



OFFICE OF THE
ADDL. INSPECTOR GENERAL OF POLICE,
KARACHI RANGE

No. AB/A-II/ **34426-29** / Karachi.
dated **36**-03-2017

To,

The Director information (Advertisement),
Public Relation Department,
Govt. of Sindh,
Block-95 Sindh Secretariat, Karachi

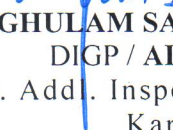
SUBJECT: PUBLICATION OF TENDER NOTICE.

Enclosed please find herewith a draft Tenders / inviting Notice in-respect of Hiring of firm for Partially Out Source Call Centre 15 Madadgar Karachi Range At Airport Police Station Publication in the daily Newspapers in English, Urdu and Sindhi at the Earliest.

(DR. GHULAM SARWAR JAMALI) PSP, PPM
DIGP / ADMINISTRATION
For. Addl. Inspector General of Police,
Karachi Range

Copy to the following for information please.

1. The Inspector General of Police Sindh Karachi.
- ✓ 2. The Manager (Assessment), Government of Sindh Public Procurement Regulatory Authority, (SPPRA) Barrack No.8 Sindh Secretariat No.4 Court Road Karachi.
3. The Director I.T. Sindh Police for advertisement display on Sindh Police Official website (www.sindh police.gov.pk).
4. Master File.


(DR. GHULAM SARWAR JAMALI) PSP, PPM
DIGP / ADMINISTRATION
For. Addl. Inspector General of Police,
Karachi Range

TENDER NOTICE 15 MADADGAR CALL CENTRE

BRIEF SCOPE OF WORK:-

1. Karachi Police intends to outsource the Madadgar 15 Response Call centre. The idea is to bring efficiency and enhanced performance in the operations of response and rescue
2. Sindh Police shall soon shift the entire call centre operations from the existing facility to a custom built facility at PS Airport.
3. Expression of Interest are invited from reputed firms , for the following services
 - A. Provide Qualified and Motivated Human Resource , round the clock, for the call centre which is being set up within the property of Sindh Police
 - B. The firm shall also undertake to perform maintenance and upkeep of the call centre furniture, infrastructure and call center equipment etc.
 - C. The firm shall be responsible for maintaining & updating the data for institutional memory purpose.
 - D. The firm shall undertake to provide further up-gradation of the Hardware/Software that is currently being used for 15 Madadgar Call Centre.
 - E. The firm shall make processes and systems to provide progress reports on agreed KPI's on a real time basis on working and efficiency levels of call operations, which can also be made available to senior police officials via internet. Simultaneously weekly and monthly reports shall also be provided by the firm.
 - F. The firm shall be responsible for attendance, performance appraisal, replacements, leave, absences etc of the provided HR.

ELIGIBILITY:-

- A. Legal status of the organization including registration in GST/ Income Tax /Sindh Revenue Board
- B. Profile of the organization/ firm
- C. Availability/ Adequate knowledge of technology and Human Resource for Call Centre
- D. Five years experience in emergency response either with Private or Public Sector
- E. Company should have CVAS (Class Value Added Services) License.
- F. The company should have / be affiliated with a company having license/authorization from Interior Ministry / Home Department.
- G. Company should have ability to take over the police 15 and run it on agreed specifications / terms and KPIs to deliver information quickly to emergency responders and monitor how well the responder has met the target, meaning also be following up on each call/ issue/ emergency.
- H. Company to have proven track record of solving issues with Public / Corporate Sector will be preferred.
- I. Financial Capacity: annual turn over in rupees **Rs.13,500,000/- (Thirteen Million Five Hundred Thousand)** only/- of the firm.

The interested bidders may visit the new location at airport between 09:00 hours to 17:00 hours and the existing facility at CPO between xx time

Contact No: (1) SP-Madadgar-15 Javed Zameeruddin Farooqi Off # 99218791.

(2) I/c OPS Naeem Shah Khan Off# 99225316

ISSUANCE OF BIDDING DOCUMENTS:-

From the date of publication to 27.04.2017 at 12:00 noon.

BID SUBMISSION DEADLINE:-

27.04.2017 at 13:00 hours.

BID OPENING:-

27.04.2017 at 14:00 hours.

BID SUBMISSION & OPENING ADDRESS:-

Karachi Police Office (KPO) Saddar Complex, saddar PS, Shahrah-e-Faisal Karachi.

Tel: No. 021-99225300, 021-99225301, Fax No. 021-99225302,

Email Address. additionaligpkarachi@gmail.com.

BID SUBMISSION AND OPENING ADDRESS:-

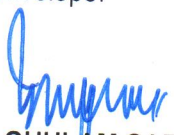
The bidding document shall be available in Addl:IGP/Khi office (Account Br) or download from following websites:-

www.spprasindh.gov.pk

additionaligpkarachi@gmail.com.

GENERAL INSTRUCTIONS:-

- A. Sealed proposal containing above information are required to be submitted at the office of the Karachi Police Office (KPO) Saddar Complex, Saddar PS, Shahrah-e-Faisal Karachi.
- B. No proposal will be accepted after due date.
- C. Sindh Police reserves the right to accept or reject any or all proposals subject to relevant provision of SPPRA rules.
- D. The interested firms may obtain the bidding documents alongwith the specification of work from Account Branch of office of the DIGP/Administration Karachi Range by submitting an application on their letterhead from the date of publication till 27.04.2017 at 12:00 noon.
- E. The firms / organizations will submit their technical and financial proposals in separate sealed envelopes up to 27.04.2017, till 13:00 hours.
- F. The rates quoted must remain valid for a period of (90) days after opening of the bid, the bid security of 2% in the form of pay order / Bank Draft / drawn in favour of the DIGP / Administration Karachi Range must be accompanied by financial proposal in sealed envelope.
- G. Committee will open sealed envelope of proposal in presence of representatives of the applying firms / organization on 27.04.2017 at 14:00 hours in Karachi Police Office (KPO) Saddar Complex, Saddar PS, Shahrah-e-Faisal Karachi.
- H. Only short listed proposals will be called for further process.
- I. Procedure / Method of procurement single stage two envelope.


