

Request for Proposal (RFP)

for

PROVISION OF **HARDWARE/SOFTWARE** **AND** **ALLIED SERVICES** **AS TURNKEY SOLUTION**

Issue Date: January 01, 2022

INFORMATION TECHNOLOGY DIRECTORATE
Capital Development Authority
Islamabad.

1. Invitation to Proposal / Bid

1.1 PPRA Rules to be followed

In this document, unless otherwise mentioned to the contrary, "Rule" means a Rule under the PPRA Rules.

1.2 Mode of Advertisement(s)

This Tender is being placed online at PPRA's website, as well as being advertised in print media.

1.3 Type of Open Competitive Bidding

As per Rule Single Stage - Two Envelope Bidding Procedure shall be followed. The said procedure is reproduced as follows:

- (i) the bid shall be a single package consisting of two separate envelopes, containing separately the financial and the technical proposals;
- (ii) the envelopes shall be marked as "Financial Proposal" and "Technical Proposal";
- (iii) in the first instance, the "Technical Proposal" shall be opened and the envelope marked as "Financial Proposal" shall be retained unopened in the custody of the procuring agency;
- (iv) the procuring agency shall evaluate the technical proposal in the manner prescribed in advance, without reference to the price and shall reject any proposal which does not conform to the specified requirements;
- (v) during the technical evaluation no amendments in the technical proposal shall be permitted;
- (vi) after the evaluation and approval of the technical proposals, the procuring agency shall open the financial proposals of the technically accepted bids, publicly at the time, date and venue announced and communicated to the bidders in advance, within the bid validity period;
- (vii) the financial bids found technically non-responsive shall be returned un-opened to the respective bidders; and
- (viii) the highest scoring bidder as per evaluation criteria shall be awarded the contract.

2. Bidding Details (Instructions to Bidders)

- (i) All bids must be accompanied by Bid Security (Earnest Money) as part of financial bid and as per provisions of the clause "Bid Security" of this document in favor of "DDO IT". The complete bids as per

required under this tender document must be delivered into the Tender Box, placed at reception of Capital Development Authority, not later than **1030 hours** on last date of submission of bids as per tender notice, late bids shall not be considered. The Technical bids shall be publicly opened in the office of Deputy Director, Information Technology Directorate, Block-III, CDA Secretariat, Khayaban-e-Shurwardee, G-7/4, Islamabad at **1100 hours on the same date**. In case the last date of bid submission falls in/within the official holidays/weekends of the Purchaser, the last date for submission of the bids shall be the next working day.

- (ii) Queries of the Bidders (if any) for seeking clarifications regarding the specifications of the services must be received in writing to the Purchaser till **11th January 2022**. Any query received after said date may not be entertained. All queries shall be responded to within due time.
- (iii) The bidder shall submit bids which comply with the Bidding Document. Alternative bids and options shall not be considered.
- (iv) It will be the responsibility of the Bidder that all factors have been investigated and considered while submitting the Bid and no claim whatsoever including those of financial adjustments to the contract awarded under this Bid Process will be entertained by the Purchaser. Neither any time schedule, nor financial adjustments arising thereof shall be permitted on account of failure by the Bidder.
- (v) It must be clearly understood that the Terms and Conditions and Specifications are intended to be strictly enforced. No escalation of cost except arising from increase in quantity by the Bidder on the demand and approval of the Purchaser will be permitted throughout the period of completion of the contract.
- (vi) The Bidder should be fully and completely responsible for all the deliveries and deliverables to the Purchaser.
- (vii) Bidders must ensure that they submit all the required documents indicated in the Bidding Documents without fail. Bids received without, undertakings, valid documentary evidence, supporting documents and the manner for the various requirements mentioned in the Bidding Documents or test certificates are liable to be rejected at the initial stage itself. The data sheets, valid documentary evidences for the critical components as detailed hereinafter should be submitted by the Bidder for scrutiny.
- (viii) The Primary Contact & Secondary Contact for all correspondence in relation to this bid is as follows:

Primary Contact:

Rashid Hassan
Deputy Director – IT
Information Technology Directorate, Block-III,
CDA Secretariat, Khayaban-e-Shurwardee, G-7/4, Islamabad

051-9252531

Email: rhassan@cda.gov.pk

Secondary Contact:

Anwar Ulhaq

Assistant Manager – IT

Information Technology Directorate, Block-III,

CDA Secretariat, Khayaban-e-Shurwardee, G-7/4, Islamabad

051-9252512

Email: aulhaq@cda.gov.pk

- (ix) Bidders should note that during the period from the receipt of the bid and until further notice from the Primary Contact, all queries should be communicated via the Primary Contact and in writing (e- mail and letters) only. In the case of an urgent situation where the Primary Contact cannot be contacted, the bidder may alternatively direct their enquiries through the Secondary Contact.
- (x) Bidders are also required to state, in their proposals, the name, title, contact number (landline, mobile), fax number and e-mail address of the bidder's authorized representative through whom all communications shall be directed until the process has been completed or terminated.
- (xi) The Purchaser will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.
- (xii) Failure to supply required items/services within the specified time period will invoke penalty as specified in this document.

TERMS AND CONDITIONS OF THE TENDER

3. Definitions

In this document, unless there is anything repugnant in the subject or context:

- 3.1 "Authorized Representative" means any representative appointed, from time to time, by the Client, the Purchaser or the Contractor.
- 3.2 "Availability and Reliability" means the probability that a component shall be operationally ready to perform its function when called upon at any point in time.
- 3.3 "Client" means the Project lead of technical wing of the Purchaser for whose' particular project the Goods/Services have been procured or any other person, duly appointed in writing, by the Client, for the time being or from time to time, to act as Client for the purposes of the Contract.
- 3.4 "Bidder/Bidder" means the interested Firm/Company/Supplier/Distributors that may provide services to any of the public/private sector organization under the contract and have registered for the relevant business thereof.
- 3.5 "Commencement Date of the Contract" means the date of signing of the Contract between the Purchaser and the Contractor.
- 3.6 "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.

