PUNJAB SKILLS DEVELOPMENT FUND

Tender Document

Procurement No: 136/PSDF/CC

HIRING OF CALL CENTER SERVICES

October, 2026

Submission Date for Sealed Bids: October 30, 2026, on or before 03:00 PM

21 A, H-Block, Dr. Mateen Fatima Road, Gulberg II, Lahore –Pakistan.

UAN: 042-111-11-PSDF (7733) | Toll Free:0800-48627 (HUNAR) |
Website: psdf.org.pk

Table of Contents

Table of Contents **3**

Section-I: Invitation to Bids **5**

1.1 INVITATION TO BID 5

Section-II: Instructions to Bidders (ITB) **7**

2.1. Introduction 7

2.2. The Bidding Documents 11

2.3. Preparation of Bids 14

2.4. Submission of Bids 18

2.5. Opening and Evaluation of Bids 21

ii) Blacklisting & Debarment: 32

Substantial Requirements & Procedure for Blacklisting &Debarment: 32

Section-III. Technical Specifications **37**

3.1. Scope of Work 37

1. Objective **37**

2. Scope of Services **37**

2.1 Inbound Call Centre Services **37**

2.2 Outbound Call Services 37

3. Call Centre Infrastructure & Technology **38**

4. CRM & Complaint Management System **38**

4.1 Minimum CRM Requirements 38

4.2 Integration 39

4.3 Data Ownership 39

5. Human Resources & Training **39**

6. Quality Assurance **39**

7. Reporting & Analytics **40**

8. SMS, IVR & Digital Communication **40**

9. Data Security & Confidentiality **41**

10. Service Levels & Performance Management **41**

11. Call Recording & Retention **42**

12. Campaign Management **42**

13. Business Continuity & Scalability **42**

14. Key Deliverables **42**

Section-IV: Bid Data Sheet **44**

4.1. Bid Data Sheet (BDS) 44

Section-V: General Conditions of Contract **53**

Section-VI. Special Conditions of Contract **62**

Special Conditions of Contract 62
1. Definitions (GCC Clause 1) 62
2. Performance Guarantee (GCC Clause 6) 62
3. Payment (GCC Clause 8) 62
4. Prices (GCC Clause 9) 63
5. Resolution of Disputes (GCC Clause 20) 63
6. Governing Language (GCC Clause 21) 63
7. Applicable Law (GCC Clause 22) 63
8. Notices (GCC Clause 23) 63

Section-VII. Schedule of Requirements/Work Plan/ Deputation Plan 64

Section-VIII: Forms 65

8.1. Bid Form 65
Financial bid includes the following:- 66

8.2. Bidder's JV Members Information Form 68

8.3. Bidder Profile Form 69

8.4. General Information Form 71

8.5. Affidavit 72

8.6. Performance Guarantee Form 73
To, 73
[NAME OF GUARANTOR] 73

8.7. Technical Bid Form 74

8.8. Contract Form 75

8.9. Financial Bid Form/Price Schedule 76

8.10. Bid Security Form 78

Section IX- Check List 79
Stamp & Signature of Bidder _____ 79

Section-I: Invitation to Bids

1.1 INVITATION TO BID

Punjab Skills Development Fund (PSDF) is the largest skills development fund in Pakistan. PSDF was established in 2010 as a not-for-profit company set up under the Companies Ordinance 1984 (now Companies Act 2017) by the Government of Punjab (GoPb). PSDF is revolutionizing the TVET sector through its innovative initiatives for vocational and technical training ensuring an economically bright and sustainable future for poor and vulnerable youth of Punjab.

Sealed bids/proposals are invited from established bidder for **"Hiring of Call Center Services"** (hereafter called as bidders) to PSDF. All interested and eligible bidders are requested to go through the Tender document and provide relevant information along with supporting documents mentioned in this tender document and must be submitted online through Punjab e-Procurement System.

PUNJAB SKILLS DEVELOPMENT FUND

(A not-for-profit company set up by the Government of the Punjab)

INVITATION TO BID

HIRING OF CALL CENTER SERVICES

Punjab Skills Development Fund (PSDF) is the largest skills development fund in Pakistan, established in 2010 as a not-for-profit company set up by the Government of Punjab (GoPb).

PSDF invites bids under **single stage two envelopes** bidding procedure from well-reputed, experienced and tax-registered bidders against the above-mentioned training services. The interested bidders can obtain the bidding document containing all details with its evaluation criteria and terms & conditions from **Punjab e-Procurement System** (https://ep.punjab.gov.pk/admin/auth/login), **PPRA** website (www.ppra.punjab.gov.pk) & **PSDF** website (www.psdf.org.pk).

Sr. No.	Description	Procurement No.	Tenure of Contract	Bid Submission Deadline	Technical Bid Opening	Estimated Cost (PKR)
1	Hiring of Call Center Services	136/PSDF/CC	One (1) Year *(Extendable for Further Terms)*	October 30, 2026 by or before 03:00 PM	October 30, 2026 at 03:30 PM	Rs. 8,145,200/- *(Rupees Eight Million, One Hundred Forty-Five Thousand Two Hundred Only)*

FOR FURTHER DETAILS, BIDDING DOCUMENTS & TERMS OF REFERENCE

PSDF website: www.psdf.org.pk | PPRA website: www.ppra.punjab.gov.pk

IMPORTANT INFORMATION

- Bids submitted only through Punjab e-Procurement System shall be accepted; submission by other means shall be rejected. Late bids shall not be accepted on e-P Punjab portal.
- The bids will be opened in the presence of the bidders' representatives who may choose to be present at the address below on the date and time stated above. In case of official holiday on the day of submission, the next day will be treated as the closing date (time of closing and opening of bid will remain the same).
- The bidding procedure shall be governed strictly in accordance with the **Punjab Procurement Rules 2014** through national competitive bidding procedure.

- **Pre-Bid Meeting** will be held on **October 20, 2026, at 12:00 PM** via MS Teams: https://teams.microsoft.com/meet/415330341413843?p=NQXv5eID1h9L4cOJcq | **Meeting ID:** 415 330 341 413 843 | **Passcode:** 5r8vR62g
- The URL of the PPRA is (**http://eproc.punjab.gov.pk/ViewTender.aspx**) and response time shall be calculated exclusively from the date of publication of the advertisement on the website of the PPRA.

Procurement Department, Punjab Skills Development Fund
21-A, H-Block, Dr. Mateen Fatima Road, Gulberg II, Lahore, Pakistan.
UAN: 042-111-11-PSDF (7733) | Toll Free: 0800-48627 (HUNAR) | Website: www.psdf.org.pk

Section-II: Instructions to Bidders (ITB)

Note:- All the procurement procedures shall be conducted in accordance with Punjab Procurement Authority Act-2009 and Punjab Procurement Rules-2014, Amended till date of advertisement. In case of any conflict between the provision of this document and PPRA Act-2009/ PPRA Rules-2014, the later shall prevail.

2.1. Introduction

2.1.1 Scope of Bid

i) The Procuring Agency (PA), as indicated in the Bid Data Sheet (BDS) invites Bids for the provision of *[nature of services to be decided by the procuring agency*] as specified in the Section-IV Bid Data Sheet (BDS) and Section VII- Schedule of Requirements. The successful Bidders will be expected to provide the services for the specified period and timeline(s) as stated in the BDS.

2.1.2 Source of Funds

i) The Procuring Agency named in the Bid Data Sheet has received budget from the Government of Punjab. The Procuring Agency intends to apply the provided funds/ a portion of this budget to make eligible payments under the contract for which the Invitation to bids has been issued.

2.1.3 Eligible Bidders

i) The Invitation to Bids is open to all Service Providers i.e. association of firms/companies/sole proprietor/ JVs, registered with relevant Registration Authorities and Tax Departments/Authorities (Income Tax, Sales Tax & Punjab Sales Tax etc.) *[***as specified in Section-IV Bid Data Sheet (BDS)***]*, except as provided hereinafter.

ii) Bidders should not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Procuring Agencyto provide consultancy services for the preparation of the design, specifications, and other documents to be used forthe procurement of the services to be purchased under this Invitation to Bids.

iii) Government-owned enterprises may participate only if they are duly/legally authorized in this regard by the respective/relevant competent forum/authority.

iv) Bidders shall not be under a declaration of blacklisting by the

Procuring Agency.

v) In the case of a joint venture, consortium, or association, all members shall be jointly and severally liable for the execution of the Contract in accordance with the terms and conditions of the Contract. The joint venture, consortium, or association shall nominate a Lead Member as nominated in the BDS, who shall have the authority to conduct all business for and on behalf of any and all the members of the joint venture, consortium, or association during the Bidding process, and in case of award of contract, during the execution of contract.

vi) The appointment of Lead Member in the joint venture, consortium, or association shall be confirmed by submission of a valid Power of Attorney to the Procuring Agency.

vii) Any agreement that form a joint venture, consortium or association shall be required to be submitted as part of the Bid and shall be attested.

viii) Any bid submitted by the joint venture, consortium or association shall indicate the part of proposed contract to be performed by each party and each party shall be evaluated or post qualified with respect to its contribution only and the responsibilities of each party and shall not be substantially altered without prior written approval of the Procuring Agency and in line with any instructions issued by the Authority.

ix) The invitation for Bids is open to all prospective bidder/service provider subject to any provisions or licensing/regulatory requirements issued by the respective national/ provincial professional statutory body established for that particular trade or business.

x) A Bidder shall not have a conflict of interest. All Bidders found to have a conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest with one or more parties in this Bidding process, if they:

a) are associated or have been associated in the past, directly or indirectly with a firm or any of its affiliates which have been engaged by the Procuring Agency to

provide consulting services for the preparation of the design, specifications and other documents to be used for the procurement of the services to be purchased under this Invitation for Bids.

b) have controlling shareholders in common; or
c) receive or have received any direct or indirect subsidy from any of them; or
d) have the same legal representative for purposes of this Bid; or
e) have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the Procuring Agency regarding this Bidding process; or
f) submit more than one Bid in this Bidding process, However, this does not limit the participation of subcontractors in more than one Bid.

xi) A Bidder may be ineligible if –

(a) the Bidder is declared bankrupt or, in the case of company or firm, insolvent;
(b) payments in favor of the Bidder is suspended in accordance with the judgment of a court of law other than a judgment declaring bankruptcy and resulting, in accordance with the national laws, in the total or partial loss of the right to administer and dispose of its property;
(c) legal proceedings are instituted against such Bidder involving an order suspending payments and which may result, in accordance with the national laws, in a declaration of bankruptcy or in any other situation entailing the total or partial loss of the right toadminister and dispose of the property;
(d) the Bidder is convicted, by a final judgment, of any offence involving professional conduct;
(e) The Bidder is debarred and blacklisted due to involvement in corrupt and fraudulent practices in

accordance with the provision of section 17A of PPRA Act, 2009 and Rule-21, read with Schedule appended with, Punjab Procurement Rules, 2014.

(f) The Bidder is debarred and blacklisted in general (i.e. to the extent of all public procurement) due to consistent performance failure in accordance with the section 17A of PPRA Act, 2009 and Rule-21, read with Schedule appended with, Punjab Procurement Rules, 2014.

(g) The firm, Service Provider and contractor is blacklisted/ debarred by any international organization.

xii) Bidders shall provide to the Procuring Agency evidence of their eligibility, proof of compliance with the necessary legal requirements to carry out the contract effectively.

xiii) Bidders shall provide such evidence of their continued eligibility satisfactory to the Procuring Agency, as the Procuring Agency shall reasonably request.

xiv) Bidders shall submit proposals relating to the nature, conditions and modalities of sub-contracting wherever thesub-contracting of any elements of the contract amounting tomore than ten percent of the Bid price is envisaged.

2.1.4. Cost of Bidding

i) The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the Procuring Agency named in the Bid Data Sheet, hereinafter referred to as "the Procuring Agency," will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding process.

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2.1.5. One person one bid

i) As per Rule 36A of Punjab Procurement Rules 2014, a Bidder shall submit only one Bid in the same bidding process, either individually as a Bidder or as a member in a joint venture or any similar arrangement.

ii) No Bidder can be a sub-contractor while submitting a Bid individually or as a member of a joint venture in the same Bidding process.

iii) A Bidder, if acting in the capacity of sub-contractor in any Bid, shall not submit bid for the same.

2.1.6. Work Plan/Deputation Plan

i) The Bidder shall be responsible for the provision of bids as per work plan/deputation plan formulated by the procuring agency and procuring agency may also, from time to time amend the same as per its requirement.

2.2. The Bidding Documents

2.2.1. Content of Bidding Documents

i) The services required, Bidding procedures, and contract terms are prescribed in the Bidding documents. The Bidding documents, inter alia, include:

(a) Invitation to Bids

(b) Instructions to Bidders (ITB)

(c) Technical Specifications

(d) Bid Data Sheet

(e) General Conditions of Contract (GCC)

(f) Special Conditions of Contract (SCC)

(g) Schedule of Requirements

(h) Bid Form

(i) Bidder Profile Form

(j) General Information Form

(k) Affidavit

(l) Bid Security Form

(m) Technical Bid Form

(n) Contract Form

(o) Financial Bid Form / Price Schedule

(p) Performance Guarantee Form

(q) Check List

ii) The Bidder is required to examine all instructions, forms,

terms, and specifications in the Bidding documents. Failure to furnish all information as required by the Bidding documents or to submit a Bid not substantially responsive to the Bidding documents in every respect will be at the Bidder's risk and may result in the rejection of its Bid.

iii) In case of discrepancies between the Invitation to Bid and the Bidding Documents listed in **ITB 2.2.1 (i)** above, the said Bidding Documents, not in conflict with any provision of PPR-14, will take precedence.

iv) The Procuring Agency is not responsible for the completeness of the Bidding Documents and their addenda, if they were not obtained directly from the Procuring Agency or from its website or website of PPRA. Re-confirming from the Procuring Agency that all pages/ contents have been properly and clearly received is the prime responsibility of the Bidder.