(DR. GHULAM SARWAR JAMALI) PPM, PSP
DIGP/Administration
For. Addl. Inspector General of Police
Karachi Range

ٽيندر نوٽيس 15 مددگار ڪال سينٽر

ڪم جو مختصر دائرو

1. ڪراچي پوليس مددگار 15 رسپانس سينٽر کي آئوٽ سورس ڪرڻ چاهي ٿي. ان خيال جو مقصد رسپانس ۽ اسڪيم جي آپريشن ۾ ڪارڪردگي کي وڌائڻ ۽ اثرائتو ڪرڻ آهي.
2. سنڌ پوليس تمام جلد پنهنجون ڪال سينٽر واريون ڪارروائون موجوده سهوليت کان PS ايئرپورٽ تي ڪسٽمر طرفان تيار ڪيل سهوليت ۾ منتقل ڪئي ويندي.
3. هيٺين خدمتن واسطي ساڪ وارين فرمن کان ايڪسپريشن آف انٽريٽ گهرائڻ ٿا.
 - A. اهي ڪال سينٽر جيڪي سنڌ پوليس جي ملڪيت واري سيٽ اپ تي ٺاهيا ويندا تن لاءِ 24 ٽي ڪلاڪ ڪواليفائيڊ ۽ جذبي سان ڪم ڪندڙ مهيا ڪيا ويندا.
 - B. فرم کي ڪال سينٽر جي سار سنڀال ڪرڻي پوندي ۽ فرنيچر انفراسٽرڪچر ۽ ڪال سينٽر جي سامان ۽ ايڪيوپمينٽ وغيره جي نظرداري به ڪرڻي پوندي.
 - C. فرم محڪماتي يادگيري واري مقصد سان سمجهي ڏيڻا کي اپ ڊيٽ ڪرڻ ۽ سنڀالڻ جي ذميداري به هوندي.
 - D. فرم کي هن وقت مددگار ڪال سينٽر ۾ استعمال ٿيندڙ هارڊويئر/سافٽ ويئر کي اجا وڌيڪ اپ ڊيٽ ڪرڻ جو ڪم به ڪرڻو پوندو.
 - E. فرم کي KPI's جي طئه ٿيل حقيقي وقت جي بنياد تي پروگريس رپورٽون ڏيڻ لاءِ طريقو ڪار ۽ سسٽم ٺاهڻا پوندا جيڪي ڪال سينٽر جي ڪم ڪار ۽ اثرائتي سطحن بابت هوندا آهن انهن کي انٽرنيٽ ذريعي سينٽر پوليس عملدارن لاءِ مهيا ڪرڻو پوندو. گڏوگڏ فرم طرفان هفتيوار ۽ ماهوار رپورٽون به ڏيڻون پونديون.
 - F. فرم ڄاڻايل HR جي حاضري، ڪارڪردگي جي appraisal، رپليسيمنٽ، موڪلڻ ۽ غير حاضري وغيره لاءِ به ذميداري هوندي.

اهليت:

- A. اداري جي قانوني حيثيت جنهن ۾ GST/انڪم ٽيڪس/سنڌ روٽينيو بورڊ سان رجسٽريشن به شامل آهي.
- B. آرگنائيزيشن/فرم جو پروفائيل
- C. ڪال سينٽر لاءِ ٽيڪنالاجي ۽ هيومن ريسورس جي سٺي ڄاڻ موجود هئڻ.
- D. خانگي يا سرڪاري شعبي ۾ هنگامي صورتحال ۾ موت ڏيڻ جو 5 سالن جو تجربو.
- E. ڪمپني وٽ CVAS هئڻ گهرجن (ڪلاس ويليو ايڊيڊ سروسز) لائسنس.
- F. ڪمپني، اهڙي ڪنهن ٻي ڪمپني سان لاڳاپيل هجي جنهن وٽ گهرو وزارت/گهرو کاتي جو لائسنس/اختيار هجي.
- G. ڪمپني وٽ ايتري قابليت هجي جو اها 15 پوليس کي تحويل بر وٺي ۽ ان کي طئه ٿيل تفصيل/شرطن ۽ KPI's تحت هلائي سگهي ۽ هنگامي موت ڏيندڙ وٽ تڪڙي ڄاڻ پهچائي سگهي انهيءَ تي نظر رکي ته موت ڏيندڙ ڪيتري حد تائين ۾ ٽارگيٽ کي منهن ڏنو. ان جو مطلب ته هر ڪال/معاملي ۽ هنگامي صورتحال جي پڻ پوئواري ڪري.
- H. ڪمپني وٽ سرڪاري توڙي ڪارپوريت سيڪٽر سان معاملن کي نپيرڻ جو شاندار ٽريڪ هجڻ کي ترجيح ڏني ويندي.
- I. مالي حيثيت: رپين ۾ فرم جو ساليانو ٽرن اوور 13500000 (تيرنهن ملين پنج سئو هزار رپيا)

دلچسپي رکندڙ واک ڏيندڙ ايئرپورٽ وٽ اسان جي نئين لوڪيشن کي 9 وڳي کان 17.00 وڳي تائين ۽ CPO وٽ موجوده سهولت کي XX وقت وچ ۾ ڏسي سگهڻ ٿا. رابطي جو نمبر: SP(1) مددگار 15 جاويد ضمير الدين فاروقي آفيس نمبر 99218791 OPS I/c(2) نمبر 99225316

واڪ دستاويزن جو اجراء:

هن اشتهاار شايع ٿيڻ واري تاريخ کان وٺي 27-04-2017 تي منجهند 12 وڳي

واڪ اماڻڻ جي آخري تاريخ

27-04-2017 تي 13.00 وڳي تائين

واڪ کولڻ:

27-04-2017 تي 14.00 وڳي

واڪ اماڻڻ ۽ کولڻ جي ائڊريس:

ڪراچي پوليس آفيس (KPO) صدر ڪامپليڪس صدر PS شاهراه فيصل ڪراچي. تيليفون نمبر 021-99225300, 021-99225301 فيڪس نمبر 021-99225302 اي ميل ائڊريس: additionalgpkarachi@gmail.com

واڪ اماڻڻ ۽ کولڻ جي ائڊريس:

