

Hiring of Services to operate PTA Call Centre at PTA Headquarters,
Islamabad
(Single Stage Two Envelop Procedure)



Pakistan Telecommunication Authority

Telecom Regulator



ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-5/1, Islamabad

Table of Contents

SECTION I: INVITATION TO BIDDERS.....	3
INVITATION FOR BID	4
SECTION II: INSTRUCTIONS TO BIDDERS (ITBs).....	5
INTRODUCTION.....	6
2. Source of Funds.....	6
3. Eligible Bidders.....	6
5. Foreign Bidders.....	6
SECTION III: BID DATA SHEET.....	14
A. Introduction.....	15
Section IV. Eligible Countries.....	20
Eligible Countries.....	21
SECTION V: SCHEDULE OF REQUIREMENTS, TECHNICAL SPECIFICATION.....	22
SECTION VI: Standard Forms.....	25
SECTION VII: SPECIAL CONDITIONS OF CONTRACT (SCC).....	30
Definitions.....	31
Governing Language.....	31
Applicable Law.....	31
Country of Origin.....	31
Scope of System.....	31
Price.....	33
Sub-Contracting.....	34
Notices.....	34
Financial Proposal.....	46


ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-5/1, Islamabad

SECTION I: INVITATION TO BIDDERS



ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-5/1, Islamabad



Government of Pakistan
PAKISTAN TELECOMMUNICATION AUTHORITY
HEADQUARTERS SECTOR F-5/1, ISLAMABAD.
<https://www.pta.gov.pk>

INVITATION FOR BID

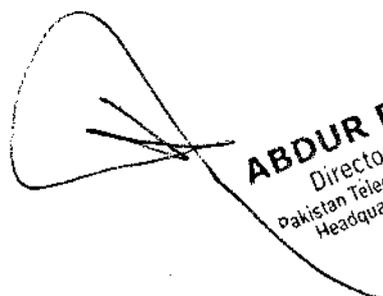
Subject: Hiring of Services to operate PTA Call Centre at PTA Headquarters, Islamabad

Pakistan Telecommunication Authority (PTA), invites electronic bids from well-reputed firms/companies, experienced in Consumer Relationship Management (hereinafter referred as "CRM") to setup and operate Call Centre for a period of three years. services shall be acquired on monthly rental basis, to manage/process increasing number of consumer complaints received through emails, call, fax, post, online form, SMS and social media etc. All bidders (companies/firms) shall be registered with PSEB and holding a valid NTN/GST registration and on Active Tax Payers List of FBR. Bidders must have a minimum three (3) years of relevant experience as per specifications & details given in Instructions to Bidders section of this bidding document. Notices published on PTA's & PPRA's websites shall form a part of this bidding documents.

2. E-bidding documents as per regulations, containing detailed terms and conditions, specifications and requirements etc. are available for registered bidders on EPADS at (<https://eprocure.gov.pk>).

3. Electronic bids must be submitted by using EPADS on or before **31st December, 2025 by 10:30 AM**. Manual bids, shall not be accepted. Electronic Technical bids will be opened on same day electronically at 1100hrs in office of Director Procurement, PTA Headquarters, F-5/1, Islamabad. This advertisement is available on PPRA website at www.ppra.org.pk.

Note: Notification of GRC constituted in terms of Rule-48 of PPRA rules, 2004 is provided on EPADS at <https://eprocure.gov.pk> and on www.pta.gov.pk.


ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-5/1, Islamabad

SECTION II: INSTRUCTIONS TO BIDDERS (ITBs)



ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-5/1, Islamabad

INTRODUCTION

1. Scope of Bid

Pakistan Telecommunication Authority (PTA) is seeking firm to provide Call Centre services to PTA for 12 seats range/band (minimum 10 seats for agent and 02 for supervisors with flexibility to enhance seats on basis of future requirement/needs). Currently PTA is managing complaints through Consumer Protection and DIRBS project, however, there is need to integrate all complaint management systems, in a dedicated Consumer Relationship Management (CRM) System. At present 10 telephone lines, walk in Consumer's counters, website and email are made available to telecom consumers to address their queries and complaints. 6 methods through which their Consumers can interact with PTA are:

- i. 10 Telephone Lines
- ii. Walk in Consumers are served at Consumer services center
- iii. Ticketing system which is integrated with PTA's website
- iv. Contact us form at website
- v. Email
- vi. SMS

Consumer queries or complaints are managed through different databases of different offices of PTA. manual entries of these complaints and queries increases back office processes and also often result in inefficient complaint handling.

2. Source of Funds

PTA will self-finance project, no government funding is involved.

3. Eligible Bidders

A Bidder may be natural person, company or firm or public or semi-public agency of Pakistan or any foreign country.

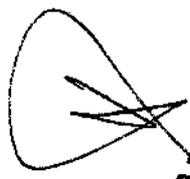
4. Joint Venture

No bidder is allowed having Joint Venture is for execution of Contract in accordance with terms and conditions of Contract.

5. Foreign Bidders.

Foreign Bidders must be locally registered with appropriate national incorporating body or statutory body, before participating in national/international competitive tendering with exception of such procurements made by foreign missions of Pakistan. For such purpose bidder must have to initiate registration process before bid submission and necessary evidence shall be submitted to PTA along with their bid, however, final award will be subject to complete registration process.

6. Conflict of Interest


ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-51, Islamabad

A Bidder shall not have a conflict of interest. All Bidders found to have a conflict of interest shall be disqualified. A Bidders may be considered to have a conflict of interest with one or more parties in this Bidding process, if they:

- a) are associated or have been associated in past, directly or indirectly with a firm or any of its affiliates which have been engaged by PTA to provide similar services to be provided under this Invitation for Bids.
- b) have controlling shareholders in common; or
- c) receive or have received any direct or indirect subsidy from any of them; or
- d) have same legal representative for purposes of this Bid; or
- e) have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on Bid of another Bidder, or influence decisions of PTA regarding this Bidding process; or
- f) Submit more than one Bid in this Bidding process.

7. Ineligibility of Bidders:

A Bidder may be ineligible if :

- (a) it is declared bankrupt or, in case of company or firm, insolvent;
- (b) payments in favor of Bidder is suspended in accordance with judgment of a court of law other than a judgment declaring bankruptcy and resulting (in accordance with national laws) in total or partial loss of right to administer and dispose of its property;
- (c) legal proceedings are instituted against such Bidder involving an order suspending payments and which may result, in accordance with national laws, in a declaration of bankruptcy or in any other situation entailing total or partial loss of right to administer and dispose of property;
- (d) Bidder is convicted, by a final judgment, of any offence involving professional conduct;
- (e) Bidder is blacklisted and hence debarred due to involvement in corrupt and fraudulent practices, or performance failure or due to breach of bid securing declaration.
- (f) firm, supplier and contractor is blacklisted or debarred by a foreign country, international organization, or other foreign institutions for period defined by them.

8. Eligible Information Systems

For purposes of these Bidding Documents, Hardware System means all:

- a. required information technologies, including all information processing and communications-related hardware, software, supplies, and consumable items that Supplier is required to supply and install under Contract
- b. related software development, transportation, insurance, installation, customization, integration, commissioning, training, technical support, maintenance, repair, and other services necessary for proper operation of Hardware, software to be provided by selected Bidder and as specified in Contract.

9. Cost of Bidding

Bidder shall bear all costs associated with preparation and submission of its Bid, and PTA shall in no case be responsible or liable for those costs, regardless of conduct or outcome of bidding process.


ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-5/1, Islamabad

10. Responsibility for completeness of required documents

PTA is not responsible for completeness of Bidding Documents and their addenda, if they were not obtained directly from PTA or signed pdf version from downloaded from website of PTA. bidders may request for provision of editable version of necessary document (if any).

