

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

No. AB/A-II/ **9846** / Karachi.  
Dated: **6-06-2017**

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 Dawn, Jung and Kawish 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](http://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 CENTER

### 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 Resources, 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 centre 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 system 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, leaves, absence 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 will be preferable.
- 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 specification/terms and PKIs to deliver information quickly to emergency responders and monitor how well the responders 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 turnover 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-Madagar-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 22-06-2017.

BID SUBMISSION DEADLINE:

23-06-2017 at 13:00 hours.

BID OPENING:

23-06-2017 at 14:00 hours.

BID SUBMISSION & OPENING ADDRESS:

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

BID SUBMISSION & OPENING ADDRESS:

The bidding documents shall be available in Addl: IGP Karachi Office (Account Branch) or download from following websites:-

[www.spprasindh.gov.pk](http://www.spprasindh.gov.pk)  
[additionaligpkarachi@gmail.com](mailto: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 firm 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 22-06-2017.
- E. The firm organization will submit their technical and financial proposal in separate sealed envelopes up to 23-06-2017, at 13:00 hours.
- F. The rates quoted must remain valid for a period of (90) days after opening of the bid, the bid security **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 the presence of representative of the applying firms/organization on 23-06-2017 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) PSP, PPM**  
DIGP/Administration,  
For Addl: Inspector General of Police,  
Karachi Range



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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:-

- Secretary Home Department, Government of Sindh for nominating the representative.
- Secretary Information, Science & Technology., Govt. of Sindh for nominating the representative.
- Accountant General Sindh Karachi for nominating the representative.
- Addl.IGP/Karachi.
- Chief CPLC Karachi for nominating the representative.

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

- 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.
- 13. PS to DIGP/Logistics
- 14. PS to DIGP/Security
- 15. PS to DIGP/Training
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(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 BANGLOW	ADDL:IGP/KHI BANGLOW	CAMP OFFICE	2 MILLION ONE HUNDRED & SEVENTY FOUR	GOVT OF SINDH	ADP	SINGLE STAGE ONE ENVELOPE	-	-	-	-		FUND RECEIVED THROUGH RE-APPROPRIATION
5	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	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. NO	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.  
 (TENDERS/MAINTENANCE/STAFF)  
 DSP/POA  
 For Addl. Inspector General in Public  
 Karachi Range

**TENDER FOR OUTSOURCING OF MANPOWER**

**Estimated Cost: PKR**

**Year 2017-18**

**Cost of Tender Document: PKR**

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

Tender issued to:-

M/s \_\_\_\_\_

\_\_\_\_\_

Telephone No. \_\_\_\_\_

Mobile Telephone No. \_\_\_\_\_

(Signature of Officer Issuing the tender)

Date of Opening:

Time of Opening:

**SINDH POLICE KARACHI RANGE****NOTICE INVITING TENDER**

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

This outsourcing would be for a period of **One year**. The tender should be submitted in Two-Bids System i.e. (i) Technical Bid and (ii) Financial Bid.

The prescribed tender form and the copy of Terms & Conditions can be obtained from \_\_\_\_\_ on any working day **upto** \_\_\_\_\_ against the payment of PKR \_\_\_\_\_ (which is non-refundable) through cash or Demand Draft drawn in favor of \_\_\_\_\_ or can be downloaded from the website of \_\_\_\_\_ in which case PKR \_\_\_\_\_ may be paid by Cash/Demand Draft at the time of submitting tender document. The duly completed tender forms along with Earnest Money draft of **PKR** \_\_\_\_\_ in the form of Demand Draft/Bankers Cheque/Pay Order from any Nationalized Bank drawn in favor of \_\_\_\_\_ with required documents **should reach** \_\_\_\_\_ **on or before** \_\_\_\_\_. The tenders (Technical bids) received shall be opened at \_\_\_\_\_, on \_\_\_\_\_ at \_\_\_\_\_ by \_\_\_\_\_ in the presence of bidding agencies or their authorized representatives, if any. The Competent Authority reserves the right to accept or reject any or all of the tenders without assigning any reasons thereof.

**Important Dates**

Sale of Tender Documents	:	
Last Date for Submission of Tenders	:	
Date & Time of Opening of Tender (Technical Bid )	:	
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,  
Sindh Police



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 one year** which may be extended subject to satisfactory services and mutual agreement.
8. The renewal of the contract will be on assessment of satisfactory services on mutual agreement. The actual manpower require for Call Center will be increase or decrease based on call volume and at the time of renewal of contract the increase or decrease of manpower will be finalized on agreed/average contractual value /rates of services extended in contract.
9. 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 \_\_\_\_\_), at \_\_\_\_\_ **on or before** \_\_\_\_\_ **upto** \_\_\_\_\_ **P.M.** The duly submitted tenders will be opened **on** \_\_\_\_\_ **at** \_\_\_\_\_ **P.M.** in \_\_\_\_\_. 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.
10. Submission of **Earnest Money of PKR \_\_\_\_\_** ) 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 favor of \_\_\_\_\_. 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.
11. For due performance of obligations under the contract, during the validity, the successful bidder (s) shall have to deposit **PKR \_\_\_\_\_** 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.
12. 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.

- 15 The bids submitted shall remain valid for 60 days from the date of opening for the purpose of acceptance and award of work. Validity beyond 60 days from the date of opening shall be by mutual consent.
- 16 The firm shall quote rates both in figures and words failing 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.
  - iii. 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.
- 17 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 Karachi range. Subcontracting shall not be permitted.
- 18 The Earnest Money will be forfeited if the contractor fails to commence the work as per the letter of award and the award letter will be cancelled.
- 19 Failure to fulfil any of the conditions given above shall render the bid/bidder liable for rejection.
- 20 Management Committee 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.

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 of PKR \_\_\_\_\_ 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 favor of \_\_\_\_\_.
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 behavior 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

## ANNEXURE V

## TECHNICAL DETAILS

Sr.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.	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)

## ANNEXURE VI

### PART-II

#### (FINANCIAL BID)

- a. Financial bid should be in the format enclosed with tender at Annexure VII 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 & Earnest Money 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 fulfil any of the conditions given above shall render the tender/bid liable for rejection.

**FINANCIAL BID**

Rates for providing Man-power—Skilled, Semi-skilled Un-skilled and other categories for a period of **One year**.

ACTIVITY	COST / PRICE (PKR)	TOTAL COST (PKR)

Signature of authorized person

Stamp / Seal

Date & Place

I

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

For Addl. Inspector General of Police Karachi,  
Sindh Police

**WITNESSES:**

Name:

\_\_\_\_\_

Designation:

\_\_\_\_\_

Signature:

\_\_\_\_\_

Name:

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