واڪ دستاويز ايڊيشنل آءِ جي پي ڪراچي جي آفيس (اڪائونٽ برانچ) ۾ به موجود آهن يا وري هيٺين ويب سائٽن تان به ڊائون لوڊ ڪري سگهجن ٿا:

www.spprasindh.gov.pk

additionalgpkarachi@gmail.com

عام هدايتون

- A. مٿي ڄاڻايل معلومات تي مشتمل سيل مهر ٿيل پروپوزل ڪراچي پوليس جي آفيس (KPO) صدر ڪامپليڪس صدر PS، شاهراه فيصل ڪراچي کي اماڻيا وڃن.
- B. مقررہ تاريخ ختم ٿيڻ کانپوءِ ڪو به پروپوزل وصول نه ڪيو ويندو.
- C. سنڌ پوليس کي SPPRA رولز تحت ڪو به واک رد يا قبول ڪرڻ جو اختيار حاصل آهي.
- D. دلچسپي رکندڙ فرمون ڪم جي تفصيل سان گڏ واک دستاويز DIGP ائڊمنسٽريشن ڪراچي رينج کي سندن ليٽر هيڊ تي لکت ۾ هڪ درخواست ڏيڻ هن اشتهاار جي شايع ٿيڻ کان وٺي 27-04-2017 تي 12 وڳي منجهند تائين اڪائونٽ برانچ مان حاصل ڪري سگهڻ ٿا.
- E. فرم/آرگنائيزيشن پنهنجا ٽيڪنيڪل ۽ فنانشل پروپوزل ڏاڍو ڌار لفافن ۾ 27-04-2017 تي 13 وڳي تائين اماڻين.
- F. ڄاڻايل اگهه ٽينڊر کولڻ جي 90 ڏينهن تائين ڪارگر رهندا. DIGP ائڊمنسٽريشن ڪراچي رينج جي نالي ۾ پي آرڊر/بينڪ ڊرافٽ جي صورت ۾ 2 سيڪڙو واک سيڪيورٽي لاءِ، طور تي، ٽيڪنيڪل پروپوزلن سان گڏ سيل ٿيل لفافو، ۾ اماڻڻ وڃي.

S. No = 8

out-source Meddagar-15

Wednesday 05 April, 2017

The Largest Circulated Sindhi Daily of Pakistan

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Hyderabad Daily Kawish

روزانه ڪاوش

هڪ ئي وقت ڪراچي، حيدرآباد ۽ سکر مان شايع ٿيندڙ پهرين سنڌي اخبار

DAILY KAWISHI

جلد 27) اربع 05 اپريل 2017 ۽ بمطابق 07 رجب المرجب 1438 هـ (شمارو 242) قيمت 15 رپيا

کام کا مختصر اسکوپ:

- 1- کراچی پولیس، مددگار 15 ریپاس کال سینٹر کو آڈٹ سروس کرنے کی خدمات ہے آئیڈیا ریپاس اور ریسکیو کے آپریشن میں بہتری لانا اور کارگر ماری میں اضافہ کرنا ہے۔
- 2- سندھ پولیس، جلد ہی تمام کال سینٹر آپریشنز موجودہ سہولت سے IPS ٹیر پورٹ پر ایک سسٹم بلٹ کال سینٹر منتقل کرے گی۔
- 3- مندرجہ ذیل سروس کے لیے معروضی فرمز سے اظہارِ دلچسپی مطلوب ہیں۔
- A- کال سینٹر جو سندھ پولیس کی ملکیت کے اندر بنایا جا رہا ہے کے لیے چھپیں گھنٹے اہل اور متحرک، ہیومن ریسورس فراہم کرنا۔
- B- فرم، کال سینٹر فرنیچر، انفراسٹرکچر اور کال سینٹر ایکسیس کنٹرول سسٹم وغیرہ کی منتقلی نیشن اور دیگر بھال سرانجام دینے کی یقین دہانی بھی کرانے گی۔
- C- فرم، ادارتی میموری کے مختصر کے لیے ڈیٹا مینٹینس کرنے اور اپ ڈیٹ کرنے کی ذمہ دار ہوگی۔
- D- فرم، ہارڈ ویئر سافٹ ویئر جو اس وقت 15 مددگار کال سینٹر کے لیے استعمال کیا جا رہا ہے کی مزید اپ گریڈیشن فراہم کرنے کی یقین دہانی کرانے گی۔
- E- فرم کال آپریشنز کے کام کرنے اور موڈرنیٹ کی سطحوں پر ایک ریشل نامہ بنیاد پر منظور کردہ KPIs پر پروگرامس رپورٹس فراہم کرنے کیلئے پروسیجر اور سسٹمز بنانے کی ذمہ داری ہے۔ کال سینٹر پولیس آفیشلز کیلئے بھی دستیاب بنائی جائے گی۔ فرم کی جانب سے ایک وقت ہفتہ وار ادارہ رپورٹس بھی فراہم کرنی ہوں گی۔
- F- فرم HR کو حاضری، پرفارمنس ایپریزل، تہذیبوں، رخصت، غیر حاضریاں وغیرہ فراہم کرنے کے لیے ذمہ دار ہوگی۔

اہلیت:

- A- آرگنائزیشن کی قانونی حیثیت بشمول GST/ایم ٹیکس /سندھ ریونیو بورڈ میں رجسٹریشن۔
- B- آرگنائزیشن /فرم کا پروفائل۔
- C- کال سینٹر کیلئے ٹیکنالوجی اور ہیومن ریسورس کی دستیابی /موزوں معلومات۔
- D- یا تو نجی یا پبلک سیکٹر کے ساتھ ایمرجنسی ریپاس میں پانچ سالہ تجربہ۔
- E- کمپنی CVAS (کلاس ویلیو ایڈڈ سروس) لائسنس کی حامل ہونی چاہیے۔
- F- کمپنی، وزارت داخلہ /حکومت داخلہ سے لائسنس /انٹرنیشنل کی حامل ایک کمپنی سے الحاق شدہ بھی ہونی چاہیے۔
- G- کمپنی میں ہنگامی جواب دہی والوں کیلئے فوراً ہی معلومات ارسال کرنے کیلئے منظور کردہ تصدیقات /شرائط اور KPIs پر پولیس 15 کو لینے اور چلانے اور جواب دہی والے نے کس گھنٹہ طور پر ہدف کو پورا کیا مینٹینس کرنے کی اہلیت ہونی چاہیے۔
- H- پبلک /کارپوریٹ سیکٹر کے ساتھ مسائل کے حل کا ثابت شدہ ٹریک ریکارڈ کی حامل کمپنی کو ترجیح دی جائے گی۔
- I- مالی حیثیت: فرم کا سالانہ ٹرن اوور اور پائل، میں -13,500,000 Rs. (ایک کروڑ پچیس لاکھ) دلچسپی کے حامل پیشکش دہندگان صبح 9:00 بجے تا شام 5:00 بجے کے درمیان ایئر پورٹ پر نئی لوکیشن اور XX نام کے درمیان CPO پر موجودہ سہولت کا معائنہ کر سکتے ہیں۔

