



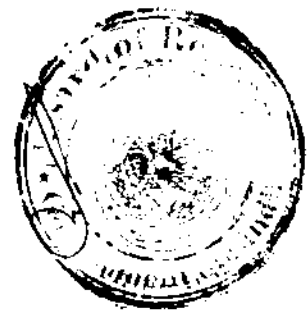
Project Management Unit (PMU)
Reforms Wing & Special Cell
Board of Revenue
Government of Sindh

**"SUPPLY, INSTALLATION AND COMMISSIONING OF HARDWARE & SERVICES FOR
ESTABLISHMENT OF CALL CENTER ALONGWITH UNIVERSAL ACCESS NUMBER (UAN)
AND SMS SERVICES FOR COMPUTERIZED LAND RECORDS FACILITY"**

August, 2015

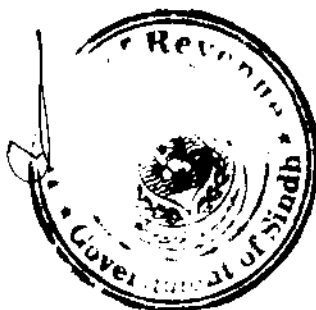
N.B

The bidder is expected to examine the Bidding Documents, including all instructions, forms, terms, specifications and charts/drawings. Failure to furnish all information required by the Bidding documents or submission of a Bid not substantially responsive to the Bidding Documents in every respect would result in the rejection of the Bid.



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Definitions

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

"Bid" means a tender, or an offer by a person, consultant, firm, company or an organization expressing willingness to undertake a specified task at a price, in response to an invitation by a Procuring Agency.

"Bid with Lowest Evaluated Cost" means the bid quoting lowest cost amongst all those bids evaluated to be substantially responsive.

"Bidder" means a person or entity submitting a bid.

"Bidding Documents" means all documents provided to the interested bidders to facilitate them in preparation of their bids in uniform manner.

"Bidding Process" means the procurement procedure under which sealed bids are invited, received, opened, examined and evaluated for the purpose of awarding a contract.

"Contract" means the agreement entered into between the Purchaser and the Contractor, as recorded in the Contract Form signed by the parties, including all Schedules and Attachments thereto and all documents incorporated by reference therein.

"Contract Price" means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations.

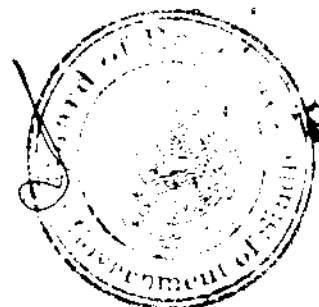
"Contractor" means the individual or firm whose bid has been accepted by the Purchaser and the legal successors, in title to the Contractor.

"Contract Value" means that portion of the Contract Price adjusted to give effect to such additions or deductions as are provided for in the Contract, which is properly apportionable to the Software or Services in question.

"Goods" means articles and object of every kind and description including raw materials, drugs and medicines, products, equipments, hardware, machinery, spares and commodities in any form, including solid, liquid and gaseous form, and includes services identical to installation, transport, maintenance and similar obligations related to the supply of goods, if the value of these services does not exceed the value of such goods.

"Government" means the Government of Sindh.

"Procurement Proceedings" means all procedures relating to public procurement, starting from solicitation of bids up to award of contract.



"Procuring Agency" means Project Management Unit, Reforms Wing & Special Cell, Project Management Unit, Reforms Wing & Special Cell, Board of Revenue, Government of Sindh.

"Supplier" means a person, firm, company or an organization that undertakes to supply goods and services related thereto, other than consulting services, required for the contract.

"Services" means services, such as testing, training and other such obligations of the Contractor covered under the Contract.

"Works" means all items mentioned in BOQ to be provided and services to be rendered & work to be done by the Contractor under the Contract.

