



## **BIDDING DOCUMENTS**

for

# ***Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis***

(Single Stage: Two Envelope Procedure)

**April 2026**

# **RFP Documents for Procurement of Cloud Services**

## **PART-A – BIDDING PROCEDURE & REQUIREMENTS**

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**Section I Invitation to Proposals**

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**Section II Instructions to Cloud Service Providers (ITCSP)**

This Section provides information to help Cloud Service Providers prepare their Proposals. Information is also provided on the submission, opening, and evaluation of Proposals and on the award of Contracts.

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**Section III Proposal Data Sheet (PDS)**

This Section includes provisions specific to procurement and to supplement Section-II, Instructions to Cloud Service Providers (ITCSP).

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**Section IV Eligible Countries**

This Section contains information regarding eligible countries.

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**Section V Evaluation Criteria, Technical Specifications, Schedule of Requirements**

This Section includes the details of specifications for the cloud services to be procured and the schedule of requirements.

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**Section VI Standard Forms**

This Section includes the standard forms for the Proposal Submission, Price Schedules, and Proposal Security etc. These forms are to be completed and submitted by the Cloud Service Provider as part of its Proposal.

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## **PART-B – CONDITIONS OF CONTRACT AND CONTRACT FORMS**

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**Section VII General Conditions of Contract (GCC)**

This Section includes the general clauses to be applied in all the contracts. .

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**Section VIII Special Conditions of Contract (SCC)**

This Section consists of Contract Data and Specific Provisions which contains clauses specific to this contract.

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**Section IX Contract Forms**

This Section contains forms which, once completed, will become part of the Contract. The forms for Performance Guarantee will be submitted by the successful Cloud Service Provider to whom Letter of Acceptance is issued, before the award of contract.

**Integrity Pact**

The successful Cloud Service Provider shall be required to furnish Integrity Pact as per the attached format.

**PART-A BIDDING PROCEDURE &  
REQUIREMENTS**

**SECTION I: INVITATION TO PROPOSALS**



# SBP Banking Services Corporation Request for Proposal

GSD (PROC-I)/ 398665 / Cloud / Call Center /2026

Date: 07 April 2026

- a) SBP Pakistan Banking Services Corporation invites electronic bids (e-Bids) from eligible Cloud Service Providers, who are registered with PPRA for e-procurement on “e-Pak Acquisition and Disposal System (EPADS)”, having Income & Sales Tax registration and are on Active Taxpayers List (ATL) of FBR.
- b) The e-bidding documents for ***Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis*** as per regulations, containing detailed terms and conditions, specifications and requirements etc. are available for the registered bidders on EPADS at <https://www.eprocure.gov.pk/>.
- c) Procurement method shall be ‘Single Stage Two Envelope Procedure’ in line with Rule 36 (b) of the Public Procurement Rules 2004. All e-Bids must be accompanied by Bid Security amounting to **PKR2,200,000/-** in an acceptable form in favor of SBP Banking Services Corporation. The bidders shall upload scanned copy of Bid Security on EPADS. Original Bid Security must be submitted to the Procuring Agency on or before the closing date & time of e-bids submission, failing which the e-bid shall be rejected.
- d) The e-bids, must be submitted by using EPADS on or before **Tuesday, 05 May 2026, 11:00 AM**. Manual bids shall not be accepted. e-Bids will be opened on the same day at 11:30 AM on EPADS.

Joint Director, Procurement Division I (IT), General Services Department, SBP Banking Services Corporation (SBP BSC), 3<sup>rd</sup> Floor BSC House, I.I Chundrigar Road, Karachi

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## **SECTION II: INSTRUCTION TO CLOUD SERVICE PROVIDER (ITCSP)**

### **A. INTRODUCTION**

|                                     |      |  |
|-------------------------------------|------|--|
| 1. Scope of Proposal                | 1.1. | The Procuring Agency (PA), as indicated in the <b>Proposal Data Sheet (PDS)</b> invites Proposal for the provision of Hosting of Cloud Services specified in the PDS and <b>in Section V - Technical Specifications &amp; Schedule of Requirements</b> . The name, identification, and number of items/deliverables are provided in the <b>PDS</b> . Open Competitive bidding using Single Stage Two Envelope procedure shall be used. The successful Cloud Service Providers will be expected to provide the services within the specified period and timeline(s) as stated in the <b>PDS</b> .   |
| 2. Source of Funds                  | 2.1. | Source of funds is referred in Clause-2 of Invitation for Proposals.   |
| 3. Eligible Cloud Service Providers | 3.1. | A Cloud Service Provider may be natural person, company or firm or public or semi-public agency of Pakistan or any foreign country, or any combination of them with a formal existing agreement (on Judicial Papers) in the form of a joint venture, consortium, or association. In the case of a joint venture, consortium, or association, all members shall be jointly and severally liable for the execution of the Contract in accordance with the terms and conditions of the Contract. The joint venture, consortium, or association shall nominate a Lead Member as nominated in the PDS, who shall have the authority to conduct all business for and on behalf of any and all the members of the joint venture, consortium, or association during the Bidding process, and in case of award of contract, during the execution of the contract.<br><i>(The limit on the number of members of JV or Consortium or Association may be prescribed in PDS, in accordance with the guidelines issued by the PPRA).</i> |
|                                     | 3.2. | The appointment of Lead Member in the joint venture, consortium, or association shall be confirmed by submission of a valid Power of Attorney to the Procuring Agency.   |
|                                     | 3.3. | A verifiable copy of the agreement that forms a joint venture, consortium or association shall be required to be submitted as part of the Proposal.  |
|                                     | 3.4. | Any Proposal submitted by the joint venture, consortium or association shall indicate the part of the proposed contract to be performed by each party and each party shall be evaluated with respect to its contribution only, and the responsibilities of each party shall not be substantially altered without prior written approval of the Procuring Agency and in line with any instructions issued by the Authority.   |
|                                     | 3.5. | The invitation for proposal is open to all prospective Cloud Service Providers subject to any provisions of incorporation or licensing by the  |

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|  |      | respective national incorporating agency or statutory body such as established for that particular trade or business.   |
|  | 3.6. | Foreign Cloud Service Providers must be locally registered with the appropriate national incorporating body or the statutory body, before participating in the national/international competitive tendering with the exception of such procurements made by the foreign missions of Pakistan. For such purpose the Cloud Service Provider must have to initiate the registration process before the Proposal submission and the necessary evidence shall be submitted to the procuring agency along with their Proposal, however, the final award will be subject to the complete registration process.   |
|  | 3.7. | <p>A Cloud Service Provider shall not have a conflict of interest. All Cloud Service Providers found to have a conflict of interest shall be disqualified. A Cloud Service Provider may be considered to have a conflict of interest with one or more parties in this Bidding process, if they:</p> <ol style="list-style-type: none"> <li>a) are associated or have been associated in the past, directly or indirectly with a firm or any of its affiliates which have been engaged by the Procuring Agency to provide consulting services for the preparation of the design, specifications and other documents to be used for the procurement of the Services to be purchased under this Invitation for Proposal.</li> <li>b) have controlling shareholders in common; or</li> <li>c) receive or have received any direct or indirect subsidy from any of them; or</li> <li>d) have the same legal representative for purposes of this Proposal; or</li> <li>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 the Proposal of another Cloud Service Provider, or influence the decisions of the Procuring Agency regarding this Bidding process; or</li> <li>f) Submit more than one Proposal in this Bidding process.</li> </ol> |
|  | 3.8. | <p>A Cloud Service Provider may be ineligible if –</p> <ol style="list-style-type: none"> <li>(a) declared bankrupt or, in the case of company or firm, insolvent;</li> <li>(b) payments in favor of the Cloud Service Provider is suspended in accordance with the judgment of a court of law other than a judgment declaring bankruptcy and resulting (in accordance with the national laws) in the total or partial loss of the right to administer and dispose of its property;</li> <li>(c) legal proceedings are instituted against such Cloud Service Provider involving an order suspending payments and which may result, in accordance with the national laws, in a declaration of bankruptcy or in any other situation entailing the total or partial loss of the right to administer and dispose of the property;</li> <li>(d) the Cloud Service Provider is convicted, by a final judgment, of any offence involving professional conduct;</li> </ol>  |

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|  |       | <p>(e) the Cloud Service Provider is blacklisted and hence debarred due to involvement in corrupt and fraudulent practices, or performance failure or due to breach of proposal securing declaration.</p> <p>(f) The firm, Cloud Service Provider and contractor is blacklisted or debarred by a foreign country, international organization, or other foreign institutions for the period defined by them.</p> |
|  | 3.9.  | Cloud Service Provider shall provide to the Procuring Agency evidence of their eligibility, proof of compliance with the necessary legal requirements to carry out the contract effectively.  |
|  | 3.10. | Cloud Service Provider shall provide such evidence of their continued eligibility to the satisfaction of the Procuring Agency, as the Procuring Agency shall reasonably request.  |
|  | 3.11. | Cloud Service Provider shall submit proposals relating to the nature, conditions and modalities of sub-contracting wherever the sub-contracting of any elements of the contract amounting to the more than ten (10) percent of the Proposal price is envisaged.   |
| 4. One Proposal per Cloud Service Provider | 4.1.  | A Cloud Service Provider shall submit only one Proposal, in the same bidding process, either individually as a Cloud Service Provider or as a member in a joint venture or any similar arrangement.   |
|  | 4.2.  | No Cloud Service Provider can be a sub-contractor while submitting a proposal individually or as a member of a joint venture in the same Bidding process.   |
|  | 4.3.  | A person or a firm cannot be a sub-contractor with more than one Cloud Service Provider in the same bidding process.  |
| 5. Cost of Bidding                         | 5.1.  | The Cloud Service Provider shall bear all costs associated with the preparation and submission of its Proposal, and the Procuring Agency shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.  |