2.2.2. Clarification of Bidding Documents

i) A prospective Bidder requiring any clarification of the Bidding documents may notify the Procuring Agency in writing or by email at the Procuring Agency's address indicated in Invitation to Bid/ Tender Notice/ Advertisement. The Procuring Agency will respond in writing to any request for clarification of the Bidding documents which it receives no later than seven (7) days prior to the deadline for the submission of Bids prescribed in the Bid Data Sheet. Written copies of the Procuring Agency's response (including an explanation of the query but without identifying) will be sent to all prospective Bidders that have received the Bidding documents.

ii) A prospective Bidder requiring any clarification of the Bidding Documents may notify the Procuring Agency in writing or in electronic form that provides record of the content of communication at the Procuring Agency's address indicated in the **BDS.**

iii) The Procuring Agency will within three (3) working days after receiving the request for clarification, respond in writing or in electronic form to any request for clarification provided that such request is received not later than seven (7) days prior to the deadline for the submission of Bids. As prescribed in **ITB 2.2.2 (i), above.** However, this clause shall not apply in case of alternate methods of Procurement.

iv) Copies of the Procuring Agency's response will be forwarded

to all identified Prospective Bidders through an expeditious identified source of communication, e.g.: e-mail etc., including a description of the inquiry, but without identifying its source.

v) Should the Procuring Agency deem it necessary to amend the Bidding Documents as a result of a clarification, it shall do so following the procedure under **ITB 2.2.3.**

vi) If indicated **in the BDS**, the Bidder's designated representative is invited at the Bidder's cost to attend a pre- Bid meeting at the place, date and time mentioned **in the BDS**. During this pre-Bid meeting, prospective Bidders may request clarification of the schedule of requirement, the Evaluation Criteria or any other aspects of the Bidding Documents.

vii) Minutes of the pre-Bid meeting, if applicable, including the text of the questions asked by Bidders, including those during the meeting (without identifying the source) and the responses given, together with any responses prepared after the meeting will be transmitted promptly to all prospective Bidders who have obtained the Bidding Documents. Any modification to the Bidding Documents that may become necessary as a result of the pre-Bid meeting shall be made by the Procuring Agency exclusively through the use of an Addendum pursuant to ITB 2.2.3. Non-attendance at the pre- Bid meeting will not be a cause for disqualification of a Bidder.

2.2.3. Amendment of Bidding Documents

i) At any time prior to the deadline for submission of Bids, but not later than three (3) days before the closing time of the submission of Bid, the Procuring Agency, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding documents by amendment. Any such change/amendment in the Bidding documents shall be provided in a timely manner, preferably through electronic means also, not later than three (3) days, and on equal opportunity basis as per Rule-25(3) of PPR-14.

ii) All prospective Bidders that have received the Bidding documents will be notified of the amendment in writing or by email, and will be binding on them.

iii) Before the deadline for submission of Bids, the Procuring Agency for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder or pre-Bid meeting may modify the Bidding Documents by issuing addenda.

iv) Any addendum issued including the notice of any extension of the deadline shall be part of the Bidding Documents and shall be communicated in writing or in any identified electronic form, e.g. email that secures record of the content of subject communication.

v) In order to allow prospective Bidders reasonable time in which to take an addendum into account in preparing their Bids, the Procuring Agency, at its discretion, may extend the deadline for the submission of Bids, as per rule 29 of PPR-14, in the manner similar to the original advertisements, so as to avoid any inconvenience and to doubly ensure level playing field for all prospective bidders.

2.3. Preparation of Bids

2.3.1. Language of Bid

i) The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Procuring Agency shall be written in the language specified in the Bid Data Sheet. Supporting documents and printed literature furnished by the Bidder may be in same language.

2.3.2. Bid Form

i) The Bidder shall complete the Bid Form and the appropriate Price Schedule (Financial Bid) furnished in the Bidding documents, indicating the simple services/janitorial services/security services/repair and maintenance/any other services etc. etc. to be provided.

2.3.3. Bid Prices

i) The Bidder shall indicate on form 8.09 the unit prices (where applicable) and total Bid price of the person/guard *[to be decided by the procuring agency]* the services of which it proposes to provide under the contract.

ii) Prices indicated on the Price Schedule shall be item wise/ package wise *[to be decided by the Procuring Agency on form 8.09]*

iii) The Bidder's separation of price components in accordance with ITB Clause 2.3.4(i) above will be solely for the purpose of facilitating the comparison of Bids by the Procuring Agency and will not in any way limit the Procuring Agency's right to contract on any of the terms offered.

iv) Prices quoted by the Bidder shall be fixed during the Bidder's performance of the contract and not subject to variation on any account, unless otherwise specified in the Bid Data Sheet. A Bid submitted with an **adjustable price quotation** will be treated as non-responsive and may be rejected.

2.3.4. Bid Currencies

i) Prices shall be quoted in **Pak Rupees** unless otherwise specified in the Bid Data Sheet.

ii) The Bidders must adhere to the minimum wage rate (notified by Labour & Human Resource Department) and all applicable taxes (imposed by FBR/PRA/any other government organization) while preparing financial bid.

2.3.5. Documents Establishing Bidder's Eligibility and Qualification

i) Pursuant to ITB Clause 2.1.3, the Bidder shall furnish, as part of its Bid, documents establishing the Bidder's eligibility to Bid and its qualifications to perform the contract if its Bid is accepted.

ii) The documentary evidence of the Bidder's eligibility to Bid shall establish to the Procuring Agency's satisfaction that the Bidder, at the time of submission of its Bid, is eligible asdefined under ITB Clause 2.1.3.

iii) The documentary evidence, of the Bidder's qualifications to perform the contract if its Bid is accepted, shall establish to the Procuring Agency's satisfaction:

(a) that the Bidder has the financial, technical capability necessary to perform the contract;

(b) That the Bidder meets the qualification criteria listed in the Bid Data Sheet.

2.3.6. Bid Security

i) The Bidder shall furnish, as part of its Bid, a Bid security in the amount specified in the Bid Data Sheet.

ii) The Bid security is required to protect the Procuring Agency against the risk of Bidder's conduct which would warrant the security's forfeiture Pursuant to ITB Clause 2.3.6. (vii).

iii) The Bid security shall be in Pakistan Rupees and shall be in one of the following forms:

(a) Bank Guarantee, Bank call-deposit (CDR), Demand Draft (DD), Pay Order (PO) or Banker's cheque valid for Sixty (60) Days, beyond the validity of Bid.

iv) Any Bid not secured in accordance with ITB Clauses 2.3.7 (i) and (iii) may be rejected by the Procuring Agency as non-responsive.

v) Unsuccessful Bidders' Bid security will be discharged or returned as promptly as possible but not later than Thirty (30) days after the expiration of the period of Bid validity prescribed by the Procuring Agency pursuant to ITB Clause 2.3.7 (iii) (a) or along with unopened financial proposal as per rule 38(2)(a)(vii) of PPR-14, which shall take precedence, and is as under:

"***38(2)(a)(vii)*** *the financial proposal of the Bids found technically non-responsive shall be retained unopened and shall be returned on the expiry of the grievance period or the decision of the complaint, if any, filed by the non-responsive Bidder, whichever is later:*

provided that the Procuring Agency may return the sealed financial proposal earlier if the disqualified or non-responsive Bidder, contractor or consultant submits an affidavit, through an authorized representative, to the effect that he is satisfied with the proceedings of the Procuring Agency".

vi) The successful Bidder's Bid security will be discharged upon the Bidder signing the contract, pursuant to ITB Clause 2.6.1, and furnishing the Performance Guarantee, pursuant to ITB Clause 2.6.2.

vii) The Bid security may be forfeited:

a. if a Bidder withdraws its Bid during the period of Bid validity specified by the Bidder on the Bid Form; or

b. in the case of a successful Bidder, if the Bidder:

i. fails to sign the contract in accordance with ITB Clause 2.6.3; **or**

ii. fails to furnish Performance Guarantee in accordance

with ITB Clause 2.6.2; or

iii. is blacklisted under relevant provisions of PPRA Act, 2009 and PPR-14.

2.3.7. Period of Validity of Bids

i) Bids shall remain valid for the period specified in the Bid Data Sheet after the date of Bid opening prescribed by the Procuring Agency. A Bid valid for a shorter period may be rejected by the Procuring Agency as non-responsive.

ii) In exceptional circumstances, the Procuring Agency may solicit the Bidder's consent to an extension of the period of validity (as per rule-28 of PPR-14). The request and the responses thereto shall be made in writing (or by email). The Bid security provided under ITB Clause 2.3.7 shall also besuitably extended. A Bidder may refuse the request without forfeiting its Bid security. A Bidder accepting the request will not be required nor permitted to modify its Bid.

2.3.8. Format and Signing of Bid

i) The Bidder shall prepare an original and the number of copies of the Bid indicated in the Bid Data Sheet, clearly marking each "ORIGINAL BID" and "COPY OF BID," as appropriate. In the event of any discrepancy between them, the original shall prevail.

ii) The original and the copy or copies of the Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. All pages of the Bid, shall be initialed by the person or persons signing the Bid.

iii) Any interlineation, erasures, or overwriting shall be valid only if they are initialed by the person or persons signing the Bid.

iv) The original and the copy or copies of the Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to sign on behalf of the Bidder. This authorization shall consist of a written confirmation as specified in the **BDS** and shall be attached to the Bid. The name and position held by each person signing the authorization must be typed or printed below the signature. All pages of the Bid, shall be initialed by the person or persons signing the Bid.

v) Any interlineations, erasures, or overwriting shall be valid only if they are signed by the person or persons signing the Bidder.

vi) The Bidder shall furnish information as described in the Form of Bid on commissions or gratuities, if any, paid or to be paid to agents relating to this Bid and to contract execution if the Bidder is awarded the contract.

2.3.9. Minimum Wage rates/all applicable taxes

i) The Bidders must adhere to the minimum wage rate (notified by Labour & Human Resource Department) and all applicable taxes (imposed by FBR/PRA/any other government organization) while preparing financial bid.

2.4. Submission of Bids

2.4.1 Sealing and Marking of Bids

i) As per Rule 24, the Bidder shall seal the original and each copy of the Bid in separate envelopes, duly marking the envelopes as "ORIGINAL" and "COPY." The envelopes shall then be sealed in an outer envelope.

ii) The inner and outer envelopes shall:
   a. be addressed to the Procuring Agency at the address given in the Bid Data Sheet; and
   b. bear the title of procurement Activity indicated in the Bid Data Sheet, the Invitation to Bids (ITB) title and number indicated in the Bid Data Sheet, and a statement: "DO NOT OPEN BEFORE (time and date)," *[to be completedwith the time and the date specified in the Bid Data Sheet, pursuant to ITB Clause 2.4.2.]*

iii) The inner envelopes shall also indicate the name and address of the Bidder to enable the Bid to be returned unopened in case it is declared "late".

iv) If the outer envelope is not sealed and marked as required by ITB Clause 2.4.1 (i), the Procuring Agency will assume no responsibility for the Bid's misplacement or premature opening.

v) In case of Single Stage One Envelope Procedure, the Bidder shall seal the original and each copy of the Bid in separate envelopes, duly marking the envelopes as "ORIGINAL" and"COPY." The envelopes shall then be sealed in an outer

envelope securely sealed in such a manner that opening and resealing cannot be achieved undetected.

Note: The envelopes shall be sealed and marked in accordance with the bidding procedure adopted as referred in Rule-38 of PPR-2014, which shall have precedence.

vi) The inner and outer envelopes shall:

a) be addressed to the Procuring Agency at the address given in the **BDS**; and

b) bear the title of the subject procurement or Project name, as the case may be as indicated in the **BDS**, the Invitation to Bids (ITB) title and number indicated in the **BDS**, and a statement: "DO NOT OPEN BEFORE," to be completedwith the time and the date specified in the **BDS**, pursuant to **ITB 2.4.2.**

vii) In case of Single Stage Two Envelope Procedure, The Bid shall comprise two envelopes submitted simultaneously, one called the Technical Proposal and the other Financial Proposal. Both envelopes to be enclosed together in an outer single envelope called the Bid. Each Bidder shall submit his bid as under:

a) Bidder shall submit his TECHNICAL PROPOSAL and FINANCIAL PROPOSAL in separate inner envelopes and enclosed in a single outer envelope.

b) ORIGINAL and each copy of the Bid shall be separately sealed and put in separate envelopes and marked as such.