- 3.7 "Contractor / Vendor" means the Bidder whose bid has been accepted and awarded Letter of Acceptance for a specific item followed by the signing of Contract.
- 3.8 "Contract Price" means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations.
- 3.9 "Day" means calendar day.
- 3.10 "In writing" means communicated in written form e.g., by registered mail, e-mail / fax (followed by a formal registered mail), delivered with proof of receipt.
- 3.11 "Person" includes individual, association of persons, firm, company, corporation, institution and organization, etc., having legal capacity.
- 3.12 "Proposal" means the Technical Proposal and the Financial Proposal for the provision of the Services submitted by a bidder in response to this RFP.
- 3.13 "RFP" means Request for Proposals, including any amendments that may be made by the procuring agency for the selection of bidder.
- 3.14 "Prescribed" means prescribed in the Tender Document.
- 3.15 "Purchaser" means the Capital Development Authority or any other person for the time being or from time to time duly appointed in writing by the Purchaser to act as Purchaser for the purposes of the Contract.
- 3.16 "SBD" means Standard Bidding Documents.
- 3.17 "Services" means the tasks to be performed by the bidder pursuant to the Contract made in accordance with the listed scope of work.
- 3.18 "TEC" means the Technical Evaluation Committee, constituted for the purpose of evaluating the technical proposals received.
- 3.19 "Training Session" means a period of time where the bidder provides instruction on a particular training for software application.
- 3.20 "Works" means work to be done by the Contractor under the Contract.
- 3.21 "Eligible" is defined as any country or region that is allowed to do business in Pakistan by the law of Government of Pakistan

4. Notice

- 4.1 In this document, unless otherwise specified, wherever provision is made for exchanging notice, certificate, order, consent, approval or instructions amongst the Contractor, the Purchaser and the Client, the same shall be:
 - 4.2 in writing;
 - 4.3 issued within reasonable time;
 - 4.4 served by sending the same by courier or registered post to their principal office in Pakistan or such other address as they shall notify for the purpose; and
 - 4.5 The words "notify", "certify", "order", "consent", "approve", "instruct", shall be construed accordingly.

5. Scope of work and Deliverables:

- 5.1 Capital Development Authority, (hereinafter referred to as “the Purchaser”) invites/requests for proposals (hereinafter referred to as “the Tenders”) for provisioning of Hiring of Call Center Services (hereinafter referred to as “the Services”).
- 5.2 CAPITAL DEVELOPMENT AUTHORITY intends to have a *Call Centre* for reaching out and interacting its customers, the interaction may include inbound/outbound calls, helpline/complaint line with IVR facility, provide outbound survey calls facility, SMS query and SMS broadcasting service and pre-recorded calls / robot calls.
- 5.3 Provide a scalable solution that deals efficiently and effectively with inbound/outbound customer calls.
- 5.4 The Service Provider will provide/arrange the Equipment, which includes computer systems, contact center infrastructure and various support tools to be used for provision of Contact Center Services at its premises.
- 5.5 The Service Provider shall run the Contact Center for 24x7x365 for Inbound and / or Outbound Calls (or 24x7x365 if client agrees to increase the relevant resources accordingly) as per regulator terms. The purchaser would provide the initial training to the Service Provider’s designated Agents. The system would provide complete call related statistics and reports relating to Inbound and Outbound Calls as per mutual agreement, in writing, with the client.
- 5.6 Incorporate CRM system that will seamlessly manage prospect and prospect conversion to customer accounts.
- 5.7 Workforce management with outstanding communication skills.
- 5.8 Outsourcing of 24/7/365 Call Center services, with scalability to increase the agents as and when required.
- 5.9 An agent quoted on monthly basis would be assumed to have a 48 hours work week.
- 5.10 Resource Engagement should be flexible and can be increased or decreased depending upon the seasonal/campaigns and other needs.
- 5.11 Provide services in English, Urdu, Pushto and Punjabi.
- 5.12 Call Centre Agents should be preferably graduate, experienced, and should have positive attitude in handling calls professionally.
- 5.13 The total no. of inbound calls is approximately 1000/day with an average talk time (ATT) of 200 seconds.
- 5.14 Call abandon rate of no more than 5%.
- 5.15 Service level of 80% of the calls answered in 30 seconds or less.
- 5.16 The information system and data it contains will be the property of CAPITAL DEVELOPMENT AUTHORITY. Service provider shall run the quality assurance program for the agents to maintain the high standards and up to date information for the agents.
- 5.17 The bidder shall provide the detailed project plan with technical and financial expertise.
- 5.18 The bidder shall propose the project team.
- 5.19 The bidder is required to start live operations of the Call Centre services within 45 days after the award of contract/agreement/LOI.
- 5.20 The vendor will manage interaction with customers through assigned

mediums of communication. This interaction with the customers will be on behalf of CAPITAL DEVELOPMENT AUTHORITY and as per the guidelines given to the contracted party.