## B. RFP DOCUMENTS

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| <p>6. Contents of Request for Proposal Document</p> | <p>6.1. The Services required, bidding procedures, and terms and conditions of the contract are prescribed in the RFP Documents. In addition to the Invitation for Proposal, the RFP documents which should be read in conjunction with any addenda issued in accordance with ITCSP 8.1 include:</p> <p><b>Section I</b> -Invitation to Proposals<br/> <b>Section II</b> Instructions to Cloud Service Providers (ITCSP)<br/> <b>Section III</b> Proposal Data Sheet (PDS)<br/> <b>Section IV</b> Eligible Countries<br/> <b>Section V</b> Technical Specifications, Schedule of Requirements, Evaluation and Qualification Criteria</p> <p>Technical Specifications &amp; Schedule of Requirements.</p> <p><b>Section VI</b> Forms – Proposal<br/> <b>Section VII</b> General Conditions of Contract (GCC)<br/> <b>Section VIII</b> Special Conditions of Contract (SCC)<br/> <b>Section IX</b> Contract Forms</p> |
|   | <p>6.2. The number of copies to be completed and returned with the Proposal is specified in the <b>PDS</b>.</p>   |
|   | <p>6.3. The Procuring Agency is not responsible for the completeness of the RFP documents and their addenda, if they were not obtained directly from the Procuring Agency or the signed pdf version from downloaded from the website of the Procuring Agency. However, Procuring Agency shall place both the pdf and same editable version to facilitate the Cloud Service Provider for filling the forms.</p>  |
|   | <p>6.4. The Cloud Service Provider is expected to examine all instructions, forms, terms and specifications in the RFP documents. Failure to furnish all the information required in the RFP documents will be at the Cloud Service Provider’s risk and may result in the rejection of his Proposal.</p>  |
| <p>7. Clarification of RFP documents</p>            | <p>7.1. A prospective Cloud Service Provider requiring any clarification of the RFP documents may notify the Procuring Agency in writing or in electronic form that provides a record of the content of communication at the Procuring Agency's address indicated in the <b>PDS</b>.</p>  |
|   | <p>7.2. The Procuring Agency will within three (3) working days after receiving the request for clarification, respond in writing or in the electronic form to any request for clarification provided that such request is received not later than three (03) days prior to the deadline for the submission of Proposals as prescribed in <b>ITCSP 22.1</b>. However, this clause shall not apply in the case of alternate methods of Procurement.</p>  |
|   | <p>7.3. Copies of the Procuring Agency's response will be forwarded to all identified Prospective Cloud Service Providers through an identified source of communication, including a description of the inquiry, but without identifying its source.</p>  |

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|                                      |      | In case of downloading of the RFP document from the website of PA, the response of all such queries will also be available on the same link available at the website.  |
|                                      | 7.4. | Should the Procuring Agency deem it necessary to amend the RFP document as a result of a clarification, it shall do so following the procedure under <b>ITCSP 8</b> .  |
|                                      | 7.5. | If indicated <b>in the PDS</b> , the Cloud Service Provider's designated representative is invited at the Cloud Service Provider's cost to attend a pre-proposal meeting at the place, date and time mentioned <b>in the PDS</b> . During this pre-proposal meeting, prospective Cloud Service Providers may request clarification of the schedule of requirement, the Evaluation Criteria or any other aspects of the RFP document.   |
|                                      | 7.6. | Minutes of the pre-Proposal meeting, if applicable, including the text of the questions asked by Cloud Service Providers, including those during the meeting (without identifying the source) and the responses given, together with any responses prepared after the meeting will be transmitted promptly to all prospective Cloud Service Providers who have obtained the RFP documents. Any modification to the RFP documents that may become necessary as a result of the pre-Proposal meeting shall be made by the Procuring Agency exclusively through the use of an Addendum pursuant to ITCSP 8. Non-attendance at the pre-Proposal meeting will not be a cause for disqualification of a Cloud Service Provider.  |
| <b>8. Amendment of RFP documents</b> | 8.1. | Before the deadline for submission of Proposals, the Procuring Agency for any reason, whether at its own initiative or in response to a clarification requested by a prospective Cloud Service Provider or pre-proposal meeting may modify the RFP documents by issuing addenda.   |
|                                      | 8.2. | Any addendum issued including the notice of any extension of the deadline shall be part of the RFP documents pursuant to <b>ITCSP 6.1</b> and shall be communicated in writing or in any identified electronic form that provide record of the content of communication to all the Cloud Service Providers who have obtained the RFP documents from the Procuring Agency. The Procuring Agency shall promptly publish the Addendum at the Procuring Agency's web page identified in the PDS:<br>Provided that the Cloud Service Provider who had either already submitted their proposal or handed over the proposal to the courier prior to the issuance of any such addendum shall have the right to withdraw his already filed proposal and submit the revised proposal prior to the original or extended proposal submission deadline. |
|                                      | 8.3. | To give prospective Cloud Service Providers reasonable time in which to take an addendum/corrigendum into account in preparing their Proposals, the Procuring Agency may, at its discretion, extend the deadline for the submission of Proposals:<br>Provided that the Procuring Agency shall extend the deadline for submission of Proposal, if such an addendum is issued within last three (03) days of the Proposal submission deadline.   |

## C. PREPARATION OF PROPOSALS

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| 9. Language of Proposal                                    | 9.1.  | The Proposal prepared by the Cloud Service Provider, as well as all correspondence and documents relating to the Proposal exchanged by the Cloud Service Provider and the Procuring Agency shall be written in the English language unless otherwise specified in the PDS. Supporting documents and printed literature furnished by the Cloud Service Provider may be in another language provided they are accompanied by an accurate translation of the relevant pages in the English language unless otherwise specified in the <b>PDS</b> , in which case, for purposes of interpretation of the Cloud Service Provider, the translation shall govern.  |
| 10. Documents Constituting the Proposal                    | 10.1. | <p><b>The Proposal prepared by the Cloud Service Provider shall constitute the following components: -</b></p> <ul style="list-style-type: none"> <li>a) <b>Form of Proposal and Proposal Prices completed in accordance with ITCSP 13 and 14;</b></li> <li>b) <b>Details of the Sample(s) where applicable and requested in the PDS.</b></li> <li>c) <b>Documentary evidence established in accordance with ITCSP 12 that the Cloud Service Provider is eligible and/or qualified for the subject bidding process;</b></li> <li>d) Documentary evidence established in accordance with <b>ITCSP 12.3(a)</b> that the Cloud Service Provider has been authorized to provide the services in Pakistan;</li> <li>e) <b>Documentary evidence established in accordance with ITCSP 11 that services to be provided by the Cloud Service Provider are eligible services, and conform to the RFP documents;</b></li> <li>f) <b>Proposal security or Proposal Securing Declaration furnished in accordance with ITCSP 17;</b></li> <li>g) Duly Notarized Power of Attorney authorizing the signatory of the Cloud Service Provider to submit the proposal; and</li> <li>h) Any other document required in the <b>PDS</b>.</li> </ul> |
| 11. Documents Establishing Eligibility of the Services and | 11.1. | To establish the conformity of the Non-Consulting Services to the RFP document, the Cloud Service Provider shall furnish as part of its Proposal the documentary evidence that Services provided conform to the technical specifications and standards.   |

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| Conformity to RFP documents  | 11.2. | Standards for the provision of the Non-Consulting Services are intended to be descriptive only and not restrictive. The Cloud Service Provider may offer other standards of quality provided that it demonstrates, to the procuring agency's satisfaction, that the substitutions ensure substantial equivalence or are superior to those specified the Section VII, Procuring Agency's Requirements.  |
|  | 11.3. | The required documents and other accompanying documents must be in English. In case any other language than English is used the pertinent translation into English shall be attached to the original version.  |
| 12. Documents Establishing Eligibility and Qualification of the Cloud Service Provider | 12.1. | Pursuant to ITCSP 10, the Cloud Service Provider shall furnish, as part of its Proposal, all those documents establishing the Cloud Service Provider's eligibility to participate in the bidding process and/or its qualification to perform the contract if its Proposal is accepted.   |
|  | 12.2. | <b>The documentary evidence of the Cloud Service Provider's eligibility to Proposal shall establish to the satisfaction of the Procuring Agency that the Cloud Service Provider, at the time of submission of its proposal, is from an eligible country as defined in Section-4 titled as "Eligible Countries".</b>  |
|  | 12.3. | <b>The documentary evidence of the Cloud Service Provider's qualifications to perform the contract if its Proposal is accepted shall establish to the satisfaction of Procuring Agency that:</b><br><br>a) the Cloud Service Provider has the financial, technical, and supply/production capability necessary to perform the Contract, meets the qualification criteria specified in <b>PDS</b> .<br>b) in the case of a Cloud Service Provider not doing business within Pakistan, the Cloud Service Provider is or will be (if awarded the contract) represented by an Agent in Pakistan equipped, and able to carry out the Cloud Service Provider's maintenance, repair, and spare parts-stocking obligations prescribed in the Conditions of Contract and/or Technical Specifications.<br>c) that the Cloud Service Provider meets the qualification criteria listed in the Proposal Data Sheet. |
| 13. Form of Proposal   | 13.1. | <b>The Cloud Service Provider shall fill the Form of Proposal furnished in the RFP documents.</b> The Proposal Form must be completed without any alterations to its format and no substitute shall be accepted.   |
| 14. Proposal Prices  | 14.1. | The Proposal Prices quoted by the Cloud Service Provider in the Form of Proposal and in the Price Schedules shall conform to the requirements specified below in ITCSP Clause 14 or exclusively mentioned hereafter in the RFP documents.  |
|  | 14.2. | All items in the Schedule of Requirement must be listed and priced separately in the Price Schedule(s). If a Price Schedule shows items listed but not priced, their prices shall be construed to be included in the prices of other items.  |

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|                              | 14.3. | Items not listed in the Price Schedule shall be assumed not to be included in the Proposal, and provided that the Proposal is still substantially responsive in their absence or due to their nominal nature, the corresponding average price of the respective item(s) of the remaining substantially responsive Cloud Service Provider(s) shall be construed to be the price of those missing item(s):<br>Provided that:<br>a) where there is only one (substantially) responsive Cloud Service Provider, or<br>b) where there is provision for alternate proposals and the respective items are not listed in the other proposals,<br>the procuring agency may fix the price of missing items in accordance with market survey, and the same shall be considered as final price. |
|                              | 14.4. | The Proposal price to be quoted in the Form of Proposal in accordance with <b>ITCSP 13.1</b> shall be the total price of the Proposal, excluding any discounts offered.   |
|                              | 14.5. | The Cloud Service Provider shall indicate on the appropriate Price Schedule, the unit prices (where applicable) and total Proposal price of the services it proposes to provide under the contract.   |
|                              | 14.6. | Prices quoted by the Cloud Service Provider shall be fixed during the Cloud Service Provider's performance of the contract and not subject to variation on any account. A Proposal submitted with an adjustable price will be treated as non-responsive and shall be rejected, pursuant to <b>ITCSP 28</b> . The Bidder shall quote the prices in accordance with the pricing model such as pay-as-you-go or any other model specified by the procuring agency.   |
|                              | 14.7. | If so indicated in the Invitation to Proposals and Instructions to Cloud Service Providers, that Proposals are being invited for individual contracts (Lots) or for any combination of contracts (packages), Cloud Service Providers wishing to offer any price reduction for the award of more than one contract shall specify in their Proposal the price reductions applicable to each package, or alternatively, to individual contracts (Lots) within a package.   |
| 15. Proposal Currencies      | 15.1. | Prices shall be quoted in Pakistani Rupees unless otherwise specified in the PDS.   |
|                              | 15.2. | For the purposes of comparison of proposals quoted in different currencies, the price shall be converted into a single currency specified in the RFP documents. The rate of exchange shall be the selling rate, prevailing on the date of opening of (financial part of) proposals specified in the RFP documents, as notified by the State Bank of Pakistan on that day.   |
|                              | 15.3. | Cloud Service Providers shall indicate details of their expected foreign currency requirements in the Proposal.   |
| 16. Proposal Validity Period | 16.1. | Proposals shall remain valid for the period specified in the <b>PDS</b> after the Proposal submission deadline prescribed by the Procuring Agency. A Proposal valid for a shorter period shall be rejected by the Procuring Agency as non-responsive. The period of Proposal validity will be   |

