

# **Request for Proposal**

**Procurement  
of  
Establishment and Operation of Centralized Call Center with  
Customer Relationship Management (CRM) System and  
Hardware Deployment  
(Lot A)  
&  
Managed back-office Services with Mobile CRM Application  
(Lot B)**

**For**

**Distribution Companies**

Single Stage

: – Two Envelope Procedure

RFP Identification No

PITC/G-224(10)/09-2016

**(Version: 1.0)**



**Issued by  
Power Information Technology Company (PITC)  
405-WAPDA House, Lahore**

## **ABRIDGMENT**

1. Recipient:
2. Venue:
3. Closing Date & Time 06 December 2016, 11:00 A.M.
4. Opening Date & Time 06 December 2016, 11.30 A.M.
5. Bid Money:
6. Cost of Tender Rs.1000/= Document

## **ITEMS REQUIRED**

1. CRM and Hardware Deployment
2. Establishment of Call Center
3. Managed Back Office Service/Complaint Management Software (Integration Required with CRM)

## TABLE OF CONTENTS

<b>LETTER OF INVITATION .....</b>	<b>5</b>
<b>DEFINITIONS AND ABBREVIATIONS .....</b>	<b>6</b>
<b>BACKGROUND.....</b>	<b>8</b>
<b>SECTION-I: INSTRUCTION TO BIDDERS .....</b>	<b>10</b>
1. NAME OF THE PURCHASER .....	10
2. WEBSITE OF THE PURCHASER .....	10
3. PERIOD OF ENGAGEMENT .....	10
4. CANCELLATION OF APPOINTMENT .....	10
5. CONFLICT OF INTEREST.....	10
6. SUBCONTRACTING .....	11
7. Intellectual Property .....	11
8. Area of Work .....	11
9. Confidentiality .....	12
10. Bid Security / Earnest Money Deposit (EMD)	12
11. Bid Validity Period .....	12
12. Acceptable Banks.....	12
13. Escalation of Prices .....	12
14. Bid Submission .....	12
15. Acceptance /Rejection.....	12
16. Formulation of Cartel or Collusion .....	13
17. Payment Clause .....	13
18. Late Bid.....	13
19. Modification of Bids .....	13
20. Amendment of Bid Schedule .....	13
21. Sealing and Marking of Bids .....	14
22. Delivery Schedule.....	14
23. Technical and Financial Scoring .....	14
24. List of Documents to be submitted with the bid .....	14
25. Delivery Period.....	14
26. Forfeiture Of Security Bond / Bank Guarantee / Performance Bond .....	15
27. Disclosure Clause.....	15
<b>SECTION-II: DATA SHEET .....</b>	<b>17</b>
<b>SECTION-III: TECHNICAL REQUIREMENT .....</b>	<b>18</b>
TECHNICAL REQUIREMENT – LOT-A .....	18
I. Customer Relationship Management Software and hardware deployment.....	18

II.    Call Center Development/ Operations.....`	19
2. TECHNICAL REQUIREMENT – LOT-B.....`	20
<b>SECTION-IV: SCOPE OF WORK .....</b>	<b>21</b>
A.    Scope of Work – LOT-A .....	21
Procurement of Customer Relationship Management Software and hardware deployment....	21
B.    OUTLINE OF TASKS TO BE CARRIED OUT AND DELIVERABLES.....	22
Call Center Development/ Operations.....	24
C.    Scope of Work – LOT-B .....	27
D.    OUTLINE OF TASKS TO BE CARRIED OUT AND DELIVERABLES: .....	28
<b>SECTION-V: BID EVALUATION METHODOLOGY .....</b>	<b>30</b>
1.    Detailed Technical Evaluation Methodology-LOT A.....	32
2.    Detailed Technical Evaluation Methodology-LOT B.....	34
<b>SECTION-VI: GENERAL CONDITIONS OF CONTRACT (GCC) .....</b>	<b>36</b>
<b>SECTION-VII: SPECIAL CONDITIONS OF CONTRACT .....</b>	<b>55</b>
<b>SECTION –VIII: CONTRACT FORMS .....</b>	<b>61</b>
<b>SECTION-IX: BIDDER RESPONSE FORMS .....</b>	<b>62</b>
FORM NO F-1a: Technical Proposal Submission Form- LOT A.....	62
Technical Proposal Submission Form- LOT B.....	63
Form No F-1b : Financial Proposal Submission Form.....	64
FORM NO F-2: PERFORMANCE CERTIFICATE.....	65
FORM NO F-3a: Project Relevant Experience .....	66
FORM NO F-3b: Project Experience (General) .....	67
FORM NO F -4: COMPANY INFORMATION .....	68
FORM NO F-5: Pending Litigation .....	69
FORM NO F-6: Financial Situation .....	70
FORM NO F-7: Average Annual Turnover .....	71
FORM NO F-8: Deviations/NO Deviations Certificate.....	72
APPENDIX -1: AGREEMENT .....	73
APPENDIX -2: PERFORMANCE SECURITY BANK GUARANTEE .....	74
APPENDIX -3: Firms Reference .....	75
APPENDIX -4: Present Staff Deployment .....	76
APPENDIX -5: Composition of the team personnel and the tasks to be assigned to each	
Team member .....	77
APPENDIX -6: Work Plan and Time Schedule For Key Personnel .....	78
APPENDIX 7: Format Of Curriculum Vitae (CV) For Proposed Key Staff.....	79
APPENDIX 8(a): Financial Bid for LOT-A.....	81
APPENDIX 8(b): Financial Bid for LOT-B.....	83

## Letter of Invitation

Subject: REQUEST FOR PROPOSALS (RFP): PROCUREMENT OF CUSTOMER RELATIONSHIP MANAGEMENT SOFTWARE

1. The Client(s) (PITC/DISCOs) intends to Establishment and Operation of Centralized Call Center with Customer Relationship Management (CRM) System and Hardware Deployment (Lot A) & Managed back-office Services with Mobile CRM Application (Lot B). In this connection, the services of competent Contractor firm(s) / Joint Venture for the satisfactory completion of the subject assignment are required.
2. The Client(s) accordingly invites Proposals for **Establishment and Operation of Centralized Call Center with Customer Relationship Management (CRM) System and Hardware Deployment (Lot A) & Managed back-office Services with Mobile CRM Application (Lot B)**. Detail of which is provided in Section-4.
3. Selection of firm(s) / joint venture (s) for the project shall be made under quality and cost basis (QCBS) criteria. Bid evaluation criteria are described in the Section-5 (Bid Evaluation Methodology).

This RFP document comprises of the following sections.

Section-A - Letter of Invitation.

Section-1 - Instruction to Bidders.

Section-2 - Data Sheet.

Section-3 - Technical Requirement.

Section-4 - Scope of Work.

Section-5 - Bid Evaluation Methodology.

Section-6 - General Conditions of Contract (GCC).

Section-7 - Special Conditions of Contract (SCC).

Section-8 - Contract Forms.

Section-9 - Bidder Response Forms.

4. Bidders are invited to submit a comprehensive Technical Proposal in triplicate (One original + Two copies in separate sealed envelope and one original copy of the financial proposal in a separate envelop. The proposal should be submitted in English Language.
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

## DEFINITIONS AND ABBREVIATIONS

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

Sr.	Term	Description
1.	<b>“Applicable Laws”</b>	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.	<b>“Bank”or “Banks”</b>	refers to all scheduled Pakistani Banks having rating AA+.
	<b>“Contract”</b>	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.	<b>“Contract Documents”</b>	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"> <li>i. Detailed award of contract;</li> <li>ii. Service level agreement;</li> <li>iii. Special Conditions of Contract;</li> <li>iv. General Conditions of Contract;</li> <li>v. Schedule of Services;</li> <li>vi. Instructions to bidders;</li> <li>viii Purchaser’s Notification to the Contractor for Award of Contract;</li> <li>vi. Vendor’s response (proposal) to the RFP, including the Bid Submission Sheet and the Price Schedules submitted by the Contractor;</li> <li>Section VIII – Contract Forms;</li> <li>Acceptance of letter of intent(LOI) by the bidder;</li> </ul>
4.	<b>“Contract Price”</b>	means the aggregate price payable to the Contractor as specified in the Agreement, subject to such additions and adjustments thereto or deductions there from, a s may be made pursuant to the Contract.
5.	<b>“Contractor”</b>	means the agency appointed to perform services for the Purchaser under this Contract.
6.	<b>“Company”</b>	means respective DISCO
7.	<b>“Completion”</b>	shall mean the completion of the Related Services by the Contractor in accordance with the terms and conditions set forth in the Contract.
8.	<b>“Day”</b>	means calendar day.
9.	<b>“Delivery”</b>	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.	<b>“Effective Date”</b>	means the execution date on which this Contract comes into force and effect pursuant to Clause 8 of GCC;
11.	<b>“GCC”</b>	means the General Conditions of Contract.
12.	<b>“Government”</b>	means the Government of Pakistan.

13.	<b>“in writing”</b>	means communicated in written form with proof of receipt.
14.	<b>“Intellectual Property Rights”</b>	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.	<b>“Kickoff Meeting”</b>	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.	<b>“OEM”</b>	means the Original Equipment Manufacturer of any equipment / system / software / product.
17.	<b>“Owner”</b>	means the “Purchaser”.
18.	<b>“Personnel”</b>	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.	<b>“PITC”</b>	Power Information Technology Company
20.	<b>"Project"</b>	means all activities covered under present RFP
21.	<b>“Purchaser’s Country”</b>	shall mean Pakistan, as specified in the SCC.
22.	<b>“Purchaser”</b>	means the Power Information Technology Company (PITC)/Respective DISCO
23.	<b>“Related Services”</b>	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.	<b>“SCC”</b>	means the Special Conditions of Contract.
25.	<b>“Services”</b>	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.	<b>"Starting Date"</b>	means the date referred to in Clause 8 of GCC;
27.	<b>“The M/o W &amp;P”</b>	is the Ministry of Water & Power, Govt. of Pakistan.
28.	<b>“The Site”</b>	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.
29.	<b>“Third Party”</b>	means any person or entity other than the Government, DISCOs, the Contractor or any other party as implied by the usage and context
30.	<b>“Utility”</b>	means Distribution Company (DISCO).

## **BACKGROUND**

DISCOs are ex-WAPDA Electricity Distribution Companies (DISCOs) owned by the Government of Pakistan. As a result of structural reforms introduced by the Government in the Power Sector, DISCOs were incorporated as a Public Limited Company in 1998.

PITC being the part of the system and technology provider for all the DISCOs for multiple ICT solutions will be an enabler of the solution in order to ensure the uniformity and smooth transfer of technology to each end user i.e. DISCO.

To facilitate valuable customers DISCOs intend to acquire a Customer Relationship Management software, based on world's best practices and latest Information and Communication Technology (ICT) solution, being used in well reputed utility companies of the world, who are conscious about their customer services. Therefore, PITC is looking forward to the services of capable National companies having track record and domain knowledge.

These DISCOs operate in Lahore, Gujranwala, Faisalabad, Islamabad, Multan, Peshawar, Hyderabad, Quetta and Sukkur. All the DISCOs operate in Divisions, Sub divisions, Customer Service centers and other complaint centers.

## **PROJECT INTRODUCTION**

PITC is requesting proposals from vendors to provide Customer Relationship Management (CRM), which will function as the customer services back office, image building, work force management and analytical business intelligence System for the respective company.

The vendor will provide an information system for complaint management, image building, workforce management and business intelligence. The system will work in conjunction with existing systems (if any) such as call center, customer services office, complaint centers, web-portal CIS etc. and will be designed to support complaint lodging, monitoring, customer interaction and analytical reporting. It will support complaint management/workforce management by providing an online central database and full track record of communication with customers and DISCO employees. A centralized performance review system of all the DISCOs will also be required for centralized monitoring and onward submission to Ministry.