- 5.21 CAPITAL DEVELOPMENT AUTHORITY will retain the ownership of all / any data/ helpline numbers (UAN / Toll Free / Short code, etc.) / software of all complaint systems or similar products developed and reports and applications built or to be built by vendor as per the instructions of CAPITAL DEVELOPMENT AUTHORITY. For this purpose, a Non-Disclosure Agreement (NDA) will be signed with the service provider / vendor upon award of contract.
- 5.22 The Contractor shall also be required to be technically competent in integrating with various line of business applications, running on open-source or SQL / ORACLE / similar platforms.
- 5.23 The bidder shall provide the ZOOM Professional with 1GB video recording for 5 licenses.
- 5.24 The bidder shall provide the integrated Minutes of Meeting Solution for the customer along with the capability to handle and record/capture data of the meeting to be shared with all the participants in an automated manner. An alert system for each participant via email also needs to be incorporated in the same solution. Multiple task can be added and assigned to individuals and can be notified to individuals via email once task is assigned. MOM solution should also have the capability to modify as per the client's requirement on need to need bases along with customized escalation levels with attachment tagging facility along with the task assignments.
- 5.25 The bidder shall provide the integrated CMS solution with the capability of end to end tracking of every complaint. CMS solution should also have the capability to modify as per the client's requirement on need to need bases along with customized escalation levels with attachment tagging facility along with the task assignments.
- 5.26 The bidder shall provide the Virtual servers / virtual data center.
- 5.27 The bidder shall provide the tracking services for the field staff.
- 5.28 The bidder shall also provide GSM Connection (minimum requirement: 40 voice postpaid connections with Lowest line rent & Close User Group Facility) along with the 4G data bucket with data capping facility (50GB per number).
- 5.29 The bidder shall provide the Business SMS services to manage the response center in an efficient and effective way.
- 5.30 The bidder shall propose Street Lighting Automation solution for automated management of lighting within Capital Territory scalability to increase the agents as and when required.
- 5.31 The streetlight solution must have the following technical specifications:
 - 5.31.1 Gradually all the streetlights or public installed lights should be controlled from central control room of CDA
 - 5.31.2 A combination of Hardware based secure systems with Software (Web/Mobile) to control the lights (On/Off) and scheduling with respect to day light.
 - 5.31.3 System must be able to support all OS available on Mobile Devices, commonly used.
 - 5.31.4 A Nice and simple interface should be available in the control room, with user-based privileges

5.31.5 Saving the electricity, alarm / notify the faulty lights

5.31.6 Technical Details of devices provided in below table-1:

Module	Description
Technology	Cloud , Pakistan , Azure or Aws or Any other
Unified Application	Both systems should be available with single sign on.
Application	Web / Desktop App
	Android / IOS mobile application
	HTTP/HTTPS
Device Configuration	On the Air Configuration & Acknowledgement Wi-Fi Based Devices
User Management	Multiple User Support
	Multilevel Role Management (Administrators, Super User, Monitoring Operators etc)
	Application Users Activity Log
Device Management	Device must be capable to control the load of max 100A
	Dimming of light should be secondary option
	As per Standards, safety need to measure
	Feedback switch to control light onsite
	Communication with Platform to control lights and acknowledgement
	Door Sensor
Alerts	Device turn on/off
	Schedule Management
	Panel door open and close
Maintenance Module	System must have maintenance module
Monitoring	Real-time Asset Monitoring
	Single Interface to monitor all the lighting poles / transformer
Application Configurations/	Working / Off Hours' Time Configuration
	Customized Popup (Information related to Control box)
	Customized event / Alert Configuration

5.32 The bidder will provide Fleet Management Tracking Solution for monitoring and management of Water Tankers. The estimated fleet will consist of 200 vehicles including water tankers, Sanitation vehicles & Tractors. Fleet management tracking solution should have features of fuel sensor, Tracking & Water level.

5.33 The Fleet Management Tracking Solution must have the following technical specifications:

5.33.1 Proper devices should be installed in water containers to monitor the water level

5.33.2 Should cross. Reference the dispensing of water with each delivery at citizens

5.33.3 Should be able to assign the driver to a specific job

5.33.4 A proper dashboard should be available for number of jobs, number

of drivers, number of water dispensers and more

- 5.33.5 In case of any violation of Job or water quantity there should be proper alerts/ notifications
- 5.33.6 System must be available on Web and Mobile devices
- 5.33.7 An application for drivers should also be available with a chat option with control room on all devices (IOS and Android)
- 5.33.8 Proper Audit / Trail System should be available as well.
- 5.33.9 System shall be able to provide a play back of any incident and system should provide this play back option in all applications (Web / Mobile). The data should be there for past 30 days
- 5.33.10 Live tracking is a "Must" feature for all water dispensers

5.34 The bidder shall also provide the tablets preferably with the below specifications or similar/above based on the market availability & consensus of both parties (Bidder & Purchaser):

Proposed Model	Tab Name	Screen Size	GSM (3G/4G/LTE)	Processor (GHz)	RAM (GB)	ROM (GB)	Camera (Front/Back)	Battery	Quantity
SM-P615	Samsung Tab S6 lite	10.4"	LTE	Octa 2.3	4	64	5/8 MP	7040 mAh	30
SM-T875	Samsung Tab S7	11.0"	LTE	Octa 3.09	6	128	08/13+05 MP	8000 mAh	10

6. Eligibility & Qualification Criteria:

- 6.1 Applicant bidder must be a registered/incorporated company/firm in Pakistan.
- 6.2 Applicant bidder must be registered with relevant Tax Authorities as per prevailing tax rules.
- 6.3 Applicant bidder must have a valid registration with relevant allied agencies / organizations / regulatory authorities (PTA, PSEB etc.).
- 6.4 Applicant bidder or any of its associated/parent/affiliated or subsidiary company should not have been blacklisted or received letter of displeasure for Call Center or Customer Services by any Provincial or Federal Government Department/Agency/Organization or Autonomous Body or Private Sector Organization anywhere in Pakistan (submission of undertaking on legal stamp paper is mandatory).
- 6.5 Applicant bidder should have proven history of at least three (3) years for providing call center services.
- 6.6 Regulatory Body Call Center Services experience would be preferred.
- 6.7 Applicant bidder should not be a composition or constitution of a joint venture/consortium/association of organizations or managing core call center services via a sub-contractor/outsourced/third party.
- 6.8 Applicant bidder offering call center services to other business companies and not for just its own or its parent company operations (proof of providing Call Center services to at least 5 customers in Pakistan is mandatory preferably government entities).
- 6.9 Applicant must have a minimum of fifty (50) seats availability per shift within its premises.
- 6.10 Applicant bidder must have a verifiable recommendation letter from at least five (05) clients served or being served in public/private sector.

