



FINANCE DEPARTMENT GOVERNMENT OF SINDH

TENDER INQUIRY NO. FD (TR) 01 (13) / 2013-2014

BIDDING DOCUMENTS

Name of Tender:	<u>Hiring of Call Centre Services</u>
Official Address:	<u>Section Officer Treasury Room No. 28, 02nd Floor, Finance Department, Building No. 06, A.K Lodhi Block, Sindh Secretariat, Shah-r-Kamal Attaturk, Karachi.</u>
Phone No:	<u>021-99222133</u>
Closing Day, Date & Time For Collecting of RFQ:	<u>Friday, 13th June, 2014 by 05:00 pm</u>
Tender Opening Day, Date & Time:	<u>Monday, 16th June, 2014 at 01:00 pm</u>
Cost of Documents:	<u>Rs. 1,500/- (Rupees Fifteen Hundred) Only</u>

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Karachi dated the 28th May, 2014

To,
M/s. _____

_____.

**Subject: Invitation of the Tender Inquiry No. FD (TR) 01 (13)/2013-14,
for the Hiring of Call Centre Services for Deployment of Call
& SMS Based Proactive Feedback Model for Beneficiaries of
Finance Department**

I am directed to hereby invite your firm to submit your Bid for the Tender of Hiring of Call Centre Services for Deployment of Call and SMS Based Proactive Feedback Model for Beneficiaries of Finance Department, as per details in Schedule (Annexure-C) through this invitation letter. The contract resulting from this invitation to tender shall be governed by conditions of contract as contained on Annexure-A.

2. The Bidder shall submit the Bid in two separate sealed envelopes clearly marked as ***“Technical Proposal”*** and ***“Financial Proposal”***.
3. The Departmental Selection Committee (DSC) of Finance Department will open the Technical Proposals (Annexure-C) in the first instance for evaluation per criteria given at (Annexure-A) & (Annexure-B & B-I), on **16th June, 2014** at 01:00 P.m in the presence of Bidders or their authorized representatives, who may like to be present.
4. The Departmental Selection Committee (DSC) will open the Financial Proposal (Annexure-D) of the bidders whose Technical Proposals are accepted, on a date and time to be communicated to them in advance, in the presence of the bidders or their authorized representatives who may like to be present. The Final decision of the contract would also depend on the overall Budgetary Allocations.
5. Failure to submit the Tender in the manner prescribed in the invitation to the Tender and it's related scheduled and Annexure will render the same liable to be ignored / rejected.
6. The Finance Department does not pledge to accept the lowest or any tender and reserve the rights in accordance of SPPRA Rule-25 to cancel the Bidding Process at any time prior to the acceptance of a Bid or Proposals.

-Sd-
(Aamir Zia Isran)
Section Officer (Treasury)
For Secretary to Government of Sindh

- **INTRODUCTION:**

Over the last decade, Pakistan has achieved one of the highest tele-density and mobile phone penetration levels in the region. This has been accompanied by a sharp decline in the price of handheld device, consumer tariffs and an elaborate bouquet of services customized according to the needs of various segments of society. Thus, mobile services have shown a much greater impact than traditional technologies in achieving high penetration levels and especially in transforming traditional business models and processes.

The power of latest information technology and the ubiquity of phones can be leveraged to create a consistent engagement between the Government and Citizens. Use of phones from vary from collecting field data using SMS or smart phones to directly collecting feedback from citizens or beneficiaries of Government Services and associated organizations in order to get real time insight into the situation on-the-ground in both densely populated areas or far out, remote areas. The ease of collecting in information through phones, and the relatively low cost, makes such feedback collection extremely convenient such that the exercise can be carried out repeatedly and at large scales without requiring much resources or time.

Based on this and other similar model, the Finance Department, Government of Sindh looks to further leverage the potential of ICT and especially mobile based tools, to collect data, engage with beneficiaries, and support different Government entities through proactive feedback sought through its tools.