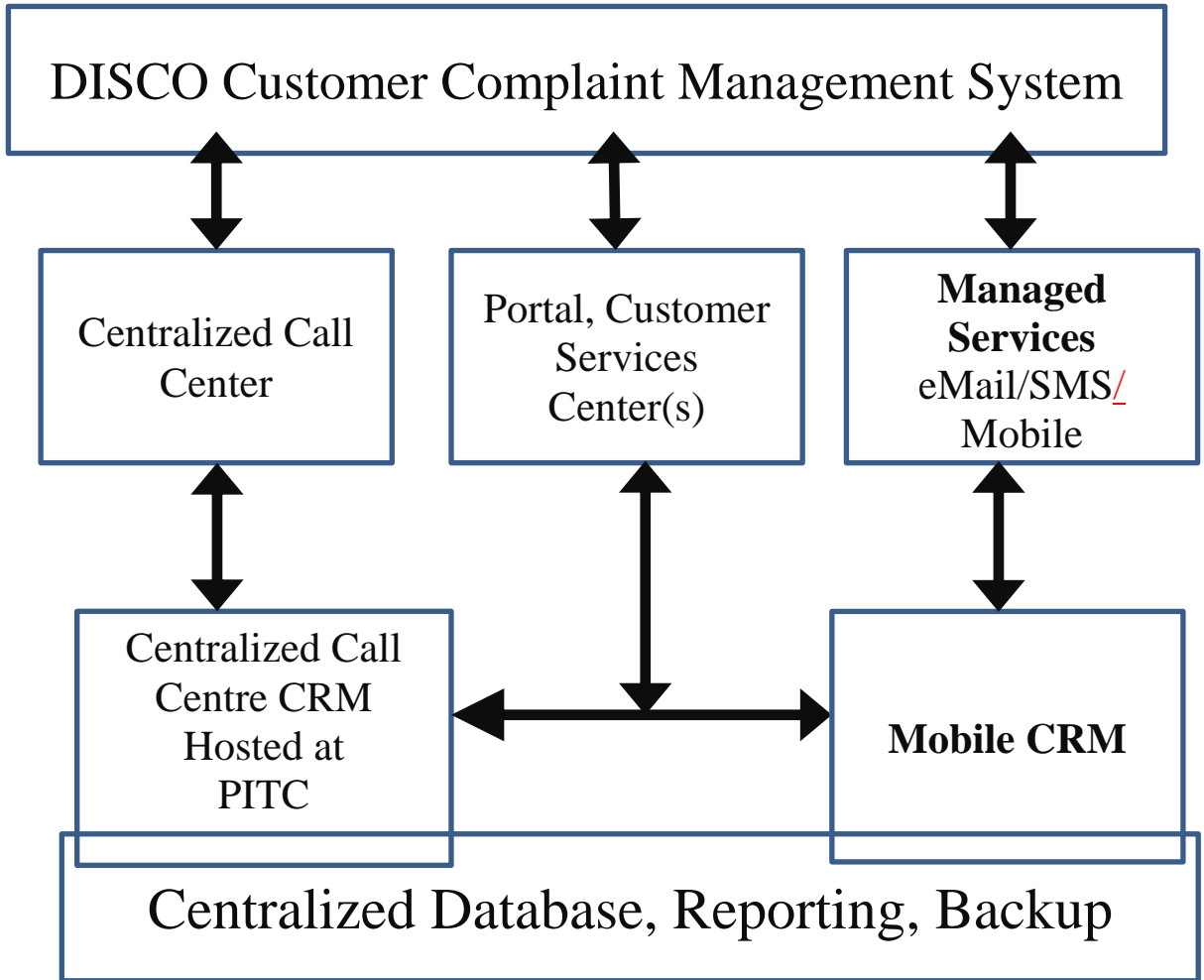
The primary objectives of this project are to:

- Centralized point of contact through different sources (mobile, e-Mail, web portal etc.) by introducing a prompt reply/action in order to provide excellent customer support.
- Introduce a Complaint Management System to facilitate the process of complaint lodging, follow-up, redress and reporting.
- Develop a repository of complaints filed to facilitate complaint monitoring, tracking and reporting.
- Bring efficiency to Complaint Management System by maintaining workforce performance support and evaluation.



- Facilitate consumers by introducing online complaint lodging/tracking, information seeking (load shedding, Billing, Payment etc.) and providing their valuable suggestions for performance improvement.

It is understood that the bidder has gone through the entire RFP document and has complete understanding of the terms and conditions, scope of work etc. mentioned here along with their implications.



## **SECTION-I: INSTRUCTIONS TO BIDDERS**

### **1. *Name of the Purchaser.***

Power Information Technology Company (PITC)

### **2. *Website of the Purchaser***

[www.pitc.com.pk](http://www.pitc.com.pk)

### **3. *Period of Engagement***

The period of assignment is 12-months from award of contract.

### **4. *Cancellation of Appointment***

The contract between the parties is subject to cancellation due to any of reason mentioned hereunder:

- Submission of false particulars or fake documents.
- Any deviations from conditions of the contract.
- Refusal by the Contractor to execute the job as per scope / quoted rates.
- Manipulation of rates by cartelization shall be viewed very seriously by the Purchaser. If such a situation comes to the notice of the Purchaser and/or there are reasons/ circumstances for the Purchaser to believe so, the concerned Contractor will be called in to give justification of proposal/rates quoted by them. In case PITC/DISCO is not satisfied with the justification of the firm regarding their quoted rates/ proposal, their appointment is liable to be cancelled.
- Any other reason deemed fit by the Purchaser for cancellation.

Such Contractor, whose appointment is cancelled due to any of the above reasons, will not be considered for subsequent assignments for a period of three years.

### **5. *Conflict Of Interest***

The Contractor and any of its affiliates/consortium members hired to provide services for the proposed assignment in any DISCO hired by PITC, will not be eligible to work as any of the implementation agencies/ Contractors in DISCOs.

Accordingly, the Contractor and affiliates cannot:

- Directly or through its consortium partners bid as CRM Implementation or Call Center provider agency in DISCOs/PITC.
- Get associated as Contractor / Advisor/ Implementation Agency or in any other capacity with any of the agencies taken part in the bid process of DISCOs/PITC during the implementation of the CRM or Call Center services.
- Have any relation with any member of the existing Management or Board of Directors in any form directly or indirectly.
- Have any relation with any of Management or Board of Directors, retired during the last

three years, in any form directly or indirectly.

- Be any firm, company, Contractor or institution engaged with PITC/DISCO as External Auditors or Contractor during last one year is not eligible for the Contractor Customer Relationship management software and back office services.
- A Contractor may be considered to be in a conflict of interest with one or more parties in this process if they have controlling shareholders in common. Participation by Bidder(s) with a conflict of interest situation may result in the disqualification for both.

## **6. Subcontracting**

The Contractor shall not be permitted to sub-contract any part of its obligations under the Contract with PITC.

## **7. Intellectual Property**

PITC & Ministry of Water & Power, shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have been developed solely during execution of the Contract that will be awarded further by PITC or Ministry of Water and Power, including but not limited to all templates, reports, designs, records, application configurations, data and written material, products, specifications, drawings, source code and object code and other documents which have been newly created and developed by the Contractor 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 Contractor should undertake 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 at its sole cost 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 Contractor undertakes to assign those Intellectual Property Rights to Purchaser on creation.

The Contractor shall undertake to ensure that all approvals, registrations, licenses, permits and rights etc. which are *inter-alia* necessary for use of the goods supplied / service provided by the Contractor, the same shall be acquired in the name of the Purchaser, and the same may be assigned by the Purchaser to the Contractor solely for the purpose of execution of any of its obligations under the terms of the Contract. However, subsequent to the terms of the Contract, such approvals, registrations, licenses, permits and rights etc. shall endure to the exclusive benefit of the Purchaser. The Contractor shall ensure that while he uses any software, hardware, processes, document or material in the course of performing the Services, he does not infringe the Intellectual Property Rights of any person and the Contractor shall keep the Purchaser indemnified against all costs, expenses and liabilities howsoever, arising out of 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 Contractor or its personnel or personnel of any of its consortium members or sub-contractors during the course of performance of the Related Services. In case of any infringement by the Contractor, the Contractor shall have sole control of the defense and all related settlement negotiations.

Subject to above sub-clauses on intellectual property, the Contractor shall retain exclusive ownership of all methods, concepts, algorithms, trade secrets, software documentation, other intellectual property or other information belonging to the Contractor that existed before the effective date of the Contract.

## **8. Area of Work**

The Contractor shall be required to work any-where in the jurisdiction of all DISCOs.

## **9. Confidentiality**

The Contractor/Consortium and the personnel of any of them shall not disclose the terms, conditions or any information related to the project unless approved by Company. This Condition is applicable for three (3) years after the completion of entire Project.

## **10. Bid Security / Earnest Money Deposit (EMD)**

The bidder will submit a bid security of Rs. 1,000,000/- (One Million only) in shape of Bank Guarantee/Demand Draft, valid for 90 days from the date of submission of bid issued in favor of Chief Executive Officer PITC, WAPDA House, Lahore. The bid security issued by any scheduled bank of Pakistan having AA+ rating will be acceptable. Cheques will not be acceptable in any case.

Within (15) days of the receipt of notification of award from the Purchaser, the successful Bidder shall furnish the Performance Security in accordance with the Performance Security Form GCC clause 23 using form included in Section VIII). The value of Performance Security shall be 10% of the work order value to be issued by any scheduled bank of Pakistan having "AA+" rating. The Performance Security will be valid till the completion of the assignment or any such extended period as decided by the Purchaser.

Bid Security and Performance Guarantee shall be furnished on non-judicial stamp paper of the value prescribed by the Government.

## **11. Bid Validity Period**

Bid should be valid for a period as specified in the Data Sheet from the date of opening of financial proposal.

## **12. Acceptable Banks**

All bank related documents shall be submitted only from scheduled banks of Pakistan having "AA+" rating.

## **13. Escalation of Prices**

The quoted prices will be firm and final and will not be escalated for any reason what so ever.

## **14. Bid Submission.**

The complete offer should be submitted as under:-

- a) The original and all copies of the Bid shall be clear & typed (without cutting) in indelible ink and shall be signed by the Bidder or a duly authorized person. The authorisation (Power of Attorney) shall be provided in writing and must be an integral part of the Bid. All pages of the Bid shall be initialled by the person or persons signing the Bid.
- b) The Bid shall contain no interlineations, erasures or over-writing except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialled by the person or persons signing the Bid.
- a) Non-submission of the required information/data shall render the offer liable for rejection.
- b) Alternate bid shall not be accepted
- f) Electronic bid shall not be acceptable.

## **15. Acceptance /Rejection**

PITC reserves the right to accept or reject any or all of the bids or a part thereof at any

stage without any liability.

**16. Formulation of Cartel or Collusion**

If formulation of Cartel or Collusion is observed in any of the bid/s, action will be taken against the relevant bidder/s which may tend to black listing and any other action /remedies available under law.

**17. Payment Clause**

Payments will be made by Finance Director of respective DISCOs, on the invoice(s) raised by the Contractor by following the procedure in vogue on production of following documents:-

- I.
  - a. Invoice in triplicate duly signed and stamped by the Contractor on monthly basis.
  - b. A certificate by the Contractor to the effect that he had not claimed the relevant payment in his previous claims.
  - c. A certificate issued by standing Committee of PITC & DISCO certifying that the relevant claim is correct and the Contractor has successfully accomplished the task.
  - d. GST Invoice.
- II. The payment of GST fixed by the Government will be made to the Contractor on production of original GST return cum payment Challan and sales summary or any other documents as required under the Sales Tax Act 1990 as amended till date.
- III. Partial deliveries & part payments will not be allowed.

**18. Late Bid**

The Purchaser shall not consider any bid that arrives after the dead line for submission of bid. Any bid received by the purchase after the dead line for submission of bid shall be declared late, rejected and returned unopened to the bidder.

**19. Modification of Bids**

- i. The Bidder may modify or withdraw his Bid after the submission of Bid, provided that written notice of the modification or withdrawal is received by the Purchaser prior to the deadline prescribed for submission of Bids.
- ii. No Bid shall be withdrawn, substituted, or modified in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder

**20. Amendment of Bid Schedule**

- i) At any time prior to the deadline for submission of Bids, the purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bid Schedule/Bidding Documents by amendment.
- ii) The amendment will be notified in writing or by Fax, email or courier to all prospective Bidders who have received the Bid Schedule/Bidding Documents and will be binding on them.

## 21. *Sealing and Marking of Bids*

- i) The Bidder shall seal the original and each copy of the bid in an inner and an outer envelope, duly marking the envelopes as "Original" or "Copy"
- ii) The inner and outer envelopes shall be:-
  - a) Addressed to the purchaser at the following address:-

*“Director General ISDS, PITC, 402-WAPDA House Lahore”.*
  - b) Bear the nomenclature of the services, the Request For Proposal (RFP) number, and the words **"DO NOT OPEN BEFORE 11:30 A.M on 06.12.2016."**
  - c) In addition to above, the inner envelope shall indicate the name and address of the Bidder to enable the bid to be returned unopened in case it is declared "Late".
- iii) If the outer envelope is not sealed and marked as required, by the purchaser, purchaser shall not be responsible for the bid's misplacement.

## 22. *Delivery Schedule*

Schedule of Contractor will start from the date of award of Contract.

## 23. *Technical and Financial Scoring*

If the Bidder does not accept the score evaluated by evaluation committee, its Bid shall be rejected, and its bid security shall be forfeited.

