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

**1. INSTRUCTIONS TO THE BIDDER**

- 1.1 Rates shall be quoted on the FCS basis (Free delivery at Consignee's Store).
- 1.2 The Bidders are required to submit bids in sealed envelope.
- 1.3 The bidders shall furnish bid money as a part of their tenders in form of Bank Draft or Bank Guarantee in favour of Chief Executive Officer PITC WAPDA House, Lahore.
- 1.4 Mention exact brand, model and Part No. of quoted items and their supporting accessories.
- 1.5 Successful bidder shall deposit performance security, as described in rate contract or PO, not exceeding 10% of the value of the proposed purchase order in shape of bank draft or bank guarantee issued by any scheduled bank, in favour of indenter. The same shall be released after expiry of warranty period.
- 1.6 Competent authority reserves the right to accept or reject any offer or a part thereof or increase/decrease quantity to any extent without assigning any reason. The offer received incomplete or not in accordance with the conditions/specifications will not be entertained. Bid offered is likely to be ignored if: -
  - i) The tender is unsigned (all pages should be signed).
  - ii) It is received after the time and date fixed for its receipt.
  - iii) Offer is ambiguous or conditional.
  - iv) The offer is from a firm who is blacklisted by PEPCO, WAPDA or any other government organization, or is in litigation with any government organization or is defaulter in any previous order and/or contract.
  - v) The offer is unsolicited.
  - vi) The bid is not accompanied with full earnest money.
- 1.7 The tenders prepared by the bidders should comprise of the following documents:-
  - i) Covering letter.

- ii) Receipt of tender document cost.
- iii) Bid Money.
- iv) Bill of quantities provided with tender document duly filled, signed and stamped.
- v) All certificates as per clause 4.

## **2. TERMS AND CONDITIONS**

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

## **3 SCHEDULE OF SUPPLIES**

The delivery, installation of the equipment and work (Civil Works/Ceiling/ Flooring/Paint / Electric Work/network deployment) completed will be required to be normally completed within one month.

## **4. EVALUATION CRITERIA**

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

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

## **5 EVALUATION FORMULA**

- 5.1 Single Stage one-envelope procedure is opted in evaluation of the bids. The total points for bid evaluation are 100 points out of which the technical bid will carry 70 points and financial will be weighed 30 points.
- 5.2 The bid will be declared technically responsive if score of technical factors is 70 or more. The technical factors are defined at APPENDEX-I.
- 5.3 The maximum number of points (30 points) will be allotted to the lowest price bid that is opened and compared among those invited Firms which obtain the threshold points in the evaluation of the technical component. All other price bids will receive points in inverse proportion to the lowest price; e.g.

$$\text{Price Score} = \frac{\text{(Total Price Score i.e. 30 x Lowest Bid Price)}}{\text{Price Score of Bidder}}$$

Example:

1<sup>st</sup> Lowest Bid Price = 1000

2<sup>nd</sup> Lowest Bid Price = 1050

Price Score of 1<sup>st</sup> Lowest Bidder =  $(30 * 1000)/1000 = 30$

Price Score of 2<sup>nd</sup> Lowest Bidder =  $(30 * 1000)/1050 = 28.57$

## **6. TERMS OF PAYMENT**

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

- a) Invoice in triplicate having NTN.
- b) GRN (Goods Receipt Note) issued by the consignee if any equipment is involved.
- c) Joint Inspection Report of Site.
- d) Warranty Certificate as per clause 4.5.
- e) Sales Tax Invoice (if not exempted) or attach exemption certificate.
- f) Non-payment certificate.
- g) Performance Security Receipt Certificate.

TECHNICAL EVALUATION CRITERIA

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

| Sr. No.            | Factors   |                              |      |               |                  |                                  | Max. Score |
|--------------------|---|------------------------------|------|---------------|------------------|----------------------------------|------------|
| 1.                 | Company profile   |                              |      |               |                  |                                  | 10         |
|                    | i.  | Type (PVT), Ltd, Proprietary |      |               |                  | 5                                |            |
|                    | ii.   | No. Of Branches in Pakistan  |      |               |                  | 2                                |            |
|                    | iii.  | Age of Company               |      |               |                  | 3                                |            |
| 2.                 | <p>A list of clients to whom the bidder has done or been doing business during last 3 years along with their Names, Addresses, Phone Numbers.<br/>List is to be provided bifurcating in following slabs:</p> <p><input type="checkbox"/> Less than 1 million      5 marks</p> <p><input type="checkbox"/> 1 million to 5 million      7 marks</p> <p><input type="checkbox"/> Above 5 million              10 marks</p> |                              |      |               |                  |                                  | 10         |
| 3.                 | Qualified staff position of the firm (attach list).   |                              |      |               |                  |                                  | 20         |
|                    | Sr. No  | Name                         | Post | Qualification | Total Experience | Experience with present employer |            |
| 4.                 | Technical Responsiveness of Solution / Equipment / Material etc   |                              |      |               |                  |                                  | 30         |
| <b>Max. scores</b> |   |                              |      |               |                  |                                  | <b>70</b>  |

Please fill in this table as required. Qualifying marks are 70%.