11. Clarification of Bidding Documents, Pre-Bid Meeting and Site Visit

- a. A prospective Bidder requiring any clarification of Bidding Documents may notify PTA on EPADS.
- b. PTA will within three (3) working days after receiving request for clarification, respond in writing or in electronic form to any request for clarification.
- c. Copies of PTA's response will be forwarded to all identified Prospective Bidders through an identified source of communication, including a description of inquiry, but without identifying its source. In case of downloading of Bidding Documents from website of PA, response of all such queries will also be available on same link available at website.
- d. Should PTA deem it necessary to amend Bidding Documents as a result of a clarification, PA may issue addendum following procedure as per PP Rules.
- e. Minutes of pre-Bid meeting, if applicable, including text of questions asked by Bidders, including those during meeting (without identifying source) and responses given, together with any responses prepared after meeting will be transmitted promptly to all prospective Bidders who have obtained Bidding Documents. Any modification to Bidding Documents that may become necessary as a result of pre-Bid meeting shall be made by PTA exclusively through use of an Addendum. Non-attendance at pre-Bid meeting will not be a cause for disqualification of a Bidder.
- f. bidder may visit site before deadline of bid submission.

12. Language of Bid

Bid prepared by Bidder, as well as all correspondence and documents relating to Bid exchanged by Bidder and PTA shall be written in English language

13. Establishing Eligibility and Qualification of Bidder

Bidder shall furnish, as part of its Bid, all those documents establishing Bidder's eligibility to participate in bidding process and/or its qualification to perform contract if its Bid is accepted.

14. Form of Bid

Bidder shall fill Form of Bid furnished in Bidding Documents. Bid Form must be completed without any alterations to its format and no substitute shall be accepted.

15. Bid Prices

- a. bidder shall quote its rates including all applicable Government taxes, duties, GST etc. clearly for each item, in Financial Proposal at Annex-D and total prices in figures as well


ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-5/1, Islamabad

as in words. However, contract shall be awarded to qualified bidder quoting lowest consolidated bid.

- b. Bid Prices and discounts quoted by Bidder in Form of Bid and in Price Schedules shall conform to requirements
- c. Bid price to be quoted in Form of Bid as prescribed by PTA. quoted rates shall be total price of Bid, excluding any discounts offered.
- d. All applicable taxes which will be payable on goods if contract is awarded.
- e. All customs duties, sales tax, and other taxes applicable on goods or on components and raw materials used in their manufacture or assembly, if contract is awarded to Bidder, and
- f. Prices quoted by Bidder shall be fixed during Bidder's performance of contract and not subject to variation on any account. A Bid submitted with an adjustable price will be treated as non-responsive and shall be rejected.

16. Bid Currencies

- a. For all services that Bidder will deliver from within Pakistan, prices shall be quoted in Pakistani Rupees.
- b. For purposes of comparison of bids quoted in different currencies, price shall be converted into Pak Rupees. rate of exchange shall be selling rate, prevailing on date of opening of bids specified in bidding documents, as notified by State Bank of Pakistan on that day.

17. Bid Validity Period

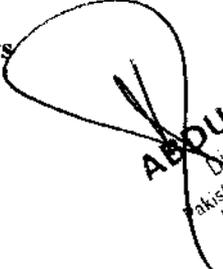
- a. Bids shall remain valid for period of 180 days after Bid submission deadline prescribed by PTA. A Bid valid for a shorter period shall be rejected by PTA as non-responsive.
- b. Under exceptional circumstances, prior to expiration of initial Bid validity period, PTA may request Bidders' consent to an extension of period of validity of their Bids only once, for period not more than period of initial bid validity. request and Bidders responses shall be made in writing or in electronic forms that provide record of content of communication.
- c. A Bidder may refuse request without forfeiting its Bid security or causing to be executed its Bid Securing Declaration. A Bidder agreeing to request will not be required nor permitted to modify its Bid, but will be required to extend validity of its Bid Security or Bid Securing Declaration for period of extension.

18. Bid Securing Declaration

Bidder shall furnish as part of its Bid, a Bid Securing declaration. Bid declaration may be executed:

- a) if a Bidder withdraws its Bid during period of Bid Validity as specified by PTA.
- b) does not accept correction of errors
- c) in case of a successful Bidder, if Bidder fails to sign contract in specified period of time
- d) to furnish performance security (or guarantee) in specified period of time.

19. Alternative Bids by Bidders


ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-5/1, Islamabad

Bidders shall submit offers that comply with requirements of Bidding Documents, including basic Bidder's technical design/service model as indicated in specifications and Schedule of Requirements. Alternatives will not be considered.

20. Withdrawal of Bids

Before bid submission deadline, any bidder may withdraw its Bid after it has been submitted by sending a written notice, duly signed by an authorized representative, and corresponding substitution or modification must accompany respective written notice.

21. Submission of Bids on EPADS

In case of Single Stage Two Envelope Procedure, Bid shall comprise two bids to be submitted on EPADS simultaneously, one called Technical Proposal and other Financial Proposal. Bidder shall submit his TECHNICAL PROPOSAL and FINANCIAL PROPOSAL on EPADS. Financial Proposals of only qualified bidders in Technical Proposal shall be opened.

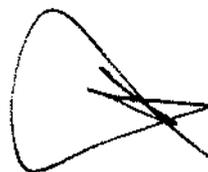
22. Opening of Bids

- a. PTA will open all Bids, in public, in presence of Bidders' or their representatives who choose to attend, and other parties with a legitimate interest in Bid proceedings at place, on date and at time scheduled by PTA.
- b. Bidders are advised to send in a representative with knowledge of content of Bid who shall verify information read out from submitted documents. Failure to send a representative or to point out any un-read information by sent Bidder's representative shall indemnify PTA against any claim or failure to read out correct information contained in Bidder's Bid.
- c. Bidders' representatives who are present shall be requested to sign on attendance sheet. omission of a Bidder's signature on record shall not invalidate contents and affect record. A copy of record shall be distributed to all Bidders.

23. Confidentiality

- a. Information relating to examination, clarification, evaluation and comparison of Bids and recommendation of contract award shall not be disclosed to Bidders or any other persons not officially concerned with such process until time of announcement of respective evaluation report.
- b. Any effort by a Bidder to influence PTA processing of Bids or award decisions may result in rejection of its Bid.
- c. From time of Bid opening to time of contract award, if any Bidder wishes to contact PTA on any matter related to Bidding process, it should do so in writing or in electronic forms that provides record of content of communication.
- d. successful bidder shall be asked to sign a Non-Disclosure Agreement with PTA to maintain confidentiality of data and information.

24. Clarification of Bids



ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-5/1, Islamabad

- a. To assist in examination, evaluation and comparison of Bids of Bidders, PTA may, ask any Bidder for a clarification. Any clarification submitted by a Bidder that is not in response to a request by PTA shall not be considered.
- b. request for clarification and response shall be in writing or in electronic forms that provide record of content of communication.

25. Preliminary Examination of Bids

Prior to detailed evaluation of Bids, PTA will determine whether each Bid:

- a) meets eligibility criteria defined by PTA;
- b) has been prepared as per format and contents defined by PTA in Bidding Documents;
- c) has been properly signed;
- d) is accompanied by required securities; and
- e) is substantially responsive to requirements of Bidding Documents.
- f) Any bid affects in any substantial way scope, quality, or performance of Services or limits in any substantial way, inconsistent with Bidding Documents, PTA's rights or Bidders obligations under Contract shall be declared as non-responsive.
- g) PTA may waive off any minor informality, nonconformity, or irregularity in a Bid which does not constitute a material deviation, provided such waiver does not prejudice or affect relative ranking of any Bidder.

h) *Explanation: A minor informality, non-conformity or irregularity is one that is merely a matter of form and not of substance. It also pertains to some immaterial defect in a Bid or variation of a bid from exact requirements of invitation that can be corrected or waived without being prejudicial to other bidders. defect or variation is immaterial when effect on quantity, quality, or delivery is negligible when contrasted with total cost or scope of supplies or services being acquired. PTA either shall give bidder an opportunity to cure any deficiency resulting from a minor informality or irregularity in a bid or waive deficiency, whichever is advantageous to PTA*

26. Evaluation of Bids

PTA shall evaluate and compare only Bids determined to be substantially responsive as per criteria defined by PTA.