## 24. **List of Documents to be submitted with the bid**

- i) Technical Proposal (sealed in envelop marked as **technical proposal**) duly supported by all the relevant documents / experience certificates supported by copies of contract Agreement successfully *completed*, End-user certificates, on the prescribed formats as attached in this RFP in Section IX under heading “Bidder Response Form” from F-1 to F-6.
- ii) Financial Proposal (sealed in envelop marked as **financial proposal**).
- iii) Bid Security along with original deposit receipt issued against the purchase of bidding documents.
- iv) Authorization letter issued by the bidder in favor of person participating in the tender opening process and authorized for making further correspondence with the purchaser, attesting three specimen signatures of the authorized person with Computerized National Identity Card (CNIC) No. along with a copy of CNIC. This authorization shall be issued on letter head of the principal bidder.
- v) Each page of the bidding document is to be signed and stamped by the bidder or his authorize representative.

**25. Delivery Period:**

Delivery Period shall be **60 days (Sixty Days)** as per “*Scope of Work*” mentioned at section-III, which will commence with effect from the date of award of contract. Delivery period is the essence of contract and delivery must be completed no later than the dates specified.

**26. FORFEITURE OF SECURITY BOND / BANK GUARANTEE / PERFORMANCE BOND**

DISCO has the right to forfeit the Security Bond / Bank Guarantee /Performance Bond:-

(A) If the Contractor:-

- i) Fails to provide the services within the time specified.
- ii) Commits any breach of contract.

(B) For other reasons specified in the Contract by the contracting officer for forfeiting the security deposit.

If the forfeiture of the security deposit does not compensate the contracting officer of Purchaser for losses suffered due to non-delivery or breach of Contract or for any other reasons, the contracting officer of purchaser shall have a right to forfeit other security deposits or to recover the same from any other security deposit made in favor of any OTHER DISCO/ GENCO/NTDC/DISCO /PITC / GENCO Holding or from any claim due to the Contractor from any other DISCO/ GENCO/NTDC/DISCO /PITC / GENCO Holding.

**27. DISCLOSURE CLAUSE**

The Contractor hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan or any administrative sub division or agency thereof or any other entity owned or controlled by it (GOP) through any corrupt business practice.

Without limiting the generality of the foregoing the Contractor represents and warrants that it has fully declared the brokerage, commission, fees, etc paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, Contractor, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder’s fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or including the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever from GOP, except that which has been expressly declared pursuant hereto.

The Contractor certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GOP and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

The Contractor accepts full responsibility and strict liability for making any false declaration, no making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as

aforesaid shall, without prejudice to any other right and remedies available to GOP under any law contract or other instrument, be voidable at the option of GOP.

Notwithstanding any right and remedies exercised by GOP in this regard, the Contractor agrees to indemnify GOP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GOP in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by the Contractor as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GOP.

Please acknowledge receipt in token of acceptance at the earliest, but not later than 15 days from the date of purchase order.



## **SECTION-II: BID SUBMISSION DATA SHEET**

1.1	The Purchaser will provide the following inputs:	Any information or assistance required for the successful completion of the assignment subject to availability and conformity with the existing legal system at that time
1.2	The documents enclosed are:	1. Data Sheet 2. Scope of Work 3. General conditions of contract 4. Special conditions of contract 5. Payment Terms
1.3	Bid Security / Earnest Money Deposit (EMD)	Earnest Money Deposit of Rs. 1,000,000/- (Rupees One Million) in the form of Bank Guarantee /Demand Draft/CDR in favor of CEO, PITC, issued by a scheduled bank of Pakistan having rating "AA+".
1.4	Validity period	Ninety (90) Days from the date of opening of Financial Bid cum commercial proposal.
1.5	Commencement of Assignment	As per Letter of Award /Letter of Intent.

**SECTION – III: TECHNICAL REQUIREMENT – LOT A**

**I. Customer Relationship Management (CRM) Software and required hardware**

The bidder is an entity and possesses sufficient experience in providing CRM implementation.

<b>Financials:</b>			
<ul style="list-style-type: none"> <li>• Shall have an annual turnover (to be assessed on full year period) of at least Rs. 10 Million.</li> <li>• Shall have positive net worth for the immediate preceding year.</li> <li>• Cash flow shall be positive immediate preceding year.</li> </ul>			
<b>Experience</b>			
<ul style="list-style-type: none"> <li>• Shall have implemented successfully at least one (01) Project in providing similar service, in the last three (3) year in local large public sector organization.</li> <li>• The team personnel proposed for this implementation must have relevant consulting or implementation experience in their respective area of work, and the following minimum employee count.</li> </ul>			
No.	Field	Minimum resume count that needs to be submitted with 05 year experience	
		QR	
1	CRM Developer	1 employees	
2	Business Analyst	1 employees	
3	Project Monitoring Expert	1 employees	
<b>Registrations.</b>			
<ul style="list-style-type: none"> <li>• Must have valid registration with at least one of the following; <ul style="list-style-type: none"> <li>i) Pakistan Software Export Board (PSEB)</li> <li>ii) Pakistan Software Houses Association (PASHA)</li> </ul> </li> </ul>			
<b>Others:</b>			
<ul style="list-style-type: none"> <li>• Maximum age limit for HR is 50 years.</li> </ul>			

## II. Call Center Development / Operations

The bidder is an entity and possesses sufficient experience in development of a call center facility and its transfer to end user.

<b>Financials:</b>			
<ul style="list-style-type: none"> <li>• Shall have an annual turnover (to be assessed on full year period) of at least Rs. 10 Million.</li> <li>• Shall have positive net worth for the immediate preceding year.</li> <li>• Cash flow shall be positive immediate preceding year.</li> </ul>			
<b>Experience</b>			
<ul style="list-style-type: none"> <li>• Shall have implemented successfully at least one (01) Project in providing similar service, in the last three (3 years in local public sector)</li> </ul>			
<ul style="list-style-type: none"> <li>• The team personnel proposed for this implementation must have relevant consulting or implementation experience in their respective area of work, and the following minimum employee count.</li> </ul>			
No.	Field	Minimum resume count that needs to be submitted with 05 year experience	
		<b>QR</b>	
1	Call center Development Manager	1 employees	
2	Customer Support Specialist	1 employees	
3	Project Monitoring Expert	1 employees	
<b>Registrations.</b>			
<ul style="list-style-type: none"> <li>• Must have valid registration with following; <ul style="list-style-type: none"> <li>i) PTA (CVAS license)</li> </ul> </li> </ul>			
<b>Others:</b>			
<ul style="list-style-type: none"> <li>• Maximum age limit for HR is 50 years.</li> </ul>			

**TECHNICAL REQUIREMENT – LOT B****Managed Backend Services****(PITC will select the Bidder(s), Individual DISCO will issue the PO)**

The bidder(s) is/are entity and possesses sufficient experience in managing backend services for complaints/query management as outsourced service.

<b>Financials:</b>			
<ul style="list-style-type: none"> <li>• Shall have an annual turnover (to be assessed on full year period) of at least Rs. 50 Million.</li> <li>• Shall have positive net worth for the immediate preceding year.</li> <li>• Cash flow shall be positive immediate preceding year.</li> </ul>			
<b>Experience</b>			
<ul style="list-style-type: none"> <li>• Shall have experience of managing such services for two (02) organizations, which are customer focused with a large customer base, in the last three (3) years in local public sector organization.</li> </ul>			
<ul style="list-style-type: none"> <li>• The team personnel proposed for this implementation must have relevant complaint management (SMS) experience. The services are to be provided for <b>approx: xx million customers.</b></li> </ul>			
No.	Field	Minimum resume count that needs to be submitted with 05 year experience	
		QR	
1	Service Manager	1 employees	
2	Customer Support Specialist	1 employees	
3	Supervisor	1 employees	
<b>Others:</b>			
<ul style="list-style-type: none"> <li>• Maximum age limit for HR is 35 years.</li> </ul>			

## **SECTION-IV:**

### **A. LOT-A, SCOPE OF WORK**

#### **I- Procurement of Customer Relationship Management (CRM) Software and required hardware and a DR Site**

The scope of work shall include:

1. The Contractor has to establish a 24x7 CRM system hosted at PITC NOC. The CRM Application/database will be utilized by all DISCOs centrally. **Wherever the call center is already established the CRM should incorporate data (integration with call center data) from call center in the centralized database.**
2. The CRM facility should be capable to handle all complaints/messages received through call center, customer's services centers, web portal, complaint centers etc.
3. Bidder will arrange all hardware comprising of servers, work stations and allied equipment as per requirements in consultation with PITC for establishment of centralized data center. All specifications must be mentioned in the bid. All the licenses, short codes or any other necessary requirement for the solution shall be registered in the name of purchaser.
4. The operational processes to be transferred to PITC after successful operation of 1 year.
5. Technology transfer shall also be ensured by bidder in order to ensure smooth functioning of system after the contract period. This needs to be done by extensive training to PITC nominees.
6. Call Center
  - a. Automatic customer identification
  - b. Advanced search capabilities
  - c. Quickly create forms
  - d. Straightforward inbound call center integration
7. E-Mail
  - a. Receive and send emails directly from CRM
  - b. Automatic case creation for new emails
  - c. Email response tracking
  - d. Personalized email templates
8. Customer Care/Support
  - a. A single entry point for all customer requests
  - b. Case classification and routing rules
  - c. Configurable status reports
  - d. Multilevel case resolution across several communication channels
9. Self Service
  - a. Portal user access management
  - b. Access to customer related data
  - c. Customer request management
  - d. Knowledge base
10. Should be capable to provide services in Roman Urdu and English.
11. The Contractor has to deploy/install CRM set up within 75 days from date of purchase order.

12. Equipment and connectivity Costs at DISCO's site is DISCO's responsibility.
13. Contractor will provide an interface/dashboard for DISCOs to gauge the performance of field staff.
14. Contractor will provide interface to monitor the complaints at all hierarchy.
15. Contractor will install 4 Nos. Wall Boards in CEO, Operation Director, CSD & DG (IT) offices, for monitoring of live performance of back office at each DISCO
16. Contractor is also required to develop a Disaster Recover (DR) plan for this centralized database to service all the DISCOs.

**B. Outline of Tasks to be carried out and Deliverables.**

Any work, as and when required for smooth and timely execution of the assignment. DISCO may make all possible efforts to provide support and help to the extent possible; however the final responsibility of the same will rest with the Contractor. The Services/deliverables are as follow;

<b>Module</b>	<b>Functionality</b>	<b>Availability (A/NA/Customizable)</b>
General	Central CRM Application	
	Simply, easy & intuitive user interface - attach screenshots	
	Secure, SSL encrypted	
	Multi-level secure login	
	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	
	Support individual DISCO customers	
	Enable & support individual DISCO user platform accounts	
	CRM	Enable mobile stakeholder interaction
Receive requests		
Respond to requests		
Track & manage stakeholder requests		
Maintain requests log		
Highlight pending requests		
Categorize requests		
Dynamic category creation		
Intelligent processing		
Error correction capability		

	Intelligent e-mail alert generation	
	Multi department glance view	
	Live status bar	
	Escalation management	
	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 data points	
	Multi source data gathering support	
Analytics	Import existing data from paper documents, MS Word, MS Excel, MS Access, flat file	
	Manage redundancy & invalidity	
	Filter, sort & cluster organize	
	Create records & collect data for new stakeholders	
	Edit & update stakeholder data automatically & manually	
	Smart data point substitution	
	Multi location capability plus analysis	
	Segmentation option	
	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	
Dashboards	Live hierarchal stack ranked performance	
	By department	
	By geography	
	Smart highlight capability to highlight pain points	

## II. Call Center Development & Operations

**(Call Center is to be established and operated at PITC Lahore for provision of service to LESCO, GEPCO, FESCO, IESCO, MEPCO, PESCO, HESCO, QESCO and SEPCO.**

The scope of work shall include:

1. In order to support the customer complaints CRM, **50 seats** call center facility is required to be established.
2. Bidder will arrange all hardware comprising of servers, work stations, hard/soft phones any licenses and allied equipment as per sizing as proposed above for establishment of call center. All specifications must be mentioned in the bid. All the licenses, short codes or any other necessary requirement for the solution shall be registered in the name of client.
3. Technical Specifications for Call Center

### **a. Call Management**

#### Call Features

- i. Automated Attendant (IVR)
- ii. Call Forward on No Answer
- iii. Call Monitoring
- iv. Call history
- v. Personnel assignment
- vi. Resolved complaints
- vii. Call Parking
- viii. Call Queuing
- ix. Call Recording
- x. Call Transfer
- xi. Recording on Hold
- xii. Call Management through IVR
- xiii. Call Skill sets
- xiv. Calls Threshold definition
- xv. Call holding/ un holding
- xvi. Call time duration
- xvii. Work codes
- xviii. Note query/ comments
- xix. Call priority
- xx. Call routing through ACD
- xxi. CTI (Call telephony interface)
- xxii. CTI integration with CRM
- xxiii. CMS integration with CTI