(c) The envelopes containing the ORIGINAL and copies will be put in one sealed envelope and addressed / identified as given in BDS.

viii) The inner and outer envelopes shall:

a) be addressed to the Procuring Agency at the address provided in the BDS;

b) bear the name and identification number of the contract as defined in the BDS; and provide a warning not to open before the time and date for bid opening, as specified in the BDS, pursuant to ITB 2.4.2;

c) In addition to the identification required in Sub- Clause (b) hereof, 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" pursuant to ITB.2.4.3.

ix) If all envelopes are not sealed and marked as required by **ITB 2.4.1** or incorrectly marked, the Procuring Agency will assume no responsibility for the misplacement or premature opening of Bid.

2.4.2 Deadline for Submission of Bids

i) Bids must be received by the Procuring Agency at the address specified under BDS no later than the time and date specified in the Bid Data Sheet.

ii) The Procuring Agency may, at its discretion and as per rule 29 of PPR-14, extend this deadline for the submission of Bids by amending the Bidding documents in accordance with ITB Clause 2.2.2 & 2.2.3 in which case all rights and obligations of the Procuring Agency and Bidders previously subject to the deadline will thereafter be subject to the deadline asextended.

iii) Bids shall be received by the Procuring Agency at the address specified under **BDS** no later than the date and time specified in the **BDS.**

2.4.3. Late Bids

i) Any Bid received by the Procuring Agency after the deadline for submission of Bids prescribed by the Procuring Agency pursuant to ITB Clause 2.4.2 will be rejected and returned unopened to the Bidder.

ii) The Procuring Agency shall not consider for evaluation any Bid that arrives after the deadline for submission of Bids.

iii) Any Bid received by the Procuring Agency after the deadline for submission of Bids shall be declared late, recorded, rejected and returned unopened to the Bidder.

2.4.4. Modification and Withdrawal of Bids

i) The Bidder may modify or withdraw its Bid after the Bid's submission, provided that written notice of the modification, including substitution or withdrawal of the Bids, is received by the Procuring Agency prior to the deadline prescribed for submission of Bids.

ii) The Bidder's modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of Clause (i) A withdrawal notice may also be sent by email, but followed by a signed confirmation copy, postmarked not later than the deadline for submission of Bids.

iii) No Bid may be modified after the deadline for submission of Bids.

iv) No Bid may be withdrawn in the interval between the deadline for submission of Bids and the expiration of theperiod of Bid validity specified by the Bidder on the Bid Form. Withdrawal of a Bid during this interval may result in the Bidder's forfeiture of its Bid security (along with other remedies available under PPR-14), pursuant to the ITB Clause
2.3.7 (vii).

v) A Bidder may withdraw its Bid after it has been submitted, provided that written notice of the withdrawal of the Bid, is received by the Procuring Agency prior to the deadline for submission of Bids.

vi) Revised bid may be submitted after the withdrawal of the original bid before the deadline for submission of Bids.

2.5. Opening and Evaluation of Bids

2.5.1. Opening of Bids by the Procuring Agency

i) The Procuring Agency will open all Bids, in public, in the presence of Bidders' or their representatives who choose to attend, and other parties with a legitimate interest in the Bid proceedings at the place, on the date and at the time, specified in the **BDS**. The Bidders' representatives presentshall sign a register as proof of their attendance.

ii) First, envelopes marked "WITHDRAWAL" shall be opened and read out and the envelope with the corresponding bid shall not be opened, but returned to the Bidder. No bid withdrawalshall be permitted unless the corresponding Withdrawal Notice contains a valid authorization to request the withdrawal and is read out at bid opening.

iii) Second, outer envelopes marked "SUBSTITUTION" shall be opened. The inner envelopes containing the Substitution Bid shall be exchanged for the corresponding Original Bid being substituted, which is to be returned to the Bidder unopened. No envelope shall be substituted unless the corresponding Substitution Notice contains a valid authorization to request the substitution and is read out and recorded at bid opening.

iv) Next, outer envelopes marked “MODIFICATION” shall be opened. No Technical Proposal and/or Financial Proposal shall be modified unless the corresponding Modification Notice contains a valid authorization to request the modification and is read out and recorded at the opening of the Bids. Any Modification shall be read out along with the Original Bid except in case of Single Stage Two Envelope Procedure where only the Technical Proposal, both Original as well as Modification, are to be opened, read out, and recorded at the opening. Financial Proposal, both Originaland Modification, will remain unopened till the prescribed financial bid opening date.

v) Other envelopes holding the Bids shall be opened one at a time, in case of Single Stage One Envelope Procedure, the Bidders names, the Bid prices, the total amount of each Bid and of any alternative Bid (if alternatives have been requested or permitted), any discounts, the presence or absence of Bid Security, Bid Securing Declaration and such other details as the Procuring Agency may consider appropriate, will be announced by the Procurement Evaluation Committee.

vi) In case of Single Stage Two Envelope Procedure, the Procuring Agency will open the Technical Proposals in public at the address, date and time specified in the **BDS** in the presence of Bidders` designated representatives who choose to attend and other parties with a legitimate interest in the Bid proceedings. The Financial Proposals will remain unopened and will be held in custody of the Procuring Agencyuntil the specified time of their opening.

vii) The envelopes holding the Technical Proposals shall be opened one at a time, and the following read out and recorded: (a) the name of the Bidder; (b) whether there is a modification or substitution; (c) the presence of a Bid Security, if required; and (d) Any other details as the Procuring Agency may consider appropriate.

viii) Bids not opened and not read out at the Bid opening shall not be considered further for evaluation, irrespective of the circumstances. In particular, any discount offered by a Bidder which is not read out at Bid opening shall not be considered further.

ix) Bidders are advised to send in a representative with the knowledge of the content of the Bid who shall verify the information read out from the submitted documents. Failure to send a representative or to point out any un-read information by the sent Bidder's representative shall indemnify the Procuring Agency against any claim or failure to read out the correct information contained in the Bidder's Bid.

x) No Bid will be rejected at the time of Bid opening except for late Bids which will be returned unopened to the Bidder, pursuant to **2.4.3 (i).**

xi) The Procuring Agency shall prepare minutes of the Bid opening. The record of the Bid opening shall include, as a minimum: the name of the Bidder and whether or not there is a withdrawal, substitution or modification, the Bid price if applicable.

xii) The Bidders' representatives who are present shall be requested to sign on the attendance sheet. The omission of a Bidder's signature on the record shall not invalidate the contents and affect the record. A copy of the record shall be distributed to all the Bidders.

xiii) A copy of the minutes of the Bid opening shall be furnished to individual Bidders upon request.

[if Procuring Agency opts for single stage one envelope procedure as per rule 38(1) of PPR-14, clause (vi) to (xiii) should be formulated accordingly by the procuring agency.]

2.5.2. Confidentiality

i) Information relating to the examination, clarification, evaluation and comparison of Bids and recommendation of contract award shall not be disclosed to Bidders or any other persons not officially concerned with such process until the time of the announcement of the respective evaluation report in accordance with the requirements of rule 37 of PPR-14.

ii) Any effort by a Bidder to influence the Procuring Agency

processing of Bids or award decisions may result in the rejection of its Bid.

iii) Notwithstanding **ITB Clause 2.2.2** from the time of Bid opening to the time of contract award, if any Bidder wishes tocontact the Procuring Agency on any matter related to the Bidding process, it should do so in writing or in electronic forms that provides record of the content of communication.

2.5.3. Clarification of Bids

i) As per rule 33(2) of PPR-14, to assist in the examination, evaluation and comparison of Bids and post-qualification of the Bidders, the Procuring Agency may, at its discretion, ask any Bidder for a clarification of its Bid including breakdown of prices. Any clarification submitted by a Bidder that is not in response to a request by the Procuring Agency shall not be considered.

ii) The request for clarification and the response shall be in writing or in electronic forms that provide record of the content of communication. In case of Single Stage Two Envelope Procedure, no change in the prices or substance of the Bid shall be sought, offered, or permitted. Whereas in case of Single Stage One Envelope Procedure, only the correction of arithmetic errors discovered by the Procuring Agency in the evaluation of Bids should be sought in accordance with ITB Clause 2.5.6.

iii) The alteration or modification in The Bid which in any way affect the following parameters will be considered as a change in the substance of a bid:

a) evaluation & qualification criteria;
b) required scope of simple *services/janitorial services/security services/repair and maintenance/any other services etc.* and related materials.
c) all securities requirements;
d) tax requirements;
e) Terms and conditions of bidding documents.
f) change in the ranking of the Bidder

iv) From the time of Bid opening to the time of Contract award if any Bidder wishes to contact the Procuring Agency on any matter related to the Bid it should do so in writing or in electronic forms that provide record of the content of

communication.

2.5.4. Preliminary Examination

i) The Procuring Agency will examine the Bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the Bids are generally in order.

ii) Arithmetical errors will be rectified on the following basis:-

a. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and thetotal price shall be corrected. If the Service Provider does not accept the correction of the errors, its Bid may be rejected, and its Bid security may be forfeited.
b. If there is a discrepancy between words and figures, the amount in words will prevail.

iii) Prior to the detailed evaluation, the Procuring Agency will determine the substantial responsiveness of each Bid to the Bidding documents, pursuant to ITB Clause 2.5.5. For purposes of these Clauses, a substantially responsive Bid is one which conforms to all the terms and conditions of the Bidding documents without material deviations. Deviations from, or objections or reservations to critical provisions, **such as** those concerning **Bid Security** (ITB Clause 2.3.7), **Applicable Law** (GCC Clause 30), **Taxes and Duties** (GCC Clause 32) & mandatory Registrations/ Renewals will be deemed to be a material deviation. The Procuring Agency's determination of a Bid's responsiveness is to be based on the contents of the Bid itself without recourse to extrinsic evidence.

iv) If a Bid is not substantially responsive, it will be rejected by the Procuring Agency and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

v) Prior to the detailed evaluation of Bids, the Procuring Agency will determine whether each Bid:

a) meets the eligibility criteria defined in **ITB 2.1.3**;
b) has been prepared as per the format and contents defined by the Procuring Agency in the Bidding Documents;

c) has been properly signed;
d) is accompanied by the required securities; and
e) Is substantially responsive to the requirements of the Bidding Documents.

The Procuring Agency's determination of a Bid's responsiveness will be based on the contents of the Bid itself.

2.5.5. Examination of Terms and Conditions; Technical Evaluation

i) The Procuring Agency shall examine the Bid to confirm thatall terms and conditions specified in the **GCC** and the **SCC** have been accepted by the Bidder without any material deviation or reservation.

ii) The Procuring Agency shall evaluate the technical aspects of the Bid submitted to confirm that all requirements specified in **Section VII – Schedule of Requirements & Evaluation Criteria as provided in BDS,** have been met without material deviation or reservation.

iii) If after the examination of the terms and conditions and the technical evaluation, the Procuring Agency determines that the Bid is not responsive in accordance**,** it shall reject the Bid.

2.5.6. Correction of Errors

i) Bids determined to be substantially responsive will bechecked for any arithmetic errors. Errors will be corrected as follows: -
   a) if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected, unless in the opinion of the Procuring Agency there is an obvious misplacement of the decimal point in the unit price, in which the total price as quoted shall govern and the unit price shall be corrected;
   b) if there is an error in a total corresponding to the addition or subtraction of sub-totals, the sub-totals shall prevail and the total shall be corrected; and
   c) Where there is a discrepancy between the amounts in figures and in words, the amount in words will govern.
   d) Where there is discrepancy between grand total of price schedule and amount mentioned on the Form of Bid, the amount referred in Price Schedule shall be treated as correct subject to elimination of other errors.

ii) The amount stated in the Bid will, be adjusted by the Procuring Agency in accordance with the above procedure for

the correction of errors. The concurrence of the Bidder shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, its Bid will then be rejected, and the Bid Security may be forfeited or the Bid Securing Declaration may be executed in accordance with **ITB 2.3.7.**

2.5.7. Conversion to Single Currency

i) As per rule 32(2) of PPR-14, to facilitate evaluation and comparison, the Procuring Agency will convert all Bid prices expressed in the amounts in various currencies in which the Bid prices as follows:

For the purposes of comparison of bids quoted in different currencies, the price shall be converted into a single currency specified in the bidding documents. The rate of exchange shall be the selling rate, prevailing on the date of opening of (financial) bids specified in the bidding documents, as notified by the State Bank of Pakistan (SBP) on that day. In case of holiday in State Bank of Pakistan (SBP) on the day of opening financial bids, then previous working day's ex-change rates will prevail.

2.5.8. Post-qualification & Evaluation of Bids

i) In the absence of **prequalification**, the Procuring Agency will determine to its satisfaction whether the Bidder is qualified to perform the contract satisfactorily, in accordance with the evaluation criteria listed in BDS & pursuant to ITB Clause 2.1.3.

ii) The determination will take into account the Bidder's financial, technical, and production/ supplying capabilities. It will be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, as well as such other information required for eligibility/qualification expressed in Bid Data Sheet as the Procuring Agency deems necessary and appropriate.

iii) The Procuring Agency will **technically evaluate** and compare the Bids which have been determined to be substantially responsive, pursuant to ITB Clause 2.5.5.

iv) The **financial evaluation** of a Bid will be on the basis of form of Price Schedules/ Financial Bid Form 8.09 to be decided by the Procuring Agency which must include clear cut instruction regarding evaluation inclusive of all prevailing taxes, duties, fees along with observance of minimum wages etc.