27. Negotiations

- i. Negotiations may be undertaken with Most Advantageous Bid relating to following areas:
 - (a) a minor alteration to technical details of statement of requirements;
 - (b) reduction of quantities for budgetary reasons, where reduction is in excess of any provided for in Biding documents;
 - (c) a minor amendment to special conditions of Contract;
 - (d) finalizing payment arrangements;
 - (e) delivery arrangements;
 - (f) methodology for provision of related services; or clarifying details that were not apparent or could not be finalized at time of Bidding;

ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-5/1, Islamabad

ii. Where negotiation fails to result into an agreement, PTA may invite next ranked Bidder for negotiations. Where negotiations are commenced with next ranked Bidder, PTA shall not reopen earlier negotiations.

28. PTA's Right to reject All Bids

PTA reserves right to reject all bids, and to annul Bidding process at any time prior to award of contract, without thereby incurring any liability to affected Bidder or Bidders.

29. Notification of Award

a. Prior to award of contract, PTA shall issue a Final Evaluation Report giving justification for acceptance or rejection of bids.

b. Upon successful Bidder's furnishing of performance security guarantee, PTA will promptly notify each unsuccessful Bidder, name of successful Bidder and Contract amount and will discharge Bid Security or Bid Securing Declaration of Bidders.

30. Signing of Contract

Promptly after notification of award, PTA shall send successful Bidder draft agreement, incorporating all terms and conditions as agreed by parties to contract.

31. Performance Security (or Guarantee)

After receipt of Letter of Acceptance, successful Bidder, within specified time, shall deliver to PTA a Performance Guarantee in amount, form and in accordance with Conditions of Contract.

32. Arbitrator

In case of any dispute or conflict between Service Provider and PTA, case will be referred to PC-1, PTA. If decision of PC-1 is not acceptable case shall be referred to Chairman PTA, whose decision will be final.

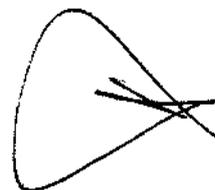
33. Corrupt & Fraudulent Practices

Government funded projects and procurement) as well as Bidders/Suppliers/Contractors under Government financed contracts, observe highest standard of ethics during procurement and execution of such contracts, and will avoid to engage in any corrupt and fraudulent practices.

34. Constitution of Grievance Redressal

i. PTA shall constitute a Grievance Redressal Committee (GRC) comprising of odd number of persons with proper power and authorization to address complaint. GRC shall not have any of members of Procurement Evaluation Committee. committee must have one subject specialist depending nature of procurement.

ii. Any party can file its written complaint against eligibility parameters or any other terms and conditions prescribed in prequalification or bidding documents found contrary to provision of Procurement Regulatory Framework, and same shall be addressed by GRC well before bid submission deadline.



ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Government of Pakistan

- iii. Any Bidder feeling aggrieved by any act of PTA after submission of his bid may lodge a written complaint concerning his grievances not later than seven days of announcement of technical evaluation report and five days after issuance of final evaluation report.
- iv. In case, complaint is filed against technical evaluation report, GRC shall suspend procurement proceedings.
- v. In case, complaint is filed after issuance of final evaluation report, complainant cannot raise any objection on technical evaluation of report:
Provided that complainant may raise objection on any part of final evaluation report in case where single stage one envelop bidding procedure is adopted.
- vi. GRC, in both cases shall investigate and decide upon complaint within ten days of its receipt.
- vii. Committee, upon receipt of Appeal against decision of GRC complete in all respect shall serve notices in writing upon all parties to appeal.
- viii. committee shall call record from concerned PTA or GRC as case may be, and same shall be provided within prescribed time
- ix. committee may after examination of relevant record and hearing all concerned parties, shall decide complaint within fifteen (15) days of receipt of Appeal.
- x. decision of Committee shall be in writing and shall be signed by Head and each Member of Committee. decision of committee shall be final.


ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-5/1, Islamabad

SECTION III: BID DATA SHEET

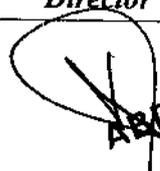


ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-5/1, Islamabad

Bid Data Sheet

Following specific data for complaint management services to end users of telecom services shall complement, supplement, or amend provisions in Instructions to Bidders (ITBs). Whenever there is a conflict, provisions herein shall prevail over those in ITBs.

BDS Number	Clause	ITB Number	Amendments of, and Supplements to, Clauses in Instruction to Bidders
A. Introduction			
1.		1.1	<p>Name: [Pakistan Telecommunication Authority].</p> <p>Description (as specified in ITB) of System is:</p> <ol style="list-style-type: none"> i. Provision of a Dedicated Call Center for PTA Having 12 Seats 24 x 7 x 365 Days ii. Accessible through Telephone / Email / Web Chat / Facebook / Twitter / Walk In iii. Processes/Information Directly Relating to Complainants / Subscribers / Potential Licensees <p>Location of Delivery: At PTA Head Quarters Islamabad.</p> <p>Period for delivery: As per SCC 17</p> <p>Commencement date for delivery: [immediately after signing of contract]</p>
2.		2.1 & 2.2	<p>Financial year for operations of PTA: [2025-2026]</p> <p>Name of Project</p> <p>Hiring of Services to operate PTA Call Centre at PTA Headquarters, Islamabad</p> <p>Name of financing institution: [N/A]</p> <p>Name and identification number of Contract:</p> <p>Hiring of Services to operate PTA Call Centre at PTA Headquarters, Islamabad</p> <p>Bid No: PTA/CPD/83/2025</p>
3.		3.1	Joint Venture "is" not applicable
4.		4.1	number of documents to be completed and returned: through PPRA EPADS portal No Physical submission
5.		5.1	address for clarification of Bidding Documents is Mr. Abdur Rab Khan, Director (Procurement), HQs


ABDUR RUB KHAN
 Director (Procurement)
 Pakistan Telecommunication Authority
 Headquarters, F-5/1, Islamabad

		<i>Pakistan Telecommunication Authority, F-5/1 Islamabad, abdurrab@pta.gov.pk, Contact No. 051-2878157</i>
	5.2	Pre-bid meeting will be held if clarifications have been requested on EPADS till deadline fixed for receipt of clarifications.
6.	6.1	Language of all correspondences and documents related to Bid is: <i>[English]</i>
7. Preparation of Bids	7.1	Language of all correspondences and documents related to Bid is: <i>[English]</i>
8. Qualification Criteria	8.1	<p>qualification criteria required from Bidders is given as below:</p> <ol style="list-style-type: none"> 1. Service Provider has to be on active taxpayer list for Sales Tax and Income Tax 2. Audited Financial Statements for recent three years i.e. 2021-22, 2022-23, 2023-24 having minimum annual revenue of PKR 100 million. 3. Minimum three years of relevant experience and minimum three similar nature job experience. The experience shall be counted from oldest similar nature Work Order. Therefore, minimum Work Order must be 3 years old on closing date of this bid. 4. Registration with SECP or Registrar of Firms. 5. Registration with PSEB 6. Sales and Service Center of Bidder must be in Islamabad / Rawalpindi (documentary proof to be provided). 7. Affidavit on <u>Non-Judicial Stamp Paper</u> to effect that bidder has never been black listed by any government/semi government/autonomous body or company. Besides, bidder's name must not reflect in list of "Active Blacklisted Firms" of PPRA. (<u>Undertaking on Bidder's letterhead shall not be accepted for qualification</u>) 8. Quoted service meet required technical specifications in relevant section of this document. <p><u>All Supporting documents shall be attached with technical proposal. Non-fulfilment of any of above conditions will amount to non-responsiveness and shall result into disqualification of bid.</u></p>
9. Bid Validity	9.1	Bid Validity will be 180 days.