### **b. Complaint Handling (Backend)**

- i. Issue token number
- ii. Entry of data in specific format.
- iii. Escalate complaint
- iv. Complaint history
- v. Personnel assignment
- vi. Personnel assignment reporting
- vii. Complaint type
- viii. Complaint date and time
- ix. Routing Matrix
- x. Complaint efficiency (Turn Around Time, TAT)
- xi. Complaint service level



#### 4. Objectives of Call Center Establishment

- a. High Visible procedures – including clear information about how to make and pursue complaint with single point of contact; and clear and accurate feedback on how the complaints is processed and escalated.
- b. Easy and Free Access – removal of all unnecessary barriers; provision of Toll free number and call back facilities
- c. Effective company Protocols – to achieve high level of quality assurance and performance. These must include sector-wide, well-understood and accepted definition of what constitutes a complaint; accurate recording methods including the provision of customer reference number at the outset; source and efficient data handling; and follow up procedures to check the consumer satisfaction with the way that complaints are handled
- d. Fairness and consistency – treating all consumers fairly with respect; having consistent process for resolving complaints and determining outcomes.
- e. Responsiveness – Clear and appropriate time limits for resolving the majority of consumer complaints and, where necessary, flexibility for dealing with complex complaints together with keeping complainant informed
- f. Organizational ownership and commitment – the importance of good complaint handling

Computer Server Main Frame	1	Set	Cisco Mainframe channel connection and package license
Like * Cisco Catalyst Switch System	1	Set	Advance/ comprehensive, high-quality network services
Like *Cisco Superior support for comprehensive network services	1	Set	Integrated Service Modules to support wireless, network analysis and security
Like *Cisco Router	2	Units	Voice Gateway - 2800 Series or higher
Like *Cisco Router	2	Units	Channelized E1/T1 Connectivity Line Card
Like *Cisco Routers (2960 series / 3550 series)	2	Pcs	One Active and other at standby (to ensure redundancy)
Like *Cisco Network Firewall	1	Set	5000 and above series
Like *Cisco Licensing	1	Job	Initial cost for Cisco Products
Computer Server (Asteric Recording)	2	Sets	16 GB RAM, 500GB * 7 HD, XEON OCTA CORE
Call Centre Wall Board System	1	Set	Real Time Call Centre Reporting Solution
LED for Wallboard System	3	Units	52" Branded LED Screen for Real-time Reporting
Computer Server for Application	2	Sets	Primary and Secondary Server for Load Distribution & Backup
Computer Server for Data Backup (RAIDING SERVER)	1	Set	for IVR Data Backup
CSM Telecom Software	1	Set	Telecom Grade
Voice gateway Link Setup	1	Job	For PRI Lines
PBX Phone Exchange	1	Set	For Telecom Setup (PRI)
Configuration, Setup & Software cost	1	Job	IVR, PRI, Exchange Setup - Engineers - Installation - Maintenance (7 Days)
Miscellaneous Expenses	1	Job	Racking Units - High Performance Cables - Network Cords etc

and of regular analysis of complaints data should be understood and supported at all levels throughout the company(ies).

- g. Accountability – Publically available information on how the service works and how is it governed
  - h. Consumer involvement – Complaint handling system need to be informed by consumers view and experiences.
  - i. Resources – Adequate resources and flexibility to deal with present and future demands
  - j. Above all NEPRA requirement will also be met
  - k. Company image will enhance
5. Connectivity Installation Cost and arrangement at call center site is contractor’s responsibility.

**Hardware Requirement**

- i- Supply and Installation of Server(s) and allied equipment

**\*Note:** The Cisco brand name is used for reference only however vendor can quote the other brand equivalent / higher in satisfaction mentioned above. The acceptable brands are Cisco, Huawei, Alcatel, Avaya.

**ii- Supply of Networking, Equipment and Installation**

Complete Internal Networking Setup	CAT 6 Cables - Connection Points - Patch Panels - Routers - Wifi Etc
Complete Electrical Connection Point Setup	Pakistan Cables - IO Boxes - Power Boxes etc
Complete Illumination Setup	LED Panels - LED Cup Lights - LED Tube Lights - LED Emergency Lights
Labor and Transportation	

**iii- Supply of IT Equipment**

Core i3 Computer Desktop Systems	17" LCD - Mouse - Keyboard - Headphones Call Centre Grade
High Speed Long Range Wifi Routers (Linksys)	
Data Centre Racking / UPS Racking / Router / Switches etc.	Adjustable MS Racking system from any reliable Steel company
Telephone Sets	

**iv- Supply of Power Backup equipment, Setup**

UPS Backup for IT Equipment and Server	Branded Equipment for 6 to 7 Hours Backup Time (as per requirement)
Diesel Generator for Backup	Branded 20 kVA Mobile Diesel Generator (as per requirement)
Labor, Installation & Transportation	Labor, Technician & Mechanic for installation of UPS & Generator.

**v- Supply of Furniture and Installation of Workstation**

Workstations table	Branded Laminated Workstations with MS Coated Legs.
--------------------	---

Manager / Supervisor Table	Branded Laminated Table Set
Operators chair	Master Anatom / New Comfort Low Back Chairs.
Carpet Tile Flooring	Sound Proof Carpet Tile Flooring
Labor, Installation and transportation	

**vi- Supply of Electrical Equipment and Installation (as per requirement)**

Air Condition Stand Units 4 Tons Each	ACSON Or Any reliable brand
Heating System	West Point Electric Heating Units
Installation HVAC System	Transportation - Installation - Iron work - Bracket etc. – Labor
Bracket Fans	Any reliable brand
Additional Cooper Pipe & Insulation	as per requirement
ATS Power Changeover Setup for Generator - WAPDA & UPS	Imported Magnetic Contactors etc - Steel ATS Setup
Labor, Installation and transportation	
Fridge	Medium Size
Water Dispensers	Any reliable brand

**vii- Supply of Security Equipment**

Safety and Security Measures	As per requirement
Employee Entrance Management System	Finger Print Device - Employee Cards
CCTV Setup	Installation of Hike vision HD Cameras - Monitoring Setup

**6. Staff Arrangements**

Hiring of appropriate call center staff (Supervisors, Agents [Urdu, English and local languages] etc.) will be responsibility of vendor including training of staff as per call center industry standards, refresher courses and new induction.

- a) Operational cost of staff (annually) \_\_\_\_\_
- b) Break up to be provided (Supervisor/Agent)

**7. Maintenance of Hardware/ Software**

- a) Year 1 cost -----
- b) Year 2 cost -----
- c) Year 3 cost -----)

**8. Premises**

Contractor shall be responsible for the arrangement of an adequate space as per seat requirements mentioned above (that may require extension with the passage of time). The space should be approachable and near to PITC head office i.e. WAPDA House. (Gulberg, Garden Town, Model Town etc. as suggested places)

- a) Operational cost of premises (annually) \_\_\_\_\_

**SCOPE OF WORK Lot-B**

**I. Managed Back-office Services with Mobile CRM Application**

**(Managed services are to be provided to [DISCO] from contractor’s own designated premises; contractor may use its own complaint management software for complaint handling. In case of contractor’s own software, shall provide an interface to integrate with main CRM at PITC.**

The scope of work shall include:

1. The bidder has to provide services to manage SMS/e-mail based complaints received
2. The SMS/e-mail may be received in any language (English, Urdu, Roman).
3. The bidder has to decode/translate SMS in desired data format which shall be provided.
4. The bidder will have to communicate with the complainant till the resolution of Complaint.
5. This data has to be integrated with CRM established at PITC.
6. Back office HR must be able (in quantity as well as quality) to handle DISCOs vast customer base approximating to \_\_\_\_ million consumers in all. This HR will be arranged/placed at bidder’s own facility.
7. Contract Period: 1-Years (Extendable up to 3-year, on yearly basis subject to mutual written consent and understanding).
8. DISCOs reserves the right to require the Contractor to remove personnel working at back office who is not meeting the expectations. Contractor will maintain and share with DISCO the track record of performance of all employees working at back office.
9. Contractor will provide back office access to [DISCO] representative as and when required by it.
10. Contractor will provide web interface to [DISCO] to monitor the SMS & complaints managed on daily basis.
11. DISCO will pay only service charges to Contractor.
12. Contractor will provide customer’s complaints information and messages report to [DISCO] on Daily Basis
13. Details of complaints managed during the month will be provided to DISCO at the end of each month for billing purpose.
14. Prices for Managed Services has to be provided as per following separate for each DISCO:

Name of DISCO: _____		
Sr.	Service	Price
1.	SMS receiving	Rs. -----
2.	SMS sending	Rs. -----
3.	Minimum Monthly charges	Rs. -----

**B. Outline of Tasks to be carried out and Deliverables.**

The Services/deliverables are as follow;

<b>Module</b>	<b>Functionality</b>	<b>Availability (A/NA/Customizable)</b>
Back-Office Services	Manage all stakeholder interactions	
	Create stakeholder management book	
	Develop stakeholder calendar	
	Data trend analysis capability	
	Monitor day-to-day interactions	
	Ongoing-maintenance: update & edit stakeholders	
	Data modeling and standardization capability	
	Develop & manage 300 stakeholder escalation workflows	
	Escalate to relevant authority based on dual combination decision points	
	Monitor & update escalation upon activity	
	Dual point stakeholder efficiency calculation	
	Hierarchical stakeholder efficiency calculation	
	Develop & manage efficiency algorithm	
	Develop & manage ranking algorithm	
	Train 200 officers & 500 non-officers on platform usage	
	Monitor 200 officers & 500 non-officers on platform usage	
	Highlight & report non compliance	
Develop & manage stakeholder data gathering strategy with ongoing enhancement		
Strategically analyze operations & develop insights		
	Fuse marketing & operational expertise	
	Create internal & external stakeholder marketing & branding strategy & collateral	

## SECTION – V BID EVALUATION METHODOLOGY

The following is the Bid process/ evaluation methodology that will be adapted by Utilities for appointment of Contractor.

- RFPs will be given to all applicants /participants.
- **Single Stage – Two envelopes Procedure:-**The bid shall comprise a single packet (envelop) containing two separate envelopes. Each sealed envelope shall contain separately the financial proposal and the technical proposal. The envelopes shall be marked as “FINANCIAL PROPOSAL” and “TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion. Initially, only the envelope marked “TECHNICAL PROPOSAL” shall be opened. The envelope marked as “FINANCIAL PROPOSAL” shall be retained in the custody of the procuring agency without being opened. Bidders shall also supply a copy of both proposals (i.e. Technical & Financial) by marking word “Copy” on top of envelop and then packed both in one main envelop. The original copies are also required to be marked as “ORIGINAL” on top of envelop. In case if copy is used to confirm any issue and found a difference between original and copy, the original will govern. The procuring agency shall evaluate the technical proposal in a manner prescribed in advance, without reference to the price and reject any proposal which does not conform to the specified requirements. During the technical evaluation no amendments in the technical proposal shall be permitted. The financial proposals of bids shall be opened publicly at a time, date and venue announced and communicated to the bidders in advance. After the evaluation and approval of the technical proposal the procuring agency, shall at a time within the bid validity period, publicly open the financial proposals of the technically qualified bids. The financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders; and the financial bid shall be evaluated based on the criteria as weighted average of the Technical Evaluation Marks & Financial bids as 70% & 30% respectively.
- **Alternate bids** will not be allowed. Alternate technical modules, methodologies, approach, project plan or timelines that deviate from the defined scope will be considered as alternate bid and will be considered as non-responsive.
- **Preliminary Evaluation:** The technical proposals will be reviewed for deviations, acceptance of terms and conditions, adherence to scope of work, formats required, purchase of bid document etc., In case of non-compliance on any of the above, bids will be considered as technically non-responsive.
- **Technical Evaluation:** The Approach & Methodology, the project experience CV credentials of the team etc., would be evaluated and scores would be given (out of 100). The firm must score 70% marks to become technically responsive. The technical evaluation for the role of Contractor by the Purchaser should be in line with the **Section-III: Qualifying Requirements**. The number of dedicated and shared resources that would be deployed by the vendor would be evaluated. Dedicated resources will be given preference over shared resources and will be awarded higher marks during the technical evaluation.
- **Price Bid Evaluation:** Financial Proposals of only such firms will be opened whose offers have been declared Technically Responsive. Financial Proposal of un-successful Bidders will be returned back unopened. Financial proposal should be un-conditional, failing which the bid shall be summarily rejected.

**Financial Scoring Formula:**

The lowest financial proposal (Fm) among top technically qualified Contractors shall be a financial score (Sf) of 100 points. The financial scores of the proposals shall be computed as follows.

$$Sf = \frac{100 \times Fm}{F}$$

Where,

Sf = financial score

Fm = is the lowest price

F = The price of the proposal under consideration

Proposals in the quality cum cost based selection shall finally be ranked according to their combined technical score (St) and financial score (Sf) using the weights T (the weight given to the technical proposal), P (the weight given to the financial proposal) and T+P=1, indicated in the data sheet.

$$S = St \times T\% + Sf \times P\%$$

**Ranking of Proposal:**

Ranking of proposals will be done by applying a weight of 0.70 (or 70%) and 0.30 (or 30%), respectively to the Technical and Financial Score of each evaluated qualifying technical and financial proposal and then computing the relevant combined total score of each Contractor.