2.5.9. Contacting the Procuring Agency

i) Subject to ITB Clause 2.5.3, no Bidder shall contact the Procuring Agency on any matter relating to its Bid, from the time of the Bid opening to the time the evaluation report is made public i.e. 10 days before the contract is awarded. If the Bidder wishes to bring additional information or has grievance to the notice of the Procuring Agency, it should do so in writing.

ii) Any effort by a Bidder to influence the Procuring Agency during Bid evaluation, or Bid comparison may result in the rejection of the Bidder's Bid.

2.5.10. Grievance Redressal

i) As per Rule-67 of PPR-14, Procuring Agency shall constitute a Grievance Redressed Committee (GRC) comprising of odd number of persons with proper powers and authorization to address the complaints. The GRC shall not have any of the members of the Procurement Evaluation Committee. The Committee may preferably have one subject specialist depending upon the nature of the procurement in addition to one person with legal background as per their availability to the Procuring Agency.

ii) Any Bidder feeling aggrieved can file its written complaint against the eligibility parameters or any other terms and conditions prescribed in the Bidding documents found contrary to provision of Rule 33, and the same shall be addressed by the GRC well before the proposal submission deadline.

iii) Any party can file its written complaint against the eligibility parameters or any other terms and conditions prescribed in the bidding documents found contrary to provision of Rule 34 and the same shall be addressed by the GRC well before the proposal submission deadline.

iv) Any Bidder feeling aggrieved by any act of the Procuring Agency after the submission of his Bid may lodge a written complaint concerning his grievances not later than ten days after the announcement of the Final evaluation reports. In case of single stage - two envelope bidding procedure any bidder feeling aggrieved from technical evaluation may file a grievance within 5 days of announcement of the technical

evaluation report. After completion of the technical evaluation process, the procuring agency shall immediately upload the technical evaluation report on the website of PPRA for obtaining/ receiving grievance petitions from the prospective bidders (if any).

v) In case, the complaint is filed after the issuance of the final evaluation report, the complainant cannot raise any objection on technical evaluation of the report. Provided that the complainant may raise the objection on any part of the final evaluation report in case where single stage one envelop bidding procedure is adopted.

vi) The GRC shall investigate and decide upon the complaint within fifteen days of the receipt of the complaint. Mere fact of lodging of a complaint shall not warrant suspension of the procurement process.

2.6. Award of Contract

2.6.1. Notification of Award

i) Prior to the expiration of the period of Bid validity, the Procuring Agency will notify the successful Bidder in writingby registered letter or by email to be confirmed in writing by registered letter, that its Bid has been accepted.

ii) The notification of award will constitute the formation of the Contract.

iii) Upon the successful Bidder's furnishing of the Performance Guarantee pursuant to ITB Clause 2.6.2 (i), the Procuring Agency will promptly notify each unsuccessful Bidder and will discharge its Bid security, pursuant to ITB Clause 2.3.7 (v).

2.6.2. Performance Guarantee

i) Within fifteen (15) days of the receipt of notification of award from the Procuring Agency, the successful Bidder shall furnish the Performance Guarantee in accordance with the Conditions of Contract, in the Performance Guarantee Form provided in the Bidding documents, or in another form acceptable to the Procuring Agency.

ii) Failure of the successful Bidder to comply with the requirement of ITB Clause (i) above or ITB Clause 2.6.3 shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid security along with other remedies

available under PPR-14. After that, the Procuring Agency may decide to award the contract to the next lowest evaluated Bidder, keeping in view the Bid validity time, or call for new Bids keeping in view the concept of value for money as defined under rule-2(ae) read with Principles of Procurement as enunciated in rule-4 of PPR-14.

2.6.3. Signing of Contract/ Issuance of work Order

i) At the same time as the Procuring Agency notifies the successful Bidder that its Bid has been accepted, the Procuring Agency will send the Bidder the Contract Form provided in the Bidding documents, incorporating all agreements between the parties or will issue the purchase order *[as the case may be]*.

ii) Under rule-63 of PPR-14, where the Procuring Agency requires formal signing of contract, **within fifteen (15) daysof receipt of the Contract Form**, the successful Bidder shall sign and mention date of the contract and return it to the Procuring Agency.

iii) Where no such formal signing is required by the procuring agency, the procuring agency shall issue purchase order after the receipt of required performance guarantee, as per rule 55of PPR-14.

2.6.4. Award Criteria

i) Subject to ITB Clause 2.6.2, under rule-55 of PPR-14, the Procuring Agency will award the contract to the successful Bidder whose Bid has been determined to be substantially responsive and has been determined to be the lowest evaluated Bid, provided that the Bidder has been determined to be qualified to perform the contract satisfactorily.

2.6.5. Procuring Agency's Right to Vary Quantities at Time of Award

i) The Procuring Agency reserves the right at the time of contract award to increase or decrease the quantity of *simple services/janitorial services/security services/repair and maintenance/any other services etc.* originally specified in the Schedule of Requirements without any change in unit price or other terms and conditions, on the analogy of rule-59 (iv) of PPR-14 (not more than 15%).

2.6.6. Procuring Agency's Right to Accept or Reject All Bids

i) As per rule 35 of PPR-14, the Procuring Agency reserves the right to accept or reject all Bids or proposals (and to annul the Bidding process) at any time prior to the acceptance of any Bid or proposal, without thereby incurring any liability

towards the Bidders. However, the Authority (i.e. PPRA) may call from the Procuring Agency the justification of those grounds.

ii) The Bidders shall be promptly informed about the rejection of the Bids, if any

iii) The Procuring Agency shall upon request communicate to any Bidder, the grounds for its rejection of all Bids or proposals, but shall not be required to justify those grounds.

2.6.7. Re-Bidding

i) If the Procuring Agency rejects all the Bids under rule 35, it may proceed with the process of fresh Bidding but before doing that it shall assess the reasons for rejection and may, if necessary, revise specifications, evaluation criteria or any other condition for Bidders.

2.6.8. Corrupt or Fraudulent Practices

i) The Procuring Agency requires that Bidders, Service Providers, and Contractors observe the highest standard of ethics during the procurement and execution of contracts.

"Corrupt practices" in respect of procurement process, shall be as given in S-2 (d) of PPRA, Act, 2009, which is as follows:

"(d) "corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official, bidder or Contractor in the procurement process or in Contract execution to the detriment of the procuring agency; or misrepresentation of facts in order to influence a procurement process or the execution of a Contract, collusive practices among bidders (prior to or after bid submission) designed to establish bid prices at artificial, noncompetitive levels and to deprive the procuring agency of the benefits of free and open competition and any request for,or solicitation of anything of value by any public official in the course of the exercise of his duty; it may include any of the following:

i. *coercive practice by impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence the actions of a party to achieve a wrongful gain or to cause a wrongful loss to another party;*
ii. *collusive practice by arrangement between two or more*

parties to the procurement process or Contract execution, designed to achieve with or without the knowledge of the procuring agency to establish prices at artificial, noncompetitive levels for any wrongful gain;

iii. *offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the acts of another party for wrongful gain;*

iv. *any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;*

v. *obstructive practice by harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect theexecution of a Contract or deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements before investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or acts intended to materially impede the exercise of inspection and audit process."*

ii) Blacklisting & Debarment:

Blacklisted Consultants and those found involved in "Corrupt Practices" are not allowed to participate in bidding.

Substantial Requirements & Procedure for Blacklisting & Debarment:

As per S-17A of PPRA, Act, 2009:

***"17A. Blacklisting**.– (1) A procuring agency may, for a specified period and in the prescribed manner, debar a bidder orContractor from participating in any public procurement process of the procuring agency, if the bidder or Contractor indulges in corrupt practice or any other prescribed practice.*

(2) The Managing Director may, in the prescribed manner, debar a bidder or Contractor from participating in any public procurement process of all or some of the procuring agencies for a specified period.

(3) Any person, aggrieved from a decision of a procuring agency, may within prescribed period prefer a representation before the Managing Director.

(4) A procuring agency or any other person, aggrieved from a decision of the Managing Director, may within prescribed period prefer a representation before the Chairperson whose decision on such representation shall be final.]

As per rule 21 of PPR-14:

***21. Blacklisting**.–(1) A procuring agency may, for a specified period, debar a bidder or Contractor from participating in any public procurement process of the procuring agency, if the bidder or Contractor has:*

(a) acted in a manner detrimental to the public interest or good practices;

(b) consistently failed to perform his obligation under the Contract;

(c) not performed the Contract up to the mark; or

(d) indulged in any corrupt practice.

(2) If a procuring agency debars a bidder or Contractor under sub-rule (1), the procuring agency:

(a) shall forward the decision to the Authority for publication on the website of the Authority; and

(b) may request the Authority to debar the bidder or Contractor for procurement of all procuring agencies.

(3) The Managing Director may debar a bidder or Contractor of any procuring agency from participating in any public procurement process of all or some of the procuring agencies for such period as the Managing Director may determine.

(4) Any person aggrieved by a declaration made under rule 20 or a decision under sub-rule (1) of this rule may, within thirty days from the date of the publication of the information on the website of the Authority, file a representation before the Managing Director andthe Managing Director may pass such order on the representation as he may deem fit.

(5) Any person or procuring agency aggrieved by an order under sub-rule (3) or (4) may, within thirty days of the order, file a representation before the Chairperson and the Chairperson may pass such order on the representation as he may deem appropriate.

(6) The mechanism or process for barring a bidder or Contractor from participating in procurement process of a procuring agency, procuring agencies and a representation under this rule is specified in the Schedule appended to these rules.

As per Schedule appended with PPR-14:

SCHEDULE

see sub-rule (6) of rule 21

BLACKLISTING MECHANISM OR PROCESS

1. *The procuring agency may, on information received from any resource, issue show cause notice to a bidder or Contractor.*
2. *The show cause notice shall contain:*
   - *(a) precise allegation, against the bidder or Contractor;*
   - *(b) the maximum period for which the procuring agency proposes to debar the bidder or Contractor from participating in any public procurement of the procuring agency; and*
   - *(c) the statement, if needed, about the intention of the procuring agency to make a request to the Authority for debarring the bidder or Contractor from participating in public procurements of all the procuring agencies.*
3. *The procuring agency shall give minimum of seven days to the bidder or Contractor for submission of written reply of the show cause notice.*
4. *In case, the bidder or Contractor fails to submit written reply within the requisite time, the procuring agency may issue notice for personal hearing to the bidder or Contractor/ authorize representative of the bidder or Contractor and the procuring agency shall decide the matter on the basis of available record and personal hearing, if availed.*
5. *In case the bidder or Contractor submits written reply of the show cause notice, the procuring agency may decide to file the matter or direct issuance of a notice to the bidder or Contractor for personal hearing.*
6. *The procuring agency shall give minimum of seven days to the bidder or Contractor for appearance before the specified officer of the procuring agency for personal hearing.*
7. *The procuring agency shall decide the matter on the basis of the available record and personal hearing of the bidder or Contractor, if availed.*

8. *The procuring agency shall decide the matter within fifteen days from the date of personal hearing unless the personal hearing is adjourned to a next date and in such an eventuality, the period of personal hearing shall be reckoned from the last date of personal hearing.*

9. *The procuring agency shall communicate to the bidder or Contractor the order of debarring the bidder or Contractor from participating in any public procurement with a statement that the bidder or Contractor may, within thirty days, prefer a representation against the order before theManaging Director of the Authority.*

10. *The procuring agency shall, as soon as possible, communicate the order of blacklisting to the Authority with the request to upload the information on its website.*

11. *If the procuring agency wants the Authority to debar the bidder or Contractor from participating in any public procurement of all procuring agencies, the procuring agency shall specify reasons for such dispensation.*

12. *The Authority shall immediately publish the information and decision of blacklisting on its website.*

13. *In case of request of a procuring agency under para 11 or representation of any aggrieved person under rule 21, the Managing Director shall issue a notice for personal hearing to the parties and call for record of proceedings of blacklisting. The parties may file written statements and documents in support of their contentions.*

14. *In case of representation of any aggrieved person or procuring agency under rule 21, the Chairperson shall issue a notice for personal hearing to the parties and may call for the record of the proceedings. The parties may file written statements and documents in support of their contentions.*

15. *In every order of blacklisting under rule 21, the procuring agency shall record reasons of blacklisting and also reasons for short, long or medium period of blacklisting.*

16. *The Authority shall upload all the decisions under rule 21, available with it, on its website. But the name of a bidder or Contractor shall immediately be removed from the list of blacklisted persons on expiry of period of blacklisting or order of the competent authority to that effect, whichever is earlier.*

17. *An effort shall be made for electronic communication of all the notices and other documents pursuant to this mechanism*

or process."

iii) Furthermore, Bidders must keep themselves aware of the provision stated in clause 5.4 and clause 24.1 of the General Conditions of Contract.

Section-III. Technical Specifications

3.1. Scope of Work

1. Objective

The objective of this procurement is to engage a qualified Call Centre Service Provider to manage PSDF's inbound and outbound customer communication, verification, surveys, campaigns, complaint handling, reporting and related digital communication services.

The service provider shall ensure professional customer service, timely resolution of queries, accurate data capture, effective call management and achievement of agreed Service Level Agreements (SLAs) and Key Performance Indicators (KPIs).