ABDUR RUB KHAN
 Director (Procurement)
 Pakistan Telecommunication Authority
 Headquarters, F-5/1, Islamabad

	10.3	In case of non-commissioning of services within time frame given in work order due to default of Service Provider, Bid Security will be executed in favour of Pakistan Telecommunication Authority and work will be awarded to 2 nd lowest bidder subject to approval of PTA Authority.
10. Particulars of Authorized representative of bidder	11.1	Written confirmation of authorization are: <i>[Name, Position held by each person(s) signing authorization. Authorized Person's Name, position Held, CNIC Number.]</i>
11. Bid Submission	12.1	Bid shall be submitted online through PPRA EPAD system www.eprocure.gov.pk as per Regulation 11(4)(b) of E-Pak-Procurement Regulations, 2023 i.e. Encrypted Proposal Submission System (EPSS). Whereas, original bid security shall be provided to following address before last date for opening of bids: Pakistan Telecommunication Authority Street address: [F-5/1] Building/Plot No. [PTA HQs] Floor/Room No.: [Office of Director (Procurement)] City/Town: [Islamabad]
	12.2	Title of subject Procurement or Project name: <u>Hiring of Services to operate PTA Call Centre at PTA Headquarters, Islamabad</u> ITB title and No: PTA/CPD/83/2025 Time and date for submission: 31st December, 2025 by 10:30 AM
		deadline for Bid submission is a) Day: <i>Wednesday</i> b) Date: <i>31st December, 2025</i> c) Time: <i>10:30 AM</i>
12.	13.1	Bid opening shall take place at: PTA HQ,s through PPRA EPAD system www.eprocure.gov.pk

ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-5/1, Islamabad

<p>Opening and Evaluation of Bids</p>		<p>Street address: <i>F-5/1</i></p> <p>Building/Plot No. : <i>PTA HQ,s</i></p> <p>Floor/Room No: <i>Room No. 11, Ground Floor</i></p> <p>City/Town: <i>Islamabad</i></p> <p>Country: <i>Pakistan</i></p> <p>Day: <i>Wednesday</i></p> <p>Date: 31st December, 2025</p> <p>Time: 11:00 AM</p>
	<p>13.2</p>	<p>currency that shall be used for Bid evaluation and comparison purposes to convert all Bid prices expressed in various currencies is: <i>[Pakistani Rupees]</i></p> <p>source of exchange rate shall be: <i>[SBP selling rate]</i></p> <p>date of exchange rate shall be: <i>[Date of opening of bids]</i></p>
<p>13. Cost other than mentioned in this bidding documents</p>	<p>14.1</p>	<p>Operating and maintenance costs or other any cost not mentioned in this bid document shall not be applicable. bidder shall not claim any damages caused during operation.</p>
<p>14. Adherence to Special Criteria</p>		<p>Specific additional criteria to be used in evaluation and their evaluation method or reference to Technical Specifications. <i>[Bidder should comply with all technical specifications, evaluation criteria and other terms & conditions stated in bidding documents .]</i></p>
<p>15. Selection Criteria</p>		<p>PART A</p> <p>a. Bidder must meet mandatory requirements and score/achieve at-least 70% qualifying marks in technical evaluation as per set criteria to become eligible for financial bid evaluation.</p> <p>b. Financial bid of technically qualified bidders will be opened only. financial bids of technically disqualified bidders will be returned un-opened within after technical evaluation.</p> <p>c. contract will be awarded to technically qualified bidder who has quoted lowest total financial bid.</p>

ABDUR RUB RUBAN
 Director (Procurement)
 Pakistan Telecommunication Authority
 Headquarters, F-5/1 Islamabad

		<p>d. If two or more bidders quoted same financial proposals, then contract will be awarded to one who has scored highest in technical evaluation.</p> <p>PART B: Evaluation criteria is given on Annex C and Annex D namely Technical Evaluation and Financial Proposal respectively which are integral parts of this document.</p>
16. Award of Contract	17.1	Percentage for quantity increase or decrease is [[15% of original procurement as applicable under PP Rules 42(c)(iv) read with PP Rule 2(1)(j)].
	17.2	Performance Guarantee shall be limited to 5% of average yearly value of contract.
	17.3	Performance Guarantee shall be submitted at time of signing of contract, in form of Demand Draft / Pay Order in favor of PTA. already submitted bid security will either be returned or adjusted against Performance Guarantee on written consent of successful bidder. performance guarantee will be released after successful expiry of warranty period.
17. FORCE MAJEURE	18.1	In case of any circumstances which are beyond control of Service Provider as well as client. Force Majeure will be applicable.
18. Grievance Lodging	19.1	Grievance can be submitted through PPRA EPADS by aggrieved bidders.
	19.2	Address of PPRA to submit a copy of grievance: Grievance Redressal Appellate Committee, Public Procurement Regulatory Authority 1 st Floor, G-5/2, Islamabad, Pakistan Tel: +92-51-9202254


ABDUR RUB KHAN
 Director (Procurement)
 Pakistan Telecommunication Authority
 Headquarter, F-5/1, Islamabad

Section IV. Eligible Countries


ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
F-10, Islamabad

Eligible Countries

All bidders are allowed to participate in subject procurement without regard to nationality, except bidders of some nationality, prohibited in accordance with policy of Federal Government.

Following countries are ineligible to participate in procurement process:

1. India
2. Israel

Ministry of Interior, Government of Pakistan has notified List of Business Friendly Countries (BVL). information can be accessed through following link:

<http://www.dgip.gov.pk/Files/Visa%20Categories.aspx#L>


ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-5/1, Islamabad

SECTION V: SCHEDULE OF REQUIREMENTS, TECHNICAL SPECIFICATION



ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-9/1, Islamabad

SCHEDULE OF REQUIREMENTS, TECHNICAL SPECIFICATION

schedules of services to be provided by bidder once selected by PTA are given as under. However, services will be not limited to this schedule but services which are subsidiary to principal services which may be required to PTA shall be performed by bidder. In Schedule I under , core services to be provided are given and in Schedule II requirements ancillary to core services which are to be provided by Service Provider are given. Both Schedule of this section are integral parts of contract to be executed by PTA and Service Provider.

Schedule I

Sr. No.	Services to be provided by successful bidder
1	Provision of a Dedicated Call centre (0800-55055) from 9 AM to 9 PM x 365 Days
2	Complete Shifting/ migration of PTA's Complaint Management System (CMS) and complaint domain (complaint.pta.gov.pk) from existing Service Provider .
3	Back up of data and hosting of PTA's CMS/ complaint domain (complaint.pta.gov.pk) on servers of qualified bidder.
4	Continuous upgradation/ maintenance of PTA's existing Complaint Management System (CMS).
5	Payment of SSL certificate of PTA complaint domain (complaint.pta.gov.pk)
6	To comply with regulatory requirements and continually improve effectiveness of Quality Management System Quality Policy and Objectives of CPD for its continuing suitability.


ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-3/1, Islamabad

Schedule II

Sr. No.	Requirements to be met for provision of services
1	successful bidder shall manage to provide HR resources for Seats (14) and Supervisors (2)
2	qualified bidder will manage Operations of Developed Call centre with state of art technologies capable to deal with current data, storage , speed and reporting requirement
3	qualified bidder will be required to work on updated hardware and also responsible for maintenance of existing PTA software application.
4	successful bidder will be responsible to provide SMS services to complainant
5	bidder will timely process and redress telecom complaints lodged with PTA by consumer.
6	bidder shall be responsible to have software system for Lodging/registration, analysis & redressal of complaints to gauge pulse of telecom
7	consumers and identifying areas for regulatory work for larger consumer interest.
8	Effective compliance with requirement of ISO 9001 :2015
9	Bidder will also carry out analysis to identify key performance indicators which required to evaluate call centres efficiency, speed, and quality of service. These indicators should highlight both individual and overall team performance and allow us to make data-driven decisions to improve consumer satisfaction. Following will be performance evaluation criteria: i. Availability of CSR's \geq 95% overall ii. Downtown of technical setup / operation \geq 98% overall iii. Overall service level 85%-90% overall (Call abandoning ratio & call attending time)


ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-5/1, Islamabad

SECTION VI: Standard Forms



ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-5/1, Islamabad

Note: Editable version of forms can be demanded from PTA

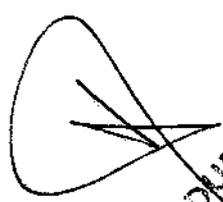
Form 1:

Bidder Information Form

[Bidder shall fill in this Form in accordance with instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted.]