**Contract shall be awarded based on the weighted average of the Technical Evaluation Marks & Financial bid as 70% & 30% Marks respectively.**

## **Detailed Technical Evaluation Methodology LOT-A**

Technical Evaluation would be conducted for parameters as shown in the table below:

<b>Evaluation Parameters</b>	<b>PARAMETER DETAILS</b>	<b>TOTAL (Marks)</b>
Functionalities of Solution	The marks will be allotted as per functionality, as per following scoring scheme; i) Available (A) 02 marks ii) Not available (NA) 0 marks iii) Customizable (C) 01 marks The maximum possible score will be taken equal to 20 marks and marks obtained will be re calculated and allotted for this factor as per following formulae; Marks for this factor= marks obtained/ max. marks * 20	<b>20</b>
Age of Company	Age 05 years or more = 05 marks Age >= 03 year and < than 05 years = 03 marks Age >= 01 year and < than 03 years = 01 mark	<b>05</b>
Implementation of CRM/Call Center	CRM/Call Center in public sector utility = 25 marks CRM/Call Center in public sector organization = 15 marks CRM/Call Center in any organization = 10 marks	<b>25</b>
Training & Performance Management	Training & Change Management of Workforce in public sector utility = 20 marks Training & Change Management of Workforce in public sector = 10 marks Training & Change Management of Workforce = 05 marks	<b>15</b>
System Architecture	Proposed system / IT Architecture – Hardware, Software, Methodology etc	<b>10</b>
Core Business	CRM Deployment = 10 marks IT Services = 05 marks	<b>10</b>
Financials	Annual Turnover Rs. 100 Million or above = 08 Marks For Annual Turnover < Rs. 100 Million & >= Rs. 50 Million = (Actual Turnover /10 x 8) marks	<b>08</b>
Key HR-Resources (Experience Detail)	For each of 3 individuals the marks will be given as follows 2.33 marks for experience >= 05 years or above 1.5 marks for experience >= 04 years & < 05 years 1 mark for experience >= 03 years & < 04 years 0.5 marks for experience >= 02 years & < 03 years	<b>07</b>

If bidder does not supply information on any of these factors a score of zero will be assumed. The score assigned by PITC will be final.



**Resumes (CVs)**

A minimum of 5 CVs – { 1 each from the categories:

- a) CRM Developer
- b) Call Center Development Specialist
- c) Data Center Development Specialist
- d) Business Analyst
- e) Project Monitoring expert

With qualification as specified in Section-III Eligibility Criteria – must be supplied. Up to a maximum of 05 additional CVs may be supplied for resources. Any replacement of the existing resource during the life of the project can be done only by a person of similar /higher experience and qualification and in agreement with the Purchaser.

## **Detailed Technical Evaluation Methodology Lot B**

Technical Evaluation would be conducted for parameters as shown in the table below:

<b>Evaluation Parameters</b>	<b>PARAMETER DETAILS</b>	<b>TOTAL (Marks)</b>
Functionalities of Solution	The marks will be allotted as per functionality, as per following scoring scheme; i) Available (A) 02 marks ii) Not available (NA) 0 marks iii) Customizable (C) 01 marks The maximum possible score will be taken equal to 20 marks and marks obtained will be re calculated and allotted for this factor as per following formulae; Marks for this factor= marks obtained/ max. marks * 20	<b>20</b>
Age of Company	Age 05 years or more = 05 marks Age >= 03 year and < than 05 years = 03 marks Age >= 01 year and < than 03 years = 01 mark	<b>05</b>
Service Availability of Mobile CRM	Cloud Based Mobile CRM for public sector utility = 20 marks Cloud Based Mobile CRM for public sector organization = 15 marks Cloud Based Mobile CRM for any organization = 10 marks	<b>20</b>
Managed Services	Managed services in public sector utility = 15 marks Managed services in public sector = 08 marks Managed services in any organization = 05 marks	<b>15</b>
Training & Change Management	Training & Change Management of Workforce in public sector utility = 15 marks Training & Change Management of Workforce in public sector = 10 marks Training & Change Management of Workforce = 05 marks	<b>15</b>
Brand Development	Brand building, development & execution of marketing plan in public sector organization = 10 marks Brand building, development & execution of marketing plan in any organization = 05 marks	<b>10</b>
Core Business	Managed Service/Complaint Management = 05 marks IT Services = 03 marks	<b>05</b>
Financials	Annual Turnover Rs. 100 Million or above = 05 Marks For Annual Turnover < Rs. 100 Million & >= Rs. 50/- Million = (Actual Turnover /100 x 5) marks	<b>05</b>
Key HR-Resources (Experience Detail)	For each of 3 individuals the marks will be given as follows 1.67 marks for experience >= 05 years or above 1.33 marks for experience >= 04 years & < 05 years 1 mark for experience >= 03 years & < 04 years 0.67 marks for experience >= 02 years & < 03 years	<b>05</b>

If bidder does not supply information on any of these factors a score of zero will be assumed. The score assigned by PITC will be final.

**Resumes (CVs)**

A minimum of 4 CVs – {1 each from the categories:

- a) Cloud Based Mobile CRM Development Engineer
- b) Managed Services Expert
- c) Business / BI Analyst
- d) Project Monitoring expert

With qualification as specified in Section-III Eligibility Criteria – must be supplied. Up to a maximum of 03 additional CVs may be supplied for resources. Any replacement of the existing resource during the life of the project can be done only by a person of similar /higher experience and qualification and in agreement with the Purchaser.

## **SECTION-VI: 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 and contractors 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 clauses 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 Contractor 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 32 and 34 below, no relaxation, forbearance, 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.

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 severally liable to the Purchaser 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 its obligations as laid down under the Contract where the Purchaser deems fit and unless the context requires otherwise, supplier 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.
- b) All payments shall be made by the Purchase in favor of the lead member.
- (c) No amendment or modification shall be made to the MOU executed between the members of the consortium at time bidding for empanelment, without the prior approval of the Purchaser.
- 6. Eligibility**
- 6.1 All national parties shall have relevant experience in similar services.
- 7. Location**
- 7.1 The Services shall be provided from within Pakistan.
- 8. Effectiveness of Contract**
- 8.1 This Contract shall come into force and effect on the date (the "Effective Date") of the contract.
- 9. Authority of Member in Charge**
- 9.1 The Consortium Members (if any) hereby authorize \_\_\_\_\_ to act on their behalf in exercising the entire Contractor' rights and obligations towards the Purchaser under this Contract, including without limitation the receiving of instructions and payments from the Purchaser.
- 10. Authorized Representatives**
- 10.1 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:
- a) On behalf of the Purchaser by DG(ISDS) or his

designated representative;

b) On behalf of the Contractor by \_\_\_\_\_ or his designated representative.

**11. Relation between the Parties**

11.1 Nothing contained herein shall be construed as establishing a relation of master and servant or of agent and principal as between the Purchaser and the Contractor. The Contractor, 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 and such personnel shall be construed to be employee of the Contractor and not DISCO and he will be responsible for due compliance with all applicable labor laws provisions to the complete exclusion of DISCO.

**12. Notices**

12.1 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.

12.2 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:

12.3 For the Purchaser: \_\_\_\_\_  
Attention: \_\_\_\_\_  
Fax : \_\_\_\_\_  
E-Mail : \_\_\_\_\_

12.4 For the Contractor: \_\_\_\_\_  
Attention: \_\_\_\_\_  
Fax : \_\_\_\_\_  
E-Mail : \_\_\_\_\_

12.5 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;

**13. Governing Law**

13.1 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.

**14. Settlement of Dispute**

14.1 The Purchaser and the Contractor 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.

- 14.2 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 SCC.
- 15. Scope of Work**
- 15.1 The services to be rendered by Contractor shall be as per scope of work (Given in the section IV-Scope of Work). At the time of awarding the contract, the Purchaser shall specify any change in the Scope of Work. Such changes may be due to increase or decrease in the scope of work at the time of award.
- 15.2 Unless otherwise stipulated in the Contract, the Scope of Work shall include all such items specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining Delivery and Completion of Related Services as if such items were expressly mentioned in the Contract.
- 16. Commencement of Services**
- 16.1 The Contractor shall begin carrying out the services immediately viz. from the date of issue of Letter of Award (the “Starting Date”), or on such date as the Parties may agree in writing.
- 17. Delivery**
- 17.1 The Delivery of Services and Completion of the Related Services shall be in accordance with as specified in the Section IV, Scope of Work and acceptance of the services rendered by the Purchaser.
- 17.2 The Contractor, in relation to its deliverables, shall provide any supporting data or information required by the Purchaser.
- 18. Contractor Responsibilities**
- 18.1 The Contractor shall provide the services mentioned in the scope of work and the completion schedule, as per Section– IV – Scope of work.
- 19. Purchaser’s Responsibilities**
- 19.1 For successful completion of the assignment, as and when required by the Contractor, the Purchaser shall provide data and support based on availability of the same and without prejudice.
- 19.2 The Contractor shall bear all costs involved in the performance of its responsibilities, in accordance with GCC Clause 20.
- 19.3 A Standing Committee of DISCO shall act as the nodal point for implementation of the Contract and for issuing necessary instructions, approvals, acceptance certificates,



payments etc to the Contractor.

19.4 The Standing Committee of DISCO shall approve all such documents within thirty (30) working days.

19.5 Purchaser may provide on Contractor's request, particulars /information /or documentation that may be required by the Contractor for proper planning and execution of scope of work under this Contract.

## **20. Contract Price**

20.1 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.

20.2 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.

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

20.3The currency of contract will be defined in SCC and is in Pak rupees and there is no foreign currency component involved.

20.4 The currency of contract will be defined in SCC and is in Pak rupees and there is no foreign currency component involved.

## **21. Terms of Payment**

21.1 The Contract Price shall be paid in the manner specified in the SCC. No invoice for extra work /change order on account of change order will be submitted by the Contractor unless the said extra work /change order has been authorized /approved by the Purchaser in writing.

21.2 The Contractor's request for payment shall be made to the Purchaser in writing, accompanied by invoices describing, as appropriate, Services provided, accompanied by the documents submitted pursuant to GCC Clause 17. The Contractor shall submit the bills in triplicate to the concerned department.

21.3 Payments shall be made promptly by the Purchaser, not later than forty five (45) days after submission of an invoice (duly complete in all respect) along with supporting documents or request for payment by the Contractor, and the Purchaser has accepted it. But if the progress is not satisfactory and according to agreed work program /schedule the payment may be withheld by the purchaser.

21.4 The final payment under this Clause shall be made by the purchaser only after satisfactory completion of the activities mentioned in the Scope of Work.

21.5 If any excess payment has been made by the Purchaser due to difference in quoted price in proposal and Contractor's invoice, the purchaser may without prejudice to its rights recover such amounts by other means after notifying the Contractor or deduct such excess payment from any payment subsequently falling due to the Contractor, or recover from performance bond in case of last payments etc.

**22. Taxes and Duties**

22.1 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 Purchaser shall perform such duties in regard to the deduction of such tax as may be lawfully imposed pursuant to the relevant tax laws and any amendment thereto.

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

**23. Performance Security**

23.1 The Contractor shall, within fifteen (15) days of the notification of Contract award, provide a Performance Security for the due performance of the Contract in the amounts and currencies specified in the SCC.

23.2 The Purchaser shall at its whole discretion invoke the Performance Security and appropriate the amount secured there under, in the event that the Contractor commits any delay or default in Services rendered or commits any breach or the terms and conditions of the Contract.

23.3 The Performance Security shall be denominated in the currencies of the Contract, and shall be in one of the forms of Appendix-2.

23.4 The Performance Security shall be discharged by the Purchaser and returned to the Contractor not later than twenty-eight (28) days following the date of completion of the Contractor's performance obligations under the Contract, unless specified otherwise in the SCC.

**24. Intellectual Property**

24.1 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, 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 Contractor 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 Contractor 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 Contractor undertakes and warrants to assigns those Intellectual Property Rights to Purchaser on creation.

24.2 The Contractor 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 Contractor (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.

24.3 The Contractor 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 Contractor 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 court proceedings and ancillary legal expenses relating to any breach or violation of any permission /license terms or infringement of any Intellectual Property Rights by the Contractor or its personnel during the course of performance by the Contractor, the Contractor shall have sole control of the defense and all related settlement negotiations.