رابطہ نمبر: SP(1)-مددگار-15، شاہد پٹیل سیرالڈین فاروقی دفتر کا نمبر 99218791
(2) انچارج OPS ٹیم شاہ خان دفتر کا نمبر 99225316

بڈنگ دستاویزات کا اجراء

اشاعت کی تاریخ سے 2017-4-27 بوقت دوپہر 12:00 بجے
پیشکش کے جمع کرانے کی آخری تاریخ

2017-04-27 بوقت دوپہر 1:00 بجے

پیشکش کا مکتبہ

2017-04-27 بوقت دوپہر 2:00 بجے

پیشکش جمع کرانے اور کھلنے کا پتہ

کراچی پولیس آفس (KPO) صدر پولیس، صدر پولیس اسٹیشن شاہراہ فیصل کراچی
فون نمبر: 021-99225300، 021-99225301، 021-99225302، فیکس نمبر: 021-99225302
ای میل ایڈریس: additionaligpkarachi@gmail.com

پیشکش جمع کرانے اور کھلنے کا پتہ

بڈنگ دستاویز ایڈیشنل IGP / کراچی آفس (اکاؤنٹ برانچ) میں دستیاب ہوگی یا مندرجہ ذیل ویب سائٹس سے
ڈاؤن لوڈ کی جاسکتی ہے۔

www.spprasindh.gov.pk

additionaligpkarachi@gmail.com

عمومی ہدایات

- A- بالا معلومات پر مشتمل سربراہ پروپوزل دفتر کراچی پولیس آفس (KPO) صدر پولیس، صدر پولیس اسٹیشن، شاہراہ فیصل کراچی میں جمع کرانا درکار ہے۔
- B- مقررہ تاریخ کے بعد پروپوزل قبول نہیں کیا جائے گا۔
- C- سندھ پولیس کو SPPRA کی مختلف شعبوں سے مشروط کسی یا تمام پروپوزل کو قبول یا مسترد کرنے کا حق حاصل ہے۔
- D- دلچسپی کی حامل فرمز کام کی تصدیق کے ہمراہ بڈنگ دستاویزات اشاعت کی تاریخ سے 2017-04-27 بوقت دوپہر 12:00 بجے تک اپنے لیٹر ہیڈ پر ایک درخواست جمع کرانے کے ذریعہ DIGP / ایڈیشنل کراچی رینج کے دفتر کی اکاؤنٹ برانچ سے حاصل کر سکتی ہیں۔
- E- فرمز / آرگنائزیشنز کو 2017-04-27 تک دوپہر 1:00 بجے تک علیحدہ علیحدہ سربراہ لٹافوں میں اپنے ٹیکنیکل اور فنانشل پروپوزل جمع کرانے ہوں گے۔
- F- پیشکش کردہ نرخ پیشکش کے کھلنے کے بعد (90) ایام کی مدت کے لیے لازماً قابل بیجا دیوں سربراہ لٹافوں میں فنانشل پروپوزل کے ہمراہ 29 بڈنگ کیلئے ہے آڈور / چیک ڈرافٹ قابل ادا بنی / DIGP /

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روزنامہ ایکسپریس

پاکستان کے 11 شہروں سے بیک وقت شائع ہونے والا واحد اخبار

جلد 19 شمارہ 206 | ہفتہ 3 رجب المرجب 1438ھ یکم اپریل 2017ء صفحات 18 قیمت 13 روپے

SATURDAY, APRIL 1, 2017



No. G-I/ 285 /2017/Karachi

Dated 24 .03.2017.

ORDER

SUBJECT:- CONSTITUTION OF COMMITTEES FOR HIRING OF FIRM FOR PARTIALLY OUTSOURCE CALL CENTER 15 MADADGAR KARACHI RANGE AT AIRPORT POLICE STATION FOR THE YEAR 2016-17

The following Committees are hereby constituted for Hiring of firm for partially outsource Call Center 15 Madadgar Karachi Range at Airport Police Station during current financial year 2016-17:-

i) **Procurement Committee**

1. DIGP/West Zone, Karachi (Chairman)
2. SSP/Korangi, Karachi (Secretary)
3. SSP/East (Member)
4. Rep. of Home Department Sindh (Member)
5. Rep. of Information, Science & Technology, Sindh (Member)

ii) **Redressal of Grievance & Settlement of Disputes Committee**

1. Addl.IGP/Karachi (Chairman)
2. SSP/Central, Karachi (Secretary)
3. SSP/City, Karachi (Member)
4. Rep. of CPLC Karachi (Member)
5. Rep. of Accountant General Sindh (Member)

Sd/-

INSPECTOR GENERAL OF POLICE,
SINDH, KARACHI.

Copy to following for information:-

1. Secretary Home Department, Government of Sindh for nominating the representative.
2. Secretary Information, Science & Technology, Govt. of Sindh for nominating the representative.
3. Accountant General Sindh Karachi for nominating the representative.
4. Addl.IGP/Karachi.
5. Chief CPLC Karachi for nominating the representative.
6. DIGP/West Zone, Karachi.
7. SSP/Korangi, Karachi.
8. SSP/Central, Karachi.
9. SSP/City, Karachi.
10. SSP/East, Karachi.
11. PS to IGP Sindh.
12. PS to DIGP/Finance Sindh.

File
For Acctt Br/General Br (Qamar Raza Jiskani) PSP
AIGP/Logistics,

For Inspector General of Police,
Sindh Karachi.

Per Maqam, pl.
ADDITIONAL INSPECTOR GENERAL OF POLICE
KARACHI RANGE 27/03.