GENERAL TERMS & CONDITIONS:-

A. Selection Method:

1. Selection Method of Bid is being involved on the basis of **Single-Stage Two-Envelopes Procedure.**
2. The Technical Proposals would be scrutinized by the “Departmental Selection Committee” and “Financial Proposals” of only technically qualified firms will be considered and opened on the date as announced/conveyed by the DSC/Finance Department and the rest of will be returned unopened.
3. Only one authorized representative per bidder will be allowed to attend the opening of Bids. A representative from a bidder will be required to submit an authority letter in his/her favor by the respective bidders for attending the opening of Bids.
4. The Finance Department will not be responsible for any costs or expenses incurred by the bidders in connection with the preparation or delivery of bid. Bidders shall submit Bids, which comply with the Bidding Documents. Alternative Bids will not be considered.
5. The successful Bidder will be required to enter into a formal Contract Agreement, to be executed with the mutual consent of both the Parties which will commence from signing of agreement and shall be valid for 01 (one) year, till the parties agree to the revised terms and conditions and sign a new contract after satisfaction of this department.
6. The agreement may be renewed after completion of aforementioned period i.e. one-year, on the mutual consent of both the “Parties”.

B. BID SECURITY:

1. A Bid Security, in the shape of a Bank Draft/ Pay order in favor of Section Officer (Treasury), Finance Department, Government of Sindh.
2. Equivalent to 3% of the total value of the Contract (12-Months), as earnest money.
3. The successful bidder will be required to deposit a **“Performance Bond or Bank Guarantee”** equivalent to 5% of the total value of the contract (12-months), through a pay order in favor of Finance Department. In case, the bidder fails to deposit the Bond within one week of the issuance of the letter awarding the job, the same shall be treated as cancelled and the earnest money shall be forfeited.
4. 3% earnest money, if not adjusted in the 5% Performance Bond, will be released to the bidder after deposit of 5% performance bond. However, 5% performance Bond will be released within 30 days after successful completion on 01-Year Contract period.

C. VALIDITY OF THE PROPOSAL:

The Bid validity period will be (02) months, starting from the last date for receipt of bid submission and all prices shall remain valid for (02) months, however, the responding organization is encouraged to state a longer period of validity for the proposals.

D. CURRENCY:

The Financial Proposals shall be quoted in Pakistani Rupees (PKR) Only.

E. WITH-HOLDING TAX, SALES TAX & OTHER TAXES:

1. The responding Organization is hereby informed that the Government shall deduct Taxes at the rate prescribed under the Tax Laws of Pakistan, from all payments for services rendered by any responding organization who signs a contract with the Government. The responding organization will be responsible for all taxes on transactions and /or income which may be levied by Government. If responding organization is exempted from any specific taxes, then it is advised to provide the relevant documents with the proposal.
2. The firm should be registered with Income Tax, Sales Tax (Registration Numbers should be clearly mentioned and valid documentary evidence be attached).

F. WITH DRAWAL OR QUALIFYING OF TENDER:

The last tender received shall supersede and invalidate all tenders previously submitted by the bidder. A tender may be withdrawn at any time up to the Official tender closing date & time.

G. VALIDITY OF TENDER:

Validity of tender will be based on the following:-

1. Late Tender -Must be rejected.
2. Form of Tender & Envelopes improperly marked or not used. -Must be rejected.
3. Tender not completed in ink or type writer -Must be rejected.
4. Restrictions, Qualifications, Omissions or additions made to Tender. -Must be rejected.
5. Tender not properly signed. -Must be rejected.
6. Arithmetic Errors. -Must be rejected.
7. Erasures, overwriting or strike-outs may be accepted, provided that they are clear, prices are legible and any such changes are initiated by the Bidder.
8. Despite any other provision in this Tender documents, the Finance Department shall have the right to:
 - a) Accept or Reject any Tender or Portion thereof;
 - b) Reject all Tenders;
 - c) The lowest or any Tender will not necessarily be accepted.

H. MODE OF PAYMENT:

Payment against services would be clear on monthly basis through a Cross Cheque from Accountant General Sindh (AG Sindh).

I. TERM:

The term of this agreement shall be on yearly basis starting from the date of signing of contract and renewed after completion of aforementioned period after satisfaction of Finance Department.