**25. Confidential Information**

25.1 The Contractor and the personnel of contractor shall not either during the term or within two (2) years after the expiration of this contract, disclose any proprietary or confidential information relating to the assignment, the Services, this Contract or the Purchaser's business or operations without the prior written consent of the

Purchaser.

25.2 The Purchaser shall not use such documents, data, and other information received from the Contractor for any purposes unrelated to the Contract. Similarly, the Contractor shall not use such documents, data, and other information received from the Purchaser for any purpose other than the design, procurement, or other work and services required for the performance of the Contract.

25.3 The Obligation of a party under this clause, however, shall not apply to information that:

(a) The Purchaser or Contractor need to share with the institution participating in the financing of the contract;

(b) Now or hereafter enters the public domain through no fault of that party;

(c) Can be proven to have been possessed by that party at the time of disclosure and which was not previously obtained, directly or indirectly, from the other party; or

d) Otherwise lawfully becomes available to that party from a third party that has no obligation of confidentiality.

25.4 The above provisions of GCC Clause 25 shall not in any way modify any undertaking of confidentiality given by either of the parties hereto prior to the date of the Contract in respect of the Supply or any part thereof.

25.5 The provisions of GCC Clause 25 shall survive completion or termination, for whatever reason, of the Contract

**26. Subcontracting**

26.1 The Contractor is not permitted to sub-contract.

**27. Service Quality**

27.1 The Purchaser may reject any Service rendered or any part thereof that fail to conform to the requirement of the purchaser.

**28. Liquidated Damages and Penalty**

28.1 Except as provided under GCC Clause 32, if the Contractor 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.

**29. Liability  
/Indemnity**

29.1 The Contractor 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 Contractor 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 Contractor or its agents or employees or any third party associated with Contractor 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.

29.2 The Contractor 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.

29.3 The Contractor 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 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 Contractor in performing the Contractor'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 Contractor 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 Contractor shall promptly secure for the Purchaser a license, at no cost to the Purchaser, authorizing continued use of the infringing work. If the Contractor is unable to secure such license within a reasonable time, the Contractor 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 Cloud based Mobile CRM and back office Services becomes non-infringing at its sole cost and expenses.

**Survival on Termination**

The provisions of this Clause 29 shall survive Termination.

29.4 Defense of Claims: If any proceedings are brought or any claim is made against the Purchaser arising out of the matters, the Purchaser shall promptly give the Contractor a notice thereof, and the Contractor may at its own expense and in the Purchaser's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claims.

29.5 The Purchaser shall, at the Contractor's request, afford all available assistance to the Contractor in conducting such proceedings or claim, and shall be reimbursed by the Contractor for all reasonable expenses incurred in so doing.

**30. Limitation of Liability**

30.1 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

Contractor to pay liquidated damages to the Purchaser as referred to in Clause 28.1 of this Contract; and

- (b) The aggregate liability of the Contractor 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.

**31. Change in Law and Regulation**

31.1

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 Contractor has thereby been directly affected in the performance of any of its obligations under the Contract.

**32. Force Majeure**

32.1

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, act of terrorism or sabotage, 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.

32.2

Force Majeure shall not include:

Any event which is caused by the negligence or intentional action of a Party or such Party's Sub-Contractors 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.

- 32.3 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.
- 32.4 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.
- 32.5 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 forty eight (48) hours 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.
- 32.6 The Parties shall take all reasonable measures to minimize the consequences of any event of Force Majeure.
- 32.7 The decision of the Purchaser with regard to the occurrence, continuation, period or extent of Force Majeure shall be final and binding on the Contractor.
- 32.8 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.
- 32.9 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.

**33. Change Orders and Contract Amendments**

- 33.1 The Purchaser may at any time order the Contractor through Notice to make changes within the terms and conditions of this Contract, including any modification of the scope of the Services.
- 33.2 If any such Change Order causes an increase or decrease in the cost of, or the time required for, the Contractor'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 Contractor's receipt of the Purchaser's Change Order.
- 33.3 No variation or modification of the terms of the Contract



shall be made except by written amendment signed by the parties.

**34. Extensions of Time**

34.1 If at any time during performance of the Contract, the Contractor should encounter conditions impeding timely completion of services pursuant to GCC Section-IV, the Contractor shall promptly notify the Purchaser in writing of the delay, its likely duration, and its cause. As soon as practicable after receipt of the Contractor's notice, the Purchaser shall evaluate the situation and may at its discretion extend the Contractor's time for performance, in which case the extension shall be ratified by the parties by amendment of the Contract.

34.2 Except in case of Force Majeure, as provided under GCC Clause 32 or where the delay in delivery of the Goods or completion of services is caused due to any delay or default of the Purchaser, any extension granted under clause 34 shall not absolve the Contractor from its liability to the pay of liquidated damages pursuant to GCC Clause 28.

**35. Suspension**

35.1 The Purchaser may, by written notice of suspension to the Contractor, suspend all payments to the Contractor hereunder if the Contractor 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 Contractor to remedy such failure within a period not exceeding seven (7) days after receipt by the Contractor of such notice of suspension and shall invoke contract performance guarantee.

**36. Termination**

36.1 **Termination of Contract for Failure to Become Effective**  
a) If this Contract has not become effective within seven (7) days of the Effective 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.

36.2 **Termination for Default**

(a) 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:

(i) 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

(ii) 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

- (iii) Any representation made by the bidder in the proposal is found to be false or misleading.
- (iv) 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.
- (v) If the Contractor fail to comply with any final decision reached as a result of arbitration proceedings.
- (vi) 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.
- (vii) If the Contractor has been black listed by any Government agency due to misconduct etc.

(b) In the event DISCO terminates the Contract in whole or in part, pursuant to GCC Clause 36, DISCO may procure, upon such terms and in such manner as deems appropriate, Goods or Services similar to those undelivered or not performed, and the Contractor shall be liable to the DISCO for any additional costs for such similar Goods or Services. However, the Contractor shall continue performance of the Contract to the extent not terminated.

### 36.3

#### **Termination for Insolvency**

The Purchaser may at any time terminate the Contract by giving seven (07) days Notice to the Contractor if the Contractor 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.

### 36.4

#### **Termination for Convenience**

The Purchaser, reserves its right to serve thirty(30) days notice and Notice sent to the Contractor, may terminate the Contract, in whole or in part, at any time at its convenience without assigning any reason what so ever . 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, in whole

or in part and the date upon which such termination becomes effective. However the Contractor accepts, undertakes and warrants to the Purchaser that he will not be able to terminate the Contract for a period of six(06) months from effective date. However, The BPO Service Provider may be entitle to terminate the Contract after expiry of the six(06) months period above mentioned.

### 36.5 **Consequences of Termination**

Upon Termination of the Contract, the Contractor shall:

- (a) Prepare and present a detailed exit plan within five (5) calendar days of termination notice receipt to the standing committee. The Standing Committee will review the Exit Plan. If approved, Contractor shall start working on the same immediately. If the plan is rejected, Contractor shall prepare alternate plan within two (2) calendar days. If the second plan is also rejected, The Standing Committee will provide a plan for Contractor that shall be binding on the Contractor.
- (b) 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 the list of all Assets, passwords at all locations to the Purchaser
- (c) The Contractor and a standing committee will sign a completion certificate at the end of successful (all points tracked to closure) of the Exit Plan.

### **37. Cessation of Rights and Obligations**

- 37.1 Upon termination of this Contract pursuant to Clause 36 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.

### **38. Cessation of Services**

- 38.1 Upon termination of this Contract by notice to pursuant to Clause 36 hereof, the Contractor 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

### **39. Payments upon Termination**

- 39.1 Upon Termination of this Contract pursuant to Clause 36

hereof, the Purchaser shall make the following payments to the Contractor:

- a) Remuneration pursuant to Clause 21.1 of SCC for services satisfactorily performed prior to the effective date of termination;
- b) Reimbursable expenditures pursuant to Clause 21.1 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.

**40. Assignment**

40.1 The Contractor shall not assign to any other party, in whole or in part, their obligations under this Contract.

**41. Disclaimer**

41.1 Purchaser reserves the right to share, with any Contractor of its choosing, any resultant Proposals in order to secure expert opinion.

41.2 Purchaser reserves the right to accept or reject any proposal deemed to be in the best interest of the Company.

**42. Public Disclosure**

42.1 All materials provided to the Purchaser by bidder are subject to Country's disclosure laws...

42.2 The Vendor shall not make or permit to be made a public announcement or media release about any aspect of this Contract unless the Purchaser first gives the Vendor its written consent.

**43. Adherence to safety procedures, rules regulations and restriction**

43.1 Contractor shall comply with the provision of all laws including labor laws, rules, regulations and notifications issued there under from time to time. All safety and labor 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.

43.2 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. Contractor'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.

43.3 The Contractor 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.

43.4 The Purchaser will be indemnified for all the situations mentioned in this clause in the similar way as defined in GCC clause 29.

**44. Removal and /or Replacement of Personnel**

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

If the Purchaser:

- 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 Purchaser's written request specifying the grounds will forthwith provide as a replacement a person with qualifications and experience acceptable to the Purchaser.
- 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 Purchaser except as the Purchaser may otherwise agree,

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

44.3 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.

**45. Fairness and Good Faith**

45.1 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.

45.2 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.

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

**46. Conflict of Interest**

46.1 The Contractor 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.

46.2 The Purchaser 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.

46.3 If the Contractor is found to be involved in a conflict of interest situation with regard to the present assignment, the Purchaser may choose to terminate this contract as per Clause 36 of GCC.

**47. Standard of Performance**

47.1 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 Contractor shall always act, in respect of any matter relating to this Contract or to the services, as faithful advisers to the Purchaser.

**48. Expiration of Contract**

48.1 Unless terminated earlier pursuant to Clause 36 of GCC hereof, this Contract shall terminate when, pursuant to the provisions hereof, the services have been completed and the payments of remuneration and reimbursable expenditure have been made.

## SECTION-VII: 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.	
At (q) Definition and abbreviations	The Purchaser's Country is : Pakistan
At (r) Definition and abbreviations	The Purchaser: Power Information Technology Company (PITC)/Distribution Company (DISCO)
GCC 4.1	The language shall be : English
GCC 12.1	For notices, the Purchaser's contact details shall be:  <b>Director General (ISDS)</b> <b>PITC,</b> <b>402-WAPDA House, Lahore</b> <b>Phone 042-99202162</b>
GCC 13.1	The government law shall be: Laws applicable in exclusive jurisdiction of competent Court at Lahore, Pakistan.

### **Dispute Resolution**

**Each of the Service Provider, Contractor and Purchaser shall designate in writing to the other Party a representative who shall be authorized to resolve any Dispute arising under this Agreement in an equitable manner and, unless otherwise expressly provided herein, to exercise the authority of such Party to make decisions by mutual agreement.**

The Parties agree (i) to attempt to resolve all Disputes arising hereunder promptly, equitably and in a good faith manner within thirty (30) Days of such Dispute arising; and (ii) to provide each other with reasonable access during normal business hours to any and all non-privileged records, information and data pertaining to any such Dispute.

14.1. Any dispute between the Parties as to matters arising pursuant to this Agreement which cannot be settled amicably within thirty (30) days after receipt by one Party on the other Party's request for such settlement may be submitted by either Party to arbitration.

14.2 In the event of dispute arising under or in connection with this Agreement between the Service Provider/ Contractor and Purchaser the same shall be referred to a Joint Dispute Resolution Committee.

14.3 The Joint Dispute Resolution Committee comprising of two (2) officers of executive director level from both the Parties shall be formulated for the purpose of amicably settling any day to day disputes that may arise in good faith

14.4 In case any dispute remains unresolved after the intervention of the Joint Dispute Resolution Committee, the Parties shall then contact the CEO of the Purchaser in which case both Parties agree and accept that the decision of the CEO of the Purchaser shall be final, conclusive and binding upon both Parties.

14.5 Reference to Service Provider/ Contractor for Dispute Resolution shall be made in writing by the Purchaser specifying distinctly and clearly all such questions and disputes not later than three (3) months after the occurrence of such questions and disputes.

14.6 Notwithstanding the foregoing, nothing herein prevents either party from applying to the courts of Pakistan for injunctive or other equitable relief to prevent or curtail any breach of this Contract or for enforcement of an arbitral award. However, if the Purchaser is dissatisfied with the arbitral award it reserves its right to approach the court of law.



14.7 The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation. In case the parties fail to resolve the dispute amicably the matter shall be referred to mediation before a CEDR accredited Mediator at the Lahore Centre for Dispute Resolution (LCDR). Mediation proceedings shall be held at Lahore and will be governed by the mediation rules. Additionally, the dispute may also be submitted for resolution to a senior partner of a Chartered Accountancy Firm. Both parties shall bear their own costs in such mediation and dispute resolution proceedings.