1/2 A.I
28/3/17

27/3

No PS/Addl.IGP/Khi/ 2192
Karachi, dated: 27-3-2017

AB
2420
27-3-17
Addl.IGP/KHL
IGP, Admin
IGP, East Range
IGP, West Range
IGP, South Range
IGP, C.A.
IGP, Estn/IT&R/L&P
ADIGP/OPS
SSP/Security
SP/IFSG
SP/Muhafiz
SP/Court Police
SP/ICA

(REVISED)
ANNUAL PROCUREMENT PLAN
(WORKS, GOODS & SERVICES)
FINANCIAL YEAR 2016-17

S.	DESCRIPTION OF PROCUREMENT	QUANTITY (WHERE APPLICABLE)	ESTIMATED UNIT COST (WHERE APPLICABLE)	ESTIMATED TOTAL COST	FUNDS ALLOCATED	SOURCE OF FUNDS (ADP/NON ADP)	PROPOSED PROCUREMENT METHOD	TIMING OF PROCUREMENTS				REMARKS	
								1ST QTR	2ND QTR	3RD QTR	4TH QTR		
1	1. REPAIR / RENOVATION WORK OF PROTOTYPE REPORTING ROOM IN 36 PS OF WEST ZONE												
2	2. REPAIR / RENOVATION WORK OF PROTOTYPE REPORTING ROOM IN 26 PS OF SOUTH ZONE	FACILITATION CENTRE OF SSPs KARACHI RANGE	POLICE STATIONS & ZONAL SSPs OFFICE	60 MILLION	GOVT OF SINDH	ADP	SINGLE STAGE ONE ENVELOPE	-	-	-	-	FUND RECEIVED FROM GOVT OF SINDH	
3	3. REPAIR / RENOVATION WORK OF PROTOTYPE REPORTING ROOM IN 38 PS OF EAST ZONE												
4	4. WORK OF ADDL:IGP/KHI BANGLAW	ADDL:IGP/KHI BANGLAW	CAMP OFFICE	2 MILLION ONE HUNDRED & SEVENTY FOUR	GOVT OF SINDH	ADP	SINGLE STAGE ONE ENVELOPE	-	-	-	-	FUND RECEIVED THROUGH RE-APPROPRIATION	
5	PARTIALLY OUT SOURCE OF CALL CENTRE 15 MADADGAR	MADADGAR 15	MADADGAR 15		GOVT OF SINDH	ADP	SINGLE STAGE TWO ENVELOPE	-	-	-	-	FUND RECEIVED THROUGH RE-APPROPRIATION	
6	WORK OF MADADGAR 15 CALL CENTRE (AIRPORT PS)	MADADGAR 15	MADADGAR 15	4 MILLION	GOVT OF SINDH	ADP	SINGLE STAGE ONE ENVELOPE	-	-	-	-	FUND RECEIVED THROUGH RE-APPROPRIATION	

S.	DESCRIPTION OF PROCUREMENT	QUANTITY (WHERE APPLICABLE)	ESTIMATED UNIT COST (WHERE APPLICABLE)	ESTIMATED TOTAL COST	FUNDS ALLOCATED	SOURCE OF FUNDS (ADP/NON ADP)	PROPOSED PROCUREMENT METHOD	TIMING OF PROCUREMENTS				REMARKS
								1ST QTR	2ND QTR	3RD QTR	4TH QTR	
7	PURCHASE OF FURNITURE FOR RECEPTION ROOMS. EAST, WEST & SOUTH PS	FACILITATION CENTRE OF SSPs KARACHI RANGE	POLICE STATIONS & ZONAL SSPs OFFICE	22 MILLION	GOVT OF SINDH	ADP	SINGLE STAGE TWO ENVELOPE	-	-	-	-	FUND RECEIVED THROUGH RE-APPROPRIATION
8	PURCHASE OF EQUIPMENT FOR RECEPTION ROOMS. EAST, WEST & SOUTH PS	FACILITATION CENTRE OF SSPs KARACHI RANGE	POLICE STATIONS & ZONAL SSPs OFFICE	18 MILLION	GOVT OF SINDH	ADP	SINGLE STAGE TWO ENVELOPE	-	-	-	-	FUND RECEIVED THROUGH RE-APPROPRIATION
9	PURCHASE OF FURNITURE FOR 15 MADADGAR	MADADGAR 15	MADADGAR 15	3 MILLION	GOVT OF SINDH	ADP	SINGLE STAGE TWO ENVELOPE	-	-	-	-	FUND RECEIVED THROUGH RE-APPROPRIATION
10	PURCHASE OF EQUIPMENT FOR 15 MADADGAR	MADADGAR 15	MADADGAR 15	3 MILLION	GOVT OF SINDH	ADP	SINGLE STAGE TWO ENVELOPE	-	-	-	-	FUND RECEIVED THROUGH RE-APPROPRIATION
11	REPAIR & MAINTENANCE OF 01 NO APC OF COURT POLICE	REPAIR & MAINTENANCE OF 01 APC OF SSP COURT POLICE	01 APC OF COURT POLICE	EIGHT HUNDRED & NINETY FIVE THOUSAND	GOVT OF SINDH	ADP	SINGLE STAGE ONE ENVELOPE	-	-	-	-	FUND RECEIVED THROUGH RE-APPROPRIATION

APPROVED & SIGNED BY THE HEAD OF PROCURING AGENCY



D.D.O.
(SYED SOHAIL HUSSAIN SHAH)
 DSP / PCA
 For Addl. Inspector General of Police
 Karachi Range

TENDER FOR OUTSOURCING OF MANPOWER

Estimated Cost : Rs.

Year 2017-18

Cost of Tender Document : Rs.

Contract for providing Man-power— Skilled and Semi-skilled for a period of **Two years** to outsource the Madadgar 15 Response Call Centre for Sindh Police.