- 6.11 Applicant bidder must have the required relevant qualified personnel and enough strength to fulfill the requirement of assignment, including a technical and operational team.
- 6.12 Applicant Call Center and customer services must be approved from some international quality management system e.g. ISO (Preferably ISO 18295-2017 related to Customer Contact Center and/or 9001-2015), EFQM or equivalent certification etc.
- 6.13 Tablet devices must be PTA approved
- 6.14 Zoom Professional solution should be through authorized partner in Pakistan only and able to provide direct support through Zoom & authorized partner.
- 6.15 Virtual Data Centers/Cloud should be licensed & minimum Tier-3 Certified, should have geo redundant, should have primary & disaster recovery sites. Cloud should have PCI-DS & do not have any volume metric cap and ISO Certified. Complete Technical Specification should be provided with RFP.
- 6.16 General Conditions for Applying Firms in order for CDA to consider their solution related to Streetlights & Water Dispensing mechanism.
- 6.16.1 Main applying form must be incorporated in Pakistan from last 10 years
- 6.16.2 Must be registered with SECP.
- 6.16.3 Must have solid financials and must be able to finance the complete project in multiple years agreement and financial arrangement with CDA
- 6.16.4 Must provide their OEM Solution and partner certificate
- 6.16.5 Must be able to demo the product in 7 days.
- 6.16.6 Must be able to deploy the product / solution in 7 days on the software level once selected
- 6.16.7 Must have a datacenter or Cloud available in Pakistan
- 6.16.8 Cloud can be of any other OEM like Microsoft, or Oracle or AWS. , but the instance of that cloud must be in Pakistan
- 6.17 General Technical Details of devices to be provided for solution related to Streetlights & Water Dispensing in below table:

Module	Description
Technology	Cloud, Pakistan , Azure or Aws or Any other
Integration	Integration with existing Fleet Management System <ul style="list-style-type: none"> • Third Party Integration through API (Field Base Integration)
Application	Web / Desktop App
	Android / IOS
	HTTP/HTTPS
Maps	Google
	OSM
	Third party any platform (Local Digitized Map/ Arc GIS)
Device	On the Air Configuration & Acknowledgement

Configuration	
User Management	Multiple User Support
	Multilevel Role Management (Administrators, Super User, Monitoring Operators etc)
	Application Users Activity Log
Device / SIMs Management	Multidevice Support Multiple OEMs
	Device Registration / Grouping / Pre-Define Commands
	Device / Tracker History with respect to Vehicle
	Inventory / Store Management (Faulty / Working/ Repairable location wise)
Vehicle Management	Vehicle Registration (Make & Type, Model, Company, Emails, Mobile Contact etc)
	Vehicle Grouping with Sub Grouping (minimum 3 level)
	Vehicle Maintenance Log
	Tracker / Driver Logbook Entries
	Drivers Information / Authentication (Ibutton or RFID Card reader)
	Odometer Reading
	Client / Contractor Information of the Vehicle
Synchronization	Synchronization of single Vehicle Tracker with Single / Multiple Asset Tracker on Software level
Geo-Fencing Management	Fence Grouping (Cities/ Routes/ Workshop/ Offices)
	Shapes of fence (Geometry types i.e Polyline (Road), circular, rectangular, or polygonal)
	Fence Overlapping (Fence within Fence)
Alerts/Warnings/ Events	Ignition ON/OFF (SW / Email & Mobile)
	Battery Tempering (SW / Email & Mobile)
	Geo Fence (SW / Email & Mobile) (Task & Adm Vehicles)
	Load / Unload Alert (SW / Email & Mobile)
	Not Responding / No Data Alert (SW / Email & Mobile)
	Fuel-Theft Alerts (SW / Email & Mobile)
	Anti-theft Alert / Emergency Alert (SOS) (SW / Email & Mobile)
	Water-theft Alerts
	Jamming detection (SW / Email & Mobile)
	Excessive / Long Idling detection (SW / Email & Mobile)
	Green Driving Scenarios (SW / Email & Mobile)
	<ul style="list-style-type: none"> • Harsh Braking • Harsh Acceleration • Over Speeding detection •
	Backup power Switching Alert (SW / Email & Mobile)
Vehicle Mobilize / Immobilize Alerts (SW / Email & Mobile)	

	Water Tanker Level Monitoring
	Hierarchy wise Vehicle Stoppage Alert (SW /Email & Mobile)
	Fuel Monitoring
	Customized Alert as per User Requirement
	Trip base Alert
	Alarm Filtering different type Wise (Fence / Events)
Monitoring	Real Time Monitoring
	Route Replay Feature
	Monitoring Window Splitting
	Separate Event Window for Event / Alerts Monitoring
	Event acknowledgment with User Log
	Vehicle Bifurcation (Running / Stoppage / Not Responding / Long Stoppage / Not Synchronized / Accidental / Over Speeded/ Battery Tempered / Loaded or Unloaded / Workshop)
	Vehicle Filtering by Number or Company Wise
	Customized Window Popup on Vehicle Click (Vehicle Information/ Lastresponse / Speed / Location/ Distance etc)
	Predefine Commands for every Vehicle (Mobilization, Get GPS, Get Loc etc)
	Vehicle / Asset Bifurcation by different icons /Colors
Trip Management	<ul style="list-style-type: none"> • Vehicle Trip Management • Automatic/Manual route Draw Feature (Total traveling Time, rest Timeand expected arrival Time) • Assign Trip to Single / Multiple Vehicles • Trip Base Customized alert (i.e Speed Limit, Violation, Late arrival etc.)
Maintenance Management	<ul style="list-style-type: none"> • Predictive Maintenance • Maintenance Management based on vehicle • Schedule Maintenance
Reports	Vehicle Summary Company / Group Wise (Enroute/ Workshop/ Stoppage (Max 30 days))
(Vehicle Company Client Wise)	Trip Report (Tracker /Vehicle /Company / Date & Time Wise / Destination Wise)
	Vehicle Running (Weekend / Work / Off Hour)
	Vehicle Violation Summary (Green Driving Scenarios / Fence / Idling / Battery Tempering /Night etc.)
	Fence Wise Report
	Vehicle Long Stoppage Report
	Vehicle Movement History
	Vehicle Maintenance Report
Not Responding Report	