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|  |       | determined from the complementary proposal securing instrument i.e. the expiry period of proposal security or proposal securing declaration as the case may be.   |
|  | 16.2. | Under exceptional circumstances, prior to the expiration of the initial Proposal validity period, the Procuring Agency may request the Cloud Service Providers' consent to an extension of the period of validity of their Proposals only once, for the period not more than the period of initial proposal validity. The request and the Cloud Service Providers responses shall be made in writing or in electronic forms that provide record of the content of communication. The Proposal Security provided under <b>ITCSP 17</b> shall also be suitably extended. A Cloud Service Provider may refuse the request without forfeiting its Proposal security or causing to be executed its Proposal Securing Declaration. A Cloud Service Provider agreeing to the request will not be required nor permitted to modify its Proposal, but will be required to extend the validity of its Proposal Security or Proposal Securing Declaration for the period of the extension, and in compliance with <b>ITCSP 17</b> in all respects. |
|  | 16.3. | If the award is delayed by a period exceeding sixty (60) days beyond the expiry of the initial Proposal validity period, the contract price may be adjusted by a factor specified in the request for extension. However, the Proposal evaluation shall be based on the already quoted Proposal Price without taking into consideration on the above correction.   |
| 17. Proposal Security or Proposal Securing Declaration | 17.1. | Pursuant to <b>ITCSP 10</b> , unless otherwise specified in the <b>PDS</b> , the Cloud Service Provider shall furnish as part of its Proposal, a Proposal Security in form of a fixed amount not exceeding five percent of the estimated value of procurement determined by the procuring agency and in the amount and currency specified in the <b>PDS</b> or Proposal Securing Declaration as specified in the <b>PDS</b> in the format provided in <b>Section VI (Standard Forms)</b> .  |
|  | 17.2. | The Proposal Security or Proposal Securing Declaration is required to protect the Procuring Agency against the risk of Cloud Service Provider's conduct which would warrant the security's forfeiture, pursuant to <b>ITCSP 17.9</b> .  |
|  | 17.3. | The Proposal Security shall be denominated in the local currency or in another freely convertible currency, and it shall be in the form specified in the <b>PDS</b> which shall be a Bank Draft in the name of the Procuring Agency and valid for twenty-eight (28) days beyond the end of the validity of the Proposal. This shall also apply if the period for Proposal Validity is extended. In either case, the form must include the complete name of the Cloud Service Provider;<br>a)  |
|  | 17.4. | The Proposal Security or Proposal Securing Declaration shall be in accordance with the Form of the Proposal Security or Proposal Securing Declaration included in <b>Section VI (Standard Forms)</b> or another form approved by the Procuring Agency prior to the Proposal submission.   |

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|  | <p>17.5. The Proposal Security shall be payable promptly upon written demand by the Procuring Agency in case any of the conditions listed in <b>ITCSP 17.9</b> are invoked.</p>   |
|  | <p>17.6. Any Proposal not accompanied by a Proposal Security or Proposal Securing Declaration in accordance with <b>ITCSP 17.1 or 17.3</b> shall be rejected by the Procuring Agency as non-responsive, pursuant to <b>ITCSP 28</b>.</p>  |
|  | <p>17.7. Unsuccessful Cloud Service Providers' Proposal Security will be discharged or returned as promptly as possible, however in no case later than thirty (30) days after the expiration of the period of Proposal Validity prescribed by the Procuring Agency pursuant to <b>ITCSP 16</b>. The Procuring Agency shall make no claim to the amount of the Proposal Security, and shall promptly return the Proposal Security document, after whichever of the following that occurs earliest:</p> <ul style="list-style-type: none"> <li>(a) the expiry of the Proposal Security;</li> <li>(b) the entry into force of a procurement contract and the provision of a Performance Guarantee (or guarantee), for the performance of the contract if such a security (or guarantee), is required by the Proposal documents;</li> <li>(c) the rejection by the Procuring Agency of all Proposals;</li> <li>(d) the withdrawal of the Proposal prior to the deadline for the submission of Proposals, unless the Proposal documents stipulate that no such withdrawal is permitted.</li> </ul> |
|  | <p>17.8. The successful Cloud Service Provider's Proposal Security will be discharged upon the Cloud Service Provider signing the contract pursuant to <b>ITCSP 41</b>, or furnishing the Performance Guarantee, pursuant to <b>ITCSP 42</b>.</p>   |
|  | <p>17.9. The Proposal Security may be forfeited or the Proposal Securing Declaration executed:</p> <ul style="list-style-type: none"> <li>a) if a Cloud Service Provider: <ul style="list-style-type: none"> <li>i) withdraws its Proposal during the period of Proposal Validity as specified by the Procuring Agency, and referred by the Cloud Service Provider on the Form of Proposal except as provided for in <b>ITCSP 16.2</b>; or</li> <li>ii) does not accept the correction of errors pursuant to <b>ITCSP 30.3</b>; or</li> </ul> </li> <li>b) in the case of a successful Cloud Service Provider, if the Cloud Service Provider fails:</li> </ul>  |

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|   |       | <p>i) to sign the contract in accordance with <b>ITCSP 41</b>; or</p> <p>ii) to furnish Performance Guarantee in accordance with <b>ITCSP 42</b>.</p>  |
|   | 17.10 | The proposal security shall be valid for a period specified in PDS. Proposals with shorted proposal security validity period shall be rejected straight away.  |
| 18. Alternative Proposals by Cloud Service Providers        | 18.1. | Cloud Service Providers shall submit offers that comply with the requirements of the RFP documents, including the basic Cloud Service Provider’s technical design as indicated in the specifications and Schedule of Requirements. Alternatives will not be considered, unless specifically allowed for in the <b>PDS</b> . If so allowed, <b>ITCSP 19.2</b> shall prevail.  |
| 19. Withdrawal, Substitution, and Modification of Proposals | 19.1. | Before proposal submission deadline, any Cloud Service Provider may withdraw, substitute, or modify its Proposal after it has been submitted by sending a written notice, duly signed by an authorized representative, and the corresponding substitution or modification must accompany the respective written notice.  |
|   | 19.2. | Proposals requested to be withdrawn in accordance with ITCSP 19.1 shall be returned unopened to the Cloud Service Providers.   |
| 20. Format and Signing of Proposal                          | 20.1. | The Cloud Service Provider shall prepare an original and the number of copies of the Proposal as indicated in the <b>PDS</b> , clearly marking each “ORIGINAL” and “COPY,” as appropriate. In the event of any discrepancy between them, the original shall prevail:   |
|   | 20.2. | The original and the copy or copies of the Proposal shall be typed or written in indelible ink and shall be signed by the Cloud Service Provider or a person or persons duly authorized to sign on behalf of the Cloud Service Provider. This authorization shall consist of a written confirmation as specified in the <b>PDS</b> and shall be attached to the Proposal. The name and position held by each person signing the authorization must be typed or printed below the signature. All pages of the Proposal, except for un-amended printed literature, shall be initialed by the person or persons signing the Proposal. |
|   | 20.3. | Any interlineations, erasures, or overwriting shall be valid only if they are signed by the person or persons signing the Cloud Service Provider.  |

## D. SUBMISSION OF PROPOSALS

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| 21. Sealing and Marking of Proposals     | 21.1. | <p>The Proposal shall comprise two envelopes submitted simultaneously, one called the Technical Proposal and the other Financial Proposal. Both envelopes to be enclosed together in an outer single envelope called the Proposal. Each Cloud Service Provider shall submit its proposal as under:</p> <ul style="list-style-type: none"> <li>a) Cloud Service Provider shall submit its TECHNICAL PROPOSAL and FINANCIAL PROPOSAL in separate inner envelopes and enclosed in a single outer envelope.</li> <li>b) ORIGINAL and each copy of the Proposal shall be separately sealed and put in separate envelopes and marked as such.</li> <li>c) The envelopes containing the ORIGINAL and copies will be put in one sealed envelope and addressed / identified as given in Sub- Clause 21.2.</li> </ul> |
|  | 21.2. | <p>The inner and outer envelopes shall:</p> <ul style="list-style-type: none"> <li>a) be addressed to the Procuring Agency at the address provided in the Proposal Data;</li> <li>b) bear the name and identification number of the contract as defined in the PDS; and provide a warning not to open before the time and date for proposal opening, as specified in the Proposal Data pursuant to <b>ITCSP 25.1</b>.</li> <li>c) In addition to the identification required in Sub- Clause <b>21.2</b> hereof, the inner envelope shall indicate the name and address of the Cloud Service Provider to enable the proposal to be returned unopened in case it is declared “late” pursuant to Clause ITCSP.23</li> </ul>  |
|  | 21.3. | <p>If all envelopes are not sealed and marked as required by <b>ITCSP 21.2</b> and <b>ITCSP 21.2</b> or incorrectly marked, the Procuring Agency will assume no responsibility for the misplacement or premature opening of Proposal.</p>   |
| 22. Deadline for Submission of Proposals | 22.1. | <p>Proposals shall be received by the Procuring Agency no later than the date and time specified in the <b>PDS</b>.</p>   |
|  | 22.2. | <p>The Procuring Agency may, in exceptional circumstances and at its discretion, extend the deadline for the submission of Proposals by amending the RFP documents in accordance with <b>ITCSP 8</b>, in which case all rights and obligations of the Procuring Agency and Cloud Service Providers previously subject to the deadline will thereafter be subject to the new deadline.</p>   |
| 23. Late Proposals                       | 23.1. | <p>The Procuring Agency shall not consider for evaluation any Proposal that arrives after the deadline for submission of Proposals, in accordance with <b>ITCSP 22</b>.</p>   |
|  | 23.2. | <p>Any Proposal received by the Procuring Agency after the deadline for submission of Proposals shall be declared late, recorded, rejected and returned unopened to the Cloud Service Provider.</p>   |

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| 24. Withdrawal of Proposals | 24.1. | A Cloud Service Provider may withdraw its Proposal after it has been submitted, provided that written notice of the withdrawal of the Proposal, is received by the Procuring Agency prior to the deadline for submission of Proposals. |
|                             | 24.2. | Revised proposal may be submitted after the withdrawal of the original proposal in accordance with the provisions referred in <b>ITCSP 21</b> .  |