2. Scope of Services

2.1 Inbound Call Centre Services

- General information regarding PSDF programs, courses and schemes.
- Trainee enrollment and application-related queries.
- Training status and Training Service Provider (TSP)-related queries.
- Stipend-related queries and complaints.
- Certificate and training-related complaints.
- Website, admission and program information.
- TSP queries and support.
- General information and other queries assigned by PSDF.

2.2 Outbound Call Services

- Trainee and graduate verification.
- Employment and placement verification.
- Training attendance and enrollment verification.
- Surveys and tracer studies.
- Stipend Verification
- Training needs assessments and feedback surveys.
- TSP feedback and training quality surveys.
- Data verification and correction.
- Trainee mobilization and awareness campaigns calls
- Digital program registration, enrollment and course completion follow-ups.
- Invitations for PSDF events, training sessions, roadshows and other activities.
- Any other calling campaigns assigned by PSDF.

All campaigns shall be conducted according to the calling scripts, sampling methodology and timelines approved by PSDF.

3. Call Centre Infrastructure & Technology

The service provider shall operate the call centre from its own premises and shall provide all required infrastructure, technology and connectivity at its own cost, including:

- Workstations, headsets and telephony equipment.
- Internet connectivity and required telecom/PRI connectivity.
- Automatic Call Distributor (ACD).
- IVR and call queuing.
- Predictive/automatic outbound dialer.
- Call recording and voice logging.
- Computer Telephony Integration (CTI).
- CRM/Complaint Management System.
- Call monitoring and screen recording.
- Real-time dashboards and MIS.
- SMS/Email integration where required.

The system shall support real-time monitoring of inbound and outbound campaigns and provide complete call logs, campaign tagging and agent-level information.

All recorded calls and system data shall be securely maintained and made available to PSDF as required.

4. CRM & Complaint Management System

The successful bidder shall provide a CRM-based Complaint and Customer Interaction Management System as an integral part of the Call Centre service.

The CRM shall be used to record, track, manage and report all customer interactions, complaints and service requests received through the Call Centre.

4.1 Minimum CRM Requirements

- Create and maintain customer/trainee profiles with relevant information.
- Record all inbound and outbound customer interactions.
- Register complaints and service requests with a unique reference/ticket number.
- Categorize complaints by program/scheme, complaint type, source and priority.
- Record complaint details, date/time, caller information and assigned department/person.
- Allow complaints to be assigned/referred to the relevant PSDF department for resolution.
- Track complaint status, including Open, In-Progress, Resolved and Closed.
- Maintain complete history of actions and communication against each complaint.

- Support escalation of unresolved complaints based on defined Turnaround Times (TATs).
- Send alerts/notifications for pending and overdue complaints.
- Record the resolution/action taken and date of closure.
- Allow authorized PSDF users to monitor complaints through a real-time dashboard.
- Generate complaint reports by program, category, status, department, date and other parameters defined by PSDF.
- Provide analysis of complaint trends, recurring issues and resolution performance.
- Allow export of data and reports in Excel or other commonly used formats.
- Maintain an audit trail of changes and actions taken by users.
- Provide role-based access for PSDF and Call Centre users.

4.2 Integration

The CRM should be capable of integration with PSDF's existing systems, including BSS and other systems identified by PSDF, or where required.

If PSDF implements or provides its own CRM during the contract period, the service provider shall support integration and migration of relevant customer and complaint data.

4.3 Data Ownership

All customer, trainee, complaint and interaction data generated through the CRM shall remain the property of PSDF. The service provider shall ensure secure storage, confidentiality and availability of the data throughout the contract period and shall provide complete data to PSDF upon request or at the end of the contract.

5. Human Resources & Training

The service provider shall deploy adequately qualified and trained resources to ensure uninterrupted operations.

- Agents should preferably be graduates or equivalents.
- Fluency in Urdu and English.
- Good communication and customer-handling skills.
- Relevant call centre/customer service experience.
- Adequate backup resources to manage absenteeism and fluctuations in workload.

The initial deployment shall include a minimum of four (4) dedicated agents, subject to increase or decrease based on PSDF's operational requirements.

The call centre shall operate six days a week, including public holidays where required.

The service provider shall provide comprehensive onboarding and process training to all agents. Training shall cover PSDF programs, call handling, scripts, CRM usage, complaint handling, data privacy and escalation procedures.

6. Quality Assurance

The service provider shall maintain a dedicated Quality Assurance (QA) function responsible for:

- Regular call monitoring and evaluation.
- Agent performance assessment.
- Compliance with approved scripts and SOPs.
- Identification of recurring service issues.
- Root Cause Analysis (RCA).
- Continuous Improvement Plans.
- Regular sharing of QA findings with PSDF.

Call quality shall be assessed against mutually agreed quality parameters.

7. Reporting & Analytics

The service provider shall provide daily, weekly and monthly reports, as required by PSDF, including:

- Total inbound calls received and answered.
- Abandoned calls.
- Outbound calls and number of attempts.
- Connected/completed calls.
- Average Handling Time (AHT).
- Average Talk Time (ATT).
- Hold and After Call Work (ACW) time.
- First Call Resolution (FCR).
- Agent login/logout and occupancy.
- Complaint volumes and resolution status.
- Campaign-wise performance.
- Survey and verification results.
- Employment/placement verification results.
- QA scores.
- SLA/KPI performance.

Reports shall be available through dashboards and in Excel/other agreed formats. PSDF may request customized or ad-hoc reports where required.

The service provider shall also provide data analysis and insights to support PSDF's operational and management decisions.

8. SMS, IVR & Digital Communication

Where required, the service provider shall provide:

- IVR with Urdu/English language options.
- IVR announcements and campaign messages.
- Automated SMS notifications.
- Two-way SMS functionality where required
- PSDF-branded SMS masking.
- SMS campaign history and delivery reports.
- Voice messages for campaigns where required
- Email communication for approved campaigns where required
- OTP service integration, where required.

All communication content shall be approved/provided by PSDF.

9. Data Security & Confidentiality

- Maintain confidentiality of all PSDF/customer information.
- Ensure secure access to customer and trainee data.
- Restrict access to authorized personnel only.
- Maintain appropriate data backup and security controls.
- Not share, reproduce or use PSDF data for any purpose other than the contracted services.
- Return/transfer all PSDF data to PSDF upon completion or termination of the contract.

10. Service Levels & Performance Management

The service provider shall comply with mutually agreed SLAs and KPIs, including but not limited to:

KPI	Indicative Requirement
Inbound Service Level	≥ 85%
First Call Resolution	≥ 85%
Call Quality	≥ 90%
Call Abandonment	As mutually agreed,
Average Handling Time	Campaign/system dependent
Outbound Campaign Completion	As per approved campaign TAT
Complaint Resolution	As per agreed TAT
Report Submission	As per agreed reporting schedule

Final SLA/KPI targets, measurement methodology and applicable penalties shall be agreed and incorporated

into the Service Level Agreement.

11. Call Recording & Retention

All inbound and outbound calls shall be recorded through the call centre system.

Call recordings shall be securely retained for a minimum period of one year and shall be accessible to PSDF upon request.

12. Campaign Management

The service provider shall support PSDF in executing different calling and communication campaigns, including awareness, mobilization, surveys, verification, feedback and follow-up campaigns.

For each campaign, PSDF shall provide the required data, objective, script and instructions. The service provider shall execute the campaign within the approved timeline and provide campaign-wise results and analysis.

13. Business Continuity & Scalability

The service provider shall maintain adequate backup resources, systems and connectivity to ensure continuity of operations.

- The service provider shall deploy a **minimum of four (4) dedicated agents** for the Call Centre services.
- PSDF may increase or decrease the number of agents required during the contract period based on its operational requirements and workload. The service provider shall accordingly adjust the deployed resources to meet PSDF's requirements and agreed SLAs.
- The service provider shall have the capacity to scale its calling capacity and support infrastructure in line with changes in PSDF's requirements. Any additional capacity required to meet agreed SLAs shall be provided in accordance with the contractual terms.

14. Key Deliverables

i. End-to-end inbound and outbound call centre operations.
ii. Deployment and management of trained call centre staff.
iii. Provision and maintenance of required infrastructure and technology.
iv. CRM and complaint management.
v. Call recording and monitoring.
vi. Quality assurance and continuous improvement.
vii. Campaign execution and verification activities.
viii. Daily/weekly/monthly reporting and analytics.
ix. SMS, IVR and digital communication services where required.
x. Compliance with agreed SLAs, KPIs, SOPs and TATs.
xi. Secure handling and confidentiality of PSDF data.
xii. Business continuity and operational scalability.

Note: PSDF may assign additional call center-related activities during the contract period based on operational requirements, subject to the agreed contractual terms.

Section-IV: Bid Data Sheet

4.1. Bid Data Sheet (BDS)

The following specific data for the services to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB) Section-II. Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

	A.	**Introduction**
BDS Clause Number	**ITB Number**	**Amendments of, and Supplements to, Clauses in the Instruction to Bidders**
1.	**2.1.1**	Name of Procuring Agency: Punjab Skills Development Fund. The subject of procurement is: **Hiring of Call Center Services** as per section – III. Technical Specifications. Contract Period for **Hiring of Call Center Services** (Extendable for further terms). Commencement date for **Hiring of Call Center Services**: as per the effective date of contract.
2.	**2.1.2**	Financial year for the operations of the Procuring Agency: Financial Year (2026-27) Name of Project/ Grant (Development or Non-Development): *PSDF (ADP)* Name of financing institution: PSDF (ADP) *through Planning and Development Board*. Name and identification number of the Contract: **Hiring of Call Center Services, 136/PSDF/CC**
3.	**2.1.3 (iv)**	**Maximum number of members in the joint venture, consortium or association shall be:** Joint venture of any kind is **not** allowed to participate in the bid.
4.	**2.1.4**	Ineligible country(s) is or are: **India and Israel**
	B.	**Bidding Documents**
6.	**2.2.2**	The **address for clarification of Bidding Documents**: may be requested by **October 22, 2026**, before **05:00 PM** through **Punjab**

<table>
<tr><td></td><td></td><td colspan="4">e-Procurement System and no response shall be given, if not requested through the Punjab e-Procurement System.</td></tr>
<tr><td>7.</td><td>2.2.2</td><td colspan="4">Pre-Bid Meeting will be held on October 20, 2026, at 12:00 PM via MS Teams:
https://teams.microsoft.com/meet/415330341413843?p=NQXv5eID1h9L4cOJcq
Meeting ID: 415 330 341 413 843 | Passcode: 5r8vR62g
The PSDF’s Procurement Team will address and guide the bidders regarding the submission of bid on Punjab e-Procurement System along with the other queries (if any) or email at: proc@psdf.org.pk</td></tr>
<tr><td>8.</td><td>2.3.9 & 2.4.1</td><td colspan="4">Single stage two envelopes bidding procedure will be follow, Complete bid containing the Technical (Eligibility & Technical Envelopes) and Financial (Commercial Envelope), with all required information, documentary evidence, and annexures must be submitted on the Punjab e-Procurement System portal before closing dated.</td></tr>
<tr><td colspan="2">C.</td><td colspan="4">Bid Price, Currency, Language and Country of Origin</td></tr>
<tr><td>9</td><td>2.3.1</td><td colspan="4">Language of bid should be English.</td></tr>
<tr><td>10</td><td>2.3.4</td><td colspan="4">The price quoted shall be in PKR.
Including all applicable taxes and delivery at PSDF, Lahore office.</td></tr>
<tr><td>11.</td><td>2.3.4 & 2.3.9</td><td colspan="4">Prices quoted by the Bidder shall be fixed during the Bidder’s performance of the contract, duration of this contract shall be one (1) year (extendable for further terms) during which the prices shall be fixed.</td></tr>
<tr><td colspan="2">D.</td><td colspan="4">Preparation and Submission of Bids</td></tr>
<tr><td rowspan="4">13.</td><td rowspan="4">2.1.3</td><td colspan="4">Eligibility / Knock Down Criteria</td></tr>
<tr><td>Sr. No.</td><td>Eligibility Criteria Details</td><td>Response/ Elaboration/ Proof Required</td><td colspan="2">Attached Supporting Documents /Proof and mark (Yes/No)</td></tr>
<tr><td></td><td></td><td></td><td>YES.</td><td>NO.</td></tr>
<tr><td>1</td><td>Evidence of the bidding firm / company registration / incorporation is required.</td><td>In case of Company Please attach a copy of certificate of incorporation issued by SECP
OR
In case of Firm,</td><td></td><td></td></tr>
</table>

				please attach Partnership Deed /Form C / Form D issued by registrar of firms. Note: Sole Proprietors are not allowed to participate in this Tender.		
		2	Must be an Active Taxpayer as per "Active Taxpayer List" of FBR on the day of submission.	(Please attach proof to ascertain that firm / company is on active taxpayer list of FBR.)		
		3	Must be an Active Taxpayer as per "Active Taxpayer List" of General Sales Tax (GST) / Provincial Sales Tax (PST) where applicable.	(Please attach proof to ascertain that the firm / company is on active list of General Sales Tax (GST) / Provincial Sales Tax (PST).		
		4	Affidavit on stamp paper (**duly attested by oath commissioner/notary public**) as per the **form 8.5** of the tender document, declaring that firm / company is not blacklisted or debarred by the procuring agency.	(Please attach copy of Affidavit attested by **oath commissioner/not ary public** (as per the **form 8.5** of the tender document) on stamp paper of not less than **Rs 300**, declaring that the firm / company is not blacklisted by the procuring agency, and original affidavit must be delivered to PSDF office as per the mentioned address before the		