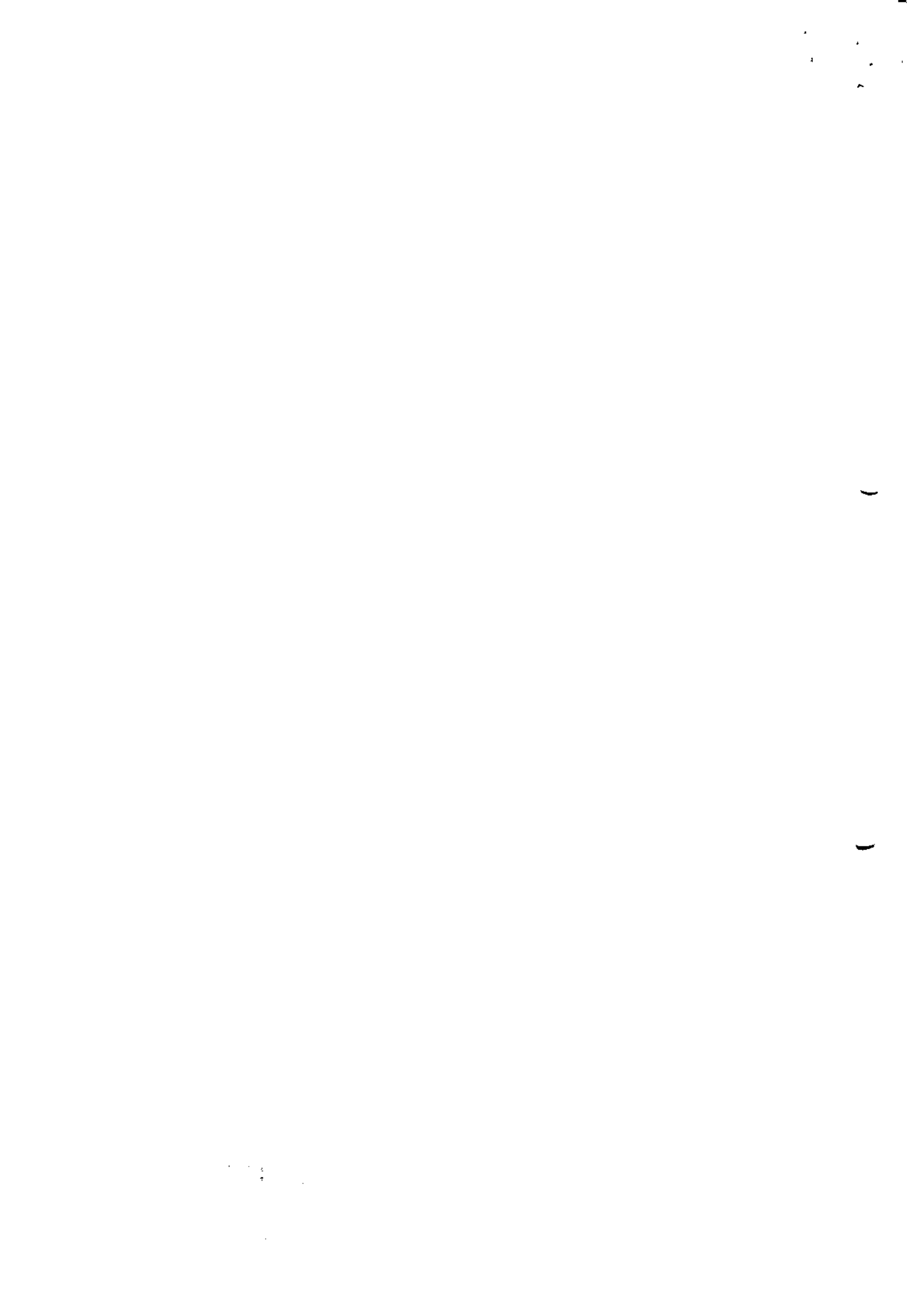


Invitation to Bid

Project Management Unit, Reforms Wing & Special Cell, Board of Revenue, Government of Sindh (hereinafter referred to as Purchaser), invites sealed bids from eligible bidders for **"SUPPLY, INSTALLATION AND COMMISSIONING OF HARDWARE & SERVICES FOR ESTABLISHMENT OF CALL CENTER ALONGWITH UNIVERSAL ACCESS NUMBER (UAN) AND SMS SERVICES FOR COMPUTERIZED LAND RECORDS FACILITY"** under the scheme "LARMIS" of Board of Revenue, Sindh.

1. Tender Bids in sealed envelope as per information are required. Proponents applying for bids should submit one single envelope containing the technical & financial proposal. The interested bidder must have valid NTN also. Only Income Tax, Sales Tax and Provincial Sales Tax (PST) registered firms are eligible to participate.
2. The bidder must quote for the complete specification. The uncompleted bid will be rejected as non-responsive.
3. The bidder must bid for the complete package. Bidding for individual items will be rejected as non-responsive.
4. All bids received will be opened and evaluated in the manner prescribed in the evaluation criteria of bidding document.
5. Interested eligible bidders may obtain further information on the bid and collect the bidding documents from the office of Project Director, Project Management Unit, Reforms Wing & Special Cell, Board of Revenue, Government of Sindh, adjacent Dr. Ziauddin Hospital, Clifton, Karachi, Tel: +92-21-99251367-68 / Fax: +92-21-35305586 from **2nd September 2015** during office Hours, i.e. from 9:00 am to 5:00 pm on payment of document fee of Rs. 2,000/- in the form of Pay order/Demand Draft in favour of Project Director PMU, Board of Revenue, Sindh till **12:30 PM on 17th September 2015**. The bidding document can also be downloaded from the website of SPPRA, i.e. www.pprasingh.gov.pk or the website of PMU, BOR, i.e. sindh.larmis.gos.pk, in which case document fee may be submitted alongwith the bid. Only the bids submitted with the document fee will be considered as eligible for participating in the bidding process.
6. All bids must be accompanied by an earnest money/bid security of two percent (2%) of total bid amount, in the form of 'pay order', 'demand draft' or 'bank guarantee' in the name of Project Director PMU, Board of Revenue, Sindh, and must be accompanied with the bid in a separate sealed envelope marked as "Earnest Money/Bid Security". Bid without earnest money/bid security of required amount and prescribed form shall be rejected.
7. Project Management Unit, Reforms Wing & Special Cell, Board of Revenue, Government of Sindh will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.





8. The Bid prices and rates are fixed during currency of contract and under no circumstance shall any contractor be entitled to claim enhanced rates for any item in this contract.

9. The Procuring Agency may cancel the tendering process as per SPP Rules 2010.

10. All quoted prices must include all applicable taxes, such as General Sales Tax, Income Tax and/or etc. If not specifically mentioned in the bid, then it will be presumed that the prices include all the taxes. Purchaser will not be responsible and would not pay any additional amount in case of changing in tax rate by the Government of Sindh or Government of Pakistan.

11. Rights and obligations of the procuring agency and the consultant shall be governed by General and Special conditions of contract signed between the procuring agency and the consultant.

12. The following shall result in blacklisting of suppliers, contractors, or consultants, individually or collectively as part of consortium:

- (a) conviction for fraud, corruption, criminal misappropriation, theft, forgery, bribery or any other criminal offence;
- (b) involvement in corrupt and fraudulent practices while obtaining or attempting to obtain a procurement contract;
- (c) final decision by a court or tribunal of competent jurisdiction that the contractor or supplier is guilty of tax evasion;
- (d) willful failure to perform in accordance with the terms of one or more than one contract;
- (e) failure to remedy underperforming contracts, as identified by the procuring agency, where underperforming is due to the fault of the contractor, supplier or consultant.