Date: [insert date (as day, month and year) of Bid submission]

1. Bidder's Name [insert Bidder's legal name]
2. In case of JV, legal name of each member: [insert legal name of each member in JV]
3. Bidder's actual or intended country of registration: [insert actual or intended country of registration]
4. Bidder's year of registration: [insert Bidder's year of registration]
5. Bidder's Address in country of registration: [insert Bidder's legal address in country of registration]
6. Bidder's Authorized Representative Information Name: [insert Authorized Representative's name] Address: [insert Authorized Representative's Address] Telephone/Fax numbers: [insert Authorized Representative's telephone/fax numbers] Email Address: [insert Authorized Representative's email address]
7. Attached are copies of original documents of [check box(es) of attached original documents] <input type="checkbox"/> Articles of Incorporation (or equivalent documents of constitution or association), and/or documents of registration of legal entity named above. <input type="checkbox"/> In case of JV, letter of intent to form JV or JV agreement, Included are organizational chart, a list of Board of Directors, and beneficial ownership.


ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-5/1 Islamabad

Form 2:

Letter of Bid

Note: Editable version of forms can be demanded from PTA

INSTRUCTIONS TO BIDDERS: (delete this box once you have completed document)

Place this Letter of Bid in first envelope "TECHNICAL PROPOSAL".

Bidder must prepare Letter of Bid on stationery with its letterhead clearly showing Bidder's complete name and business address.

Note: All italicized text in black font is to help Bidders in preparing this form and Bidders shall delete it from final document.

Date of this Bid submission: [insert date (as day, month and year) of Bid submission]

RFB No.: [insert number of bidding process]

Request for Bid No.: [insert identification]

Alternative No.: [insert identification No if this is a Bid for an alternative]

To: [insert complete name of PTA]

We, undersigned Bidder, hereby submit our Bid, in two parts, namely:

- (a) Technical Proposal, and
- (b) Financial Proposal.

In submitting our Bid we make following declarations:

- (a) **No reservations:** We have examined and have no reservations to bidding document, including addenda issued in accordance with Instructions to Bidders;
- (b) **Eligibility:** We meet eligibility requirements and have no conflict of interest in accordance with relevant ITBs ;
- (c) **Bid/Proposal-Securing Declaration:** We have not been suspended nor declared ineligible by PTA based on execution of a Bid Securing Declaration or Proposal Securing Declaration in PTA's country in accordance with relevant ITB;
- (d) **Conformity:** We offer to provide services in conformity with bidding document and in accordance with requirement of PTA specified in relevant part of bidding documents.
- (e) **Total Price:** total price of our Bid, excluding any discounts offered in item (c) below is:

In case of only one lot, total price of Bid is [insert total price of bid in words and figures, indicating various amounts and respective currencies];

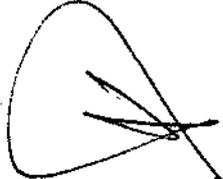
In case of multiple lots, total price of each lot is [insert total price of each lot in words and figures, indicating various amounts and respective currencies];


ANDUR RUB KHAN
Director (Procurement)
Director General Telecommunication Authority
Headquarters, F-3/1, Islamabad

In case of multiple lots, total price of all lots (sum of all lots) [insert total price of all lots in words and figures, indicating various amounts and respective currencies];

- (f) **Discounts:** discounts offered and methodology for their application are:
- (i) discounts offered are: [Specify in detail each discount offered]
- (ii) exact method of calculations to determine net price after application of discounts is shown below: [Specify in detail method that shall be used to apply discounts];
- (g) **Bid Validity Period:** Our Bid shall be valid for period specified in relevant BDS (as amended, if applicable) from date fixed for Bid submission deadline specified in relevant BDS (as amended, if applicable), and it shall remain binding upon us, and may be accepted at any time before expiration of that period;
- (h) **Performance Security:** If our Bid is accepted, we commit to obtain a performance security in accordance with bidding document;
- (i) **One Bid per Bidder:** We are not submitting any other Bid(s) as an individual Bidder, and we are not participating in any other bid(s) as a Joint Venture member or as a subcontractor, and meet requirements, other than Alternative Bids submitted in accordance with relevant ITB ;
- (j) **Suspension and Debarment:** We, along with any of our subcontractors, suppliers, consultants, manufacturers, or Service Providers for any part of contract, are not subject to, and not controlled by any entity or individual that is subject to, a temporary suspension or a debarment imposed by PTA. Further, we are not ineligible under Pakistan laws;
- (k) **State-owned enterprise or institution:** [select appropriate option and delete other] [We are not a state-owned enterprise or institution] / [We are a state-owned enterprise or institution but meet requirements of];
- (l) **Binding Contract:** We understand that this Bid, together with your written acceptance thereof included in your Letter of Acceptance, shall constitute a binding contract between us, until a formal contract is prepared and executed;
- (m) **Not Bound to Accept:** We understand that you are not bound to accept Most Advantageous Bid or any other Bid that you may receive; and
- (n) **Fraud and Corruption:** We hereby certify that we have taken steps to ensure that no person acting for us, or on our behalf, engages in any type of Fraud and Corruption.

Name of Bidder: *[insert complete name of Bidder]


ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-5/1 Islamabad

Form 3

Note: editable version of this form can be demanded from PTA

Letter of Acceptance

[Letter head paper of PTA]

[date]

To: [name and address of Supplier]

This is to notify you that your Bid dated [date] for execution of [name of Contract and identification number, as given in Special Conditions of Contract] for Contract Price of equivalent of [amount in numbers and words] [name of currency], as corrected and modified in accordance with Instructions to Bidders is hereby accepted by us.

We hereby confirm [insert name of Appointing Authority], to be Appointing Authority, to appoint Arbitrator in case of any arisen disputes.

You are hereby informed that after you have read and return attached draft Contract parties to contract shall sign vetted contract within fourteen (14) working days.

You are hereby required to furnish Performance Guarantee/Security in form and amount stipulated in Special Conditions of Contract within a period of fourteen (14) days after receipt of Letter of Acceptance.

Authorized Signature:

Name and Title of Signatory:

Name of Agency:

Attachment: Contract

Copy: Appointing Authority and Supplier


ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-5/1, Islamabad

SECTION VII: SPECIAL CONDITIONS OF CONTRACT (SCC)


ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-5/1, Islamabad

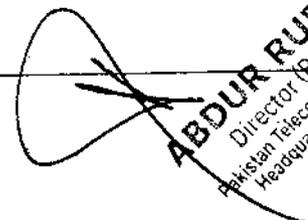
Special Conditions of Contract (SCC)

Following Special Conditions of Contract (SCC) shall supplement relevant clauses of ITBs. Whenever there is a conflict, provisions herein shall prevail over those in relevant clause of ITBs.

SCC Clause Number	Sub Clause Number	Amendments of, and Supplements to, Clauses in GCC
Definitions		
1.		PTA is: [<i>Pakistan Telecommunication Authority</i>]
2.		Service Provider is: [<i>Name and address</i>]
3.		Title of subject procurement or Project is: <u>[Hiring of Services to operate PTA Call Centre at PTA Headquarters, Islamabad].</u>
Governing Language		
4.	4.1	Governing Language shall be: English
Applicable Law		
5.	5.1	Applicable Law shall be: Laws of Islamic Republic of Pakistan
	5.2	Contract shall be effective from date of signing of contract
Country of Origin		
6.	6.1	Country of Origin is Pakistan
Scope of System		
7.	7.1	PTA intends to Hiring of Services to operate PTA Call Centre at PTA Headquarters, Islamabad to cater for business requirements for which well reputed bidders may participate in bidding process. Bidder must provide and Hiring of Services to operate PTA Call Centre at PTA Headquarters, Islamabad
Service Provider 's Responsibilities		
8.	8.1	Service Provider shall have following additional responsibilities:

ABDUR RUB KHAN
 Director (Procurement)
 Pakistan Telecommunication Authority
 Headquarters, F-5/1, Islamabad