				closing date and submission time of the bid.)		
		If the bidder fails to provide information as per the above-mentioned or does not fulfil the requirement of, "Eligibility Criteria" shall be disqualified and declared ineligible from the bidding process and its technical evaluation shall not be carried out.				
14.	**2.1.1**	**Bid shall be submitted to:** Complete bid containing the Technical (Eligibility & Technical Envelopes) and Financial (Commercial Envelope), with all required information, documentary evidence, and annexures must be submitted on the **Punjab e-Procurement System** before closing date.				
15.	**2.4.2**	The deadline for Bid submission is: **October 30, 2026, at 03:00 PM**				
16.	**2.5.1**	Technical proposals shall be publicly opened on the same day i.e., **October 30, 2026, at 03:30 PM** in the presence of bidder's representatives who wish to attend it at PSDF, Procurement Department on 21 A, H-Block, Dr. Mateen Fatima Road, Gulberg II, Lahore – Pakistan.				
17.	**2.6.2**	**Amount of Performance Guarantee is:** The successful bidder shall submit a Performance Guarantee equivalent to **five percent (5%) of the contract value** within fifteen (15) days of receipt of the Notification of Award/Letter of Intent (LOI). The Performance Guarantee shall be submitted online by generating a PSID through the E-Procurement System of PPRA Punjab, in accordance with the procedure established by PPRA Punjab in collaboration with the Bank of Punjab (BOP).				
18.	**2.3.6**	**Estimated Contract Price is: Rs. 8,145,200/-** *(Rupees Eight Million, One Hundred Forty-Five Thousand Two Hundred Only)* **Amount of Bid security is:** Bid Security of **1%** (i.e., **Rs. 81,452** Eighty-One Thousand Four Hundred Fifty-Two Rupees) in the form of a pay-order or bank guarantee or demand draft or Call Deposit Receipt (CDR) favoring Punjab Skills Development Fund must be submitted/transferred online by generating a PSID, in accordance with the procedure established in the E-Procurement System of PPRA Punjab in collaboration with the Bank of Punjab (BOP).				
19.	**2.3.7**	**Bid validity period after opening of the Bid is:**				

		The bid shall remain valid for the period of **180** days from the date of bid opening.
E.		**Opening and Evaluation of Bids**
20.	**2.5.1**	The Bid opening shall take place at: PSDF, Procurement Department on 21 A, H-Block, Dr. Mateen Fatima Road, Gulberg II, Lahore – Pakistan.
21.	**2.3.4**	The currency that shall be used for Bid evaluation and comparison purposes to convert all Bid prices expressed in various currencies is: **PKR** The rate of exchange shall be the selling rate, prevailing on the date of opening of (financial) bids specified in the bidding documents, as notified by the State Bank of Pakistan on that day, in case of holiday in State Bank of Pakistan on the day of opening financial bids, then previous working day's ex-change rates will prevail.
F.		**Bid Evaluation Criteria**
22.	**2.5.8**	The technical proposal of eligible organizations will be evaluated against requirements specified in the evaluation criteria given below. To qualify for technical evaluation, a bidder must meet both of the following requirements: 1. Secure at least 65% marks in Sub-Section 7. 2. Secure at least 65% marks in the overall technical evaluation, excluding Sub-Section 7. Failure to meet either of the above requirements shall result in technical disqualification of the bidder. The Financial bid of only technically qualified bidders shall be opened.
23.	**2.5.8**	Financial Evaluation Criteria: Contract shall be awarded based on **Least Cost Selection Method**. The Financial Proposals of only eligible bidders with technically qualified will be opened publicly in the presence of bidders or their representatives who may choose to be present at the time and place announced prior to the opening. Please provide information regarding Financials Bid Form/Price Schedule and commercial envelope of the **Punjab e-Procurement System.**

Technical Evaluation Criteria				
S. No.	**Descriptions**	**Total Points**	**Category Points**	**Remarks** (Attachment of relevant evidence in each caseis mandatory. In case of non-compliance no mark will be awarded)
1	**General Experience**	**15**		Documentary proof (copies of contracts, purchase orders, or service orders) should be furnished.
1.1	Providing call center services for equal to or more than 15 years		15	
1.2	Providing call center services for equal to or more than 12 years but less than 15 years		10	
1.3	Providing call center services for equal to or more than 10 years but less than 12 years		5	
2	**Relevant experience within TVET/ Public Sector Organizations**	**10**		Documentary proof (copies of contract or purchase orders or service orders) should be furnished.
2.1	Providing call center services to three (3) or more TVET/Public Sector Organizations.		10	
	Providing call center services to two (2) TVET/Public Sector Organizations		5	
3	**Quality Control Department**	**5**		Provide organogram of quality control department verified by Human Resource department on the letterhead of the company/firm.
3.1	Company/firm should have an in-house quality control department.		5	
4	**Quality Team Experience**	**10**		Provide CVs of the proposed team, clearly stating the education and job experience in quality assurance department.
4.1	**Quality Assurance Manager** 14 Years of education with minimum 8 years of experience in Call Center Services for Quality Assurance Department		7	
4.2	**Quality Assurance Supervisor** 14 years of education with minimum 2 years of experience in Call Center services for Quality Assurance Department		3	
5	**Total number of call center agents currently working with the firm/company**	**15**		Provide confirmation on the company/firm's letterhead stating the total number of agents, company name and contact person of the client (s). Also attach the relevant agreements to whom the
5.1	Equal to or more than 1500 call center agents		15	

5.2	Equal to or more than 1200 but less than 1500 call center agents		10	services are being currently provided. PSDF team may visit the venue to confirm the strength of agents.
6	**Customer Relationship Management (CRM) system or Call Management System (CMS)**	**10**		Provide copy of contracts of clients to verify the Scope of Work.
6.1	Providing support and developed customer relation management system or call management system to equal or more than 5 companies		10	
6.2	Providing support and developed customer relation management system or call management system to equal to 3 but less than 5 companies		5	
7	**Customer Relationship Management (CRM) System development**	**20**	**Mandatory Score – 65% Marks**	Along with provision of detailed demonstration/ presentation (PPT) against each point in technical bid, PSDF **will** invite the management of bidder for an in-person demo/presentation, and the same would be related to but not limited to following points mentioned in the description. Provide **individual proof against each stated** in description clearly presenting the features that pertain to the functionality It is mandatory to qualify secure 65% marks during in-person Demo/presentation otherwise bidder will be declared as technically qualified.
	Developed or customized **Customer Relationship Management** for a **public sector/TVET sector Organization** Attach a detailed demonstration / presentation (PPT) against each point mentioned below:	4*5 = 20 Marks	13	
7.1	Call Management (inbound/outbound call logs)	5	3.25	
7.2	Complaint Management: Complaint registration, tracking, resolution logs, and closure.	5	3.25	
7.3	Customer Records: Customer profiles, call history, and follow-ups	5	3.25	
7.4	Reporting Dashboard: Call statistics, complaint reports, etc	5	3.25	
8	**Financial Capability/Annual Turn Over/Sales/Revenue**	**15**		Copy of 24-25/25-26 financial audit report done by ICAP/SBP registered auditing firm or Annual tax return of 24-25/25-26.
8.1	Annual turnover/ revenue is equal to or more than PKR 400 million		15	
8.2	Annual turnover/ revenue is equal to or more than PKR 300 million but less than PKR 400 million		10	
8.3	Annual turnover/ revenue is equal to or more than PKR 200 million but less than PKR 300 million		5	

	100		

Note:

To qualify for technical evaluation, a bidder must meet both of the following requirements:

1. Secure at least 65% marks in Sub-Section 7.
2. Secure at least 65% marks in the overall technical evaluation, excluding Sub-Section 7.

Failure to meet either of the above requirements shall result in technical disqualification of the bidder.

G. Award of Contract

20.	**2.6.5**	Percentage for quantity increase or decrease is: [*Insert percentage, but not more/ less than 15%*].
21.	**2.6.2**	Amount of Performance Guarantee is: The successful bidder shall submit a Performance Guarantee equivalent to **five percent (5%)** of the contract value within fifteen (15) days of receipt of the Notification of Award/Letter of Intent (LOI). The Performance Guarantee shall be submitted online by generating a PSID through the E-Procurement System of PPRA Punjab, in accordance with the procedure established by PPRA Punjab in collaboration with the Bank of Punjab (BOP).
22.	**2.6.2**	The Performance Security (or guarantee) shall be in the form of: form of pay-order or bank guarantee or demanddraft or Call Deposit Receipt (CDR)

Section-V: General Conditions of Contract

[The Procuring Agency should formulate General Condition of Contract in accordance with PPR-14 keeping in view its requirements, nature of procurement i.e. simple services/janitorial services/security services/repair and maintenance/any other services etc. etc. However, for a standard procurement/contract content of a generalized General Conditions of Contract may be as follows:]

1. Definitions

1.1 In this Contract, the following terms shall be interpreted as indicated:

(a) "The Contract" means the agreement entered into between the Procuring Agency and the Service Provider, asrecorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

(b) "The Contract Price" means the price payable to the Service Provider under the Contract for the full and proper performance of its contractual obligations.

(c) "The Goods" means all of the equipment, machinery, and/or other materials which the Service Provider is required to supply to the Procuring Agency under the Contract.

(d) "The Services" means those services *{detail to be provided by the Procuring Agency as per its requirements}* and other such obligations of the Service Provider covered under the Contract.

(e) "GCC" means the General Conditions of Contract contained in this section.

(f) "SCC" means the Special Conditions of Contract.

(g) "The Procuring Agency" means the organization purchasing the Services, as named in SCC.

(h) "The Procuring Agency's country" is the country named in SCC.

(i) "The Service Provider" means the Bidder supplying

the Services under this Contract.

(j) "The Project Site," where applicable, means the place or places named in SCC.

(k) "Day" means calendar day.

2. Application

2.1. These General Conditions shall apply to the extent that they are not superseded by provisions of other parts of the Contract.

3. Country of Origin

[where applicable]

3.1. All Services supplied under the Contract shall have their origin in the countries and territories eligible under the rules, as further elaborated in the SCC.

3.2. The origin of Services is distinct from the nationality of the Service Provider. In any case, the requirements of rules 10 & 26, PPR- 14, shall be followed.

4. Standards

4.1. The services supplied under this Contract shall conform to the standards mentioned in the Technical Specifications/work plan/deputation plan.

5. Use of Contract Documents and Information; Inspection and Audit by the procuring agency.

5.1. The Service Provider shall not, without the Procuring Agency's prior written consent, disclose the Contract, or any provision thereof, or information furnished by or on behalf of the Procuring Agency in connection therewith, to any person other than a person employed by the Service Provider in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

5.2. The Service Provider shall not, without the Procuring Agency's prior written consent, make use of any document or information enumerated in GCC Clause 5.1 except for purposes of executing the Contract.

5.3. Any document, other than the Contract itself, enumerated in GCC Clause 5.1 shall remain the property of the Procuring Agency andshall be returned (all copies) to the Procuring Agency on completion of the Service Provider's performance under the Contract if so required by the Procuring Agency.

5.4. The Service Provider shall permit the Procuring Agency to inspect the Service Provider's accounts and records relating to the

performance of the Service Provider and to have them audited by auditors appointed by the donors, if so required by the donors.

6. Performance Guarantee

6.1. Within fifteen (15) days *[to be decided by the procuring agency*] of receipt of the notification of Contract award, the successful Bidder shall furnish to the Procuring Agency the Performance Guarantee in the amount specified in SCC/Bid Data Sheet & clause 2.6.2 of ITB.

6.2. The proceeds of the Performance Guarantee shall be payable to the Procuring Agency as compensation for any loss resulting from the Service Provider's failure to complete its obligations under the Contract.

6.3. As per Rule-56 of PPR-14, the performance guarantee shall be denominated in the currency of the Contract acceptable to the Procuring Agency and shall be in one of the following forms:

(a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the Procuring Agency's country, in the form provided in the Bidding documents or another form acceptable to the Procuring Agency; or

(b) a cashier's or certified cheque or CDR.

6.4. The performance guarantee will be discharged by the Procuring Agency and returned to the Service Provider not later than thirty (30) days following the date of completion of the Service Provider's performance obligations under the Contract, including any warranty obligations, unless specified otherwise in SCC.

7. Incidental material

[If required and decided by the Procuring Agency]

7.1. The Service Provider may be required to provide any of the incidental material if any, specified in SCC:

8. Payment

8.1. The method and conditions of payment to be made to the Service Provider under this Contract shall be specified in SCC.

8.2. The Service Provider's request(s) for payment shall be made to the Procuring Agency in writing, accompanied by an invoice describing, as appropriate, Services performed, and by documents

submitted and upon fulfillment of other obligations stipulated in the Contract.

8.3. As per rule-62 of PPR-14, payments shall be made promptly by the Procuring Agency, but in no case later than thirty (30) days after submission of an invoice or claim by the Service Provider, provided the work is satisfactory.

8.4. The currency of payment is *[to be decided by the Procuring Agency]*

9. Prices

9.1. Prices charged by the Service Provider and Services performed under the Contract shall not vary from the prices quoted by the Service Provider in its Bid, with the exception of any price adjustments authorized in SCC {mechanism and formula to be decided by the procuring agency}.