Section 14.8 **Arbitration**

After the expiration of the thirty (30) Days period, either Party may submit any Disputes arising under this Agreement, which cannot be resolved by the Parties, to binding arbitration pursuant to the Arbitration Act, 1940 as amended or superseded. The process shall be initiated by either Party delivering to the other a written notice requesting arbitration, with the other Party to respond to such request within ten (10) business Days. The Parties shall select a single arbitrator with knowledge of and over five (5) years of professional experience in connection with similar transactions and who has not previously been employed or retained by either Party and who does not have a direct or indirect interest in either Party or the subject matter of the arbitration. Such arbitrator shall be mutually agreed by the Parties within thirty (30) Days after written notice from either Party requesting arbitration, or failing Agreement, shall be selected under the Arbitration Act. Such arbitration shall be held in Pakistan. The Arbitration Act, 1940, as amended or superseded, shall apply to the extent not inconsistent with the rules herein specified. The arbitration shall be conducted according to the following procedures: (a) The arbitration hearing shall commence no later than thirty (30) Days after the selection of the arbitrator, (b) not later than seven (7) Days prior to the hearing date set by the arbitrator each Party shall submit a brief detailing its factual and legal position and a final offer for

settlement of the Dispute, (c) the hearing shall be conducted on a confidential basis without continuance or adjournment, (d) the arbitrator shall be limited to selecting only one of the two offers, (e) each Party shall divide equally the cost of the arbitrator or pay its own cost of arbitration and the hearing and each Party shall be responsible for its own expenses and those of its counsel and representatives, and (f) evidence concerning the financial position of the Parties, any offer made or the details of any negotiation prior to arbitration and the cost to the Parties of their representatives and counsel shall not be permissible. The award of the arbitrator shall be made no later than thirty (30) Days after the date of closing of the hearing, or if oral hearings have been waived, after the date of transmitting the final statements and proof to the arbitrator; provided, however, that in no event shall any award be made later than one hundred and twenty (120) Days after the date of the original demand for arbitration hereunder. The arbitrator shall be required to render a reasoned decision accompanying any award.

Notwithstanding the foregoing, nothing herein prevents either party from applying to the courts of Pakistan for injunctive or other equitable relief to prevent or curtail any breach of this Contract or for enforcement of an arbitral award. However, if the Purchaser is dissatisfied with the arbitral award it reserves its right to approach the court of law.

GCC 20.2	The bidders may please note that the prices are firm. All statutory taxes, levies, duties, etc. shall be paid on actual
GCC 21.1	<p><b><u>General terms and conditions of Payment Schedule</u></b></p> <ol style="list-style-type: none"> <li>1) All payments shall be made by the Purchaser in favor of the Contractor</li> <li>2) The release of payments will be Performance (output) based, where the payments are made for measured deliverables and outputs.</li> <li>3) Contractor shall obtain sign-off from the Standing Committee constituted by Purchaser and raise invoice.</li> <li>4) Eligible Payments against invoice submitted (accompanied with all requisite documents) shall be released within (60) days of submission of invoice.</li> <li>5) 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 Contractor, 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.</li> <li>6) 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 Contractor. Any such change shall be done as per Clause 15 of GCC.</li> </ol>

	<p>7) All payments under this Contract shall be made to the account of the Contractor with (Bank &amp; A/c No.)</p> <p style="text-align: center;">_____</p> <p style="text-align: center;">_____</p> <p>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.</p>
--	---

GCC 20.4	The currencies for payments shall be in Pak Rupees (PKR).	
GCC 23	The Contractor shall provide Performance Security of ten (10) percent of the total Contract Price in the shape of bank guarantee from a schedule bank of Pakistan having rating AA+ or higher on the prescribed form valid for 545 days from the effective date. The performance bond shall be furnished on the non-judicial stamp paper of the value prescribed by the GoP	

## **Section – VIII: Contract Forms**

**1 Agreement**

**2 Performance Security**

Enclosed at Appendix

**SECTION-IX: Bidder RESPONSE FORMS**

**Form No F-1a: RFP Submission Sheet**

**TECHNICAL PROPOSAL SUBMISSION FORM**

[Location, Date]

To

Director General (ISDS)  
PITC WAPDA House, Lahore.

Subject: **Contractor for “Call Center Development/Operations & Customer Relationship Management (CRM) Software and required hardware”.**

Dear Sir:

We, the undersigned, offer to provide our services for Call Center Development/Operations and CRM deployment and required hardware for in accordance with your Request for Proposal dated [date], and our Proposal. We are hereby submitting our Proposal which includes this technical proposal, and a financial proposal sealed under a separate envelope.

If negotiations are held during the period of validity of the Proposal, i.e., before [date] we undertake to negotiate on the basis of the proposed staff. Our Proposal is legally binding upon us and subject to the modifications resulting from contract negotiations. We understand that you are not bound to accept any Proposal you receive and reserve the right to reject the same.

We remain,

Yours Sincerely,

Authorized Signature:  
Name and Title of Signatory:  
Name of Firm:  
Address:

# TECHNICAL PROPOSAL SUBMISSION FORM

[Location, Date]

To

Director General (ISDS)  
PITC WAPDA House, Lahore.

Subject: **Contractor for “Managed Backend Services & Cloud base Mobile CRM”.**

Dear Sir:

We, the undersigned, offer to provide “**Managed Backend Services & Cloud base Mobile CRM**” in accordance with your Request for Proposal dated [date], and our Proposal. We are hereby submitting our Proposal which includes this technical proposal, and a financial proposal sealed under a separate envelope.

If negotiations are held during the period of validity of the Proposal, i.e., before [date] we undertake to negotiate on the basis of the proposed staff. Our Proposal is legally binding upon us and subject to the modifications resulting from contract negotiations. We understand that you are not bound to accept any Proposal you receive and reserve the right to reject the same.

We remain,

Yours Sincerely,

Authorized Signature:  
Name and Title of Signatory:  
Name of Firm:  
Address:

Form No F-1b:

## **Financial Proposal Submission Form**

[Location, Date]

**To:**

**Director General (ISDS)**

**PITC WAPDA House, Lahore.**

Subject: **Contractor for “Customer Relationship Management (CRM) Software Service and required hardware”**

Dear Sir:

We, the undersigned, offer to provide the consulting services for preparation of feasibility study, bid document, evaluation reports, program management & implementation of CRM in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal as indicated in the Instructions to Contractor sheets.

Our Financial Proposal is Rs. \_\_\_\_\_ (In words \_\_\_\_\_) for the awarded contract. No commissions or gratuities have been or are to be paid by us to agents relating to this Proposal and Contract execution. I /We hereby accept and abide by the scope & terms and conditions of LOI document unconditionally.

I/We \_\_\_\_\_ Contractor Firm also undertake that in case of the award of Contractor assignment for the DISCO, to provide services for the proposed assignment, we and any of our affiliates, will not be eligible to work as CRM Implementing Agency or in any other capacity with DISCOs during the currency of this assignment.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [In full and initials]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

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.

**Form No. F-3a: Project Relevant Experience.**

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

- With Utility (Power /Gas /Water ) company in providing Software (Mobile CRM, Back office, efficiency Improvements, Call Centre, Managed Backend services) Engagements, in the last three financial years; or

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 &	Copy of Contract/Agreement/W.O/P.O
		Awar d	Completion				

Please provide proof of completed assignments.

**Signature:** \_\_\_\_\_

**Seal:**

**Full Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Form No. F-3b: Project Experience (General)**

Kindly provide Client Performance Certificate for the completed 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.

**Form No F-4: Company Information**

Kindly provide the following details for the Firm.

1. Name of the Firm: \_\_\_\_\_
2. Date on which the company started its business.
3. Brief description of IT-Project(s).
4. Brief description of Relevant(CRM/Hardware, Call Center, Managed Backend Services) Project(s).
5. Company Registration number.  
(Also attach company registration certificate.)
6. Core Business.
7. Experience with utility sector (DISCOs /SSGC /SNGPL /PTCL /WASA/KESC).
8. Brief of 5 key HR:
  - i) Age.
  - ii) Qualification.
  - iii) Experience.
  - iv) Field of expertise.

**Signature:** \_\_\_\_\_

**Seal:**

**Full Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Form No F-5:**

**Pending Litigation**

Each Bidder or member of a JV must fill in this form

<b>Pending Litigation</b>			
<p>➤ No pending litigation in accordance with of Section 3 (Evaluation and Qualification Criteria)</p> <p>➤ Pending litigation in accordance with of Section 3 (Evaluation and Qualification Criteria)</p>			
<b>Year</b>	<b>Matter in Dispute</b>	<b>Value of Pending Claim in US\$ Equivalent</b>	<b>Value of Pending Claim as a Percentage of Net Worth</b>

**Signed & Stamped**

**Form No F-6:****Financial Situation**

Each Applicant must fill in this form

**Financial Data for Previous 3 Years [Pak Rupee]****Information from Balance Sheet**

<b>Financial Data for Previous 3 Years [Pak Rupee]</b>			
<b>Description</b>	<b>Year-2013</b>	<b>Year 2014</b>	<b>Year 2015</b>
Total Assets			
Total Liabilities			
<b>Net Worth</b>			
Current Assets			
Current Liabilities			
Cash Flow			

**Information from income statement**

Total Revenues/ Sales			
Profit Before Taxes			
Profit After Taxes			
Interest Charges Paid			
Net Profit			

- Attached are copies of financial statements (balance sheets including all related notes, and income statements) for the last three years, as indicated above, complying with the following conditions;
- All such documents reflect the financial situation of the Applicant, and not sister or parent companies.
  - Historic financial statements must be audited by a certified accountant.
  - Historic financial statements must be complete, including all notes to the financial statements.
  - Historic financial statements must correspond to accounting periods already completed and audited (no statements for partial periods shall be requested or accepted).

**Signed & Stamped**

**Form No F-7:**

## **Average Annual Turnover**

**Each Bidder must fill in this form**

The information supplied should be the Annual Turnover of the Bidder in terms of the amounts billed to clients for each year for Contracts/Orders in progress or completed,.

<b>Annual Turnover Data for the Last 3 Years</b>		
<b>Sr. No</b>	<b>Year</b>	<b>Amount in PKR.</b>
<b>1</b>	<b>2013</b>	
<b>2</b>	<b>2014</b>	
<b>3</b>	<b>2015</b>	
<b>Average Annual Turnover</b>		

**Signed & Stamped**

***Form No F-8: No Deviations (from requirements) Certificate***

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

**Signature:** \_\_\_\_\_

**Seal:**

**Full Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_



**Appendix -1: AGREEMENT**

THIS AGREEMENT is made this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_, between \_\_\_\_\_ of \_\_\_\_\_ (hereinafter called "PITC" of the one part, and \_\_\_\_\_ of \_\_\_\_\_ (hereinafter called "Contractor"), of the other part:

AND WHEREAS the Purchaser invited bids for Related Services, viz., \_\_\_\_\_ and has accepted a Bid by the Contractor for the supply of those Related Services in the sum of \_\_\_\_\_ (hereinafter Called "the Contract Price").

**NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:**

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Contract referred to.
2. The following documents (collectively referred to as "Contract Documents") shall be deemed to form and be read and construed as part of this Agreement, viz.:
  - xi. The detailed award of contract;
  - xii. The special conditions of contract;
  - xiii. The general conditions of contract;
  - xiv. The schedule of supply /Scope of Work;
  - xv. The Purchaser's Notification to the Contractor for Award of Contract;
  - xvi. Vendor's response (proposal), including the Bid Submission sheet and the Price Schedules submitted by the Contractor;
  - xvii. Section VIII – Contract Forms
  - xviii. Acceptance of purchaser's notification.

In the event of any discrepancy or inconsistency within the Contract documents, then the documents shall prevail in the order listed above.

3. In consideration of the payments to be made by the Purchaser to the Contractor as indicated in this Agreement, the Contractor hereby covenants with the Purchaser to provide the Related Services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
4. The Purchaser hereby covenants to pay the Contractor in consideration of the provision of the Goods and Related Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of Pakistan on the day, month and year indicated above.

Signed by \_\_\_\_\_ (CEO, PITC)

Signed by \_\_\_\_\_ (For the Contractor)

**Appendix -2: Performance Security Bank Guarantee**

Date: \_\_\_\_\_  
Contract Name and No.: \_\_\_\_\_

To:  
WHEREAS \_\_\_\_\_ (hereinafter called "Contractor") has undertaken, pursuant to Contract No. \_\_\_\_\_ dated \_\_\_\_\_, \_\_\_\_\_ to supply \_\_\_\_\_ (hereinafter "the contract").

AND WHEREAS cloud based mobile CRM and back office services has been stipulated by you in the aforementioned Contract that the Contractor shall furnish you with a security \_\_\_\_\_ issued by a reputable guarantor for the sum specified therein as security for compliance with the Contractor's performance obligations in accordance with the Contract.