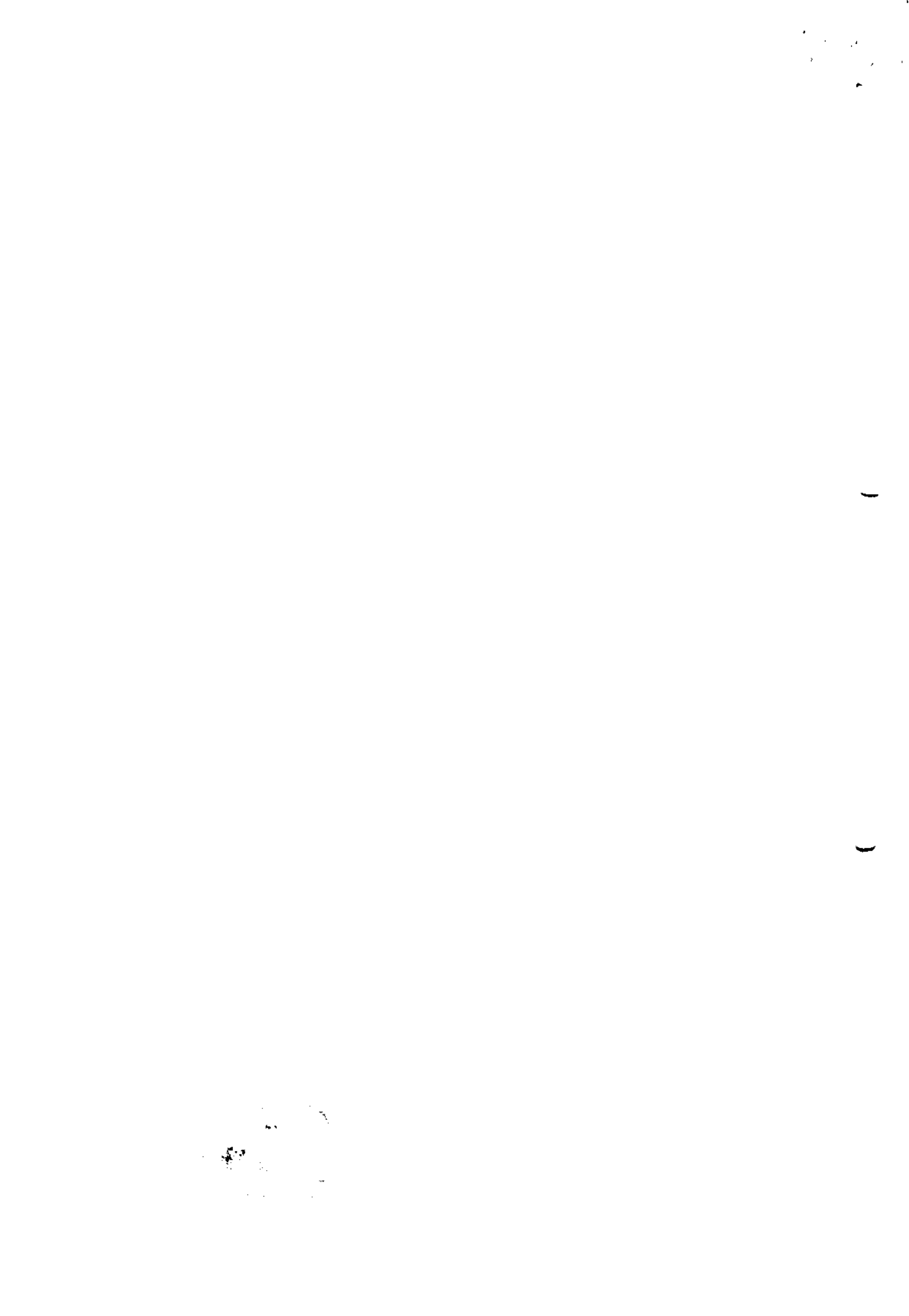
13. Failure to complete the contract within the stipulated time period will invoke penalty of 0.025% of the total cost per day. In addition to that, Performance Guarantee (CDR) amount will be forfeited and the company will not be allowed to participate in future tenders as well.

14. An interested bidder, who has obtained bidding documents, may request for clarification of contents of the bidding document in writing, and procuring agency shall respond to such queries in writing within three calendar days, provided they are received at least five calendar days prior to the date of opening of bid.

-sd/-

**Project Director PMU
Board of Revenue
Government of Sindh**



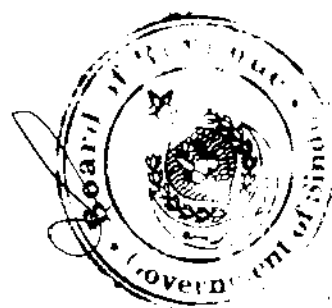


General Terms & Conditions

- Bids not confirming to the terms, conditions and specifications stipulated in this RFP will be rejected.
- Project Management Unit, Reforms Wing & Special Cell, Board of Revenue, Government of Sindh invites this tender under **single stage - one envelope procedure, under SPPR 2010.**
- Proposal after due date and time will not be accepted for any reason. Proposals must not be sent by Facsimile or e-mail. Such submissions will not be accepted for any reason.
- Bid / Proposal shall comprise one single envelope containing the technical & financial proposal and required information mentioned below:
 - (i) relevant experience; (ii) turn-over of at least last three years; (iii) registration with Income Tax, Sales Tax & Provincial Sales Tax (SRB)
- The bidder must bid for the complete package. Bidding for individual items will be rejected as non-responsive.
- All bids received will be opened and evaluated in the manner prescribed in the evaluation criteria of bidding document.