J. COMMUNICATION:

Inquiries regarding this RFQ shall be submitted in writing to:

“SECTION OFFICER (TREASURY), ROOM NO. 28, SECOND FLOOR, FINANCE DEPARTMENT, A.K LODHI BLOCK, SINDH SECRETARIAT SHAH-R-KAMAL ATTATURK, KARACHI”.
Ph No. 021-99222133

K. MODE OF DELIVERY:

Bids must be submitted in two separate envelopes clearly marked as “**Technical Proposal**” & “**Financial Proposal**” by **12:00 Noon** on **16th June, 2014** on the address given at above serial “**J**”.

The Bidders should examine carefully the terms & conditions of the Tender. They should also visit the Office of Finance Department at any time during working hours at their own expenses and obtain all necessary information prior to submitting the tender. Clarification if any, about the job may be obtained from the Section Officer (Treasury) at any time during working hours before submitting tenders. Once the Tender is submitted, it will be assumed that no further clarification is required.

Finance Department reserves the rights to extend the opening date of the Bids, cancel the Tender or accept/reject any or all Bids without assigning any reasons.

NOTE:-

- Any effort by a bidder to influence the contract in Departmental Selection Committee’s decision in respect of Bid Evaluation or contract award will result in the rejection of the Bidder’s Bid.

ANNEXURE-B:

➤ EVALUATION CRITERIA & COMPARISON OF BIDS:

Bidders who have been qualified on the basis of the preliminary evaluation shall be eligible for a de-evaluation. The services will evaluate and compare the bid that have been determined to be substantial responsive. The evaluation will be performed assuming the contract will be awarded to the high evaluated bidder for the entire information system.

The following weights will be used in the evaluation of bids:-

Technical Evaluation: - 70%

Financial Evaluation: - 30%

The Technical Bids shall be evaluated on the basis of following parameters

Sr. No	Evaluation parameters	Total Marks	Brief	Remarks from bidder
<u>Company Information:</u>				
	Required Field	Marks		Documentary evidence attached or not
1.	No of Years in Business	25	200	25 Marks if the firm proves 05-years experience Yes () No ()
2.	Bank certificate	25		25 Marks if the Financial position is sound Yes () No ()
3.	NTN Registration Certificate	50		50 Marks if firm has NTN Certificate Yes () No ()
4.	Sales Tax Registration Certificate	50		50 Marks if Firm is registered with Sales Tax department. Yes () No ()
5.	Chamber of commerce or its allied body	25		25 Marks if Firm is a member of any chamber Yes () No ()
6.	Affidavit	25		25 Marks will be given to the bidder who provided a affidavit on stamp paper that the firm has not been blacklisted by private, Govt, Semi Govt, and Autonomous Body) Yes () No ()
<u>Technical Proposal:</u>				
7.	Provide List of Similar Projects	50	125	50 Marks will be given for Proven expertise and experience of implementing similar initiatives to utilize SMS Services, Robo Calls Service, Call Centre Services & CRM Development, Specifically to solicit proactive feedback. Yes () No ()
		25		25 Marks will be given who provide Extensive expertise and experience of working with the public sector in utilizing similar engagement methods for various Government Departments. Yes () No ()
		50		50 Marks will be given to that firm who able to facilitate and manage required processes, and comply with required reporting modules (web-based reporting via CRM) Yes () No ()

After-Sale-Support Capabilities:

8.	Catalogue evidence of Office site/Building and Physical equipments installed	25	75	25 Marks if the firm has established its Office along with list of Physical Equipments installed	Yes () No ()
9.	List of Qualified/Certified /Web Developers/ Graphic Designers support team of Professionals	25		25 Marks if the firm has qualified/certified team or skilled professionals having experience of 10-years atleast.	Yes () No ()
10.	Customer feedback certificate	25		25 Marks if the firm has customer feedback certificate from customer	Yes () No ()

Financial Capabilities:

11.	Bank Credit Certificate	20	20	20 Marks on production of Bank Credit Certificate	Yes ()
					No ()

Relevant Experience:

12.	Experience in field	100	100	100 Marks if the firm has attached proofs/work orders or completion certificates of similar projects. Minimum 10 proofs required.	Yes () No ()
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Note:

The required field at **Sr # 03, Sr # 04** should be provided by each & every interested firm and must get **350 Marks (out of 520)** in Technical Proposals for qualifying as per above mentioned criteria.