Tender issued to:-

M/s _____

Telephone No. _____

Mobile Telephone No. _____

(Signature of Officer Issuing the tender)

Date of Opening:

Time of Opening:

TECHNICAL BID**To be addressed to Sindh Police**

Name of the Work: Outsourcing of Man-power— Skilled and Semi-skilled – from Karachi Police, for Madadgar 15 Response Call Centre. The idea is to bring efficiency and enhanced performance in the operations of response and rescue, as per the following Technical Specifications:

- i. Provide qualified and motivated human resource, round the clock, for the call centre which is being set up within a property of Sindh Police.
- ii. The firm shall also undertake to perform maintenance and upkeep of the call centre, installed Hardware and software, furniture, infra-structure and call centre equipment etc.
- iii. The firm shall undertake to provide further up-gradation of the Hardware and Software that is currently being used for 15 Madadgar Call Centre.
- iv. The firm shall make processes and systems to provide progress reports on agreed KPIs on a real time basis on working and efficiency levels of call centre operations, which can also be made available to senior police officials via internet. Simultaneously, weekly and monthly reports shall also be provided by the firm.
- v. The firm shall be responsible for attendance, performance appraisal, replacements, leave, absences etc. of the provided HR.
- vi. Availability / adequate knowledge of technology and human resource for prompt response center.
- vii. Five year experience in emergency response either with private or public sector, like banks or government institutions.
- viii. CVAS (Class Value Added Services) License mandatory.
- ix. The company/firm should have / be affiliated with a company / firm having license / authorization from Interior Ministry / Home Department.
- x. Ability to deliver information quickly to emergency responders and monitor how well the responder has met the target, i.e. following-up on each call / issue / emergency.
- xi. Registrations: NTN / GST / Sindh Revenue Board.
- xii. Experience in:
 - i. Practicing professional SOPs in the CMS (Central Monitoring Station) or NOC (Network Management Center).
 - ii. Tracker management
 - iii. Deploying and optimizing location and speed of response for emergency response.
 - iv. Developing and managing "Integrated Solution Systems" between the call and response, mobilizing all relevant agencies (like police, fire, ambulance etc.)
- xiii. Cost of services per year to offered in the Financial Proposal.

SINDH POLICENOTICE INVITING TENDER

Sealed Tenders/Quotations are invited on behalf of Additional Inspector General of Police, Sindh Police, for Outsourcing Madadgar 15 for Karachi Region.

This outsourcing would be for a period of **Two year**. The tender should be submitted in **Single Stage Two Envelops** i.e. (i) Technical Bid and (ii) Financial Bid.

The prescribed tender form and the copy of Terms & Conditions can be obtained from **KPO** on any working day from date of publication upto **27.04.2017** against the payment of **Rs. 2,000/-** (which is non-refundable) through cash or Demand Draft drawn in favour of **KPO** or can be downloaded from the website of _____ in which case **Rs. 2,000/-** may be paid by Cash/Demand Draft at the time of submitting tender document. The duly completed tender forms along with earnest money of **Rs. 2%** in the form of Demand Draft/Bankers Cheque/Pay Order from any schedule Bank drawn in favour of **KPO** with required documents should reach **KPO** on or before **27.04.2017**. The tenders (Technical bids) received shall be opened at **KPO**, on **27.04.2017** at **KPO** by **Procurement Committee** in the presence of bidding agencies or their authorised representatives, if any. The Competent Authority reserves the right to accept or reject any or all of the tenders subject to relevant provision of SPPRA Rules.

Important Dates

Seduce of issuance of Tender Documents : From publication upto 27.04.2017 at 12:00
 Last Date for Submission of Tenders : 27.04.2017 upto time at 13:00
 Date & Time of Opening of Tender(Technical Bid) : 27.04.2017 upto time at 14:00
 Date & Time of Opening of Tender (Financial Bid) : Will be intimated to the technically responsive bidders at a later date

Complete details of Scope Work and Terms & Conditions are given in the following pages.

For Addl. Inspector
 General of Police,
 Karachi Police

1. Karachi Police intends to outsource the Madadgar 15 Response Call Centre. The idea is to bring efficiency and enhanced performance in the operations of response and rescue.

2. Sindh Police shall soon shift the entire Call Centre operations from the existing facility to a custom built facility at PS Airport.

3. Expression of interest is invited from reputed firms, for the following services:

xiv. Provide qualified and motivated human resource, round the clock, for the call centre which is being set up within a property of Sindh Police.

xv. The firm shall also undertake to perform maintenance and upkeep of the call centre, installed hardware and software, furniture, infra-structure and call centre equipment etc.

xvi. The firm shall undertake to provide further up-gradation of the Hardware and Software that is currently being used for 15 Madadgar Call Centre.

xvii. The firm shall make processes and systems to provide progress reports on agreed KPIs on a real time basis on working and efficiency levels of call centre operations, which can also be made available to senior police officials via internet. Simultaneously, weekly and monthly reports shall also be provided by the firm.

xviii. The firm shall be responsible for attendance, performance appraisal, replacements, leave, absences etc. of the provided HR.

xix. Cost of services per year to offered in the Financial Proposal.

4. The tender should be submitted in **Single Stage Two Envelops** i.e. (i) Technical Bid and (ii) Financial Bid. The Tender Document may be obtained from **KPO on 27.04.2017 at 16:00 hours** on any working day (except Saturday & Sunday) against the payment of **Rs. 2,000/-** (which is non refundable) through cash or Demand Draft drawn in favour of **KPO** or can be downloaded from the website of _____ in which case Rs. 1,000/- may be paid by Cash/Demand Draft of a scheduled Bank drawn in favour of the **KPO**.

5. Tender should be submitted in two parts. **Part I** should consist of all technical details including their work, etc and other commercial points as detailed in Annexure IV and V of the tender document. **Part II** should contain only the charges (price). Signed and sealed Part I and Part II should be kept in separate sealed covers.

6. The cover for Part I (Technical Bid and terms & conditions) should be super-scribed as "Technical bid for providing Man-power –for the year _____ at Sindh Police 15 Madadgar Call Centre, Karachi, and the cover for Part II (Financial Bid) should be super-scribed as "Financial bid for providing Man-power –for the year _____ at _____ . Earnest Money should be kept in a separate sealed cover super-scribed as "Earnest Money – Contract for providing Man-power for the year _____ at _____ and all the three covers should be kept in a single sealed cover super-scribed as "Tender for providing Man-power-for the year _____ at _____". The Financial Bid of only those agencies will be opened which are considered technically responsive and qualified in Part I

i.e., Technical bid. The bidder should sign all the pages of the tender document as a token of having accepted the terms and conditions stipulated therein.