(i) Bid Security

- All bids must be accompanied by an earnest money/bid security of two percent (2%) of total bid amount, in the form of 'pay order', 'demand draft' or 'bank guarantee' in the name of Project Director PMU, Board of Revenue, Sindh, and must be accompanied with the bid in a separate sealed envelope marked as "Earnest Money/Bid Security". Bid without earnest money/bid security of required amount and prescribed form shall be rejected.
- The bid security of the unsuccessful bidder will be released by PMU BOR after award of work or after expiry of bid validity period whereas the bid security money of successful bidder will be released after the submission of performance security equivalent to 5% of contract price.
- The performance security of the successful bidder will be released after issuance of successful completion certificate by the Project Management Unit, Reforms Wing & Special Cell, Board of Revenue, Government of Sindh.
- All/any terms and conditions not specified here shall be dealt with reference to pertinent SPPRA rules 2010.



(ii) Validity of the proposal

- All proposal and price shall remain valid for a period of 90 days from the closing date of the submission of the proposal. However, the responding organization is encouraged to state a longer period of validity for the proposal.

(iii) Currency

- All currency in the proposal shall be quoted in Pakistani Rupees (PKR). The Bid prices and rates are fixed during currency of contract and under no circumstance shall any contractor be entitled to claim enhanced rates for any item in this contract.

(iv) Withholding Tax, Sales Tax and other Taxes

- The responding organization is hereby informed that the Government shall deduct tax 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 requested to provide the relevant documents with the proposal.

(v) OEM relationships

- The support and Maintenance should be supplied through verifiable distribution channel in Pakistan.
- The responding organization (RO) or one of the Joint Bidding Company to be authorized Partner/ Reseller, OF THE ORIGINAL MANUFACTURER.

(vi) Compliance to Specifications

- The Responding Organization (RO) to provide information as per (Compliance sheet). RO may not propose any kind of refurbished material / components in their technical proposals.

(vii) Financial Capabilities

- The RO(s) shall describe the financial position of its organization. Income Statement or Report should be included in the detailed Technical proposal.

(viii) Penalty Clause

- It is utmost importance that schedule to tender should be filled in very carefully and the instructions set forth above, scrupulously complied with failing which the offer will be ignored. In case of non-completion of renovation work within stipulated period Earnest Money will be forfeited in favor of the Project Management Unit, Reforms Wing & Special Cell, Board of Revenue, Government of Sindh, Karachi.

- An affidavit that the firm has not been entangled in litigation with any client during the last 5 years.



- An affidavit that the firm has never been blacklisted by any Government Department.
- Liquidated damages of 0.025% per day of the contract price per day will be deducted for delay in completion of the assignment.

The technical offer must be submitted (in duplicate) with the following documents

1. Company Profile with complete address, telephone No. Fax. No. and e-mail address and contact person.
2. Partnership / Reseller letter or agreement copy which authorize Bidder to sell or market the proposed hardware products in Pakistan.
3. Drawings, operational manuals and brochures of the products and services offered.
4. Complete schedule of the assignment is to be provided.
5. Ability to provide after services support.
6. Authenticated Financial Statements of last three years should also be submitted with Technical Proposals.

Selection Criteria

Single stage one-envelop procedure will be used for the final selection of the vendor for the subject assignment. Bid / Proposal shall comprise one single envelope containing the technical & financial proposal and required information mentioned in General Terms & Conditions. All bids received will be opened and evaluated in the manner prescribed in the evaluation criteria of bidding document.

Instructions for Responding Organizations

Communication

Enquiries regarding this RFP shall be submitted in writing/email to:
Project Director, Project Management Unit, Reforms Wing & Special Cell, Board of Revenue, Government of Sindh, adjacent Dr. Ziauddin Hospital, Clifton, Karachi, Tel: +92-21-99251367-68 / Fax: +92-21-35305586.

Mode of Delivery and Address

Proposal should be submitted on or before Thursday 17th September 2015 at 03:00 PM at the address given below:

*Project Director, Project Management Unit, Reforms Wing & Special Cell, Board of Revenue, Government of Sindh, adjacent Dr. Ziauddin Hospital, Clifton, Karachi.
Tel: +92-21-99251367-68 / Fax: +92-21-35305586.*



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Proposals shall be delivered by hand or courier so as to reach the address given above by the last date indicated for submission. **PROPOSALS RECEIVED BY FAX OR EMAIL SHALL NOT BE ACCEPTED.**

Submission of Proposal

The bidder must bid for at least one complete package. Bidding for individual items from packages will be rejected as non-responsive. Proposals can be submitted on or before **Thursday 17th September 2015 at 03:00 PM** at the office of Project Director, Project Management Unit, Reforms Wing & Special Cell, Board of Revenue, Government of Sindh, adjacent Dr. Ziauddin Hospital, Clifton, Karachi, Tel: +92-21-99251367-68 / Fax: +92-21-35305586. Bid / Proposal shall comprise one single envelope containing the technical & financial proposal and required information mentioned in General Terms & Conditions. All bids received will be opened and evaluated in the manner prescribed in the evaluation criteria of bidding document.

The Bank Draft for Bid Security to be enclosed in a separate envelope, labeled as "Bank Draft", and which should be sealed. Proof of Sales Tax, NTN & PST numbers should also be provided. (Please provide photocopies of all relevant documents).

Opening of Proposals

The proposals submitted against the subject RFP will be opened by the Procurement Committee of PMU, Board of Revenue, Sindh on **Thursday 17th September 11th 2015 at 03:30 PM** in the Committee room of Project Management Unit, Reforms Wing & Special Cell, Board of Revenue, Government of Sindh, adjacent Dr. Ziauddin Hospital, Clifton, Karachi, Tel: +92-21-99251367-68 / Fax: +92-21-35305586 in presence of all the bidders, or their representatives, who may choose to be present.

