

RESPONSE OF QUERIES TO BIDDERS AGAINST TENDER NO. PITC/G-224(113)/02-2025

Pre Bid Meeting Date: 20-02-2025

Meeting Participants:

- 1. M/s Systems Limited**
- 2. M/s Ufone**

M/s Ufone		
Sr. #	Bidders Query	PITC Response
01	<p>ISO-20000-1 Certification: The RFP mandates firms to be ISO-18295 and ISO-20000-1 certified (Reference: RFP, Page 15).</p> <p>ISO-18295 is relevant as it specifies service requirements for customer contact centers (CCC), and ISO-9001 is globally recognized for quality management, enhancing customer service standards. However, ISO-20000-1 pertains to IT service management, which is outside the scope of this tender. We request that this certification not be considered mandatory as it does not align with the nature of the project.</p>	Agreed
02	<p>Tender Procedure Clarification: The RFP mentions a Single Stage, One Envelope procedure, requiring both technical and financial proposals in a single envelope, However, on Page 4, Section 4, bidders are instructed to submit a Technical Proposal in duplicate (one original + one copy in a sealed envelope) and the Financial Proposal in a separate sealed envelope. Kindly confirm which submission format is required ?</p>	The RFP is single stage 2 envelop, technical & financial bids will separately be placed in a single envelop
03	<p>Service Level Targets: There is a discrepancy in service level targets. Page 9 states that 90% of calls should be answered within 30 seconds, whereas another reference states 80% of calls should be answered within 20 seconds. Please confirm the correct SL target ?</p>	80% of calls should be answered within 20 seconds
04	<p>First Call Resolution (FCR) Measurement: Kindly elaborate on how FCR will be measured, including the formula and penalty mechanism associated with it ?</p>	As per RFP
05	<p>Payment Policy: Considering the increased financial investment in the project, the 90-day payment policy (Reference: RFP, SCC 1.8) is not feasible. We request an amendment to ensure payment is made within 30 to 60 days to maintain financial viability.</p>	60 days Accepted
06	<p>Location Restrictions: Clause 7.1 states that services shall be performed in Lahore. Given the project's scale and call volume, establishing redundant sites in other cities is critical for business continuity and disaster recovery. Additionally, to ensure effective regional language support, we recommend leveraging operations from our other sites located in Islamabad (ISB) and Karachi (KHI) for enhanced accessibility and service efficiency. We request flexibility in this</p>	Accepted

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	requirement.	
07	Arbitration Process: As per SCC 1.6, please elaborate on the arbitration process. The process should be conducted by a neutral third party to ensure fairness in dispute resolution.	As per RFP
08	Commencement of Project: The training period itself is 15 days, yet the contract requires operations to commence within 15 days of award (Reference: RFP, Page 9). We request extending the commencement period to 45 to 60 days to ensure proper resource allocation and readiness	Operations to commence within 30 days of award
09	Reasons for Rejection & Termination: The RFP states that the purchaser can reject any bid and terminate the contract without sharing reasons (Reference: RFP, SCC 1.11, Clause 36.2). We request that valid reasons be disclosed in case of rejection or termination to ensure transparency and fairness.	As per RFP
M/s Sybrid		
01	The firm should be ISO-18295, ISO 20000-1 certified, however, we are ISO 27001 certified (certificate attached). Will that be acceptable?	Firm should be ISO-18295 certified atleast
02	Term of payment is 90 days after submission of invoice. It should be 30 days.	PITC can accept only 60 days payment term after invoice submission