## E. OPENING AND EVALUATION OF PROPOSALS

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| 25. Opening of Proposals | 25.1. | The Procuring Agency will open all Proposals, in public, in the presence of Cloud Service Providers' or their representatives who choose to attend, and other parties with a legitimate interest in the Proposal proceedings at the place, on the date and at the time, specified in the <b>PDS</b> . The Cloud Service Providers' representatives present shall sign a register as proof of their attendance.  |
|                          | 25.2. | First, envelopes marked "WITHDRAWAL" shall be opened and read out and the envelope with the corresponding proposal shall not be opened, but returned to the Cloud Service Provider. No proposal withdrawal shall be permitted unless the corresponding Withdrawal Notice contains a valid authorization to request the withdrawal and is read out at proposal opening.  |
|                          | 25.3. | Second, outer envelopes marked "SUBSTITUTION" shall be opened. The inner envelopes containing the Substitution Proposal shall be exchanged for the corresponding Original Proposal being substituted, which is to be returned to the Cloud Service Provider unopened. No envelope shall be substituted unless the corresponding Substitution Notice contains a valid authorization to request the substitution and is read out and recorded at proposal opening.  |
|                          | 25.4. | Next, outer envelopes marked "MODIFICATION" shall be opened. No Technical Proposal and/or Financial Proposal shall be modified unless the corresponding Modification Notice contains a valid authorization to request the modification and is read out and recorded at the opening of the Proposals. Any Modification shall be read out along with the Original Proposal except in case of Single Stage Two Envelope Procedure where only the Technical Proposal, both Original as well as Modification, are to be opened, read out, and recorded at the opening. Financial Proposal, both Original and Modification, will remain unopened till the prescribed financial proposal opening date. |
|                          | 25.5. | Other envelopes holding the Proposals shall be opened one at a time, in case of Single Stage One Envelope Procedure, the Cloud Service Providers names, the Proposal prices, the total amount of each Proposal and of any alternative Proposal (if alternatives have been requested or permitted), any discounts, the presence or absence of Proposal Security, Proposal Securing Declaration and such other details as the Procuring Agency may consider appropriate, will be announced by the Procurement Evaluation Committee.   |

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|  | 25.6.  | The Procuring Agency will open the Technical Proposals in public at the address, date and time specified in the <b>PDS</b> in the presence of Cloud Service Providers` designated representatives who choose to attend and other parties with a legitimate interest in the Proposal proceedings. The Financial Proposals will remain unopened and will be held in custody of the Procuring Agency until the specified time of their opening.                                     |
|  | 25.7.  | The envelopes holding the Technical Proposals shall be opened one at a time, and the following read out and recorded: (a) the name of the Cloud Service Provider; (b) whether there is a modification or substitution; (c) the presence of a bid Security, if required; and (d) Any other details as the Procuring Agency may consider appropriate.  |
|  | 25.8.  | Proposals not opened and not read out at the Proposal opening shall not be considered further for evaluation, irrespective of the circumstances. In particular, any discount offered by a Cloud Service Provider which is not read out at Proposal opening shall not be considered further.  |
|  | 25.9.  | Cloud Service Providers are advised to send in a representative with the knowledge of the content of the Proposal who shall verify the information read out from the submitted documents. Failure to send a representative or to point out any un-read information by the sent Cloud Service Provider`s representative shall indemnify the Procuring Agency against any claim or failure to read out the correct information contained in the Cloud Service Provider`s Proposal. |
|  | 25.10. | No Proposal will be rejected at the time of Proposal opening except for late Proposals which will be returned unopened to the Cloud Service Provider, pursuant to <b>ITCSP 23</b> .  |
|  | 25.11. | The Procuring Agency shall prepare minutes of the Proposal opening. The record of the Proposal opening shall include, as a minimum: the name of the Cloud Service Provider and whether or not there is a withdrawal, substitution or modification, the Proposal price if applicable, including any discounts and alternative offers and the presence or absence of a Proposal Security or Proposal Securing Declaration.   |
|  | 25.12. | The Cloud Service Providers` representatives who are present shall be requested to sign on the attendance sheet. The omission of a Cloud Service Provider`s signature on the record shall not invalidate the contents and affect the record. A copy of the record shall be distributed to all the Cloud Service Providers.   |
|  | 25.13. | A copy of the minutes of the Proposal opening shall be furnished to individual Cloud Service Providers upon request.   |
|  | 25.14. | After the evaluation and approval of technical proposal the procuring agency, shall at a time within the proposal validity period, publically open the financial proposals of the technically accepted proposals only. The financial proposal of proposals found technically non-responsive shall be returned un-opened to the respective Cloud  |

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|  |       | Service Providers subject to redress of the grievances from all tiers of grievances.   |
| 26. Confidentiality                      | 26.1. | Information relating to the examination, clarification, evaluation and comparison of Proposals and recommendation of contract award shall not be disclosed to Cloud Service Providers or any other persons not officially concerned with such process until the time of the announcement of the respective evaluation report.  |
|  | 26.2. | Any effort by a Cloud Service Provider to influence the Procuring Agency processing of Proposals or award decisions may result in the rejection of its Proposal.   |
|  | 26.3. | Notwithstanding <b>ITCSP 27.2</b> from the time of Proposal opening to the time of contract award, if any Cloud Service Provider wishes to contact the Procuring Agency on any matter related to the Bidding process, it should do so in writing or in electronic forms that provides record of the content of communication.  |
| 27. Clarification of Proposals           | 27.1. | To assist in the examination, evaluation and comparison of Proposals of the Cloud Service Providers, the Procuring Agency may, ask any Cloud Service Provider for a clarification of its Proposal including breakdown of prices. Any clarification submitted by a Cloud Service Provider that is not in response to a request by the Procuring Agency shall not be considered.   |
|  | 27.2. | The request for clarification and the response shall be in writing or in electronic forms that provide record of the content of communication. No change in the prices or substance of the Proposal shall be sought, offered, or permitted.  |
|  | 27.3. | The alteration or modification in the PROPOSAL which in any way affect the following parameters will be considered as a change in the substance of a proposal: <ul style="list-style-type: none"> <li>a) evaluation &amp; qualification criteria;</li> <li>b) required scope of work or specifications;</li> <li>c) all securities requirements;</li> <li>d) tax requirements;</li> <li>e) terms and conditions of RFP documents.</li> <li>f) change in the ranking of the Cloud Service Provider</li> </ul> |
|  | 27.4. | From the time of Proposal opening to the time of Contract award if any Cloud Service Provider wishes to contact the Procuring Agency on any matter related to the Proposal it should do so in writing or in electronic forms that provide record of the content of communication.  |
| 28. Preliminary Examination of Proposals | 28.1. | Prior to the detailed evaluation of Proposals, the Procuring Agency will determine whether each Proposal: <ul style="list-style-type: none"> <li>a) meets the eligibility criteria defined in <b>ITCSP 3</b> and <b>ITCSP 4</b>;</li> <li>b) has been prepared as per the format and contents defined by the Procuring Agency in the RFP documents;</li> <li>c) has been properly signed;</li> </ul>   |

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|   |       | <p>d) is accompanied by the required securities; and</p> <p>e) is substantially responsive to the requirements of the RFP documents.</p> <p>The Procuring Agency's determination of a Proposal's responsiveness will be based on the contents of the Proposal itself.</p>   |
|   | 28.2. | <p>A substantially responsive Proposal is one which conforms to all the terms, conditions, and specifications of the RFP documents, without material deviation or reservation. A material deviation or reservation is one that: -</p> <p>a) affects in any substantial way the scope, quality, or performance of the Services;</p> <p>b) limits in any substantial way, inconsistent with the RFP documents, the Procuring Agency's rights or the Cloud Service Providers obligations under the Contract; or</p> <p>c) if rectified, would affect unfairly the competitive position of other Cloud Service Providers presenting substantially responsive Proposals.</p> |
|   | 28.3. | <p>The Procuring Agency will confirm that the documents and information specified under <b>ITCSP 10, 11 and 12</b> have been provided in the Proposal. If any of these documents or information is missing, or is not provided in accordance with the Instructions to Cloud Service Providers, the Proposal shall be rejected.</p>  |
|   | 28.4. | <p>If a Proposal is not substantially responsive, it will be rejected by the Procuring Agency and may not subsequently be evaluated for complete technical responsiveness.</p>  |
| 29. Examination of Terms and Conditions; Technical Evaluation | 29.1. | <p>The Procuring Agency shall examine the Proposal to confirm that all terms and conditions specified in the <b>GCC</b> and the <b>SCC</b> have been accepted by the Cloud Service Provider without any material deviation or reservation.</p>  |
|   | 29.2. | <p>The Procuring Agency shall evaluate the technical aspects of the Proposal submitted in accordance with <b>ITCSP 21</b>, to confirm that all requirements specified in <b>Section V – Schedule of Requirements, Technical Specifications</b> of the RFP documents have been met without material deviation or reservation.</p>  |
|   | 29.3. | <p>If after the examination of the terms and conditions and the technical evaluation, the Procuring Agency determines that the Proposal is not substantially responsive in accordance with <b>ITCSP 28</b>, it shall reject the Proposal.</p>   |
| 30. Correction of Errors                                      | 30.1. | <p>Proposals determined to be substantially responsive will be checked for any arithmetic errors. Errors will be corrected as follows: -</p>  |

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|                                   |       | <p>a) if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected, unless in the opinion of the Procuring Agency there is an obvious misplacement of the decimal point in the unit price, in which the total price as quoted shall govern and the unit price shall be corrected;</p> <p>b) if there is an error in a total corresponding to the addition or subtraction of sub-totals, the sub-totals shall prevail and the total shall be corrected; and</p> <p>c) where there is a discrepancy between the amounts in figures and in words, the amount in words will govern.</p> <p>d) Where there is discrepancy between grand total of price schedule and amount mentioned on the Form of Proposal, the amount referred in Price Schedule shall be treated as correct subject to elimination of other errors.</p> |
|                                   | 30.2. | The amount stated in the Proposal will, be adjusted by the Procuring Agency in accordance with the above procedure for the correction of errors and, with the concurrence of the Cloud Service Provider, shall be considered as binding upon the Cloud Service Provider. If the Cloud Service Provider does not accept the corrected amount, its Proposal will then be rejected, and the Proposal Security may be forfeited or the Proposal Securing Declaration may be executed in accordance with <b>ITCSP 17.9</b> .   |
| 31. Conversion to Single Currency | 31.1. | To facilitate evaluation and comparison, the Procuring Agency will convert all Proposal prices expressed in the amounts in various currencies in which the Proposal prices are payable. For the purposes of comparison of proposals quoted in different currencies, the price shall be converted into a single currency specified in the RFP documents. The rate of exchange shall be the selling rate, prevailing on the date of opening of (financial part of ) proposals specified in the RFP documents, as notified by the State Bank of Pakistan on that day.  |
|                                   | 31.2. | The currency selected for converting Proposal prices to a common base for the purpose of evaluation, along with the source and date of the exchange rate, are specified in the <b>PDS</b> .   |
| 32. Evaluation of Proposals       | 32.1. | The Procuring Agency shall evaluate and compare only the Proposals determined to be substantially responsive, pursuant to <b>ITCSP 28</b> .   |
|                                   | 32.2. | In evaluating the Technical Proposal of each Proposal, the Procuring Agency shall use the criteria and methodologies listed in the PDS and in terms of Statement of Requirements and Technical Specifications. No other evaluation criteria or methodologies shall be permitted.  |
| 33. Domestic Preference           | 33.1. | Not Applicable in case of Services.   |