10. Change Orders

10.1. The Procuring Agency may at any time, by a written order given to the Service Provider pursuant to GCC Clause 11, make changes within the general scope of the Contract, only if required for the successful completion of the job.

10.2. If any such change causes an increase or decrease in the cost of, or the time required for, the Service Provider's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price, or both, and the Contract shall accordingly be amended. Any claims by the Service Provider for adjustment under this clause must be asserted within thirty (30) days from the date of the Service Provider's receipt of the Procuring Agency's change order.But, in no case, the overall impact of the change should exceed 15%of the contract cost and no provisions of PPR-14 should be violated.

11. Contract Amendments

11.1. Subject to GCC Clause 10, no variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

12. Assignment

12.1. The Service Provider shall not assign the whole of contract to anybody else. However, some parts of contract or its obligations may be assigned to sub-contractors with the prior written approval of the procuring agency.

13. Sub-contracts

13.1. The Service Provider shall notify the Procuring Agency in the Bid of all subcontracts to be assigned under this Contract. Such notification, in the original Bid or later, shall not relieve the Service

Provider from any liability or obligation under the Contract.

13.2. Subcontracts must comply with the provisions of GCC Clause 12.

14. Delays in the Service Provider's Performance

14.1. Performance of Services shall be made by the Service Provider in accordance with the Schedule of Requirements/Work Plan/ Deputation Plan as prescribed by the Procuring Agency in Section VII.

14.2. If at any time during performance of the Contract, the Service Provider or its subcontractor(s) should encounter conditions impeding timely performance of Services, the Service Provider shall promptly notify the Procuring Agency in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Service Provider's notice, the Procuring Agency shall evaluate the situation and may at its discretion extend the Service Provider's time for performance, with or without liquidated damages,in which case the extension shall be ratified by the parties by amendment of Contract.

14.3. Except as provided under GCC Clause 17, a delay by the Service Provider in the performance of its delivery obligations shall render the Service Provider liable to the imposition of liquidated damages.

15. Liquidated Damages

15.1. Subject to GCC Clause 17, if the Service Provider fails to provide the Services as per requirement/ within the period(s) specified in the Contract, the Procuring Agency shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in SCC of the delivered price of the delayed Goods or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentagespecified in SCC. Once the maximum is reached, the Procuring Agency may consider termination of the Contract pursuant to GCC Clause 16 along with other remedies available under PPR-14.

16. Termination for Default

16.1. The Procuring Agency, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Service Provider, may terminate this Contract in whole or in part:

(a) if the Service Provider fails to deliver any or all of theservice within the period(s) specified in the Contract, or within any extension thereof granted by the Procuring Agency pursuant to GCC Clause 14;

(b) if the Service Provider fails to perform any other obligation(s) under the Contract; or

(c) if the Service Provider, in the judgment of the Procuring Agency has engaged in corrupt practices in competing for or in executing the Contract. For the purpose of this clause, corrupt practices will be defined as per Section-2 (d) of The PPRA Act, 2009.

"Corrupt practices" in respect of procurement process, shall be as given in S-2 (d) of PPRA, Act, 2009:
(d) "corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official, bidder or Contractor in the procurement process or in Contract execution to the detriment of the procuring agency; or misrepresentation of facts in order to influence a procurement process or the execution of a Contract, collusive practices among bidders (prior to or after bid submission) designed to establish bid prices at artificial, noncompetitive levels and to deprive the procuring agency of the benefits of free and open competition and any request for, or solicitation of anything of value by any public official in the course of the exercise of his duty; it may include any of the following:

i. coercive practice by impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence the actions of a party to achieve a wrongful gain or to cause a wrongful loss to another party;
ii. collusive practice by arrangement between two or more parties to the procurement process or Contract execution, designed to achieve with or without the knowledge of the procuring agency to establish prices at artificial, noncompetitive levels for any wrongful gain;
iii. offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the acts of another party for wrongful gain;
iv. any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;

v. obstructive practice by 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 or deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements before investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or acts intended to materially impede the exercise of inspection and audit process

16.2. In the event the Procuring Agency terminates the Contract in whole or in part, pursuant to GCC Clause 16.1, the Procuring Agency may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and the Service Provider shall be liable to the Procuring Agency for any excess costs for such similar Services. However, the Service Provider shall continue performance of the Contract to the extent not terminated.

17. Force Majeure

17.1. Notwithstanding the provisions of GCC Clauses 14, 15, and 16, the Service Provider shall not be liable for forfeiture of its Performance Guarantee, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

17.2. For purposes of this clause, "Force Majeure" means an event beyond the control of the Service Provider and not involving the Service Provider's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Procuring Agency in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes. Both, the Procuring Agency and the Service Provider, may agree to exclude certain widespread conditions e.g: epidemics, pandemics, quarantine restrictions etc from the purview of "Force Majeure".

25.3. If a Force Majeure situation arises, the Service Provider shall promptly notify the Procuring Agency in writing of such condition and the cause thereof. Unless otherwise directed by the Procuring

Agency in writing, the Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. Any difference of opinion concerning "Force Majeure" may be decided through means given herein below.

18. Termination for Insolvency

18.1. The Procuring Agency may at any time terminate the Contract by giving written notice to the Service Provider if the Service Provider becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Service Provider, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Procuring Agency.

19. Termination for Convenience

19.1. The Procuring Agency, by written notice sent to the Service Provider, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Procuring Agency's convenience, the extent to which performance of the Service Provider under the Contract is terminated, and the date upon which such termination becomes effective.

19.2. The Services that are complete and ready for shipment (if applicable) within thirty (30) days after the Service Provider's receipt of notice of termination shall be accepted by the Procuring Agency on the Contract terms and prices. For the remaining Services, the Procuring Agency may choose:

(a) to have any portion completed and delivered at the Contract terms and prices; and/or

(b) to cancel the remainder and pay to the Service Provider an agreed amount for partially completed Services and for materials and parts previously procured by the Service Provider.

20. Resolution of Disputes

20.1. After signing the contract or issuance of purchase order, The Procuring Agency and the Service Provider 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.

20.2. If, after thirty (30) days from the commencement of such informal negotiations, the Procuring Agency and the Service Provider have been unable to resolve amicably a Contract dispute, either party

	may require that the dispute be referred for resolution to the formal mechanisms specified in SCC. These mechanisms may include, but are not restricted to, conciliation mediated by a third party, adjudication in an agreed and/or arbitration as per rule 68 of PPR-14 and in accordance with Arbitration Act-1940.
21. Governing Language	21.1. The Contract shall be written in the language specified in SCC. Subject to GCC Clause 30, the version of the Contract written in the specified language shall govern its interpretation. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in the same language.
22. Applicable Law	22.1. The Contract shall be interpreted in accordance with the laws of Punjab (Pakistan) unless otherwise specified in SCC.
23. Notices	23.1. Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing or by any information technology mean for the time being in use and acceptable in ordinary course of business to the other party's address specified in SCC. 23.2. A notice shall be effective when delivered or on the notice's effective date, whichever is later.
24. Taxes and Duties	24.1. Service Provider shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contractedServices to the Procuring Agency.
25. Change in minimum wage rate	25.1. If during the continuation of the service contract, minimumwage rate is revised by the competent authorized forum, then the ongoing contract shall be revised as per percentage increased in minimum wages declared for such category.
26. Extension in Contract period *{where applicable and if the procuring agency opts to include this condition, this should be included in original advertisement as well}*	Initially the contract will be for one (1) year. However, the same would be extended by the competent authority, on the satisfactory performance by the contractor for further a period of_____(____) years on the same rate & TORs. Extension in the contact agreement shall be the discretion of the procuring agency and the contractor has no right to claim further extension as a matter of right in the contract.

Section-VI. Special Conditions of Contract

Special Conditions of Contract

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the General Conditions of Contract. The corresponding clause number of the GCC is indicated in parentheses.

1. Definitions (GCC Clause 1)

GCC 1.1 (g)—The Procuring Agency is: **Punjab Skills Development Fund**

GCC 1.1 (h)—The Procuring Agency's country is: **Pakistan**

GCC 1.1 (i)—The Supplier is: **Awardee**

2. Performance Guarantee (GCC Clause 6)

GCC 7.1—As per rule 56 of PPR-14, the amount of Performance Guarantee, as a percentage of the Contract Price, shall be: **5% of contract value**.

Performance Guarantee must have a minimum validity period of **One (1) year (Extendable for further terms).** Performance security shall not be acceptable with any validity less than the prescribed time period.

The Contractor shall cause the validity period of the performance security to be extended for such period(s) as the contract performance may be extended.

3. Payment (GCC Clause 8)

GCC 8.1—The method and conditions of payment to be made to the Service Provider under this Contract shall be as follows:

Payment for Services provided: Payment shall be made within 30 days after the submission of the invoice.
All the payments shall be made quarterly in PKR after applying all the applicable taxes. Payment may be made in Pak. Rupees in the following manner:

(i) Running Bill modality,

(ii) Treasury Cheque, or

(iii) Cross Cheque

4. Prices (GCC Clause 9)

GCC 9.1—Prices shall be fixed and shall not be adjusted.

The bidders are required to provide the bifurcation of quoted unit price (as required under Notes to Financial Bid Form/Price Schedule).

5. Resolution of Disputes (GCC Clause 20)

GCC 20.2—The dispute resolution mechanism to be applied pursuant to GCC Clause 20.2 shall be as follows:

As per rule-68 of PPR-14, in the case of a dispute between the Procuring Agency and the Service Provider, the dispute shall be referred to for arbitration in accordance with the Arbitration Act 1940.

6. Governing Language (GCC Clause 21)

GCC 21.1—The Governing Language shall be: English

7. Applicable Law (GCC Clause 22)

GCC 22.1-The Contract shall be interpreted in accordance with the laws applicable in the jurisdiction of the province of Punjab (Pakistan):

8. Notices (GCC Clause 23)

GCC 23.1—Procuring Agency's address for notice purposes: Procuring Agency Address

—Service Provider's address for notice purposes: Awardee Address

Section-VII. Schedule of Requirements/Work Plan/ Deputation Plan

EXECUTION SCHEDULE
(COMMENCEMENT OF SERVICES)

1. Service duration shall be ofOne **(1) year (Extendable for further terms).**

2. Any **delay in delivery** of services as per agreed time frame will be subject to a penalty of one (1%) percent per week, and the maximum shall not exceed ten (10) percent of the Contract Price.

Section-VIII: Forms

8.1. Bid Form

[To be signed & stamped by the Service Provider and reproduced on the letter head. To be attached with the Financial Bid, in case of Single Stage Two Envelope Procedure]

Date: _____

To: [name and address of Procuring Agency]

Gentlemen and/or Ladies:

Having examined the Bidding documents including Addenda Nos. *[*136/PSDF/CC*],* the receipt of which is hereby duly acknowledged, we, the undersigned, in conformity with the said Bidding documents for the sum of ***[total Bid amount in words and figures]*** or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, specified in the Schedule of Requirements.

If our Bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Procuring Agency.

We agree to a Bid by this Bid for a period of *[number]* days from the date fixed to Bid opening under Clause 2.3.7 of the Instructions to Bidders, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed *(if required)*, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

[In case of single stage one envelope bidding procedure]

The Composition of our Bid is**:**

a) Complete bidding document (without filling) signed and stamped by the bidder

b) all the forms relevant to the technical and financial bids (clearly indicated on each form)

c) All the required documents establishing eligibility of bidders/goods shall be made part of the bid.

d) Any other document required by the procuring agency not inconsistent with PPR-14.

[In case of single stage two envelope bidding procedure],

The Composition of our bid consists on separate Technical and financial bids, detail of which is as follows:

Technical bid includes the following:-

a) Complete bidding document (without filling) signed and stamped by the bidder

b) All the forms relevant to the technical bid, to be reproduced on the letter head of the bidder as indicated on each individual form.

c) Copy of bid security form along with copy of financial instruments *[to be decided by the procuring agency i.e. Bank Guarantee / Bank call-deposit (CDR) / Demand Draft (DD) / Pay Order (PO) or Banker's cheque]* valid for …… ( ) Days, beyond the validity of Bid in the manner as prescribed on the bid security form **8.9**.

d) Any other document required by the procuring agency is not inconsistent with PPR-14.

Financial bid includes the following:-

a) Original Bid form (as per **form 8.1 of** Bidding documents) on letter head of the bidder, duly signed and stamped.

b) Price schedule / financial form (as per **form 8.8**) to be reproduced on the letter head of the bidder duly signed and stamped.

c) Original Bid security form (as per **form 8.9**) along with Original financial instrument *[to be decided by the procuring agency i.e. Bank Guarantee / Bank call-deposit (CDR) / Demand Draft (DD) / Pay Order (PO) or Banker's cheque]* validfor …… ( ) Days, beyond the validity of Bid.

d) Any other document required by the procuring agency not inconsistent with PPR-14.

Commissions or gratuities, if any, paid or to be paid by us to agents relating to this Bid, and to contract execution if we are awarded the contract, are listed below:

Name and address of service provider	**Amount and Currency**

(if none, state “none”)

We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this_____day of_____20_____.