## BILL OF QUANTY

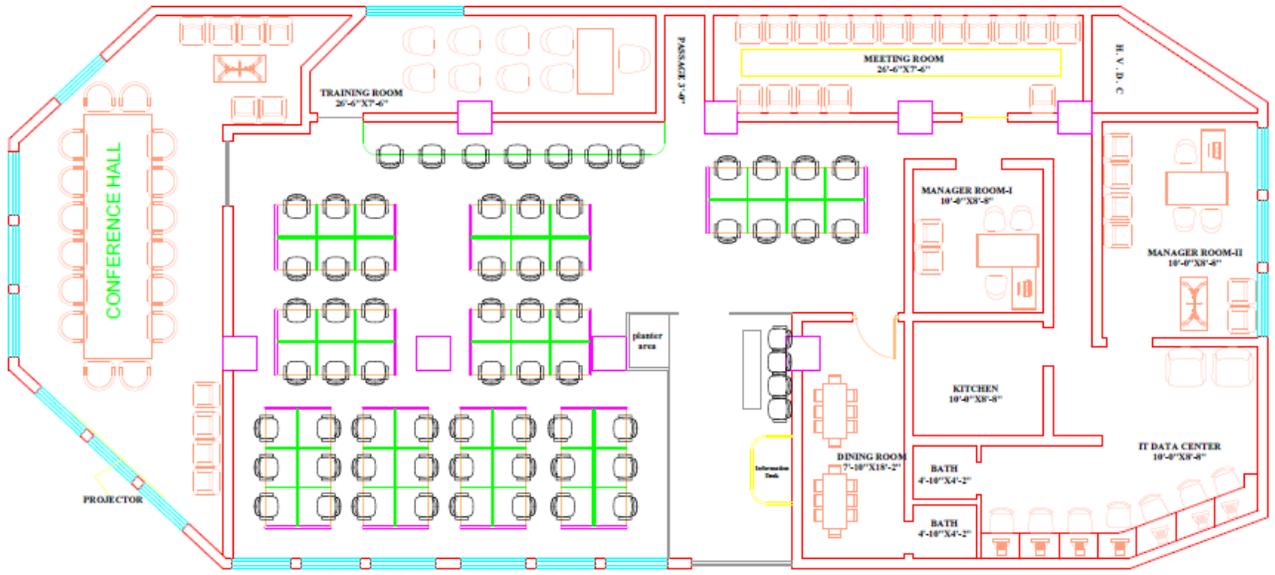
| Sr. #             | ITEM DESCRIPTION   | Quantity                   | On FCS bases   |                    |
|-------------------|--|----------------------------|----------------|--------------------|
|                   |  |                            | Unit Rate (Rs) | Total cost of work |
| <b>Category-A</b> |  |                            |                |                    |
| 01                | <b>Civil Works:</b><br>According to Floor Plan (Attached at Annex-I) if there is requirement of civil works for making training room, Conference Room, Network Room and Wash room etc. | As per actual Measurements |                |                    |
| 02                | <b>Ceiling with lighting:</b><br>Gypsum / Chalk Ceiling of about 4000 square feet area. 3 inches and 2 X 2 feet SMD lights must be installed according to requirements.                | As per actual Measurements |                |                    |
| 03                | <b>Flooring:</b><br>Approximate 4000 square feet Floor tiles.  | As per actual Measurements |                |                    |
| 04                | <b>Paint</b><br>Emulsion paint for 4000 square feet area.  | As per actual Measurements |                |                    |
| 05                | <b>Glass Work and Wood Work</b><br>According to design layout glass and wooden partitions is required.   | As per actual measurements |                |                    |
| <b>Category-B</b> |  |                            |                |                    |
| 06                | <b>Network Deployment</b><br>60 nodes network is required for agents. Cat-6 cables of good quality will all accessories of well-known network equipment brand must be used.            | 60                         |                |                    |
| 07                | <b>Electric Work:</b><br>60 electricity points for agents and 20 in training room are required. Also additional lighting as per requirements. With proper power distribution Unit (DP) | As per actual              |                |                    |
| 08                | <b>CCTV Deployment:</b><br>Atleast 15 cameras with DVR must be installed to secure the premises.   |                            |                |                    |

| Sr. #             | ITEM DESCRIPTION   | Quantity        | On FCS bases   |                    |
|-------------------|--|-----------------|----------------|--------------------|
|                   |  |                 | Unit Rate (Rs) | Total cost of work |
| 09                | Telephone Exchange Deployment with wiring Soft/Hard exchange for interconnectivity is required with all accessories and soft/hard phones.  | 15 sets         |                |                    |
| <b>Category-C</b> |  |                 |                |                    |
| 10                | <b>Sitting Arrangements for Agents (Work Stations and Chairs)</b><br>60 workstations with chairs are required details and specifications are attached at <b>Annex-II.</b>  | As per Annex-II |                |                    |
| 11                | <b>Furniture for Training Room, Conference Room and Managers.</b><br>20 training room sittings are required with chairs. Conference table with 15 chairs are required. One office table with one executive and fours guest table. Details and Specifications are attached at <b>Annex-II</b> | As per Annex-II |                |                    |