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| 34. Determination of Most Advantageous Proposal | 34.1. | In case where the Procuring Agency adopts the Cost Based Evaluation Technique and, the proposal with the lowest evaluated price from amongst those which are eligible, compliant and substantially responsive shall be the Most Advantageous Bid.   |
|   | 34.2. | <p>The Procuring Agency may adopt the Quality &amp; Cost Based Selection Technique:</p> <p>In such cases, the Procuring Agency may allocate certain weightage to these factors as a part of Evaluation Criteria, and may determine the ranking of the Cloud Service Providers on the basis of combined evaluation in accordance with provisions of Rule 2(1)(h) of PPR-2004.</p>  |
| 35. Abnormally Low Financial Proposal           | 35.1. | <p>Where the Proposal price is considered to be abnormally low, the Procuring Agency shall perform price analysis either during determination of Most Advantageous Proposal or as a part of the post-qualification process. The following process shall apply:</p> <p>(a) The Procuring Agency may reject a Proposal if the Procuring Agency has determined that the price in combination with other constituent elements of the Proposal is abnormally low in relation to the subject matter of the procurement (i.e. scope of the procurement or ancillary services) and raises concerns as to the capability and capacity of the respective Cloud Service Provider to perform that contract;</p> <p>(b) Before rejecting an abnormally low Proposal the Procuring Agency shall request the Cloud Service Provider an explanation of the Proposal or of those parts which it considers contribute to the Proposal being abnormally low; take account of the evidence provided in response to a request in writing; and subsequently verify the Proposal or parts of the Proposal being abnormally low;</p> <p>(c) The decision of the Procuring Agency to reject a Proposal and reasons for the decision shall be recorded in the procurement proceedings and promptly communicated to the Cloud Service Provider concerned;</p> <p>(d) The Procuring Agency shall not incur any liability solely by rejecting abnormally Proposal; and</p> <p>(e) An abnormally low Proposal means, in the light of the Procuring Agency's estimate and of all the Proposals submitted, the Proposal appears to be abnormally low by not providing a margin for normal levels of profit.</p> <p>In order to identify the Abnormally Low Proposal (ALB) following approaches can be considered to minimize the scope of subjectivity:</p> |

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|  |       | <ul style="list-style-type: none"> <li>(i) Comparing the proposal price with the cost estimate;</li> <li>(ii) Comparing the proposal price with the proposals offered by other Cloud Service Providers submitting substantially responsive proposals; and</li> <li>(iii) Comparing the proposal price with prices paid in similar contracts in the recent past either government- or development partner-funded.</li> </ul>  |
|  | 35.2. | The Procuring Agency will determine to its satisfaction whether the Cloud Service Provider that is selected as having submitted the most advantageous Proposal is qualified to perform the contract satisfactorily, in accordance with the criteria listed in ITCSP 12.3.  |
|  | 35.3. | The determination will take into account the Cloud Service Provider's financial, technical, and production capabilities. It will be based upon an examination of the documentary evidence of the Cloud Service Provider's qualifications submitted by the Cloud Service Provider, pursuant to ITCSP 12.3, as well as such other information as the Procuring Agency deems necessary and appropriate. Factors not included in these RFP documents shall not be used in the evaluation of the Cloud Service Providers' qualifications.                               |
|  | 35.4. | Procuring Agency may seek "Certificate for Independent Price Determination" from the Cloud Service Provider and the results of reference checks may be used in determining an award of contract.<br>Explanation: The Certificate shall be furnished by the Cloud Service Provider. The Cloud Service Provider shall certify that the price is determined keeping in view of all the essential aspects such as raw material, its processing, value addition, optimization of resources due to economy of scale, transportation, insurance and margin of profit etc. |
|  | 35.5. | An affirmative determination will be a prerequisite for award of the contract to the Cloud Service Provider. A negative determination will result in rejection of the Cloud Service Provider's Proposal, in which event the Procuring Agency will proceed to the next ranked Cloud Service Provider to make a similar determination of that Cloud Service Provider's capabilities to perform satisfactorily.   |

## F. AWARD OF CONTRACT

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| 36. Criteria of Award | 36.1. | <p>Subject to ITCSP 37, the Procuring Agency will award the Contract to the Cloud Service Provider whose Proposal has been determined to be substantially responsive to the RFP documents and who has been declared as Most Advantageous Cloud Service Provider, provided that such Cloud Service Provider has been determined to be:</p> <ul style="list-style-type: none"> <li>a) eligible in accordance with the provisions of ITCSP 3;</li> </ul> |
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|  |       | <p>b) is determined to be qualified to perform the Contract satisfactorily; and</p> <p>c) Successful negotiations have been concluded, if any.</p>  |
| 37. Negotiations   | 37.1. | <p>Negotiations may be undertaken with the Most Advantageous Proposal relating to the following areas:</p> <p>(a) a minor alteration to the technical details of the statement of requirements;</p> <p>(b) reduction of quantities for budgetary reasons, where the reduction is in excess of any provided for in the Proposal documents;</p> <p>(c) a minor amendment to the special conditions of Contract;</p> <p>(d) finalizing payment arrangements;</p> <p>(e) delivery arrangements;</p> <p>(f) the methodology for provision of related services; or</p> <p>(g) clarifying details that were not apparent or could not be finalized at the time of Bidding;</p> |
|  | 37.2. | <p>Where negotiation fails to result in an agreement, the Procuring Agency may invite the next ranked Cloud Service Provider for negotiations. Where negotiations are commenced with the next ranked Cloud Service Provider, the Procuring Agency shall not reopen earlier negotiations.</p>  |
| 38. Procuring Agency's Right to reject All Proposals                 | 38.1. | <p>Notwithstanding <b>ITCSP 36</b>, the Procuring Agency reserves the right to reject all the proposals and to annul the Bidding process at any time prior to Acceptance of a Proposal, without thereby incurring any liability to the affected Cloud Service Provider or Cloud Service Providers. However, the Authority (i.e. PPRA) may call from the Procuring Agency the justification of those grounds.</p>  |
|  | 38.2. | <p>Notice of the rejection of all Proposals shall be given promptly to all Cloud Service Providers that have submitted Proposals.</p>   |
|  | 38.3. | <p>The Procuring Agency shall upon request communicate to any Cloud Service Provider the grounds for its rejection of its Proposals, but is not required to justify those grounds.</p>  |
| 39. Procuring Agency's Right to Vary Quantities at the Time of Award | 39.1. | <p>The Procuring Agency reserves the right at the time of contract award to increase or decrease the requirement of related services originally specified in these RFP documents (schedule of requirements) provided this does not exceed by the percentage indicated in the PDS, without any change in unit price or other terms and conditions of the Proposal and RFP documents.</p>   |
| 40. Notification of Award  | 40.1. | <p>Prior to the award of contract, the Procuring Agency shall issue a Final Evaluation Report giving justification for acceptance or rejection of the proposals.</p>  |
|  | 40.2. | <p>Where no complaints have been lodged, the Cloud Service Provider whose Proposal has been accepted will be notified of the award by the Procuring Agency prior to expiration of the Proposal Validity period in writing or electronic forms that provide record of the content of communication. The Letter of Acceptance will state the sum that the Procuring Agency will pay the successful Cloud Service Provider in</p>  |

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|                                    |       | consideration for the execution of the scope of works as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price).   |
|                                    | 40.3. | The notification of award will constitute the formation of the Contract, subject to the Cloud Service Provider furnishing the Performance Guarantee in accordance with <b>ITCSP 42</b> and signing of the contract in accordance with <b>ITCSP 41.2</b> .   |
|                                    | 40.4. | Upon the successful Cloud Service Provider's furnishing of the Performance Guarantee pursuant to <b>ITCSP 42</b> , the Procuring Agency will promptly notify each unsuccessful Cloud Service Provider, the name of the successful Cloud Service Provider and the Contract amount and will discharge the Proposal Security or Proposal Securing Declaration of the Cloud Service Providers pursuant to <b>ITCSP 17.7</b> . |
| 41. Signing of Contract            | 41.1. | Promptly after notification of award, Procuring Agency shall send the successful Cloud Service Provider the draft agreement, incorporating all terms and conditions as agreed by the parties to the contract.   |
|                                    | 41.2. | Immediately after the Redressal of grievance by the GRC, and <b>after fulfillment of all conditions precedent</b> of the Contract Form, the successful Cloud Service Provider and the Procuring Agency shall sign the contract.   |
| 42. Performance Guarantee          | 42.1. | After the receipt of the Letter of Acceptance, the successful Cloud Service Provider, within the specified time, shall deliver to the Procuring Agency a Performance Guarantee in the amount and in the form stipulated in the <b>PDS and SCC</b> , denominated in the type and proportions of currencies in the Letter of Acceptance and in accordance with the Conditions of Contract.                                  |
|                                    | 42.2. | If the Performance Guarantee is provided by the successful Cloud Service Provider and it shall be in the form specified in the <b>PDS</b> .   |
|                                    | 42.3. | Failure of the successful Cloud Service Provider to comply with the requirement of <b>ITCSP 42.1</b> shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid Security, in which event the Procuring Agency may make the award to the next ranked Cloud Service Provider or call for new Proposals.   |
| 43. Advance Payment                | 43.1. | The Procuring Agency will provide an Advance Payment as stipulated in the Conditions of Contract, subject to a maximum amount, as stated in the <b>PDS</b> . The Advance Payment request shall be accompanied by an Advance Payment Security (Guarantee) in the form provided in Contract Form.   |
| 44. Arbitrator                     | 44.1. | The Arbitrator shall be appointed by mutual consent of the both parties as per the provisions specified in the SCC.   |
| 45. Corrupt & Fraudulent Practices | 45.1. | Procuring Agencies (including beneficiaries of Government funded projects and procurement) as well as Cloud Service Providers/Cloud Service Providers/Contractors under Government financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts, and will avoid to engage in any corrupt and fraudulent practices.   |

## **G. GRIEVANCE REDRESSAL & COMPLAINT REVIEW MECHANISM**

|   |        |   |
|---|--------|---|
| 46. Constitution of Grievance Redressal | 46.1.  | Procuring agency shall constitute a Grievance Redressal Committee (GRC) comprising of an odd number of persons with proper power and authorization to address the complaint. The GRC shall not have any of the members of Procurement Evaluation Committee. The committee must have one subject specialist depending the nature of the procurement. |
| 47. GRC Procedure                       | 47.1.  | Any party can file its written complaint against the eligibility parameters or any other terms and conditions prescribed in the prequalification or RFP documents found contrary to provision of Procurement Regulatory Framework, and the same shall be addressed by the GRC well before the proposal submission deadline.                         |
|   | 47.2.  | Any Cloud Service Provider feeling aggrieved by any act of the procuring agency after the submission of his proposal may lodge a written complaint concerning his grievances not later than seven days of the announcement of technical evaluation report and five days after issuance of final evaluation report.                                  |
|   | 47.3.  | In case, the complaint is filed against the technical evaluation report, the GRC shall suspend the procurement proceedings.   |
|   | 47.4.  | In case, the complaint is filed after the issuance of the final evaluation report, the complainant cannot raise any objection on technical evaluation of the report:<br><br>Provided that the complainant may raise the objection on any part of the final evaluation report in case where single stage one envelop bidding procedure is adopted.   |
|   | 47.5.  | The GRC, in both the cases shall investigate and decide upon the complaint within ten days of its receipt.  |
|   | 47.6.  | Any Cloud Service Provider or the procuring agency not satisfied with the decision of the GRC may file Appeal before the Appellate Committee of the Authority within thirty (30) days of communication of decision on prescribed format after depositing the Prescribed fee.  |
|   | 47.7.  | The Committee, upon receipt of the Appeal against the decision of the GRC complete in all respect shall serve notices in writing upon all the parties to Appeal.  |
|   | 47.8.  | The committee shall call the record from the concerned procuring agency or the GRC as the case may be, and the same shall be provided within prescribed time.   |
|   | 47.9.  | The committee may after examination of the relevant record and hearing all the concerned parties, shall decide the complaint.   |
|   | 47.10. | The decision of the Committee shall be in writing and shall be signed by the Head and each Member of the Committee. The decision of the committee shall be final.   |