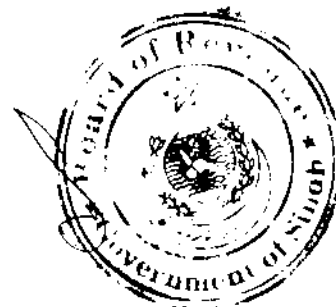
Evaluation and Comparison of Technical and Financial Bids

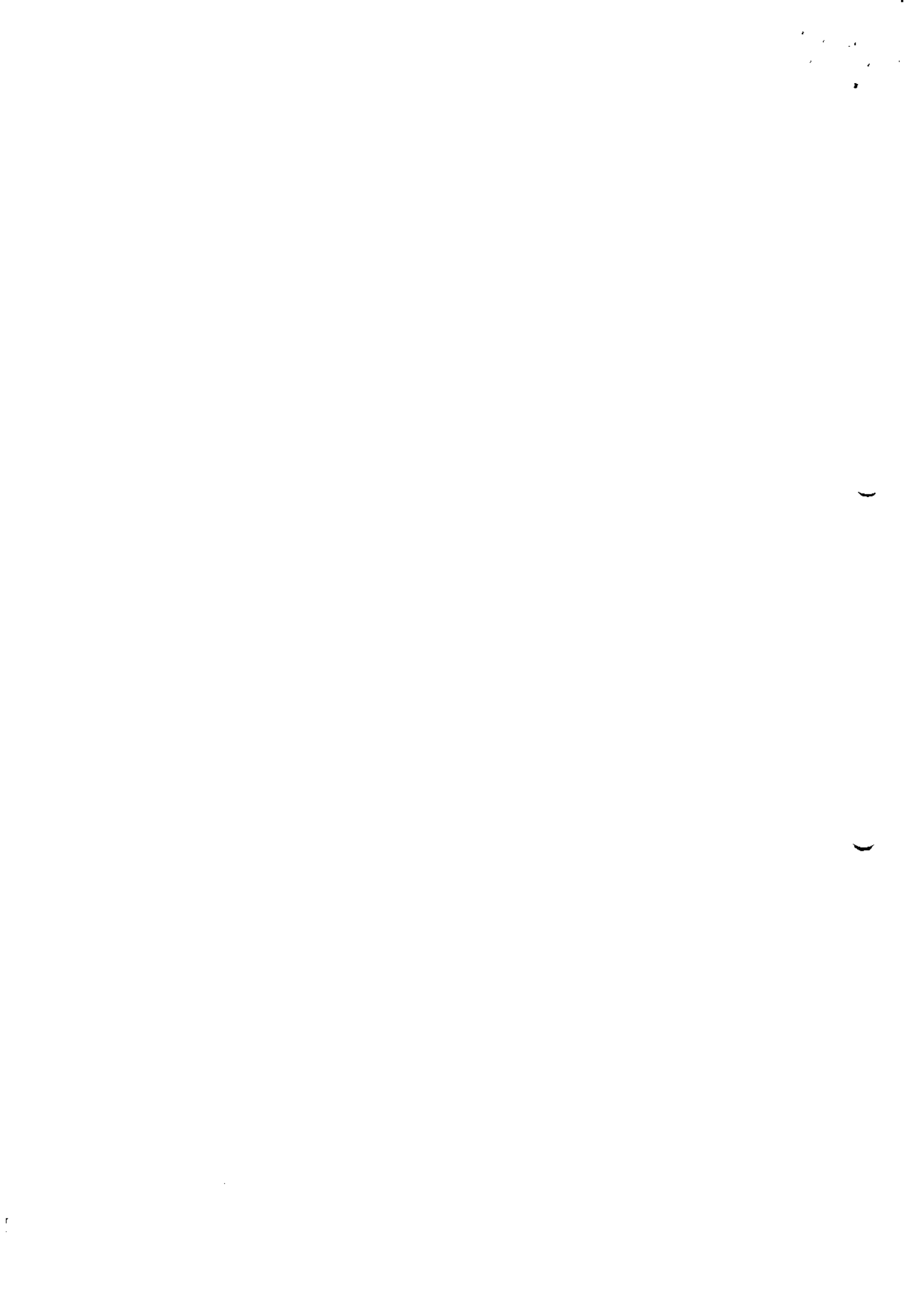
Bid / Proposal shall comprise one single envelope containing the technical & financial proposal and required information mentioned in General Terms & Conditions. All bids received will be opened and evaluated in the manner prescribed in the evaluation criteria of bidding document.

Basis of Evaluation and Comparison of Bid

The bidders meeting the following criteria will be eligible for consideration of financial bid against the tender.

S.No.	Criteria	Compliant	Non-Compliant
1.	10 Year in Relevant Business (Attach Certificate of Incorporation)		
2.	Authorization Letter from Principal/Partner or Authorized Distributor for proposed hardware items		
3.	Average turnover of PKR, 100 Million in Business during last 3 years (Attach Audited Financial Statements)		
4.	Completed at least 5 Projects of same nature including Support & Maintenance		





	(Attach Successful Completion Certificate)		
5.	ISO 9001 or Equivalent Certification (Attach Valid Certificate)		
6.	Compliance of proposed delivery schedule as per requirement (Attach Affidavit on Stamp Paper)		
7.	Bid Quoted for Complete Package		
8.	Bid Security @ 2% submitted in prescribed form		
9.	Registration with NTN, GST and PST in relevant category		

Preliminary Evaluation Checklist

The Bidder should fill out this Form by providing all the required information and Placing this Form on top of the Technical Proposal. Relevant portions of the Technical Proposal should be referenced in this form. Please note that all required information should be provided on this Form and no document should be attached.