		<ul style="list-style-type: none"> i. Improved Consumer satisfaction ii. Better end user support iii. First call resolution of Consumer's queries and complaints iv. Efficient system by reducing back office procedures v. Improved visibility of trends for PTA management vi. Reduced back office processes vii. Reduce walk in users and ensuring enhanced Consumer experience through call centre viii. Maintain searchable database for Consumer's queries and complaints ix. Generate leads for CPD, DIRBS other teams of PTA x. Provide a means of measuring effectiveness xi. Develop comprehensive reporting capabilities xii. Achieve consistency in addressing Consumer's inquiries.
	8.2	<p>A. Service Provider shall develop an Integrated CRM and shall be responsible for following</p> <ul style="list-style-type: none"> i. Deploy a CRM which suits PTA's vision and goals through efficient call centre and any other related module/system. ii. CRM should provide complete information about Consumer while Consumer support representative provides any support to end user. iii. Design, build and deploy a system which provides single point of contact to Consumer. iv. Design and build dashboards which provide actionable business intelligence to PTA's complaints and DIRBS queries v. Design process flows to automate and simplify back office procedures in order to increase efficiency vi. Deploy necessary hardware resources vii. Cost Benefit through reducing manpower employed on back office processes which currently are necessary for providing internal office working viii. Increase end user satisfaction and loyalty by providing them requisite support on their first call ix. Proactive through obtaining business intelligence from CRM system x. Maintain searchable backups regarding Consumer support <p>B. Needs Assessment also contained content on following issues:</p> <ul style="list-style-type: none"> i. CRM Definition ii. CRM Benefits iii. Call Metrics iv. High Level CRM and Call Centre Requirements v. Proposed CRM Road Map vi. Change Management Issues i. Outreach Tactics


ABDUR RUB KHAN
 Director (Procurement)
 Pakistan Telecommunication Authority
 Headquarters, 5-5/1, Islamabad
 32

		viii. Potential CRM Options and Costs
PTA's Responsibilities		
9.	9.1	<p>PTA shall have following additional responsibilities:</p> <p>a. Ample Time as agreed upon between parties shall be given to Service Provider for execution of services which are novel and immediate handling can result in misleading of output.</p>
Price		
10.	10.1	<p>a. rates quoted shall remain valid for six (6) months from date of opening of Technical Proposal.</p> <p>b. There should be no annual fee or license fee for renewal of software or usage of services. If there are any software patches, software update, change of software version or upgrading of licenses Service Provider will provide free of cost services for these changes for life time. Software provided with equipment will be property of PTA.</p> <p>c. No claim on Escalation during currency of contract will be entertained.</p> <p>d. No mobilization advance shall be paid.</p>
Payment		
11.	11.1	<p>a. Setup cost will be paid by PTA on submission of invoice after setup has been established and verified by Supervisory Committee.</p> <p>b. Payment against call center operations will be made on monthly basis, after each preceding month on submission of invoice. PTA will not pay any upfront charges; it should be part of monthly charges.</p> <p>c. No advance payment/secure advance will be made against supply of any item mentioned in this bidding document.</p> <p>d. Penalty if any will also be deducted at time of payment.</p> <p>e. Payment shall be subject to withholding of applicable taxes as per government applicable laws and penalties may apply if taxes are not withheld properly (if any).</p> <p>f. Payment will be linked with active taxpayer status of bidder and no payment will be made until bidder appears on ATL.</p>

ABDUR RUB KHAN
 Director (Procurement)
 Pakistan Telecommunication Authority
 Headquarters, F-511, Islamabad

		(Active Taxpayer List) of FBR (Federal Board of Revenue) as required under PPRA Tax Compliance Regulations 2015.
--	--	--

Sub-Contracting

12.	12.1	<i>Subcontracting will not be allowed.</i>
-----	------	--

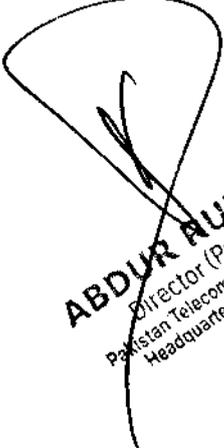
13.	13.1	<p>Dispute Resolution</p> <ol style="list-style-type: none"> 1. If any dispute of any kind whatsoever shall arise between PTA and Service Provider in connection with or arising out of Contract, including without prejudice to generality of foregoing, any question regarding its existence, validity, termination and execution of Contract— whether during developing phase or after their completion and whether before or after termination, abandonment or breach of Contract – parties shall seek to resolve any such dispute or difference by mutual diligent negotiations in good faith within 7 (seven) days following receipt of a notice sent by one Party to other Party in this regard. 2. In case dispute remains unresolved following negotiation phase, parties agree to pursue mediation for its resolution. case shall be submitted for Purchase Committee-1 of PTA for mediation process. 3. At event of failure of mediation to resolve dispute relating to this contract such dispute shall finally be submitted to Chairman PTA whose decision shall be considered as final. 4. Notwithstanding any reference to arbitration herein, parties shall continue to perform their respective obligations under Contract unless they otherwise agree that PTA shall pay Service Provider any monies due to Service Provider .
-----	------	---

Notices

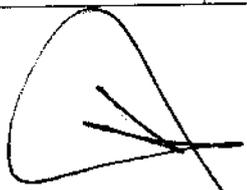
14.	14.1	<p>— PTA's address for notice purposes: Mr. Muhammad Abdur Rab Khan, Director (Procurement), PTA HQ, s F-5/1, Islamabad</p>
-----	------	---

ABDUR RAB KHAN
 Director (Procurement)
 Pakistan Telecommunication Authority
 Headquarters, F-5/1, Islamabad

		—Service Provider address for notice purposes:
Completion Time		
15.	15.1	<p>a. Contract will be signed within 05 working days of issuance of PTA's confirmation letter to successful bidder.</p> <p>b. Call Centre Setup is to be completed within 90 working days of signing of contract as per following schedule:</p>
Quality Control Identifying Defects		
16.	16.1	PTA shall check Contractor's performance and notify Service Provider of any Defects that are found. Such checking shall not affect Contractor's responsibilities. PTA may instruct Contractor to search for a Defect and to uncover and test any service that PTA considers may have a Defect during whole period of contract.
Parties will sign Service Level Agreement		
17.		Successful bidder shall be asked to execute Service Level Agreement


ABDUR RUB KHAN
 Director (Procurement)
 Pakistan Telecommunication Authority
 Headquarters, F-5/1 Islamabad

18. Delivery of Services	
Delivery	Time Period
Day of Signing Contract	t day
Requirements Analysis/Identification/Study of Contents/Existing Systems (working days means all calendar days)	t + 7 working days
Begin CRM Implementation	t + 15 working days
Complete Call Center Deployment	t+ 45 working days
Training of Relevant Staff	t+ 60 working days
CRM Soft Launch and Pilot	t+ 75 working days
Completion	t+ 90 working days


ABDUR RUB KHAN
 Director (Procurement)
 Pakistan Telecommunication Authority
 Headquarters, E-5/1, Islamabad

Annex - A

Agreement

This agreement is made and entered into at **Islamabad** on this _____ day of _____ between Pakistan Telecommunication Authority (hereinafter referred to as "Client") having its principal place of business/Headquarters at F-5/1, Islamabad on one part

AND

M/s _____ (hereinafter referred to as "Service Provider") having its principal office located at _____ on other part.

(If when and where applicable Party of One Part and Party of Other Part shall hereinafter shall be collectively referred to as 'Parties' and individually as 'Party' as context of this Agreement requires).