## H. MECHANISM OF BLACKLISTING

|                               |       |   |
|-------------------------------|-------|---|
| 48. Mechanism of Blacklisting | 48.1. | <p>The Procuring Agency shall bar for not more than the time prescribed in Rule-19 of the Public Procurement Rules, 2004, from participating in their respective procurement proceedings, Cloud Service Provider or contractor who either:</p> <ul style="list-style-type: none"> <li>i. Involved in corrupt and fraudulent practices as defined in Rule-2 of Public Procurement Rules;</li> <li>ii. Fails to perform his contractual obligations; and</li> <li>iii. Fails to abide by the bid securing declaration;</li> </ul>                               |
|                               | 48.2. | <p>The show cause notice shall contain: (a) precise allegation, against the Cloud Service Provider or contractor; (b) the maximum period for which the Procuring Agency proposes to debar the Cloud Service Provider or contractor from participating in any public procurement of the Procuring Agency; and (c) the statement, if needed, about the intention of the Procuring Agency to make a request to the Authority for debarring the Cloud Service Provider or contractor from participating in public procurements of all the procuring agencies.</p> |
|                               | 48.3. | <p>The procuring agency shall give minimum of seven days to the Cloud Service Provider or contractor for submission of written reply of the show cause notice</p>   |
|                               | 48.4. | <p>In case, the Cloud Service Provider or contractor fails to submit written reply within the requisite time, the Procuring Agency may issue notice for personal hearing to the Cloud Service Provider or contractor/ authorize representative of the Cloud Service Provider or contractor and the procuring agency shall decide the matter on the basis of available record and personal hearing, if availed.</p>  |
|                               | 48.5. | <p>In case the Cloud Service Provider or contractor submits written reply of the show cause notice, the Procuring Agency may decide to file the matter or direct issuance of a notice to the Cloud Service Provider or contractor for personal hearing.</p>   |
|                               | 48.6. | <p>The Procuring Agency shall give minimum of seven days to the Cloud Service Provider or contractor for appearance before the specified officer of the Procuring Agency for personal hearing. The specified officer shall decide the matter on the basis of the available record and personal hearing of the Cloud Service Provider or contractor, if availed</p>  |
|                               | 48.7. | <p>The procuring Agency shall decide the matter within fifteen days from the date of personal hearing unless the personal hearing is adjourned to a next date and in such an eventuality, the period of personal hearing shall be reckoned from the last date of personal hearing.</p>  |

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|  | 48.8.  | The Procuring Agency shall communicate to the Cloud Service Provider or contractor the order of debarring the Cloud Service Provider or contractor from participating in any public procurement with a statement that the Cloud Service Provider or contractor may, within thirty days, prefer a representation against the order before the Authority.   |
|  | 48.9.  | Such blacklisting or barring action shall be communicated by the procuring agency to the Authority and respective Cloud Service Provider or Cloud Service Providers in the form of decision containing the grounds for such action. The same shall be publicized by the Authority after examining the record whether the procedure defined in blacklisting and debarment mechanism has been adhered to by the procuring agency.             |
|  | 48.10. | The Cloud Service Provider may file the review petition before the Review Petition Committee Authority within thirty days of communication of such blacklisting or barring action after depositing the prescribed fee and in accordance with “Procedure of filing and disposal of review petition under Rule-19(3) Regulations, 2021”. The Committee shall evaluate the case and decide within ninety days of filing of review petition     |
|  | 48.11. | The committee shall serve a notice in writing upon all respondent of the review petition. The notices shall be accompanied by the copies of review petition and all attached documents of the review petition including the decision of the procuring agency. The parties may file written statements along with essential documents in support of their contentions. The Committee may pass such order on the representation may deem fit. |
|  | 48.12. | The Authority on the basis of decision made by the committee either may debar a Cloud Service Provider or contractor from participating in any public procurement process of all or some of the procuring agencies for such period as the deemed appropriate or acquit the Cloud Service Provider from the allegations. The decision of the Authority shall be final.   |

## **SECTION III: Proposal Data Sheet (PDS)**

The following specific data for the Procurement of cloud services to be procured shall complement, supplement, or amend the provisions in the Instructions to Cloud Service Providers (ITCSP). Whenever there is a conflict, the provisions herein shall prevail over those in ITCSP.

| PDS Clause Number | ITSB Number | Amendments of, and Supplements to, Clauses in the Instruction to Cloud Service Providers |
|-------------------|-------------|--|
|-------------------|-------------|--|

### **A. Introduction**

|                      |     |  |
|----------------------|-----|--|
| 1. Scope of Proposal | 1.1 | <p>Name of Procuring Agency: SBP Banking Services Corporation.</p> <p>The subject of procurement is <b>Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis</b></p> <p>Period for Provision of Services: As specified in Section ‘V’. Technical Specifications / requirements.</p> <p>Commencement date for Provision of Cloud Hosting Services: As specified in Section ‘V’. Technical Specifications / requirements.</p> <p>The Manufacturer i.e. OEM (Original Equipment Manufacturer) / Solution Developer for the purpose of this bid shall be manufacturer / developer of “<b>Cloud-Based Contact Center Solution</b>”.</p> |
| 2. Source of Funds   | 2.1 | <p>Financial year for the operations of the Procuring Agency: <i>FY2025-26</i>.</p> <p>Name of Project: Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis.</p> <p>Name and identification number of the Contract: GSD (PROC-I)/ 398665 / Cloud / Call Center /2026.</p>  |

### **B. RFP documents**

|  |     |   |
|--|-----|---|
| 3. Contents of Request Proposal Document | 6.2 | <p>e-Bids shall be submitted through EPADS. Copy of bid is not required.</p> <p>The Procuring Agency is not responsible for the completeness of the Bidding Documents and their addenda, if they were not obtained directly from the Procuring Agency or the signed pdf version from downloaded from the website of the Procuring Agency.</p> |
|--|-----|---|

|                                   |     |  |
|-----------------------------------|-----|--|
|                                   |     | The Bidder is expected to examine all instructions, forms, terms and specifications in the Bidding Documents. Failure to furnish all the information required in the Bidding Documents will be at the Bidder's risk and may result in the rejection of his Bid.                    |
| 4. Clarification of RFP documents | 7.1 | The Procuring Agency will within three (3) working days after receiving the request for clarification, respond in EPADS to any request for clarification provided that such request is received not later than three (03) days prior to the deadline for the submission of e-Bids. |
|                                   | 7.5 | Pre-proposal meeting is Not Required.  |

## C. Preparation of Proposals

|   |     |   |
|---|-----|---|
| 5. Language of Proposal   | 9.1 | The Language of all correspondences and documents related to the Proposal shall be English.                     |
| 6. Documents Constituting the Proposal  | 10  | In addition to the documents stated in <b>ITCSP 11</b> , the following documents must be included with the Bid: |
|   |     | <b>Following should be the contents of the <u>Technical Proposal</u>:</b>                                       |
|   |     | <b><u>TECHNICAL FORMS of SECTION VI</u></b>   |
|   |     | 1. Form T1 Letter of Bid  |
|   |     | 2. Form T2 Bidder Information   |
|   |     | 3. Form T3 Affidavit for Bidder's Blacklisting Status   |
|   |     | 4. Form T4 Declaration for Ultimate Beneficial Owners Information   |
|   |     | 5. Form T5 Qualification Information  |
|   |     | 6. Form T6 FIN Financial Situation and Performance  |
|   |     | 7. Form T7 Annual Turnover (Annual Sales Value)   |
|   |     | 8. Form T8 Manufacturer's Authorization   |
|   |     | 9. Form T9 General Information Form   |
|   |     | 10. Form T10 Details of Contracts of Similar Nature and Complexity  |
|   |     | 11. Form T11 Bid Security   |
|   |     | 12. Form T12 Minimum Eligibility / Qualification Criteria   |
|   |     | <ul style="list-style-type: none"> <li>• <i>Including supporting &amp; reference documents.</i></li> </ul>      |
| 13. Form T13 Technical Compliance   |     |   |
| <ul style="list-style-type: none"> <li>• <i>Including supporting, reference documents or brochures, data sheets etc.</i></li> </ul> |     |   |
| 14. Form T14 Implementation Schedule  |     |   |
| <b>Following should be the contents of the <u>Financial Proposal</u>:</b>   |     |   |
| 1. Form F1 Price Schedule Forms   |     |   |
| 2. Form F2 Supply and Installation Cost Table   |     |   |
| 3. Form F3 Recurrent Cost Sub-Table   |     |   |
| 4. Form F4 Grand Summary Cost Table   |     |   |

|   |          |   |
|---|----------|---|
|   |          | Substance of the Bid will be considered which is submitted via EPADS ( <a href="http://www.eprocure.gov.pk">www.eprocure.gov.pk</a> )   |
| 7. Documents Establishing Eligibility of the Services and Conformity to RFP documents | 11       | The technical proposals shall be evaluated as per Form T13 'Technical Compliance' of SECTION VI 'STANDARD FORMS'.   |
| 8. Documents Establishing Eligibility and Qualification of the Cloud Service Provider | 12       | Eligibility/Qualification will be ascertained as per Form T12. 'Minimum Eligibility / Qualification Criteria' of SECTION VI STANDARD FORMS.   |
| 9. Proposal Prices  | 14.6     | Price quoted shall be inclusive of all applicable taxes including all custom duties, sales & other taxes etc.<br>Prices quoted by the Bidder shall be "fixed"; However, any subsequent legislation enacted and enforced between bid opening and finalization of award that impacts the bid price would be duly accounted for.   |
| 10. Proposal Currencies   | 15.1 (a) | <p>The currency of the Bid shall be <b><i>US Dollars (USD) or Pakistani Rupees (PKR).</i></b></p> <ul style="list-style-type: none"> <li>• For Information System / Goods / Services originating from Pakistan, the Bidder shall express its Bid in <b><i>Pakistani Rupees (PKR).</i></b></li> <li>• For Information System / Goods / Services originating outside Pakistan, the Bidder shall express its Bid in <b><i>US Dollars (USD) or Pakistani Rupees (PKR).</i></b></li> </ul> <p>For Local SLA &amp; Support Services the currency of the Bid shall be Pakistani Rupees (PKR);</p> <p>In case of Bid quoted in Foreign Currency (FCY), the total amount payable against complete goods/supplies shall be locked in equivalent PKR at Mark to Market rate (M2M) as notified by State Bank of Pakistan prevailing on the Installation Date mentioned in Installation Certificate issued by Procuring Agency's Technical Team.</p> |
| 11. Proposal Currencies   | 15.2     | For the purposes of comparison of bids quoted in different currencies, the price shall be converted into a single currency specified in the bidding documents. The rate of exchange shall be the selling rate, prevailing on the date of opening of bids (financial part) specified in the bidding documents, as notified by the State Bank of Pakistan on that day.  |
| 12. Proposal Validity Period  | 16.1     | The Proposal Validity period shall be one hundred and forty <b>140</b> days.  |