ANNEXURE-B (I):

List Five contracts within the last 24 months similar to this Request for Quotation that you have done and a reference who can be contacted regarding your performance:-

(1)

Name: _____

Address: _____

Date Services Provided: _____

Scope of Services Provided: _____

Reference Name: _____

Telephone Number: _____

(2)

Name: _____

Address: _____

Date Services Provided: _____

Scope of Services Provided: _____

Reference Name: _____

Telephone Number: _____

(3)

Name: _____

Address: _____

Date Services Provided: _____

Scope of Services Provided: _____

Reference Name: _____

Telephone Number: _____

(4)

Name: _____

Address: _____

Date Services Provided: _____

Scope of Services Provided: _____

Reference Name: _____

Telephone Number: _____

(5)

Name: _____

Address: _____

Date Services Provided: _____

Scope of Services Provided: _____

Reference Name: _____

Telephone Number: _____

SCOPE OF WORK

The firm will be required to implement multiple modes of engagement with citizens via ICT by using call centre infrastructure. As a result, it will be required to provide continuous operational and maintenance services of multiple agents and seats, in accordance with size of the activity, to be utilized in multiple campaigns for citizen engagement led by Finance Department. The operational functionalities of the call centre infrastructure will be required to provide the following Services:-

➤ **ROBOT CALLS WITH/WITHOUT INTERACTIVE RESPONSE:**

Each Robot Call can be 10, 15, 30, 60 or 90 seconds in duration. Robot calls can be one-way or survey based where the response will be received from the call recipient and stored into the Database.

➤ **OUT-GOING SMS WITH/WITHOUT RESPONSE:**

The system provided by the Firm should be capable of receiving survey responses and storing the results automatically in a database. The system should be capable of handling the corresponding different discrete and textual responses.

➤ **OUTGOING/INCOMING OPERATOR CALLS:**

The firm may use the hired seat for outbound and inbound campaign simultaneously.

➤ **CRM AND REPORTING MODULE:**

Firm must have CRM software to record, process and maintain profiles of citizens cohesively coupled with a reporting module. Data Entry Forms must be built on top of CRM application of the Contract Centre and should have comprehensive Reporting Module.

➤ **QUALITY CONTROL:**

All services provided by the firm should be complemented with strict quality control checks to ensure consistent standards in provision of service.

➤ **TRAINING:**

The Firm will be responsible for Training of staff & supervisors.

DELIVERABLES:

- a)** Provision of Robo-call services, Agent Call service and SMS service along-with other services highlighted in Scope of Work above.
- b)** The firm shall comply with monthly reporting module which includes:
 - i) Volume of Robot Calls.
 - ii) Volume of outgoing SMS with incoming responses.
 - iii) Volume of outgoing operator calls.
 - iv) Volume of incoming messages.
 - v) Volume of incoming calls.
- c)** Firm will also be required to periodically share additional reports with comparison analysis of citizen responses, Scripts utilized and recommendations for changes in each campaign/initiatives carried through its services.
- d)** Provision of related documents and per requests i.e. Agent Training Manuals, Presentations, designed Feedback Templates/Forms, Protocol Manuals.
- e)** Develop Training Manuals for agents and conducts impart training regularly as per Scope of Work.

FINANCIAL PROPOSAL

Name of the Firm and Address

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2.

Sr. No.	Description	Cost
1.	Infrastructure Setup	
2.	Agent CRM and Standard Reports	
3.	System Customization and Development of custom Report as per client requirement District wise Report Usable Number Report SMS Feedback Report Agent Call Summery Report	
4.	Agent Cost	
5.	Robo Call Setup-with standard reports	
6.	PRI Subscription with Failover	
7.	Outbound Call Charge	
8.	SMS Broadcast	
9.	SMS incoming with shared short code Setup and standard reports including system customization.	
10.	Additional Development Hours	
11.	Hosting with 10 users access	
Total:		

Authorized Signature with Stamp

Name: _____
Date: (_____)