_____ _____

[signature] *[in the capacity of]*

Duly authorized to sign Bid for and on behalf of _____

8.2. Bidder's JV Members Information Form

(JV is not allowed for this procurement)

{To be reproduced and signed & stamped by the lead partner and all JV members on their letter Pad, to be attached with Technical Bid in addition to the JV agreement}

{The Service Provider shall fill in this Form in accordance with the instructions indicated below. The following table shall be filled in for the Service Provider and for each member of a Joint Venture}.

Date: *[insert date (as day, month and year) of Bid submission*]
RFB No.: *[insert number of RFB process]*
Alternative No.: *[insert identification No if this is a Bid for an alternative]*
Page_____of_____pages

1. Bidder's Name: *[insert Bidder's legal name]*
2. Bidder's JV Member's name: *[insert JV's Member legal name]*
3. Bidder's JV Member's country of registration: *[insert JV's Member country of registration]*
4. Bidder's JV Member's year of registration: *[insert JV's Member year of registration]*
5. Bidder's JV Member's legal address in country of registration: *[insert JV's Member legal address in country of registration]*
6. Bidder's JV Member's authorized representative information Name: *[insert name of JV's Member authorized representative]* Address: *[insert* *address of JV's Member authorized representative]* Telephone/Fax numbers: *[insert telephone/fax numbers of JV's Member authorized representative]* Email Address: *[insert email address of JV's Member authorized representative]*
7. Attached are copies of original documents of *[check the box(es) of the attached original documents]* ☐ Articles of Incorporation (or equivalent documents of constitution or association), and/or registration documents of the legal entity named above, in accordance with ITB 4.4. ☐ In case of a state-owned enterprise or institution, documents establishing legal and financial autonomy, operation in accordance with commercial law, and that they are not under the supervision of the Service Provider. 8. Included are the organizational chart, a list of Board of Directors, and the beneficial ownership.

8.3. Bidder Profile Form

[To be signed & stamped by the Bidder and reproduced on the letter head. To be attached with Technical Bid]

Organization Information			
Sr. #	**Required Information**	**Response**	
1	The legal name of the organization		
2	Year of Registration / Establishment of the Organization		
3	National Tax Number		
	General / Punjab Sales Tax Number		
5	What is the legal status of your organization? Tick the relevant box (one box only). (Attach Copy/Copies of Registration Certificate/s)	Public Sector Organization	
		Section 42 Company	
		Public Ltd. Company	
		Private Ltd. Company	
		Private Partnership Firm	
		Sole Proprietor	
		Others (Please specify)	
6	Name and designation of 'Head of Organization'		
7	Mobile:		
	Phone/s:		
	Email:		
	Fax:		
	Address of organization:		
	Website address:		
	CNIC of Head (Number and its Copy (**Front & Back**)) **(Mandatory)**		
8	Name and designation of 'Contact Person':		
	Phone/s:		
	Mobile:		
	Email:		
	Fax:		
	CNIC of Contact Person (Number and its Copy (**Front & Back**)) **(Mandatory)**		
9	Bank Account Details **(Mandatory)**		

	Bank Account Title	
	IBAN No	
	Name of Bank	
	Branch Code	

a) Details of Experience (Last Five Years)

Relevant Experience		
Sr. #	**Required Information**	**Response** **(Please provide exact information with the organization name, location/s, and duration)** Provide data in the sequence given below
1	Name of Organizations with addresses	i.
		ii.
		iii.
		iv.
2	Start and end dates of providing Goods/Services (For example – Jan 2010 to September 2020)	i.
		ii.
		iii.
		iv.
3	Goods/Services provided to Number	i.
		ii.
		iii.
		iv.

8.4. General Information Form

[To be signed & stamped by the Bidder and reproduced on the letter head. To be attached withTechnical Bid]

Particulars			
Company Name			
Abbreviated Name			
National Tax No.		**Sales Tax Registration No**	
PRA Tax No.			
No. of Employees		**Company's Date of**	
		Formation	

*Please attach copies of NTN, GST Registration & Professional Tax Certificate

Registered Office Address		**State/Province**	
City/Town		**Postal Code**	
Phone		**Fax**	
Email Address		**Website Address**	

8.5. Affidavit

*[To be printed on not less than **PKR 300** Stamp Paper, duly **attested by oath commissioner/notary public**. To be attached with Technical Bid]*

Name: _____
(Bidder)

I, the undersigned, do hereby certify that all the statements made in the Bidding document and in the supporting documents are true, correct and valid to the best of my knowledge and belief and may be verified by employer if the Employer, at any time, deems it necessary.

The undersigned hereby authorize and request the bank, person, firm/company or corporation to furnish any additional information requested by the [name of Procuring Agency] of the Punjab deemed necessary to verify this statement regarding my (our) competence and general reputation.

The undersigned understands and agrees that further qualifying information may be requested and agrees to furnish any such information at the request of the [name of Procuring Agency]. The undersigned further affirms on behalf of the firm/Company that:

i The firm/company is not currently blacklisted by the Procuring Agency.
ii The documents/photocopies provided with Bid are authentic. In case, any fake/bogus document was found at any stage, the firm/company shall be blacklisted as per Law/ Rules.
iii Affidavit for correctness of information.

[Name of the Bidder] undertakes to treat all information provided as confidential.

Name of Company of: _____

Date: _____

8.6. Performance Guarantee Form

(Applicable in case of Bank Guarantee only)

[To be signed & stamped by the Bidder and reproduced on the letter head. To be attached with Technical Bid]

To,

[name and address of the Procuring Agency]

WHEREAS (Name of the Contractor/ Service Provider) _____ hereinafter called "the Contractor" has undertaken, in pursuance of **"**INVITATION TO BID FOR THE **"PROVISION OF_____"** procurement of the following:

1. [***Please insert details***].

(Here in after called "the Contract").

AND WHEREAS it has been stipulated by you in the Contract that the Contractor shall furnish you with a bank guarantee by a scheduled bank for the sum specified therein as security for compliance with the Contractor's performance obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the Contractor a Guarantee;

THEREFORE WE hereby affirm that we are Guarantor and responsible to you, on behalf of the Contractor, up to a total of_____(Amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Contractor to be in default under the Contract, and without cavil or argument, any sum or sums as specified by you, within the limits of_____(Amount of Guarantee) as aforesaid without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

[NAME OF GUARANTOR]

Signature_____

Name_____

Title_____

Address_____

Seal_____

Date_____

8.7. Technical Bid Form

*[(i)**To be signed & stamped by the Bidder and reproduced on the letter head. To be attached with Technical Bid.***
(ii) Item names and quantities must be reproduced from Section – III (Technical Specifications). If any deviations are needed, it must be mentioned/quoted, separately in the Technical Proposal.]

Sr. No.	Description	Quantity	Offered Compliance to Section – III & Section – VII Specifications/Dimensions

Stamp & Signature of Bidder _____

8.8. Contract Form

DATED _____, 2026

AGREEMENT FOR THE HIRING OF CALL CENTER SERVICES

BETWEEN

Punjab Skills Development Fund

AND

[Company]

Contract Draft Link: Call Center

8.9. Financial Bid Form/Price Schedule

- *[Item names and quantities must be reproduced from Section – III (TechnicalSpecifications/Scope of Services). If any deviations are needed, it must be mentioned/quoted, separately in the Financial Proposal.*
- *To be reproduced on the letter head, signed & stamped by the Bidder.*
- *To be attached with Financial Bid.]*

Table 1 – Recurring Monthly Charges (Part A)

Sr. No.	Description of Service	Unit	Qty per Month (N)	Rate excl. Taxes (PKR)	Tax (%)	Rate incl. Taxes (PKR) (X)	Monthly Amount (PKR) (Y = X × N)
A.1	Call Center Agent	Per agent / month	**4**				
A.2	SMS	Per SMS	**1**				
A.3	Outbound Calls	Per minute	**1**				
SUB-TOTAL (A) – Monthly Recurring Cost [A.1 + A.2 + A.3]							

Table 2 – One-Time Charges (Part B)

Sr. No.	Description of Service	Qty	Cost excl. Taxes (PKR)	Tax (%)	Cost incl. Taxes (PKR) (X)	Amount (PKR) (Y = X × Qty)
B.1	One Time Password (OTP) – setup	**1**				
B.2	Two-way SMS communication – setup	**1**				
B.3	CRM development / integration	**1**				
SUB-TOTAL (B) – One-Time Cost [B.1 + B.2 + B.3]						

Table 3 – Summary & Grand Total (Part C)

Sr. No.	Description	Calculation	Amount (PKR) incl. all Taxes
1	Monthly Recurring Cost – Sub-Total (A)	From Table 1	
2	Recurring Cost for Contract Period (12 months)	(A) × 12	
3	One-Time Cost – Sub-Total (B)	From Table 2	
4	**GRAND TOTAL – TOTAL EVALUATED BID PRICE (C)**	**C = (2) + (3)**	
Grand Total (C) incl. all Taxes in figures: Rupees _____ only.			
Grand Total (C) incl. all Taxes in words: Rupees _____ only.			

Quantities in Tables 1 and 2 are for calculation and comparison only

Note:

- In case of difference between unit price and total price, unit price shall prevail, and total price shall be "final". *(Please refer to ITB clause 2.5.6).*
- In case of difference between amount in "words" and amount in "figures", amount in "words" shall be considered final.
- Contract shall be awarded based on least cost selection method.
- For ranking determination PSDF will use total price mentioned in Grand Total – Total Evaluated Bid Price (C) Incl. All Taxes in words and in figures.

Indicative Budget

- The total estimated budget is indicative only. It may increase or decrease subject to the availability of budget / funds and the requirements of PSDF for year & upcoming extensions (if applicable).
- Quantities mentioned in above tables 1 & 2 are indicative. PSDF does not guarantee any minimum or maximum quantity and may increase or decrease quantities at any time.
- Payment shall be made only for actual services used and accepted, at the agreed unit rates.

Payment Terms:

- Monthly charges (Part A) shall be paid within 30 days of a correct invoice with usage report and acceptance by the user department.
- One-time charges (Part B) shall be paid after successful completion and acceptance by PSDF within 30 days after the submission of invoice.
- All payments shall be made in PKR after deduction of all taxes.

Penalty:

- Any **delay in delivery** of services as per agreed time frame will be subject to a penalty of one (1%) percent per week, and the maximum shall not exceed ten (10) percent of the Contract Price.

Stamp & Signature of Bidder _____

8.10. Bid Security Form

(Applicable in case of Bank Guarantee only)

[To be signed & stamped by the Bidder and reproduced on the letter head. To be attached with Financial Bid]

Whereas *[name of the Bidder]* (hereinafter called "the Bidder") has submitted its Bid dated *[date of submission of Bid]* for the supply of *[name and/or description of the services]* (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that WE *[name of bank]* of *[name of country]*, having our registered office at *[address of bank]* (hereinafter called "the Bank"), are bound unto *[name of Procuring Agency]* (hereinafter called "the Procuring Agency") in the sum of for which payment well and truly to be made to the said Procuring Agency, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this_____day of _____20____.

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its Bid during the period of Bid validity specified by the Bidder on the Bid Form; or

2. If the Bidder, having been notified of the acceptance of its Bid by the Procuring Agency during the period of Bid validity:

   (a) fails or refuses to execute the Contract Form, if required; or
   (b) fails or refuses to furnish the Performance Guarantee, in accordance with the Instructions to Bidders;

we undertake to pay to the Procuring Agency up to the above amount upon receipt of its first written demand, without the Procuring Agency having to substantiate its demand, provided that in its demand the Procuring Agency will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including thirty (30) days after the period of Bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

_____

[signature of the bank]

Section IX- Check List

[To be signed and stamped and presented on Bidder's letter head pad]

The provision of this checklist is essential prerequisite along with submission of tenders (with technical proposal).

Sr. #	Detail	Responsive	Non-responsive
1	Bid Security of **1%** (i.e., **Rs. 81,452** (Eighty-One Thousand Four Hundred Fifty-Two Rupees) in the form of a pay-order or bank guarantee or demand draft or Call Deposit Receipt (CDR) favoring Punjab Skills Development Fund must be submitted/transferred online by generating a PSID, in accordance with the procedure established in the E-Procurement System of PPRA Punjab in collaboration with the Bank of Punjab (BOP).		
2	Active Registration with Income Tax Authorities (National Tax Number NTN), as per the Evaluation Criteria		
3	Copy of active Registration with Sales Tax Authorities (STRN), as per the Evaluation Criteria		
4	Relevant Past Experience Documents, as per the Evaluation Criteria.		
5	Financial Bid Form (as per form 8.1 of Bidding documents) on letter head of the bidder, duly signed and stamped.		
6	Bidder Profile Form (as per form 8.3 of Bidding documents) on letter head of the bidder duly signed andstamped.		
7	General Information Form (as per form 8.4 of Bidding documents) on letter head of the bidder duly signed andstamped.		
8	Please attach copy of Affidavit on stamp paper (**duly attested by oath commissioner/notary public**) of not less than Rs 300, declaring that the bidder is not blacklisted, and original affidavit must be delivered to PSDF office as perthe mentioned address before the closing date and submission time of the bid.)		
9	Technical Bid Form (as per form 8.7 of Bidding documents) On letter head of the bidder duly signed and stamped.		
10	Financial Bid Form (as per form 8.9 of Bidding documents) on letter head of the bidder, duly signed and stamped.		

Stamp & Signature of Bidder _____