|  |       |   |
|--|-------|---|
| 13. Proposal Security or Proposal Securing Declaration | 17.1  | <p><b><u>Bid Security</u></b></p> <p>a. All e-Bids must be accompanied by Bid Security amounting to <b>PKR2,200,000/-</b> in an acceptable form as mentioned below in favor of SBP Banking Services Corporation.</p> <p>b. The bidders shall upload scanned copy of Bid Security on EPADS.</p> <p>c. Original Bid Security (physical instrument) must be submitted to the Procuring Agency on or before the closing date &amp; time of e-bids submission i.e. <b>Tuesday, 05 May 2026 11:00 AM</b>, failing which the e-bid shall be rejected.</p> <p>d. The currency of the Bid Security shall be <b>US Dollars (USD) or Pakistani Rupees (PKR)</b>.</p> <p>e. Bid Security must be valid till: <b>20-Oct-26</b>.</p> <p>f. Procuring Agency's Address: -</p> <p>Procurement Division I (IT), General Services Department, SBP Banking Services Corporation (SBP BSC), 3rd floor BSC House, I.I Chundrigar Road, Karachi Phone: (92-21)–33138332 &amp; 33138335.</p> |
|  | 17.3  | <p>The Bid Security shall be in favor of '<b>SBP Banking Services Corporation</b>' in the form of, either:</p> <ul style="list-style-type: none"> <li>• An unconditional Bank Guarantee enforceable in Pakistan, or</li> </ul> <p>Payment Order/Bank Draft</p>  |
|  | 17.10 | <p>The proposal security shall be valid for <i>28 days</i> beyond the expiry of the Proposal validity period.</p>   |
| 14. Alternative Proposals by Cloud Service Providers   | 18.1  | <p>Alternative Proposals to the requirements of the RFP documents will not be permitted.</p>  |
| 15. Format and Signing of Proposal                     | 20.1  | <p>The Bidders shall submit e-bids through EPADS, completed in all respects of this Bidding Documents. Copy/manual bid is not required.</p>   |

## D. Submission of Proposals

|                                      |          |   |
|--------------------------------------|----------|---|
| 16. Sealing and Marking of Proposals | 21.2 (a) | <p>The e-Bidding shall be conducted in line with the Rule 36 (b) Single Stage Two Envelope procedure prescribed under Public Procurement Rules 2004, and is open to all potential bidders registered in the EPADS.</p> <p>Separate Technical &amp; Financial proposal are required to be uploaded on ePADs.</p> |
|                                      | 21.2 (b) | <p>Title of the subject Procurement or Project name:<br/>Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis</p>  |

|   |        |      |   |
|---|--------|------|---|
|   |        |      | RFP title and No: GSD (PROC-I)/ 398665 / Cloud / Call Center /2026  |
| 17. Deadline Submission of Proposals            | for of | 22.1 | <p>The deadline for Proposal submission is</p> <p>Bids must be submitted through EPADS, no later than the bid submission deadline specified in the Invitation to e-Bids. Bids submitted through hard form, telegraph, telex, fax or e-mail shall not be considered.</p> <p>The deadline for Bid submission is:</p> <p style="text-align: center;"><b>Tuesday, 05 May 2026 11:00 AM</b></p>  |
| <b>E. Opening and Evaluation of Proposals</b>   |        |      |   |
| 18. Opening of Proposals                        | of     | 25.1 | <p>The Technical part of the Proposal opening shall take place through EPADS.</p> <p style="text-align: center;"><b>Tuesday, 05 May 2026 11:30 AM</b></p> <p>Those who choose to attend in person may do so at:-<br/>Procurement Division I (IT), General Services Department, SBP Banking Services Corporation (SBP BSC), 3rd floor BSC House, I.I Chundrigar Road, Karachi Phone: (92-21)–33138332 &amp; 33138335.</p> <p>In case of any unforeseen reasons, unrest or force majeure, which may cause delay on the bid opening date, the bids shall be opened on the next working day at the same place and time.</p> <p>The opening date of Financial Proposal will be communicated through EPADS</p>    |
| 19. Determination of Most Advantageous Proposal |        | 34   | <p><b>Evaluation Techniques</b></p> <p><b>Least Cost Based Selection (LCBS)</b></p> <p>After meeting the requirements of eligibility, qualification and substantial responsiveness, the bid in compliance with all the mandatory (technical) specifications/requirements and/or requisite quality threshold (if any), and having lowest evaluated cost (or financial proposal) shall be considered highest ranked bid.</p> <p>a. Bidder must submit <b>e-bid</b> for COMPLETE REQUIREMENTS, evaluation of the bids and award of contract will be done for complete requirements.</p> <p>b. The bidders' minimum Eligibility/Qualification will be ascertained totally on compliance based method as per</p> |

|                                   |             |  |
|-----------------------------------|-------------|--|
|                                   |             | <p><b><u>Form T12. ‘Minimum Eligibility / Qualification Criteria’</u></b> of SECTION VI STANDARD FORMS.</p> <p>c. The technical proposals of the only qualified bidders (after minimum eligibility/qualification) shall be evaluated in detail. The Technical Compliance will also be evaluated totally on compliance based method as <b><u>per Form T13 ‘Technical Compliance’</u></b> of SECTION VI ‘STANDARD FORMS’.</p> <p>d. The Financial Bid(s) of the only technically qualified proposals will be opened.</p> <p>e. The Financial Bid(s) will be evaluated on the basis of unit charges / prices and applicable taxes <b><u>as per FINANCIALS FORMS</u></b> of SECTION VI ‘STANDARD FORMS’.</p> <p>f. <b>The contract will be awarded to the successful Bidders(s)</b> whose bid will be found technically and commercially compliant and has offered the lowest cost and emerged as most advantageous bid.</p> |
| 20. Conversion to Single Currency | 31.1 & 31.2 | <p>The currency that shall be used for Bid evaluation and comparison purposes to convert all Bid prices expressed in various currencies is: Pakistani Rupees (PKR).</p> <p>The source of exchange rate shall be: the selling rate, prevailing on the date of opening of (financial part of) bids, as notified by the State Bank of Pakistan on that day.</p> <p>The date of exchange rate shall be: Date of Financial Bid Opening.</p>   |
| <b>F. Award of Contract</b>       |             |  |
| 21. Performance Guarantee         | 42.1        | <p><b>10% (ten percent)</b> Performance Security (Guarantee) is required for initial contract amount (at the time of Notification of Award / Bid Acceptance Letter) for the entire contract period.</p> <p>Within fourteen (14) days of the receipt of notification of award from the Purchaser, the successful Bidder shall furnish the performance security.</p>   |
|                                   | 42.2        | The Performance Guarantee shall be in the form of an unconditional Bank Guarantee enforceable in Pakistan as per Performance Guarantee form specified in the Bidding Documents.  |
| 22. Advance Payment               | 43.1        | The Advance Payment shall be not allowed.  |
| 23. Arbitrator                    | 44.1        | Arbitrator shall be appointed by mutual consent of the both parties.   |

## G. Review of Procurement Decisions

|  |      |  |
|--|------|--|
| 24. <i>Constitution of Grievance Redressal</i> | 46.1 | <p>The address of the Procuring Agency:</p> <p>Chairman (Grievance Redressal Committee)<br/>         SBP Banking Services Corporation<br/>         1st Floor, HRMD, BSC House,<br/>         I.I. Chundrigar Road, Karachi – Pakistan</p>   |
|  |      | <p>The Address of PPRA Grievance Redressal Appellate Committee to submit a <b>copy</b> of grievance:</p> <p>Grievance Redressal Appellate Committee,<br/>         Public Procurement Regulatory Authority<br/>         1<sup>st</sup> Floor, G-5/2, Islamabad, Pakistan<br/>         Tel: +92-51-9202254</p> |

## **SECTION IV. ELIGIBLE COUNTRIES**

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

Following countries are ineligible to participate in the procurement process:

1. India
2. Israel

**SECTION V: TECHNICAL  
SPECIFICATIONS, SCHEDULED OF  
REQUIREMENTS, EVALUATIONS AND  
QUALIFICATION CRITERIA**

## 1. Introduction

### 1.1 Project Background

State Bank of Pakistan (SBP) herein refer to as Purchaser is seeking proposals from Suppliers to provide Cloud based turnkey Call Contact Centre Solution. The objectives include improved customer experience and operational efficiency, support for multichannel interactions, AI-enabled features and integration with on-premise voice gateway via a SIP trunk and optional feature to integrate with SBP operated CRM. The Purchaser initially will opt for center in Karachi and Lahore and may expand to other cities of Pakistan

### 1.2 Background of the Bank

State Bank of Pakistan (SBP) is the Central Bank of the country. SBP has subsidiaries called SBP Banking Services Corporation (SBP BSC) having at present sixteen branch offices, NIBAF (National Institute of Banking and Finance), DPC (Deposit Protection Corporation) Pakistan, Raast Payments Pakistan (RPP) and PSPC (Pakistan Security Printing Corporation). Further information about the Bank are available at <http://www.sbp.org.pk>

## 2. Scope of Work

The selected Supplier will be responsible for providing a complete Unified Global Call Contact Centre that includes but is not limited to:

### 2.1 Solution General Requirements

The Supplier will be responsible for Supply, Installation, Configuration, Integration, Maintenance and Technical Support of Unified Cloud Call Contact Solution as per functional and technical requirements given at Annexure-1. The Supplier will provide Human resources as per the requirements given in Annexure-2. The Supplier will be responsible to provide OEM backed Maintenance and Technical Support of entire solution for the period of Three (03) years starting after Operational Acceptance as per requirements given at Annexure-3. It is explicitly understood and agreed upon by the Supplier that any installation, subscription/license, material or resources typically provided as part of such solution, and necessary for its proper completion and optimal functioning, will be included as part of this contract at no additional cost, whether or not explicitly described in the specifications.

### 2.2 Operational Acceptance

Operational Acceptance means that the solution offered has been installed, configured, integrated and operational as per contract. At least One (01) month of successful operations of the installed solution, in accordance with the purchaser requirement will confirm the Operational Acceptance and the purchaser will sign/issued the Operational Acceptance Certificate. SLA will start from the date of the issuance of Operational Acceptance Certificate.