	Vehicle Event Summary (Green Driving/ Ignition / Door / Seat belt/Over Speed)
	Vehicle Fuel Management Report (Company Wise/Vehicle Wise)
	Tracker Inventory Report (Store / Status / Installation / Replacement)
	Driver Logbook Report
	Water Tank level report based on Job
	Executive Dashboard (Graphs/ Analytical)
	Report's output (PDF/XLS/CSV)
Manage Jobs	Jobs allocation to the driver
	Driver Mobile Application
	Shift Management for driver
	Driver Management
Application Configurations/	Working / Off Hours' Time Configuration
	Customized Popup (Information related to Vehicle)
	SMS Commands for Tracker Rectification
	Customized event / Alert Configuration
	Bulk Registration of Device & Vehicle

NOTE: Verifiable proof for all the above shall be available. Non-submission may cause disqualification of the bidder for any further process. All bidders must provide a checklist format compliance of the eligibility criteria above.

7. Evaluation Criteria

7.1 The bidders who met the mandatory eligibility and qualification criteria would be evaluated for technical evaluation criteria. Bids will be evaluated as per the following weightage:

Technical = 70%

Financial = 30%.

Bidder must acquire 70% score in technical criteria to qualify for the opening of Financial Bid. Distribution of Financial Marks is as follows:

Total Marks = 50

Lowest quotation = 50

2nd Lowest quotation = 35

Rest of the Bids = 20 each

7.2 PASS MARKS: Bid of a technically eligible bidder, as per the details stated

above will be evaluated, without reference to the price and CAPITAL DEVELOPMENT AUTHORITY may reject any proposal which does not conform to the specified requirements as listed in the said Sections

- 7.3 Bidders not meeting the pass mark limit in technical proposal will be rejected in Technical Evaluation, and its Financial Proposal will be evaluated. All bidders scoring greater than or equal to 70% of the marks in technical will be accepted in technical proposal, and their financial bids will be opened.
- 7.4 PROVISIO: Provided that if NONE or ONLY ONE (single) bidder exceeds the 70% pass mark, then the Purchaser SHALL decrease the Pass Mark limit to 60%. In other words, if TWO or more bidders exceed 70%, then the Pass Mark will NOT be decreased to 60%. If Pass Marks are decreased to 60%, then ALL bidders with scores greater than or equal to 60% (including any above 70%) will be considered EQUALLY as approved in the Technical Proposal, and their Financial Bids will be evaluated.

8. FINANCIAL PROPOSAL EVALUATION

- 8.1 Technically qualified/successful bidder(s)/Tenderer(s) shall be called for opening of the Financial Proposal(s). The Financial Proposals will be opened in the presence of the Bidders at the time and venue indicated by the Purchaser accordingly. The technically Eligible/Successful Bidder(s)/Tenderer(s) or their authorized representatives shall be allowed to take part in the Financial Proposal(s) opening.
- 8.2 The Price evaluation will include all duties, taxes and expenses etc. In case of any exemption of duties and taxes made by the Government in favor of the Purchaser, the contractor shall be bound to adjust the same in the Financial Proposal.
- 8.3 In cases of discrepancy between the cost/price quoted in Words and in Figures, the lower of the two will be considered.
- 8.4 The Purchaser will not be responsible for any erroneous calculation of tax rates or any subsequent changes in rates or structure of applicable taxes. All differences arising out as above shall be fully borne by the Successful Bidder.

9. Rejection / Acceptance of the Bid

- 9.1 The Purchaser may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. The Purchaser shall upon request communicate to any bidder, the grounds for its rejection of all bids or proposals, but shall not be required to justify those grounds.
- 9.2 The Tender shall be rejected if:
- 9.2.1 Submitted in other than prescribed forms, annexes / by other than specified mode; or incomplete, un-sealed, un-signed, printed (hand written), partial, conditional, alternative, late; or subjected to interlineations / cuttings / corrections / erasures / overwriting; or
 - 9.2.2 the Tenderer refuses to accept the corrected Total Tender Price; or
 - 9.2.3 the Tenderer has conflict of interest with the Purchaser; or
 - 9.2.4 the Tenderer tries to influence the Tender evaluation / Contract award; or
 - 9.2.5 the Tenderer engages in corrupt or fraudulent practices in competing for the Contract award.

- 9.2.6 the Tenderer fails to meet all the requirements of Tender Eligibility / Qualification Criteria the Tenderer fails to meet the evaluation criteria requirements;
- 9.2.7 the tenderer has been blacklisted by any public or private sector organization;
- 9.2.8 the tenderer has been served any legal notices or displeasure letters by any public sector organization on serious failures to provide satisfactory services;
- 9.2.9 the tendered has mentioned any financial implication(s) in the financial proposal that is in contradiction to this document and Government rules and regulations.
- 9.2.10 there is any discrepancy between bidding documents and bidder's proposal i.e. any non- conformity or inconsistency or informality or irregularity in the submitted bid.
- 9.2.11 the Tenderer submits any financial conditions as part of its bid which are not in conformity with tender document.
- 9.2.12 Non-submission of verifiable proofs against the mandatory as well as general documentary, qualification and eligibility related requirements.