AND WHEREAS the undersigned \_\_\_\_\_, legally domiciled in \_\_\_\_\_, hereinafter called the "the Guarantor"), have agreed to give the Contractor a security:

THEREFOR WE \_\_\_\_\_ hereby affirm that we are the Guarantors and are responsible to you, on behalf of the Contractor, up to a total of RUPEES \_\_\_\_\_ and we undertake to pay you, upon your first written demand declaring the Contractor to be in default under the Contract, without cavil or argument, DEMUR OR PROTEST any sum or sums within the limits of \_\_\_\_\_ as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This security is valid until the \_\_\_\_\_ day of \_\_\_\_\_.

Name: \_\_\_\_\_

In the capacity of \_\_\_\_\_

Signed \_\_\_\_\_

Duly authorized to sign the security for and on behalf of \_\_\_\_\_

Date

**Appendix -3:**

**FIRM'S REFERENCE**

**Relevant Services Carried Out in the Last Five Years  
Which Best Illustrate Qualifications**

Using in the format below, provide information on each reference assignment for which your firm, either individually as a corporate entity or as one of the major companies within a consortium, was largely contracted.

Assignment Name:		Country:
Location within Country:		Professional Staff Provided by Your Firm:
Name of Client:		No of Staff:
Address:		No of Staff Months:
Start Date (Month/Year):	Completion Date (Month/Year):	Approx. Value of Services (in Current Rs.)
Name of Associated Firm (s), if any:		No. of Months of Professional Staff Provided by Associated Firm(s)
Name of Senior Staff (Project Director/Co-coordinator, Team Leader) involved and functions performed:		
Narrative Description of Project		
Description of Actual Services Provided by Your Staff		

Contractors' Name: \_\_\_\_\_

**Appendix -4:**

# **PRESENT STAFF DEPLOYMENT**

(As of \_\_\_\_\_)

<b>Major Project(s) Presently Undertaken</b>	
<b>Project Name</b>	<b>Location Associates(s)</b>

<b>Field of Expertise</b>	<b>Total Number of Permanent Staff</b>	<b>Staff Assigned to Above Projects</b>

**COMPOSITION OF THE TEAM PERSONNEL AND THE TASKS TO BE ASSIGNED TO EACH TEAM MEMBER**

**1. Technical/Managerial Staff**

<b>Name</b>	<b>Position</b>	<b>Task Assignment</b>

**2. Support Staff**

<b>Name</b>	<b>Position</b>	<b>Task Assignment</b>

Appendix -6:

## WORK PLAN AND TIME SCHEDULE FOR KEY PERSONNEL

Name	Position	Months (in the form of a Bar Chart)												Number of Months
		1	2	3	4	5	6	7	8	9	10	11	12	

Full Time: \_\_\_\_\_  
 Part Time: \_\_\_\_\_

Activities Duration \_\_\_\_\_

Yours faithfully,

Signature \_\_\_\_\_  
 (Authorized Representative)

Full Name \_\_\_\_\_  
 Designation \_\_\_\_\_  
 Address \_\_\_\_\_

**Appendix -7:**

**FORMAT OF CURRICULUM VITAE (CV) FOR  
PROPOSED KEY STAFF**

1. Proposed Position: \_\_\_\_\_
2. Name of Firm: \_\_\_\_\_
3. Name of Staff: \_\_\_\_\_
4. Profession: \_\_\_\_\_
5. Date of Birth: \_\_\_\_\_
6. Years with Firm: \_\_\_\_\_
7. Nationality: \_\_\_\_\_
8. Membership in Professional Societies: \_\_\_\_\_
9. Detailed Tasks Assigned on the Project: \_\_\_\_\_  
\_\_\_\_\_

10. Key Qualifications:

[Give an outline of staff member's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Use up to one page].

11. Education:

[Summarize college/university and other specialized education of staff member, giving names of institutions, dates attended and degrees obtained.]

12. Employment Record:

[Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, title of positions held and location of assignments. For experience in last ten years, also give types of activities performed and client references, where appropriate].

**Appendix -7:**

13. Languages:-

[Indicate proficiency in speaking, reading and writing of each language: excellent, good, fair, or poor].

14. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, these bio-data correctly describe myself, my qualifications and my experience.

\_\_\_\_\_  
Signature of Staff Member

Date: \_\_\_\_\_  
Day/Month/Year

or:

\_\_\_\_\_  
Authorized official from the firm



**Appendix-8(a):**

**FINANCIAL BID FOR LOT A**

1: Name of Bidder: \_\_\_\_\_

2: In Pak Rupees.

Description	Monthly/Message Charges Without Taxes (GST etc.)
<b><u>Lot A</u></b>	
<b><u>Deployment of CRM &amp; Establishment/Operation of Call Center along with Hardware deployment</u></b>	
a. Deployment of CRM Software	Rs. _____
b. System Software Licenses etc. cost (if any)	Rs. _____
c. Supply and installation of server and allied equipment	Rs. _____
d. Supply of networking equipment and installation	Rs. _____
e. Supply of IT equipment	Rs. _____
f. Supply of power backup equipment, setup	Rs. _____
g. Supply of furniture and installation of workstations	Rs. _____
h. Supply of electrical equipment and installation (as per requirement)	Rs. _____
i. Supply of Security Equipment	Rs. _____
j. Call Center Operational cost (50 seats)/Per Seat	Rs. _____
k. Training of staff	Rs. _____

l. Maintenance of hardware / software a. Year 1 Cost b. Year 2 Cost c. Year 3 Cost	Rs. _____ Rs. _____ Rs. _____
m. DR Cost	Rs. _____
Total Cost of Lot A (a to m)	Rs. _____

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Appendix – 8(b):**

**FINANCIAL BID FOR LOT B – LESCO**  
**Total Customers 4.1million**

1: Name of Bidder: \_\_\_\_\_

2: In Pak Rupees.

<b>Description</b>	<b>Monthly/Message Charges Without Taxes (GST etc.)</b>
ii) Establishment of Back-Office Services Core team to manage stakeholder relationship and training of DISCO staff.	
iii) Provision of Cloud-based Mobile CRM.	
iv) Back-Office Services	
v) Business Intelligence, Managerial/Analytical reporting	
<b><u>Financials:</u></b>	
i) SMS receiving	Rs. _____
ii) SMS sending	Rs. _____
iii) Minimum Monthly Service Charges	Rs. _____
Monthly Total:	
Grand Total ( <b>Yearly</b> ) Rs. _____ In words Rupees: _____	

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**FINANCIAL BID FOR LOT B – GEPCO**  
**Total Customers 3.08 million**

1: Name of Bidder: \_\_\_\_\_

2: \_\_\_\_\_ In Pak Rupees.

Description	Monthly/Message Charges Without Taxes (GST etc.)
ii) Establishment of Back-Office Services Core team to manage stakeholder relationship and training of DISCO staff.	
iii) Provision of Cloud-based Mobile CRM.	
iv) Back-Office Services	
v) Business Intelligence, Managerial/Analytical reporting	
<b><u>Financials:</u></b>	
i) SMS receiving	Rs. _____
ii) SMS sending	Rs. _____
iii) Minimum Monthly Service Charges	Rs. _____
Monthly Total:	
Grand Total ( <b>Yearly</b> ) Rs. _____ In words Rupees: _____	

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**FINANCIAL BID FOR LOT B – FESCO**  
**Total Customers 3.62 million**

1: Name of Bidder: \_\_\_\_\_

2: \_\_\_\_\_ In Pak Rupees.

Description	Monthly/Message Charges Without Taxes (GST etc.)
ii) Establishment of Back-Office Services Core team to manage stakeholder relationship and training of DISCO staff.	
iii) Provision of Cloud-based Mobile CRM.	
iv) Back-Office Services	
v) Business Intelligence, Managerial/Analytical reporting	
<b><u>Financials:</u></b>	
i) SMS receiving	Rs. _____
ii) SMS sending	Rs. _____
iii) Minimum Monthly Service Charges	Rs. _____
Monthly Total:	
Grand Total ( <b>Yearly</b> ) Rs. _____ In words Rupees: _____	

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**FINANCIAL BID FOR LOT B – IESCO**  
**Total Customers 2.60 million**

1: Name of Bidder: \_\_\_\_\_

2: \_\_\_\_\_ In Pak Rupees.

Description	Monthly/Message Charges Without Taxes (GST etc.)
ii) Establishment of Back-Office Services Core team to manage stakeholder relationship and training of DISCO staff.	
iii) Provision of Cloud-based Mobile CRM.	
iv) Back-Office Services	
v) Business Intelligence, Managerial/Analytical reporting	
<b><u>Financials:</u></b>	
i) SMS receiving	Rs. _____
ii) SMS sending	Rs. _____
iii) Minimum Monthly Service Charges	Rs. _____
Monthly Total:	
Grand Total ( <b>Yearly</b> ) Rs. _____ In words Rupees: _____	

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**FINANCIAL BID FOR LOT B – MEPCO**  
**Total Customers 5.48 million**

1: Name of Bidder: \_\_\_\_\_

2: In Pak Rupees.

Description	Monthly/Message Charges Without Taxes (GST etc.)
ii) Establishment of Back-Office Services Core team to manage stakeholder relationship and training of DISCO staff.	
iii) Provision of Cloud-based Mobile CRM.	
iv) Back-Office Services	
v) Business Intelligence, Managerial/Analytical reporting	
<b><u>Financials:</u></b>	
i) SMS receiving	Rs. _____
ii) SMS sending	Rs. _____
iii) Minimum Monthly Service Charges	Rs. _____
Monthly Total:	
Grand Total ( <b>Yearly</b> ) Rs. _____	
In words	
Rupees: _____	

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**FINANCIAL BID FOR LOT B – PESCO**  
**Total Customers 3.10 million**

1: Name of Bidder: \_\_\_\_\_

2: \_\_\_\_\_ In Pak Rupees.

Description	Monthly/Message Charges Without Taxes (GST etc.)
ii) Establishment of Back-Office Services Core team to manage stakeholder relationship and training of DISCO staff.	
iii) Provision of Cloud-based Mobile CRM.	
iv) Back-Office Services	
v) Business Intelligence, Managerial/Analytical reporting	
<b><u>Financials:</u></b>	
i) SMS receiving	Rs. _____
ii) SMS sending	Rs. _____
iii) Minimum Monthly Service Charges	Rs. _____
Monthly Total:	
Grand Total ( <b>Yearly</b> ) Rs. _____ In words Rupees: _____	

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_



**FINANCIAL BID FOR LOT B – HESCO**  
**Total Customers 1.02 million**

1: Name of Bidder: \_\_\_\_\_

2: \_\_\_\_\_ In Pak Rupees.

Description	Monthly/Message Charges Without Taxes (GST etc.)
ii) Establishment of Back-Office Services Core team to manage stakeholder relationship and training of DISCO staff.	
iii) Provision of Cloud-based Mobile CRM.	
iv) Back-Office Services	
v) Business Intelligence, Managerial/Analytical reporting	
<b><u>Financials:</u></b>	
i) SMS receiving	Rs. _____
ii) SMS sending	Rs. _____
iii) Minimum Monthly Service Charges	Rs. _____
Monthly Total:	
Grand Total ( <b>Yearly</b> ) Rs. _____ In words Rupees: _____	

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**FINANCIAL BID FOR LOT B – QESCO**  
**Total Customers 0.58 million**

1: Name of Bidder: \_\_\_\_\_

2: \_\_\_\_\_ In Pak Rupees.

Description	Monthly/Message Charges Without Taxes (GST etc.)
ii) Establishment of Back-Office Services Core team to manage stakeholder relationship and training of DISCO staff.	
iii) Provision of Cloud-based Mobile CRM.	
iv) Back-Office Services	
v) Business Intelligence, Managerial/Analytical reporting	
<b><u>Financials:</u></b>	
i) SMS receiving	Rs. _____
ii) SMS sending	Rs. _____
iii) Minimum Monthly Service Charges	Rs. _____
Monthly Total:	
Grand Total ( <b>Yearly</b> ) Rs. _____ In words Rupees: _____	

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**FINANCIAL BID FOR LOT B – SEPCO**  
**Total Customers 0.73 million**

1: Name of Bidder: \_\_\_\_\_

2: \_\_\_\_\_ In Pak Rupees.

Description	Monthly/Message Charges Without Taxes (GST etc.)
ii) Establishment of Back-Office Services Core team to manage stakeholder relationship and training of DISCO staff.	
iii) Provision of Cloud-based Mobile CRM.	
iv) Back-Office Services	
v) Business Intelligence, Managerial/Analytical reporting	
<b><u>Financials:</u></b>	
i) SMS receiving	Rs. _____
ii) SMS sending	Rs. _____
iii) Minimum Monthly Service Charges	Rs. _____
Monthly Total:	
Grand Total ( <b>Yearly</b> ) Rs. _____ In words Rupees: _____	

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_