Information Required

a) General

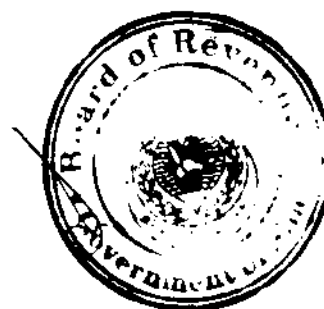
- 1 Name of Bidder or Group of companies going into bid.
- 2 No of Years in business in Pakistan
- 3 No of Offices locations in Pakistan
- 4 Annual Turnover (Million Rs.)
- 5 Value of projects in hand (details may be given)
- 6 Year of Incorporation
- 7 Status of the Bidder
 - Sole Proprietor
 - Partnership Firm
 - Private Limited Company
 - Public Limited Company
 - Entity registered / incorporated outside Pakistan (Give details)
 - Other (Please specify)
- 8 Names of Owner / Partners / Chief Executive / Directors
- 9 Details of Registered Head Office (Address, Phone, Facsimile, Email and Website information)

b) Details of total staff employed

- 1 No of permanent staff employed: Technical /Managerial
- 2 Cumulative Experience (in years)
- 3 Total No. of Support professionals in Technical Domain
- 4 Total No. of Staff assigned for the proposed project.

c) Joint Ventures

Bids submitted by a joint venture of two or more companies or partners shall comply with the following requirements:



- a) The Bid, and in case of successful Bid, the Contract form, shall be signed by the lead bidder duly nominated by all the JV partners;
- b) One of the partners shall be authorized to be Incharge; and this authority shall be evidenced by submitting a power of attorney signed by legally authorized signatories of all the partners;
- c) The partner Incharge shall be authorized to incur liabilities, receive payments and receive instructions for and on behalf of any or all partners of the joint venture;
- d) all partners of the joint venture shall be liable jointly and severally for the executing of the Contract in accordance with the Contract terms, and a relevant statement to this effect shall be included in the authorization mentioned under (b) above as well as in the Bid Form and the Form of Agreement (in case of a successful Bid); and
- e) The JV Agreement for this project entered into by the joint venture partners on stamp paper duly attested by Notary Public shall be submitted with the Bid.

Special Instructions

- Incomplete applications will not be considered.
- Any firm, which furnishes wrong information, will be liable for legal proceeding and if any contract is awarded, the same will be cancelled.
- Board of Revenue reserves the right to accept or reject any or all proposals without assigning any reason thereof.
- Authority Letter or Agreement from Principal Company or its Distributor for product and vendor authentication.
- The tender must be filled on prescribed form without any alteration/over writing.
- Conditional tenders/bids will not be acceptable.
- Only companies registered with Provincial Sales Tax (SRB), Sales Tax (FBR) and Income Tax Departments shall be eligible to participate in the tender (proof of registration is required).
- Every page of this tender document should be signed and sealed by the bidder.

Contacting the Purchaser

Any effort by a bidder to influence the Purchaser in the Purchaser's decisions in respect of bid evaluation or Contract award will result in the rejection of the bidder's bid.

Purchaser's Right to Accept the Bid or Reject the Bid

The Purchaser reserves the right to accept or reject the bid and to annul the bidding process at any time prior to award of Contract, without thereby incurring any liability to the bidder or any obligation to inform the bidder of the grounds for the Purchaser's action as per SPP Rules, 2010.

Scope of Work:

- Project Management Unit, Reforms Wing & Special Cell is actively engaged in capacity building of Board of Revenue, Government of Sindh through number of project components, aimed at developing the standards and systems of Information & Communication Technology at the international industry levels.



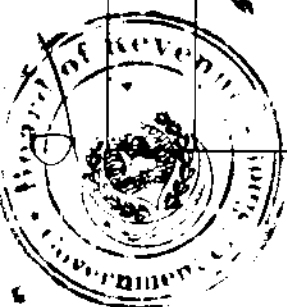
- Project Management Unit, Reforms Wing & Special Cell, Board of Revenue, Government of Sindh, invites tender through National Competitive Bidding.
- Contractor shall also be responsible to supply, install and commission One complete Solution of Call Center which includes modular approach to address customer to enrich customer experience across different interaction channels like Inbound/Outbound Calling with Interactive Voice Response (IVR) Call Tree & skill based routing, Outbound Preview & Manual Dialing, Interactive Voice Response (IVR), Voice Recording of Calls answered by Agents and Reporting; details of which are given in the Bill of Quantities of this bidding document/RFP at the Building of Project Management Unit, Revenue House, Board of Revenue, Sindh Karachi.
- Vendor would be responsible to care and look after the electrical equipment & supplies. Penalty would be imposed on vendor to makeup the loss; in case of finding carelessness in equipment handling and misuse of the provided equipment.
- Vendor shall be responsible for support and maintenance for a period of One Year for Call Center Solution.
- Project Management Unit, Reforms Wing & Special Cell, Board of Revenue, Government of Sindh has right to terminate the contract if vendor will fail in providing satisfactory services, electrical equipment and all type of services in given scheduled time. In addition to that, Security Deposit (CDR) amount will be forfeited.
- Any unforeseen requirement for the implementation and maintenance of the project would be core responsibility of vendor.
- SLA, if required, will be signed after implementation according to the satisfactory progress of the vendor and as per criteria of Project Management Unit, Reforms Wing & Special Cell, Board of Revenue, Government of Sindh.

BILL OF QUANTITY /SCHEDULE OF PRICE
ALONGWITH DETAILED TECHNICAL SPECIFICATION

S.No.	Item	Unit	Qty	Unit Price	Total Price
1.	Experience Center Solution Core Component: A. Inbound Voice with Computer Telephony Integration (CTI) Application = 5 Nos., Web Chat/Email/SMS = 2 Nos., Supervisor/Team Lead = 1 Nos. and Interactive Voice Response (IVR) Ports = 10 Nos. B. Quality Monitoring (Call Recording, Archive, Search and replay, Real-time monitoring, Recorded calls to be retained for a period of six months. 200 Calls per day, Screen capture data to be retained for 60 days, Recording can be saved on network storage or DVD and Retention period is 6 months.) C. E1 - Primary Rate Interface (PRI) Link including with hardware to be installed in Data Center/Media gateway. Cable laying ground floor to Data Center and also include cost of subscription of PRI from Service Provider = 1 Nos.	Solution	1		