Following documents which are also parts of bidding documents published for initiation of bidders are integral parts of this agreement namely:

- i. Instructions to Bidders (ITBs), Section II of relevant bidding documents
- ii. Bid Data Sheet (BDS), Section III of relevant bidding documents
- iii. Schedules of Requirements, Technical Specification, Section V of relevant bidding documents
- iv. Standard Forms duly filled by Service Provider, as per Section VI of relevant bidding documents
- v. Special Conditions of Contract as per Section VII of relevant bidding documents
- vi. successful bidder shall be asked to execute Non-Disclosure Agreement (**Annex-B**)
- vii. All bidders have to produce all relevant supporting documents required in Technical Evaluation Criteria to obtain marks (**Annex-C**)
- viii. bid quoted by bidder on Financial Proposal (**Annex-D**)
- ix. Integrity Pact (**Annex-E**)

WHEREAS

- A. Client is desirous of procuring services of Service Provider for performance of services referred to in ITBs and other relevant sections.
- B. Service Provider is willing to perform services as required by Client and represents to Client that it has relevant expertise and holds valid and subsisting licenses/permissions, authorizations/approvals required from Government of Pakistan, and that it has requisite expertise and resources to provide top quality of requisite works as per ITBs and other relevant sections of this bidding document to Client in accordance with highest industry standards and satisfaction of

ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-5/1, Islamabad

Client. Service Provider undertakes that services shall be provided only through staff that has requisite expertise and experience in this regard.

- C. Upon basis of representations and warranties of Service Provider contained herein, Client wishes to appoint Service Provider as set out in this agreement.

NOW THEREFORE, "For and in consideration of representations, warranties, covenants, conditions, and promises set forth herein, and intending to be legally bound, Client hereby agrees as follows

1. Scope of Agreement

Service Provider shall perform services specified in Section V i.e. (SCHEDULE OF REQUIREMENTS, TECHNICAL SPECIFICATION) and Scope of Services/ work mentioned therein, which is an integral part of this agreement ('Services').

2. Term

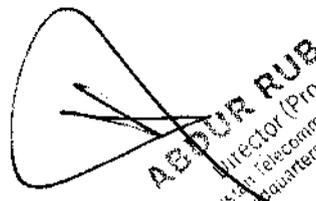
- a. setup of CRM & Call Center shall be completed within ninety (90) working days from effective date i-e _____ However, in case of any unavoidable/unforeseen delay incurred either by Service Provider or client, necessary timeline extension would be agreed mutually between both parties.
- b. Total period of contract for operations of CRM & Call Center will be three (03) years after setup is completed. Contract will be renewed on annual basis subject to satisfactory performance of service provider.

3. Payment

- a. Payment shall be made in accordance with Clause 11 of Special Conditions of Contract (SCC) in consideration of provision of services by Service Provider to satisfaction of Client as specified in (Annexure-A).
- b. All amounts/prices paid to Service Provider as per above clauses shall be inclusive of all taxes, levies, duties, charges and any other deduction related thereto etc.
- c. All payments to be made by Client to Service Provider shall be subject to such deductions and withholding as are required by prevailing laws which shall be to account of Service Provider.

4. Payment Conditions

- a. setup cost will be paid by PTA on submission of invoice after setup has been established and verified by Supervisory Committee. Penalty if any shall be deducted at time of payment,


AEBUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-591, Islamabad

- b. Payment against call center operations/services will be made on monthly basis, against each preceding month on submission of invoice. PTA will not pay any upfront charges; it should be part of monthly charges.

5. Undertaking

Service Provider shall provide a notarized undertaking on stamp paper, confirming that it will perform its obligations under this Agreement diligently and in accordance with required standards. In event of any failure to perform, delay, or substandard performance, Client shall have right to terminate Agreement.

6. Termination

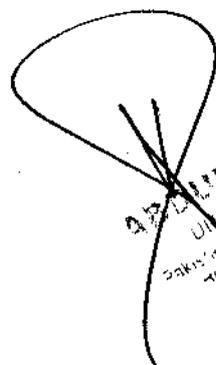
Notwithstanding anything contained herein, Client may terminate this Agreement:

- a. Without advance notice, in case Service Provider is in breach of any of terms of this Agreement, or in case Client is not satisfied with Services or quality of Equipment's being provided by Service Provider;
- b. Without cause, by giving three (03) days advance written notice to Service Provider.
- c. Immediately, if services do not meet specifications, terms & conditions mentioned in bidding documents.
- d. Upon termination, Service Provider shall be entitled only to payment for accepted services performed up to effective date of termination.
- e. Client, shall not, because of expiration or termination of this Agreement, be liable to Service Provider for any compensation, reimbursement, or damages because of loss or prospective profit or because of expenditures or commitments incurred in connection with business of Service Provider.

7. Project Administration

- a. Coordinator: client designates Director (Consumer Protection) PTA HQs as Client's Coordinator/authorised representative; Coordinator will be responsible for coordination of activities essential under this agreement, for acceptance and approval of deliverables by Service Provider and approving invoices for payments.
- b. For payment of invoices, approval/verification of coordinator shall be necessary and no payment shall be made in absence of such approval/verification.

7. Confidentiality


ASIM RUB KHAN
DIRECTOR (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-5/1 Islamabad

Service Provider shall not, during term of this Agreement or after its expiry or termination, disclose any proprietary, confidential information or any kind of personal data relating to Client, consumers, customers or complainants this Agreement, or its business, except with Client's prior written consent or as required by law. This obligation shall survive termination or expiry of this Agreement.

8. Ownership of Material

All software, reports, drawings, data or other material, graphic, etc or otherwise, prepared or created by Service Provider for Client under agreement shall belong to and remain property of Client.

9. Prohibited activities

Service Provider agrees that, during term of this agreement and after its termination, Service Provider and any entity affiliated with Service Provider shall not provide any information, related documents, data or personal data which he may have obtained as a result of project as same may be harmful to Client. In case of disclosure of any sensitive information, party involved will be liable to pay damages to Client or Client reserves right to take legal action as per applicable Laws of country, as case may be, and said Service Provider shall be disqualified for any consultancy/agreement/contract in future.

10. Assignment

Service Provider shall not assign or subcontract this agreement or any portion of it without client's written consent. Service Provider shall promptly replace any of employees working on project if deemed unsatisfactory by client.

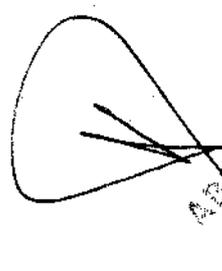
11. Definitions and interpretations

definitions and interpretations of expressions and words used in this agreement shall have same meaning as given to them in Pakistan Telecommunication (Re-organization) Act, 1996 ('Act'), Pakistan Telecommunication Rules, 2000 ('Rules'), Pakistan Telecommunication Authority Regulations ('Regulations') and instructions/orders/determinations of PTA, issued from time to time.

12. Governing Law

agreement shall be governed by and under laws of Pakistan and Language of agreement will be English.

13. Resolution of Disputes


ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-501, Islamabad

All disputes arising under this Agreement, whether during term of this Agreement or after termination or expiry of this Agreement shall be referred to:

- a. Director (Consumer Protection) of Client for amicable settlement/resolution of dispute at first stage.
- b. In case of failure in settlement, at second stage case will be referred to Authority of Client through Director (Consumer Protection). decision of Authority to settle issue amicably will be final and binding on both parties.
- c. In event of failure of amicable settlement of dispute as above, either party may refer dispute to Arbitration under provision of Arbitration Act, 1940 and rules issued there-under, at Islamabad, Pakistan.

14. Penalty Clauses

If Service Provider fails to perform items of Agreement within specified time due to reasons attributable to him, Service Provider will be subject to following obligations:

- a. If project set up is not executed within stipulated time for each working day delayed, Service Provider shall be liable to pay (Rs.2,000) per working day for each day of delay to client.
- b. If Service Provider fails to complete project within ninety (90) working days from agreed completion date, it shall be considered a total failure on part of Service Provider. In such case, Client may terminate Agreement without any liability. Service Provider shall refund all payments made by Client up to date of termination, without any deduction.
- c. total amount of damages shall not exceed total value of Agreement.
- d. Any and all remedies available to Client for defective or delayed performance, or for non-performance of obligations by Service Provider, shall not be exclusive of other remedies for such default. exercise by Client of any one remedy shall not constitute a waiver of any other remedy available to Client under this Agreement or applicable laws."