7. The tenure of the contract will be for a period of Two Years which may be extended subject to satisfactory services and mutual agreement.

The tenders should be sent either by Regd. Post/Speed Post addressed to the _____ or delivered in person (put in the respective box kept in the KPO, at **4th Floor on or before 27.04.2017 upto 13:00 P.M.** The duly submitted tenders will be opened **on 27.04.2017 at 14:00 P.M.** in KPO. In case of submission of tender by post, the respective firms should ensure that the posted tender reaches _____ well in advance so as to reach before the closing date and time indicated above. Sindh Police will not be responsible for any postal delay. The late/delayed tenders whether sent by post or delivered in person will be rejected.

8. Submission of Earnest Money of **Rs. 2%** is a must and should be submitted along with the tender. The Earnest Money is to be furnished only in the form of DD/Banker's cheque/ Pay Order from any schedule bank drawn in favour of **KPO**. Earnest Money in any other form will not be accepted as valid Earnest Money. In respect of the successful bidder, this Earnest Money will be adjusted as part of performance guarantee. Earnest money submitted by other unsuccessful bidders will be returned after finalization of the contract. Tenders received without valid Earnest Money will be summarily rejected.

9. For due performance of obligations under the contract, during the validity, the successful bidder (s) shall have to deposit **Rs. _____** as performance guarantee, which will be free of interest, and **valid for a period of _____ months** from the date of commencement of the contract, immediately after the contract agreement and valid for a period of _____ months from the date of commencement of work. The performance guarantee covering the period of contract is to be furnished in the form of Bank Guarantee/DD/Insurance Guarantee as per the format furnished by Sindh Police from any of the Nationalized Banks or other scheduled banks. The performance guarantee will be forfeited in case of breach of contract. After successful completion of the contract, the performance guarantee will be refunded after adjusting the dues, if any, to the Sindh Police from the Contractor. In case the contract is extended, the performance guarantee will have to be renewed by the Bidder.

10. The bidder should ensure that the amounts are written legibly in such a way so as to prevent any possible manipulation. No blank space should be left.

11. Canvassing in any form/manner is strictly prohibited and the agency resorting to canvassing will be liable for rejection on that ground alone.

12. The firm shall not be permitted to bid if a relative is posted in Sindh Police. The firm shall also intimate the names of persons who are working with it (complete organizational chart).

- 13. The bids submitted shall remain valid for 90 days from the date of opening for the purpose of acceptance and award of work. Validity beyond 90 days from the date of opening shall be by mutual consent.
- 14. The firm shall quote rates both in figures and words falling which the bid is liable to be rejected. It shall also work out the amount for each item of work and write in both figures and words. On checking if there are differences between the rates quoted by the agency in words and in figures or in the amount worked out by him/her, the following procedure shall be followed.
 - i. When there is difference between the rates in figures and in words, the rates which correspond to the amounts worked out by the bidder shall be taken as correct.
 - ii. When the amount of an item is not worked out by the bidder or it does not correspond with the rate written either in figures or in words, the rate quoted by the bidder in words shall be taken as correct.
 - !!!. When the rate quoted by the bidder in figures and in words tallies but the amount is not worked out correctly the rate quoted by the bidder shall be taken as correct and not the amount.
- 15. That the persons deployed by the firm under the contract shall be the employees of the firm for all intents and purposes and that the persons so deployed shall remain under the control and supervision of the firm and in no case, shall an employer-employee relationship accrue/arise implicitly or explicitly between the said persons and the Sindh Police. Subcontracting shall not be permitted.
- 16. The Earnest Money (EMD) will be forfeited if the contractor fails to commence the work as per the letter of award and the award letter will be cancelled.
- 17. Failure to fulfill any of the conditions given above shall render the bid/bidder liable for rejection.
- 18. Management of Sindh Police does not bind itself to accept the lowest or any bid and reserves to himself the right of accepting the whole or any part of the bid, and the bidder shall be bound to perform as agreed upon in the contract agreement at the quoted rates.

PART-1 (TECHNICAL DETAILS)

Currently Madadgar 15 Call Centre is working with about 30 people per shift (8 hourly) handling a total of about 7,500 – 10,000 calls per shift.

The outsourced firm may increase or decrease the staff strength to handle similar number of calls \pm 10%.

A PTCL PBX of 30 lines is being used. The bidding firm shall have to provide back-up lines from a recognized mobile company.

Also, the firm shall have to provide and implement a Disaster Management Plan to re-operationalize Madadgar 15 in the event of disaster at another location.

1. ELIGIBILITY:

- a. Legal status of the firm, including registration in GST/Income Tax/Sindh Revenue Board.
- b. Profile of the organization / firm
- c. Details of experience, if any, in similar fields of work.
- d. Availability / adequate knowledge of technology and human resource for call centre.
- e. Five years experience in emergency response either with private or public sector.
- f. The bidding firm / Company should have CVA5 (Class Value Added Services) License.
- g. The company/firm should have / be affiliated with a company / firm having license / authorization from Interior Ministry / Home Department.
- h. The company/firm should have ability to take over Police Madadgar 15 and run it on agreed specifications / terms and KPIs to deliver information quickly to emergency responders and monitor how well the responder has met the target, meaning also to be followed-up on each call/issue/emergency.
- i. The Company / firm to have proven track record of solving issues with Public/Corporate sector will be preferred.
- j. The bid to be in two parts: Technical and Financial in separate envelopes.
- k. Turnover at least last three years.

2. The bidding companies/firms are required to enclose photocopies of the following documents (duly self attested) along with the Technical Bid in the Annexure VI, failing which their bids shall be summarily/out rightly rejected and will not be considered any further:

- a) NTN / GST Registration;
- b) Copy of Bank Statement for the last three year.

3. The conditional bids shall not be considered and will be outrightly rejected in very first instance.

4. The bidder should furnish the proof of his/her experience of providing Man-power (skilled, semiskilled & unskilled service and other categories) in Government departments (State/Central/Autonomous bodies under Ministries) and other Public corporations. The contractor should furnish the details of staff strength, qualification & experience of his supervisory staff, office address for correspondence, contact telephone numbers, etc.