S.No.	Item	Unit	Qty	Unit Price	Total Price
	<p>D. Wallboard Display including 48 Inch LED with required software application and mounting accessories = 1 Nos.</p> <p>E. Call Center Hardware consist of Server for CMS/CRM/SMS Application's (having Processor: 2.93 GHz 6-core, RAM: 32 GB, HDD: 2 TB Usable Space, DVD-RW and LAN: Dual NIC 10/100/1000 Mbps) with License Operating System (OS) and Server for Call Recording/Archiving (having Processor: 2.93 GHz 6-core, RAM: 32 GB, HDD: 2 TB Usable Space, DVD-RW and LAN: Dual NIC 10/100/1000 Mbps) with License Operating System (OS) including six month retention. Contractor should provide Operating System (OS), Database, supported virtualization if required and appropriate & compatible solution with proposed Call Center.</p> <p>F. Call Center Requirement,</p> <ul style="list-style-type: none"> • Branded call center solution – American or European origin. • Support SIP/ H.323 protocol • Proposed Server hardware should be capable of supporting up to 20 agents, without requiring additional RAM / HDD etc. • Design should provide 99.9 percent uptime • Virtualization support desired • Proposed solution should not have any third party component for core contact center functionality. All components of Contact Center Solution must of same brand, except Servers/ switches or customized application • All Licenses should be permanent and need not to renew subscription periodically. • Skill-based routing of voice, email, web chat, SMS and support for video interactions. • System is required to provide flexible call treatment like Queue Music, Music on hold, expected wait time and position in queue. • Unified Real-time reporting display • Unified historical reporting of all media types • Should offer tools to create customized reports • Context sensitive user interface capable of delivering customer contextual data • Single point of web-based administration of entire contact center • Graphical Contact Center and Self-Service Workflow designer • Third party application integration through a combination of CTI, SOA and Web Services <p>G. Agent Hardware consist of Personal Computer (having Processor: Intel Core i3 2.4 Ghz, RAM: 4 GB, LAN: 10/100/1000 Mbps, DVD/RW & HDD: 500 GB) with License Operating System (OS), Keyboard, Mouse, 21 Inch LED Display & Headset (Good Quality) = 5 Nos; UPS for Agent Hardware (having Rectifier Type: IGBT, Input Voltage Range: Single Phase 120 VAC to 276 VAC, Input Power Factor: Single Phase 0.99, Communication Interface: USB, Form Factor: Mini tower, Capacity (kVA/kW): 6 / 4.8, Transfer Time (Power Failure): No transfer time and on-line operation, Surge Protection: IEC / EN 61000-4-5, Protection Level: IP20, Backup Time: Standard (5 to 10 mins.) and includes all allied software's.) = 1 Nos; Wall mounted 4U Communication Rack with fans = 1 Nos; Networking Switch 16 Port with allied peripheral and essential LAN Cabling = 2 Nos. Contractor should</p>				



S.No.	Item	Unit	Qty	Unit Price	Total Price
	<p>provide the appropriate and compatible solution with proposed Call Center.</p> <p>H. SMS Gateway Hardware consist of 3 x SIMM SMS Gateway, Solution should capable for sending 500 SMS per day for one year bases, integration ready with Complaint Management System (CMS)/Customer Resource Management (CRM) for 27 sites and open for other integrations. Contactor should provide the subscription of Short Code for Content Based Services from Service Provider.</p>				
2.	<p>Complaint Management System (CMS)/ Customer Resource Management (CRM)</p> <p>A. Complaint Management System (CMS) should consist of,</p> <ul style="list-style-type: none"> • Complaint logging interface - with possible integration with 3rd party application should be opened in one window • Complaint handling agent interface • Complaint handling Team Lead interface • Complaint Management system Administration Module • Reporting Module with flexibility to add / subtract components on reports • Complaint Management Agent interface: <ul style="list-style-type: none"> ○ Should have record of login time, complaints handled, average complaint time etc. ○ Complaint resolving and comments text fields. ○ Complaint forwarding, pushing / pull controls • Complaint Handling Team Lead Interface: <ul style="list-style-type: none"> ○ Over view of all active agents ○ Performance KPI performance and complete reporting ○ Ability to transfer a complaint ○ Chat ability with in the agents • Complaint Management System - Administration Module <ul style="list-style-type: none"> ○ Work code defining screen ○ Custom work code forms ○ Work flow defining screen ○ TAT define & TAT for respective nodes in work flow ○ User Management • Reporting Module <ul style="list-style-type: none"> ○ Real time reporting for every KPI ○ Modelled standard reports for quality and performance evaluations • Integration with 3rd party software should be available via web services, or standard communication protocols. <p>B. Customer Resource Management (CRM) should consist of,</p> <ul style="list-style-type: none"> • Connectivity and interface with provisioning and fulfilment systems • Connectivity and interface with 3rd Party services and offerings • Customer and Visitor leads and Complaints • Management and Supply Chain Management System • Inventory Management • Dashboard for central tracking systems • Customer central repository 	Solution	1		



S.No.	Item	Unit	Qty	Unit Price	Total Price
	<ul style="list-style-type: none"> • Web services and connectivity, cross communication via standard protocols • Central Reporting Screen, with ability to customize and export reports and data for sourcing to warehouse/ reporting platforms. • Ability to have custom forms for information gathering • Ability to create and maintain separate forms for different purposes within the organization. • Ability to have custom rules and work flows for all actions that can be triggered • Hardware flexibility and ability to add nodes depending on nodes and load • Mobile devices interfaces • User Management • Integration with Email server • Integration with SMS Gateway and server • Project Management Module • Social Media Integration • Ability to integrate with modern day APIs, such as Google Maps etc. • Single Window operations • Enterprise architecture compliant and standard maintenance • Flexible to have multiple backend databases 				
3.	Glass Partition and Allied Work Glass Partition consist of fixing of glass partition with glass door size 10' x 7' x 10' with labor and material. Furniture and fixture of L shape counter for 4 persons having size 10' x 7' with 4 x executive chairs and 1 x 1.5 Ton Air Conditioner with voltage stabilizer.	Solution	1		
4.	Training Local training on proposed solution for 12 persons (Please quote on each individual basis)	Job	1		
5.	Support and Maintenance One year support, warranty and maintenance of whole BoQ from Sr. No. 1 to 3 from date of commissioning which is extendable for one more year.	Job	1		

Delivery schedule: The successful bidder would be required to carry out the assignment within a period of 02 Month after signing of contract.