15. Force Majeure

- a. Neither Party shall be held liable or be deemed to be in default for any delay or failure in performance of its obligations under this Agreement if such delay or failure is caused by a Force Majeure Event.
- b. A "Force Majeure Event" means any event or circumstance beyond reasonable control of a Party, which could not have been prevented by reasonable diligence, and which renders performance of obligations impossible or impracticable. Such events include, but are not limited to, acts of God, natural disasters, war, riots, civil commotion, terrorism, acts or regulations of any governmental or supra-national authority, national emergencies, pandemics or epidemics,

ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-5/1, Islamabad

strikes, lockouts, industrial disputes, explosions, fires, floods, lightning, power failures, or failures of telecommunication lines or computer systems.

c. Party affected by a Force Majeure Event shall notify other Party in writing within seven (7) days of occurrence of event, stating its nature, expected duration, and effect on its ability to perform obligations under this Agreement.

d. Upon cessation of Force Majeure Event, affected Party shall promptly notify other Party of such cessation and resume performance of its obligations as soon as reasonably possible.

e. If duration of Force Majeure Event exceeds thirty (30) consecutive days, either Party may terminate this Agreement by giving written notice to other Party, without any liability for such termination.

16. Amendment

All addition amendments, modification and variations to this agreement shall be binding only if in writing and signed by Parties or their duly authorized representatives.

17. Removal and / or Replacement of Personnel

a. Except as PTA may otherwise agree, no changes shall be made in Key Personnel. If, for any reason beyond reasonable control of Contractor, it becomes necessary to replace any of Key Personnel, Contractor shall provide as a replacement a person of equivalent or better qualifications.

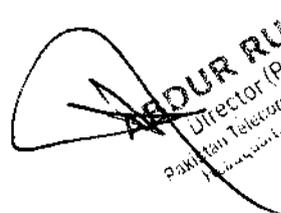
b. If PTA finds that any of Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with performance of any of Personnel, then Contractor shall, at PTA's written request specifying grounds thereof, provide as a replacement a person with qualifications and experience acceptable to PTA.

c. Contractor shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

18. Change in Applicable Law

If, after signing of this Contract, there is any change in Applicable Law with respect to taxes and duties which increases or decreases cost of Services rendered by Contractor, then remuneration and reimbursable expenses otherwise payable to Contractor under this Contract shall not be increased or decreased accordingly. Service Provider shall be responsible for making any arrangements to meet any extra cost of services.

19. Annexure


ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
F-2/1, Block 1, Islamabad

Bidding documents pertains to details of i. general instructions, ii. Special stipulations, iii. Bid Performa etc. This Annexure along with **B, C and D** with all relevant documents forms are integral part of this Agreement and has to be read and construed as such this Agreement.

FOR CLIENT

FOR SERVICE PROVIDER

Signed by _____

Signed by _____

Official seal
Witness 1

official seal
Witness 2



ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-5/1, Islamabad

Annex- B

Non-Disclosure Agreement for Provision of Consumer Support Centre

This MUTUAL NON-DISCLOSURE AGREEMENT is made as of ____ day of ____ 2025, between
PAKISTAN TELECOMMUNICATION AUTHORITY (hereinafter referred to as "Client")
AND

M/s _____ (hereinafter referred to as "Service Provider"), having its office at
Islamabad, which includes its employees and successors.

FOR

purpose of preventing unauthorized disclosure of Confidential Information as defined below. parties
agree to enter into a confidential relationship with respect to disclosure of certain proprietary and
confidential information ("Confidential Information").

1. Definition of Confidential Information. For purposes of this Agreement, "Confidential Information"
shall include all information or material utilized through link provided by Service Provider.

2. Obligations of Receiving Party. Service Provider (receiving party) shall hold and maintain
Confidential Information in strictest confidence for sole and exclusive benefit of Consumer (disclosing
party). Receiving Party shall carefully restrict access to Confidential Information to employees,
Vendors and third parties as is reasonably required. Receiving Party shall not, without prior written
approval of Disclosing Party, publish, copy, or otherwise disclose to others, or permit use by others,
any Confidential Information. Receiving Party shall return to Disclosing Party any and all information,
records, notes, and other written, printed, or tangible materials in its possession pertaining to
Confidential Information immediately if Disclosing Party requests it in writing.

IN WITNESS NON DISCLOSURE AGREEMENT has been executed in presence of following witnesses on
date first above written.

SIGNED on behalf of Client

SIGNED on behalf of Service Provider

Official Seal

Official Seal

Witness1 _____

Witness2 _____


ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-514, Islamabad

Annex-C

Marking Evaluation*				
S.No	Attributes	Max. Score	Points to be awarded	Criteria
1	Brief presentation / demonstration of proposed solution OR Physical Inspection of Call Centres locations	10		response should demonstrate how software will adequately meet needs of PTA
2	Total strength of relevant Technical Staff having relevant Certifications(List shall be attached with name, designation, certification, qualification, contacts and related experience)	10		Bidder has more than ten(10) relevant technical staff in Islamabad / Rawalpindi.
				Bidder has more than five (7) and up to ten (10) relevant technical staff in Islamabad / Rawalpindi
				Bidder has minimum five (5) relevant technical staff in Islamabad / Rawalpindi
3	Firm Experience (beyond minimum required three years experience)	25		Five (5) points will be given for each year of experience beyond five years of mandatory experience
4	Projects of similar nature completed / in hand (documentary proof be provided i.e. copy of work order / agreements etc.)	40		Five (5) points will be awarded for each project of same nature on provision of work order/agreement.
5	Software capabilities and ability to meet technical, business, and functional requirements of this bidding documents	15		On basis of details of technology platform, licensed software, backend database structure & infrastructure
Sub Total		100		
Minimum qualifying marks are 70% in above table.				
*All supporting Documents to be attached for Annex-C.				


ABDUR RUB KHAN
 Director (Procurement)
 Pakistan Telecommunication Authority
 Headquarters, F-5/1, Islamabad

Annex-D

Financial Proposal

financial bid shall be submitted on separate letter head (s) of Service Provider for financial proposal mentioning total amount as per following format and text content.

- A. Setup Cost (inclusive of GST): Rs. _____
- B. Three years total charges for operations of Call Centre (inclusive of GST) as per following break-up:

(Amount in PKR inclusive of applicable GST)							
Numbers	Per month Charges for 1st year of Contract	Total Charges for 1st Year of Contract	Per month Charges for 2nd year of Contract	Total Charges for 2nd Year of Contract	Per month Charges for 3rd year of Contract	Total Charges for 3rd Year of Contract	Total Charges for three years
	1	2	3	4	5	6	(2+4+6)
Two (2) Supervisors							
Fourteen (14) Agents							
Grand Total (B)							
Total charges (A+B) = Rs. _____							
Amount in Words: Rupees _____							

On behalf of _____


ABDUR RUB KHAN
Director (Procurement)
Register Telecommunication Authority
Headquarters, F-5/1 Islamabad

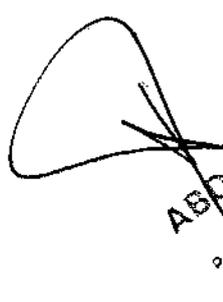
Annex- E

Integrity Pact

M/s _____ hereby declares that it has not obtained or induced procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt business practice. Without limiting generality of foregoing M/s _____ represents and warrants that it has fully declared brokerage, commission, fee etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultations fee or otherwise, with object of obtaining or inducing procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto. M/s _____ certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to transaction with GoP and has not taken any action or will not take any action to circumvent above declaration, representative or warranty. M/s _____ accepts full responsibility and strict liability for making and false declaration, not making full disclosure, misrepresenting fact or taking any action likely to defeat purpose of this declaration, representation and warranty. It agrees that any contract, right interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to GoP under any law, contract or other instrument, be voidable at option of GoP. Notwithstanding any rights and remedies exercised by GoP in this regard, M/s _____ agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an


ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-5/1 Islamabad

amount equivalent to ten time sum of any commission, gratification, bribe, finder's fee or kickback given by M/s _____ as aforesaid for purpose of obtaining or inducing procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP.


ABDUR RUB KHAN
Director (Procurement)
Pakistan Telecommunication Authority
Headquarters, F-5/1, Islamabad