5. Work done certificate for having successfully executed/completed similar works during the last 3 years.
- *Similar work* means execution of providing Man-power (skilled, semi-skilled & un-skilled and other categories) and must produce work done certificate from the clients. The work done certificate should mention the details of work executed, the date of commencement and date of completion of the work. Similar works does not include Security Services, etc.
6. An Earnest Money Deposit (EMD) of Rs. 2% will have to be furnished along with tender documents in the form of Bank Guarantee / Insurance Guarantee / DD/Bankers cheque /Pay Order from any one of the scheduled/nationalized banks drawn in favour of **Karachi Police Office**.
8. An affidavit duly certified by a Notary that the Partners of the firm or sole proprietor or Company as the case may be, has never been black listed or changed the name of the firm. The persons deployed for the tendered work should not be involved in any police case or have any case pending against them. Police verification certificate for the persons deployed for work to be submitted on demand.
9. The entire tender document should be duly signed & sealed by the bidder.
10. The bidder shall submit the information regarding his/her firm in the format enclosed as Annexure "V" as part of Technical bid along with terms & conditions (duly signed).
11. The deployed personnel should be well-mannered and maintain the office decorum and discipline.
12. Bidder should note that different firms/agencies/NGOs having common partners/directors are not permitted to quote for more than one tender offer from any of such firms.
13. If in the opinion of the management of Sindh Police, the performance of any of the persons deployed is not satisfactory or he/she is not amenable to discipline or their behaviour is not conducive to retain them for the work, he/she should be replaced immediately.

14. The requirement of skilled, semi-skilled, un-skilled, clerical & non-technical supervisory and other categories of workers will be purely need based. Therefore, the number of Contractor's workers may be increased or decreased any time. Sindh Police will be under no obligation to engage any specific number of Contractor's workers during the period of contract.

PAYMENT CONDITIONS:

1. The Contractor will submit the monthly bills.
2. All bills should be submitted on printed forms, duly signed and pre-receipt.
3. Payment will be made by the Sindh Police to the contractor on monthly basis on submission of bills in triplicate along with the certificate of satisfactory performance of work from relevant authorities.
4. Income Tax and other statutory levies as applicable from time to time will be deducted from the bills of the Contractor.

15. ARBITRATION

1. In the event of any question dispute/difference arising under the agreement or in connection herewith (except as to matters the decision of which is specially provided under this agreement) the same shall be referred to
2. The award of the arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred to is unable to act for any reason whatsoever, Sindh Police shall appoint another person to act as arbitrator in place of the out-going arbitrator in accordance with the terms of this agreement. The arbitrator so appointed shall be entitled to proceed with the reference from the stage at which it was left by his predecessor or afresh as the case may be.
3. The Arbitrator may give interim award(s) and / or directions, as may be required.

TECHNICAL DETAILS

Sl.No.	Particulars	Fill in the details
1.	Name of NGO/Firm/Bidder/Company (in block letters).	
2.	Permanent Address & Telephone/mobile No.	
3.	Year of Incorporation /registration of the NGO/Firm/Company	
4.	Full Postal Address with Telephone/Fax No./E-mail :	
5.	Details of experience of providing Services as indicated in Annexure IV at point 5. Names of the major clients with their addresses, telephone numbers	(Attach as enclosure & refer here)
6.	Details of infrastructure, persons employed, number of offices/branches available (attach separate sheet)	(Attach as enclosure & refer here)
8.	EMD details (Amount, Bank Draft No. & Date, Banker's Name & Branch)	(Attach as enclosure & refer here)
9.	Proof of annual financial Turnover.	(Attach as enclosure & refer here)

10.	An affidavit duly certified by a Notary that the partners of the firm sole Proprietor or Company has never been black listed/not involved in any Police case or indicted by any Hon'ble Court.	(Attach as enclosure & refer here)
11.	Latest Income Tax Returns.	(Attach as enclosure & refer here)

Date

Signature of Bidder

Seal & Address

12

11

PART-II

(FINANCIAL BID)

- a. Financial bid should be in the format enclosed with tender at Annexure VIII in separate sealed cover. Failure to provide price bid in a sealed separate cover will result in invalidation of the offer.
- b. Tender (bid) envelope should be sealed by sealing wax. The envelopes containing Technical Bid, Financial Bid & EMD should be in separate sealed covers and all the three covers should be put in one sealed cover as indicated above.
- c. The tender/bid should be completely filled and signed in ink legibly or type-written giving full address of the bidder. The bidder should quote in figures as well as in words, the amount quoted by him. Alteration if any, unless legibly attested by the bidder with his full signature shall invalidate the tender/bid. The bidder should duly sign the entire tender documents/bid personally.
- d. The bidder should ensure that the amounts are written legibly in such a way that manipulation is not possible. No blank space should be left.
- e. Failure to fulfill any of the conditions given above shall render the tender/bid liable for rejection.

To be submitted on your Company/Firm Letter Head

Ref: _____
Dated: _____

Sub: OUTSOURCING MADADGAR 15 FOR SINDH POLICE

Sir,

With reference to Sind Police Tender Notice Inviting quotations for Contract for Providing Man-power on Contractual Basis, following the two-bids system, we hereby enclose the rate quotation in the prescribed proforma in two bids system i.e. (Technical & Financial) in the prescribed proforma separately.

We have read all the terms & conditions of the Tender Documents and state that we accept them as such fully.

It is also certified that the offer submitted has no deviation from the Terms & Conditions of the Tender Document.

Yours faithfully

Signature of the Authorized Signatory

Name

Address

Telephone No.

Seal of the Company/Firm

Date:

Rates for providing Man-power—Skilled, Semi-skilled Un-skilled and other categories for a period of **One year** or S & T publishing related jobs of editorial office assistance, abstracting, indexing, translation, DTP, printing and production, proof reading, data compilation (using computer), packing, receptionist, drivers, plumbers, electricians, etc. and non-technical supervisory work”.

FINANCIAL BID

TOTAL COST (Rs.)	COST / PRICE (Rs.)	ACTIVITY

Signature of authorized person

Stamp / Seal

Date & Place

IN WITNESS WHEREOF the parties hereto have signed these present on the date, month and year first above written.

For and on behalf of the Contractor

For and on behalf of

National Institute of Science Communication
and Information Resources, Pusa Campus,
Dr KS Krishnan Marg
New Delhi-110012

WITNESS

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