BIC FORM

To,

Project Director,
Project Management Unit,
Reforms Wing & Special Cell,
Board of Revenue,
Government of Sindh
Karachi.

Sir,

SUBJECT: "SUPPLY, INSTALLATION AND COMMISSIONING OF HARDWARE & SERVICES FOR ESTABLISHMENT OF CALL CENTER ALONGWITH UNIVERSAL ACCESS NUMBER (UAN) AND SMS SERVICES FOR COMPUTERIZED LAND RECORDS FACILITY" UNDER THE SCHEME LARMIS OF PMU OF BOARD OF REVENUE SINDH

Having examined the bidding documents, the receipt of which is hereby duly acknowledge, for the above Contract, we, the undersigned, offer to supply, deliver, test and impart training in conformity with the said bidding documents for the Total Bid Price.

Pak Rupees (in figures _____ in words _____)

or such other sums as may be ascertained in accordance with the Price Schedule attached hereto and made part of this bid.

We undertake, if our bid is accepted, to complete the works in accordance with the Contract Execution Schedule.

If our Bid is accepted, we will provide the performance security in the sum equivalent to 5% of the Contract Price for the due performance of the Contract.

We agree to abide by this Bid for the period of ninety (90) days from the date fixed for bid opening 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, this Bid, together with your written acceptance thereof in your Notification of Contract Award, shall constitute a binding Contract between us.

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

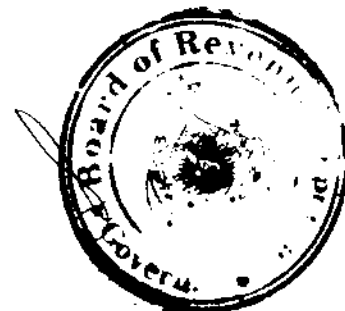
Dated this _____ day of _____ 2015

WITNESS

Signature _____
Name _____
Title _____
Address _____

BIDDER

Signature _____
Name _____
Title _____
Address _____



BID SECURITY FORM

WHEREAS [Name of Bidder] (hereinafter called "the Bidder" has submitted its bid dated [date] for the **"SUPPLY, INSTALLATION AND COMMISSIONING OF HARDWARE & SERVICES FOR ESTABLISHMENT OF CALL CENTER ALONGWITH UNIVERSAL ACCESS NUMBER (UAN) AND SMS SERVICES FOR COMPUTERIZED LAND RECORDS FACILITY" UNDER THE SCHEME LARMIS OF PMU OF BOARD OF REVENUE SINDH,** (hereinafter called "the Bid").

KNOW ALL MEN by these presents that we [Name of the Bank] of [Name of Country] having our registered office at [Address of Bank] (hereinafter called "the Bank") are bound into the Project Management Unit, Reforms Wing & Special Cell, Board of Revenue, Government of Sindh, Karachi, Pakistan (hereinafter called "the Purchaser") in the sum of -----, for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns, by these presents.

Sealed with the Common Seal of the Bank this-----day of-----, 2015

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 does not accept the corrections of his Total Bid Price; or
3. If the Bidder, having been notified of the acceptance of its Bid by the Purchaser during the period of bid validity:
 - (a) Fails or refuses to furnish the performance security, in accordance with the Instructions to Bidders; or
 - (b) Fails or refuses to execute the Contract Form, when requested. or

We undertake to pay to the Purchaser up to the above amount, according to, and upon receipt of, its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both or all the three above stated conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to -----, the period of bid validity, and any demand in respect thereof should reach the Bank not later than such date.



By [Bank]
(Title)
Authorized Representative

PERFORMANCE SECURITY FORM

To,
Project Director,
Project Management Unit,
Reforms Wing & Special Cell,
Board of Revenue,
Government of Sindh
Karachi.

WHEREAS [Name of the Contractor] hereinafter called "the Contractor" has undertaken, in pursuance of the bid for **"SUPPLY, INSTALLATION AND COMMISSIONING OF HARDWARE & SERVICES FOR ESTABLISHMENT OF CALL CENTER ALONGWITH UNIVERSAL ACCESS NUMBER (UAN) AND SMS SERVICES FOR COMPUTERIZED LAND RECORDS FACILITY" UNDER THE SCHEME LARMIS OF PMU OF BOARD OF REVENUE SINDH**, dated _____, 2015, (hereinafter 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 recognized bank for the sum specified therein as security for compliance with the Contractor's performance obligations in accordance with the Contract;

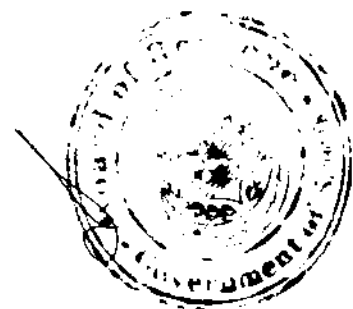
AND WHEREAS we have agreed to give the Contractor a Guarantee:

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.

This guarantee is valid until _____ day of _____, 2015, or twenty-eight (28) days of the issue of the Defects Liability Expiry Certificate, whichever is later.

[NAME OF GUARANTOR]

Signature _____
Name _____
Title _____
Address _____
Seal _____



100

100

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