10. Award Criteria

Selection will be made on the combine weightage of Technical and Financial Proposals. Weightage factor is as under: Technical Proposal: 70%, Financial Proposal: 30%; Final Total Marks = Technical + Financial

11. Acceptance Letter

The Purchaser shall issue the Acceptance Letter to the successful Tenderer, after final decision prior to the expiry of the original validity period or extended validity period of the Tender, which shall constitute a contract, until execution of the formal Contract.

12. Performance Security

- 12.1 The successful Tenderer/Contractor shall furnish Performance Security as under:
 - a. Within twenty-eight (28) days of the receipt of the Acceptance Letter from the Purchaser;
 - b. in the form of a Bank Guarantee, issued by a scheduled bank operating in Pakistan;
 - c. for a sum equivalent to 5% of the contract value for a year;
 - d. denominated in Pak Rupees;
 - e. has a minimum validity period for a year until the date of expiry of yearly contract.
- 12.2 The Performance Security shall be payable to the Purchaser, on occurrence of any / all of the following conditions:
 - 12.2.1 If the Contractor commits a default under the Contract;
 - 12.2.2 If the Contractor fails to fulfill the obligations under the Contract;

12.2.3 If the Contractor violates any of the terms and conditions of the Contract.

12.3 The Contractor shall cause the validity period of the performance security to be extended for such period(s) as the contract may be extended. The Performance Security shall be returned to the Tenderer within thirty working days after the expiry of its validity on written request from the Contractor.

12.4 In case the Contractor fails to furnish Performance security in the shape of bank guarantee within the stipulated period given under Letter of Acceptance and subsequent formal contract, or till end of the currency of the said contract, the amount of bank guarantee, as required, shall be deducted from the amount payable to the Contractor

13. TECHNICAL EVALUATION CRITERIA:

Sr.	Requirements	Points
1.	Company Experience <ul style="list-style-type: none"> • 8+ years • 5-8 years • 3-5 years • Less than 3 years 	10 05 04 01
2.	Number of Agents <ul style="list-style-type: none"> • 50+ • 30-50 • 15-29 • Less than 15 	10 06 03 01
3.	Financial Strength (Net Worth based on audited financial statement 2020) <ul style="list-style-type: none"> • 40+ Billion • 30-40 Billion • 10-20 Billion • Less than 10 Billion 	10 07 03 01
4.	No. of Public & Private Clients on-board <ul style="list-style-type: none"> • Public & Private Sector 5+ • 4-5 • 3-4 • 2 	10 05 02 0
7.	Established Call Centre facilities <ul style="list-style-type: none"> • Call Centre facility in 2+ cities • Call Centre facility in 1-2 city • No established facility 	10 05 -05
8.	ISO Certification in Customer Services and Call Center Operations <ul style="list-style-type: none"> • Two Certification (Preferably ISO 18295-2017 – Customer Contact Center) • Less Than Two Certifications • No Certification 	15 05 -05
9.	Redundancy for Solution / Services <ul style="list-style-type: none"> • Two or more redundant facilities for backup of provided solution / services • One redundant facility for backup of provided solution / services 	10 05 0

	<ul style="list-style-type: none"> No redundant facility 	
10.	Redundancy for Power Backup <ul style="list-style-type: none"> Two or more facilities with dual UPS as well as dual Genset backup One facility with dual UPS as well as dual Genset backup No facility with UPS and Genset facility 	05 02 - 05
11.	Version of Installed Contact Center Solution <ul style="list-style-type: none"> Installed solution (e.g CISCO IPCC/ Avaya Aura/Genesys Omni Channel/ Huawei eSpace or equivalent) Among the latest Two Version Older than latest Two Versions or Open Source Solution 	10 5 0
12.	Technical Team Strength No. of technical resources with reference to Call Center, Software Development / Support and Specialized Equipment to be used in the Solutions. <ul style="list-style-type: none"> For 50+ resources For 25-50 resources For Less than 25 resources 	10 05 0
13.	On-site visit and Presentation at firm's location	10
14.	Virtual Data Center / Cloud Hosting in Pakistan	10
15.	Minute of Meeting Solution & Zoom Professional Solution with below specifications: <ul style="list-style-type: none"> Escalation Model / Reminders Recording System (01 Month) Document Uploading Reminder Zoom Professional Solution with 1GB Video Recording Note: Zero marks in case of non-meeting the above criteria	10
16.	Streetlights & Fleet Management System <ul style="list-style-type: none"> Device Identity; provides the use of App Keys for Device Identity(Must to have feature SECURITY The platform should support different versions and features of Encryption: Transport Layer Security (TLS) protocol to provide secure connections and encrypt data-in-motion, or Secure Sockets Layer (SSL) protocol Public Cloud with Pakistan based Hosting in any form ,Non Pakistan based cloud Zero Points Single Sign on Capacity / or Unified Application layer for both Smart Automation Smart Delivery of Water to Citizens International claimed Project in last 3 years Note: Zero marks in case of non-meeting the above criteria	40
	Total Marks	170

Minimum Qualifying Marks = 70% of 170= 119

14. Amendment of the Tender Document/RFP

The Purchaser may, at any time prior to the deadline for submission of the Tender, at its own initiative or in response to a clarification requested by the Bidder(s), amend the Tender Document, on any account, for any reason. All amendment(s) shall be part of the Tender Document and binding on the Bidder(s). Capital Development Authority shall notify the amendment(s) in writing to the prospective Tenderers as per rules.

15. Tender Price

The quoted price (in Pak Rupees) shall be best / final / fixed (inclusive of all existing taxes, duties, levies, insurance, freight, etc.) should be based on the existing tax levies by the Government any change in tax regime shall be adjusted accordingly weather increase or decrease and corresponding benefit shall be provided to bidding party. Moreover, quoted price shall be valid until completion of all obligations under the Contract i.e. not subject to variation / escalation. If not specifically mentioned in the Tender(s), it shall be presumed that the quoted price is as per the above requirements.