**Note:**

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

**Annex-I (Approx. 4000 Square feet covered area)**



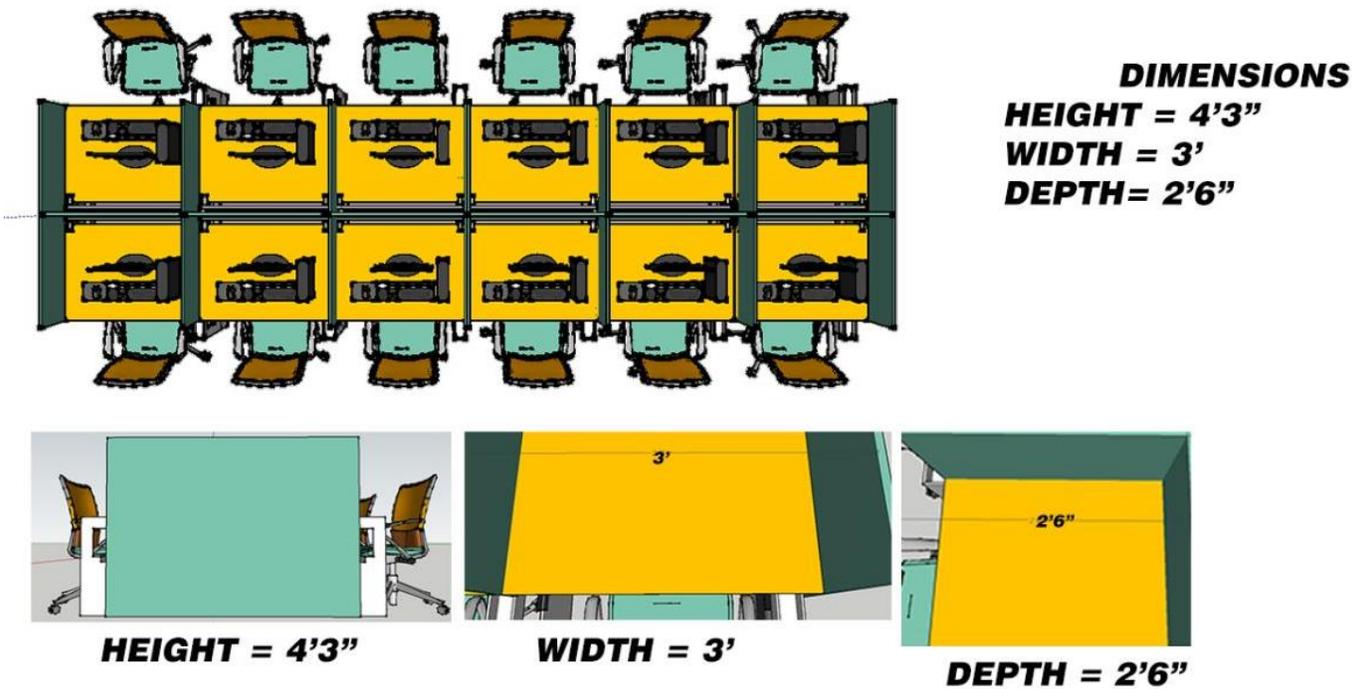
**Annex-II**

**Furniture Specifications:**

| Sr. # | Furniture / Items                  | Quantity | Details  |
|-------|------------------------------------|----------|--|
| 01    | Workstations<br>(4'3" x 3' x 2'6") | 60       | Partition with soft board, workstation made of lamination with solid ash wood / PVC edging as per image and Color below                                    |
| 02    | Chairs                             | 90       | Medium Back Chair in mesh fabrics as per Color defined by Client, foam cushioned seat and back covered in fabrics, with imported five star hydraulic base. |
| 03    | Executive Chairs                   | 03       | Executive high back chair, foam cushioned seat and back covered in Leathrite / fabric with imported five star hydraulic base.                              |
| 04    | Visitors Chairs                    | 08       |  |
| 05    | Reception Desk                     | 01       |  |
| 06    | Waiting Area Table<br>(4'x3')      | 01       | Made in lamination with solid wood edging  |

|    |                                       |    |  |
|----|---------------------------------------|----|--|
| 07 | Main Desk + Side Rack<br>(4' 5" x 3") | 02 | Made in lamination with solid wood edging, computer provision, drawer with imported telescopic rails with 8mm glass top. |
| 08 | Conference Table                      | 01 | For 10 persons, made of lamination with wood base and ash wood / PVC edging.   |
| 09 | Training Room tables                  |    | For capacity of 20 trainees, made of lamination and ash wood / PVC edging  |

b) Work Station Specifications



c) Tables and Chairs



4.5' x 3' with side rack and draws



Chairs



Conference Table for 16 persons



Training Room Tables



Reception Desk