Where no prices are entered against any item(s), the price of that item shall be deemed to be free of charge, and no separate payment shall be made for that item(s).

Any changes in the minimum wage regime / applicable Government policies shall be adjusted accordingly in the calls center agent price within the same applicable percentage changes in order to comply with the Government minimum wage regime being implemented from time to time basis.

16. Bid Security (Earnest Money)

16.1 The Tenderer shall furnish the Bid Security (Earnest Money) as under:

- a. As per tender notice.
- b. denominated in Pak Rupees;
- c. As part of financial bid envelope, failing which will cause rejection of bid.
- d. In the form of Demand Draft / Pay Order / Call Deposit Receipt, in the name of the Purchaser; issued by a scheduled bank operating in Pakistan have a minimum validity period of one fifty (150) days from the last date for submission of the Tender or until furnishing of the Performance Security, whichever is later.

16.2 The Bid Security shall be forfeited by the Capital Development Authority, on the occurrence of any / all of the following conditions:

- a. If the Tenderer withdraws the Tender during the period of the Tender validity specified by the Tenderer on the Tender Form; or
- b. If the Tenderer does not accept the corrections of his Total Tender Price; or
- c. If the Tenderer, having been notified of the acceptance of the Tender by the Purchaser during the period of the Tender validity, fails or refuses to furnish the Performance Security, in accordance with the Tender Document.

16.3 The Bid security shall be returned to the technically unsuccessful Tenderer. The Bid Security shall be returned to the successful Tenderer upon furnishing of the Performance Security.

17. Tender Validity

The Tender shall have a minimum validity period of one fifty (150) days from the last date for submission of the Tender. Capital Development Authority may solicit the Tenderer's consent to an extension of the validity period of the Tender. The request and the response thereto shall be made in writing. If the Tenderer agrees to extension of validity period of the Tender, the validity period of the Bid Security shall also be suitably extended. The Tenderer may refuse extension of validity period of the Tender, without forfeiting the Bid security.

18. Tender Duration

Duration for this project will be for an initial period of 02 years with extension, up to three years with mutual consent.

Non-Disclosure Agreement

This AGREEMENT is made by and between CAPITAL DEVELOPMENT AUTHORITY and VENDOR-(Name) (the "Recipient") effective as of _____ 2022.

CAPITAL DEVELOPMENT AUTHORITY possesses Confidential Information (as hereinafter defined) regarding members has entered into a business relationship with the CAPITAL DEVELOPMENT AUTHORITY and in connection therewith may need to review the CAPITAL DEVELOPMENT AUTHORITY's Confidential Information. In consideration of the promises and covenants contained in this Agreement and the disclosure of Confidential Information from the CAPITAL DEVELOPMENT AUTHORITY to the Recipient, the parties hereto agree as follows:

1 Confidential Information

- A. "Confidential Information" shall mean any information that the CAPITAL DEVELOPMENT AUTHORITY specifically marks and designates, either orally or in writing, as confidential or which, under the circumstances surrounding the disclosure, ought to be treated as confidential. "Confidential Information" includes, but is not limited to, information of member engineers, descriptive material, software, CAPITAL DEVELOPMENT AUTHORITY's business policies or practices, information received from others that CAPITAL DEVELOPMENT AUTHORITY is obligated to treat as confidential, and other information of a confidential nature.
- B. "Confidential Information" shall mean all data/information relating to CAPITAL DEVELOPMENT AUTHORITY and its Member Engineers & firms in any format, including without limitation written or printed documents, computer disks, whether machine or user readable.
- C. "Confidential Information" shall mean data/information which has been shared as of today or will be shared in future.

2 Restrictions

- D. Recipient shall not disclose any Confidential Information to third parties even after the termination of its relationship with the CAPITAL DEVELOPMENT AUTHORITY. However, Recipient may disclose Confidential Information in accordance with judicial or other governmental orders, provided Recipient shall give CAPITAL DEVELOPMENT AUTHORITY reasonable notice prior to such disclosure and shall comply with any applicable protective order or equivalent.
- E. Recipient shall not use any Confidential Information or Confidential Materials of the CAPITAL DEVELOPMENT AUTHORITY for any purposes except those expressly contemplated hereby or as authorized by the CAPITAL DEVELOPMENT AUTHORITY.

- F. Recipient shall take reasonable security precautions, which shall be in any event equal or better than the prevailing industry standards, to keep confidential the Confidential Information. Recipient may disclose Confidential Information or Confidential Materials only to Recipient's employees or consultants on a need-to-know basis. Recipient shall instruct all employees given access to the information to maintain confidentiality and to refrain from making unauthorized copies.
- G. Recipient will not use Confidential Information to approach the owners of confidential information, neither will use it to convey message, email, advert, commercial or any communication media on behalf of any party except CAPITAL DEVELOPMENT AUTHORITY.

3 Rights and Remedies

- H. Recipient shall notify the CAPITAL DEVELOPMENT AUTHORITY immediately upon discovery of any unauthorized use or disclosure of Confidential Information or Confidential Materials, or any other breach of this Agreement by Recipient, and will cooperate with the CAPITAL DEVELOPMENT AUTHORITY in every reasonable way to help the CAPITAL DEVELOPMENT AUTHORITY regain possession of the Confidential Information and/or Confidential Materials and prevent further unauthorized use or disclosure.
- I. Recipient shall return all originals, copies, reproductions and summaries of Confidential Information and/or Confidential Materials then in Recipient's possession or control at the CAPITAL DEVELOPMENT AUTHORITY's request or, at the CAPITAL DEVELOPMENT AUTHORITY's option, certify destruction of the same.
- J. Recipient acknowledges that monetary damages may not be a sufficient remedy for damages resulting from the unauthorized disclosure of Confidential Information and that the CAPITAL DEVELOPMENT AUTHORITY shall be entitled, without waiving any other rights or remedies, to seek such injunctive or equitable relief as may be deemed proper by a court of competent jurisdiction.
- K. The CAPITAL DEVELOPMENT AUTHORITY may visit Recipient's premises, with reasonable prior notice and during normal business hours, to review Recipient's compliance with the terms of this Agreement.

4 Miscellaneous

- L. All Confidential Information and Confidential Materials are and shall remain the sole and exclusive property of the CAPITAL DEVELOPMENT AUTHORITY. By disclosing information to Recipient, the CAPITAL DEVELOPMENT AUTHORITY does not grant any express or implied right to Recipient to trade secret information.
- M. All Confidential Information and Materials are provided "AS IS" and the CAPITAL DEVELOPMENT AUTHORITY makes no warranty regarding the accuracy or reliability of such information or materials. CAPITAL DEVELOPMENT AUTHORITY does not warrant that it will release any product concerning which information has been disclosed as a part of the Confidential Information or Confidential Materials. The CAPITAL DEVELOPMENT AUTHORITY will not be liable for any expenses or losses incurred or any action undertaken by the Recipient as a result of the receipt

of Confidential Information or Confidential Materials. The entire risk arising out of the use of the Confidential Information and Confidential Materials remains with the Recipient.

- N. This Agreement constitutes the entire Agreement between the parties with respect to the subject matter hereof. It shall not be modified except by a written agreement dated subsequent to the date of this Agreement and signed by both parties.
- O. None of the provisions of this Agreement shall be deemed to have been waived by any act or acquiescence on the part of the CAPITAL DEVELOPMENT AUTHORITY, its agents, or employees but only by an instrument in writing signed by an authorized officer of the CAPITAL DEVELOPMENT AUTHORITY. No waiver of any provision of this Agreement shall constitute a waiver of any other provision(s) or of the same provision on another occasion. Failure of either party to enforce any provision of this Agreement shall not constitute waiver of such provision or any other provisions of this Agreement.
- P. If any action at law or in equity is necessary to enforce or interpret the rights arising out of or relating to this Agreement, the prevailing party shall be entitled to recover reasonable attorney's fees, costs and necessary disbursements in addition to any other relief to which it may be entitled.
- Q. This Agreement shall be construed and governed by the laws of Pakistan, and both parties further consent to jurisdiction by the state and courts sitting in capital, Islamabad.
- R. All obligations created by this Agreement shall survive change or termination of the parties' business relationship.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement by their duly authorized representatives as of the date first set forth above.

CAPITAL DEVELOPMENT AUTHORITY

Address:

By: _____ Name: _____ Title: _____ Date: _____

VENDOR-(Name)

By: _____ Name: _____ Title: _____
Date: _____

PRICE SCHEDULE/ FINANCIAL COST SHEET

Sr.	Description	Qty. (Defined Unit)	Cost Type (Monthly/Annually/Upfront)	Per Unit Cost (PKR.)	Total Amount (PKR.)	Applicable Taxes (%)	Total Amount with Taxes
1	Rate of Call Center Agent* per month	1	Monthly				
2	Call Center Server Charges	1	Upfront & Annual Charges				
3	Development charges per man hour (if any)	1	Upfront				
4	Business SMS charges (per SMS) (All local networks in Pakistan) – charge per SMS (160 characters)	1	Monthly				
5	Outbound call charges (All local networks in Pakistan) – Per minute charge	1	Monthly				
6	ZOOM Professional per License	05	Upfront & Annual Charges				
7	Minute of Meeting (MRC)	01	Monthly				
	Minutes of Meeting Development Charges	01	Upfront				
8	Complaint Management System (CMS) Solution	01	Upfront				
9	Virtual Data Center/Cloud	01	Upfront & Annual Charges				
10	GSM Connections	40	Monthly				
11	Employee Tracking Services	40 Users	Monthly				

12	Street Lighting Solution	50 Lights	Upfront & Annual				
13	Fleet Management Solution	Per Unit	Upfront & Annual				
14	Tablets Samsung Tab S6 lite (or Similar)	30	Upfront				
	Tablets Samsung Tab S7 (or Similar)	10	Upfront				

* Agent means one person in one shift

*MRC (Monthly Recurring Charges)

Note:

- Three agent shifts will be planned per day i.e. 8 hours each.
- Supervisor Cost will be added in Agent cost.
- Given quantities will be finalized as per CDA requirements in contract between selected bidder and CDA.

Signature of authorized person

(Company Seal)

Name: _____

In the capacity of dully authorized by

Format for Covering Letter

To,

(Name and address of Purchaser)

Subject: Proposal For PROVISION OF HARDWARE/SOFTWARE AND ALLIED SERVICES AS TURNKEY SOLUTION

Dear Sir,

- a) Having examined the tender document and Appendixes we, the undersigned, in conformity with the said document, offer to provide the said items on terms of reference to be signed upon the award of contract for the sum indicated as per financial bid.
- b) We undertake, if our proposal is accepted, to provide the items/services comprise in the contract within time frame specified, starting from the date of receipt of notification of award from the client Department/Office.
- c) We agree to abide by this proposal for the period of days (as per requirement of the project) from the date of bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
- d) We agree to execute a contract in the form to be communicated by the _(insert name of the Purchaser)_, incorporating all agreements with such alterations or additions thereto as may be necessary to adapt such agreement to the circumstances of the standard.
- e) Unless and until a formal agreement is prepared and executed this proposal together with your written acceptance thereof shall constitute a binding contract agreement.
- f) We understand that you are not bound to accept a lowest or any bid you may receive, not to give any reason for rejection of any bid and that you will not defray any expenses incurred by us in bidding.

Authorized Signature with Official Seal of Bidder