### 2.3 Software Brochures

The Supplier must supply software(s) that meet the performance requirements outlined in the Contract Documents and those recommended in writing by the manufacturer(s) for the intended purpose. All software(s) must be current generation, fully supported by the manufacturer(s), and should not be end of support for the entire contract period. The Cloud Call Contact Solution along with SIP Trunk Gateway, Social media integration must be covered under OEM Support.

### 2.4 Safety and Security Procedures

The Supplier must follow all applicable laws and regulations for workforce safety and security. All access to the SBP premises will be allowed after verification of Internal Security Department.

### **3. Project Completion**

Supply, Installation, Configuration, Integration must be completed within six (6) Months from Notification of award of Contract. The supplier will provide support for a period of three (3) years after operational acceptance.

### **4. Project Management**

The supplier will assign a senior representative (s) who will oversee the implementation of the project along with purchaser project team. The supplier will provide the project plan including resource requirements, communication plan and risk plan. The supplier will be required to engage OEM resources whenever required during the contract period for resolution of the issues without any additional cost to the purchaser.

### **5. Training**

The supplier will arrange OEM backed comprehensive hands on five days online technical training for installation, administration, configuration, security, troubleshooting, maintenance, preventive maintenance and performance tuning to six (06) SBP officers.

The supplier will ensure that all operational service points (i.e. agents and supervisors) are well trained on all aspects of usage of offered Call Contact Centre Solution.

### **6. Documentation Requirements**

The supplier will provide artifacts, documents, manuals, catalogs and all other necessary documents required by the administration of the solution. All these documents shall become the property of purchaser. The supplier shall provide at least below mentioned documents;

- i. High Level and Low-Level Design and Diagram of the complete solution
- ii. Technical details of entire offered solution
- iii. Steps for installation and configuration of the solution
- iv. Operation, maintenance and troubleshooting documents
- v. Project Sign Off Report
- vi. User's guides for Agents & Supervisors

## **A. SCHEDULED OF REQUIREMENTS,**

Date:

RFP No: GSD (PROC-I)/ 398665 / Cloud / Call Center /2026

Title: Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis

Bidder: \_\_\_\_\_

| <b>Sr #</b> | <b>Requirement</b>   |
|-------------|--|
| <b>1.</b>   | <b>OEM Requirements</b>  |
| 1.1.        | The bidder must propose an OEM based Omni-channel Cloud Call Contact solution.   |
| 1.2.        | OEM must have at least Ten (10) Contact Center verifiable international deployments and at least three (03) deployment in Pakistan.                    |
| 1.3.        | All the components of Call Contact Center solution should be from the same OEM for seamless integrations except AI related components.                 |
| 1.4.        | The OEM/bidder must provide end-to-end implementation and support of solutions during entire period of contract.                                       |
| 1.5.        | The solution must support 24/7 operations.   |
| 1.6.        | The solution should not have any single point of failure and entire solution components must be implemented in HA (High Availability).                 |
| 1.7.        | The RTO and RPO between high availability zone should be nearly zero and to alternate site with failover (RPO $\leq$ 0 mins, RTO $\leq$ 30 mins)       |
| 1.8.        | The solution should include licenses/subscription for Twelve (12) Agents and Three (03) Supervisors.   |
| 1.9.        | The solution must have ability of auto-scaling for traffic spikes  |
| 1.10.       | The solution should be scalable to provide support up to Fifty (50) Agents and Ten (10) Supervisors  |
| 1.11.       | The solution should have the capacity to accommodate at least 20,000 calls per day   |
| 1.12.       | The solution should include 24X7 OEM support for entire period of contract   |
| 1.13.       | The solution must allow easy access to data, functionality and provide an easy user experience to enhance productivity and offer customer convenience. |
| 1.14.       | The solution must support business continuity through two geographically separate locations  |
| 1.15.       | The solution must be hosted in secure financial-grade data centers.  |
| 1.16.       | The solution should offer flexible business rule implementation.   |
| <b>2.</b>   | <b>Technical and Functional Requirements</b>   |
| 2.1.        | The solution must have functionality and support for Voice & Web Chat.   |
| 2.2.        | The solution must have functionality and support for Text messaging of WhatsApp and Facebook, for entire contract period.                              |
| 2.3.        | The solution must be capable to integrate WhatsApp Calling with Call Contact solution for entire contract period                                       |
| 2.4.        | The solution must include Dual Tone Multi-Frequency (DTMF) based IVR.  |
| 2.5.        | The solution should have comprehensive role based access control function  |
| 2.6.        | The solution must provide single unified Agent Desktop Interface which provide voice, Voice call control and multiple chat popups                      |
| 2.7.        | The solution must have tenant-partitioning function to isolate contact centers for various SBP Department/Business Functions.                          |
| 2.8.        | The solution should have functionality of Chatbot, which have multi language support for English, Urdu & Roman Urdu.                                   |
| 2.9.        | The solution should have Agentic AI-based support with English and Urdu language capabilities.   |
| 2.10.       | The solution should support integration for self-service applications through IVR.   |
| 2.11.       | The solution must have Encryption in transit and at rest to ensure confidentiality compliance.   |

| Sr #      | Requirement  |
|-----------|--|
| 2.12.     | The solution must maintain Audit trails and logs.  |
| 2.13.     | The bidder should be responsible for providing the SIP Trunk Lines, UAN /Toll Free Number from two different service providers to ensure high availability.  |
| 2.14.     | One Time Cost regarding procurement of SIP lines and Toll-Free Number from two (02) different service providers should be included in the solution. However, SBP will provide all necessary documents for SIP lines procurement and for PTA compliance.  |
| 2.15.     | The solution should support to integrate the Cloud Contact Solution with existing on-premises CRM  |
| 2.16.     | Cloud Center Agent Interface must integrate with web-based email system for providing advanced email routing features.   |
| 2.17.     | The solution should be scalable to include multiple contact center use cases for various SBP Departments   |
| 2.18.     | The solution must include Real-time and historical Data Dashboards   |
| 2.19.     | <p>The solution must include customized reporting functionality including but not limited to: 1</p> <ol style="list-style-type: none"> <li>1. omni-channel Reporting</li> <li>2. AI and Analytics Driven Insights/Reports</li> <li>3. Quality Monitoring Reporting</li> <li>4. Operational Analytics i.e. Call volumes (answered/missed), Call Wait Time Analysis including detailed and customizable summaries, abandoned rate analysis including call time summaries, short calls, Error reports etc.</li> <li>5. Agent productivity &amp; occupancy</li> <li>6. Report on Role Based Access Control</li> <li>7. Report on License and Usage including IVR</li> <li>8. Report on Network Traffic Analytics</li> <li>9. SLA performance</li> <li>10. Customer feedback summary</li> </ol> <p>The solution must have the capability to generate daily/weekly/ monthly or any other customizable period, above reports in automated mode, at least in excel and PDF formats where purchaser can request to share certain reports via email or generate them manually.</p> |
| 2.20.     | OEM based 4-hour hardware replacement support for SIP Gateway in case of failure including replacement of parts or complete hardware in SBP premises for entire period of contract. If OEM support for 4-hour replacement hardware in SBP premises is not available, then bidder has to place the backup hardware in SBP premises.   |
| <b>3.</b> | <b>Security Requirements</b>   |
| 3.1.      | The proposed solution should have CSA STAR Level 2 certification or higher.  |
| 3.2.      | All voice traffic, call recordings, metadata, and screen recordings must be encrypted in transit using TLS version 1.2 or higher.  |
| 3.3.      | TLS certificates used for data in transit shall be owned, issued, and managed by the Bank.   |
| 3.4.      | All stored data, including call recordings, logs, reports, and metadata, must be encrypted at rest using AES-256 or equivalent encryption standards.   |
| 3.5.      | The solution must enforce logical tenant isolation to ensure complete segregation of the Bank's data from other customer environments.   |
| 3.6.      | The system shall support configurable call recording retention and secure deletion policies, in line with regulatory and business requirements.  |
| 3.7.      | Sensitive personal data, including but not limited to CNIC, card numbers, and account numbers, must be masked or redacted in call recordings, logs, and reports  |
| 3.8.      | The bidder must disclose the data residency locations and clearly identify any cross-border data flows, including those related to backup, disaster recovery, and support access.  |
| 3.9.      | The system must support Multi-Factor Authentication (MFA) for all administrative and supervisory user accounts.  |

| Sr #      | Requirement  |
|-----------|--|
| 3.10.     | The solution should implement role-based access control (RBAC) for agents, supervisors, QA personnel, and administrators.  |
| 3.11.     | Access permission must be enforced in accordance with the principle of least privilege.  |
| 3.12.     | The system shall support configurable session timeouts and agent activity controls.  |
| 3.13.     | The solution must log all administrative, supervisory, and agent activities, including configuration changes and access events.  |
| 3.14.     | All security/ audit logs shall be centrally managed and maintained for a minimum period of one (1) year.   |
| 3.15.     | Logs must be time-synchronized and protected against unauthorized access or modification.  |
| 3.16.     | Secure VoIP signaling and media must be implemented using SIP-TLS (SIPS) and SRTP.   |
| 3.17.     | The solution must include controls to protect against toll fraud, call hijacking, and Distributed Denial-of-Service (DDoS) attacks.  |
| 3.18.     | Integration with PSTN, SIP trunks, and telecom service providers must be secured and authenticated.  |
| 3.19.     | The system shall support real-time monitoring and alerting call anomalies and fraud indicators.  |
| 3.20.     | All integrations must be implemented through secure, authenticated, and authorized APIs.   |
| 3.21.     | The bidder must support the Bank's right to audit and provide relevant audit evidence and artifacts upon request.  |
| 3.22.     | The bidder should provide a SOC 2 Type II report as part of the proposal.  |
| 3.23.     | The bidder must notify the Bank of any security incident or data breach within a defined SLA not exceeding twenty-four (24) hours of confirmation.   |
| 3.24.     | Following any security incident, the bidder shall provide a detailed root cause analysis and corrective action report.   |
| <b>4.</b> | <b>Recording Requirements</b>  |
| 4.1.      | The solution should include Voice and chat recording functionality   |
| 4.2.      | The recording retention period must be of six months   |
| 4.3.      | The proposed solution must provide 99.999% uptime with no single point of failure.   |
| 4.4.      | Must provide fast search and playback using filters (date, agent, queue, phone number, call type, etc.).   |
| <b>5.</b> | <b>Hardware Requirements</b>   |
| 5.1.      | High Quality USB-based headsets/headgears with noise-cancellation support must be provided for agents.   |
| 5.2.      | Redundant SIP/Voice Gateways must be provided to connect on-premises PSTN/SIP trunks with the cloud contact center   |
| 5.3.      | Any required-on premise cloud connect VM (if applicable) must be clearly listed with CPU, RAM, and storage specifications.   |
| 5.4.      | All hardware must be enterprise-grade and compliant with local regulatory standards.   |
| 5.5.      | Gateway must support for SASE-compliant cloud security   |
| 5.6.      | Gateway should have support for container-based NGFW and flexible interface options  |
| 5.7.      | OEM based 4-hour hardware replacement support in case of failure including replacement of parts or complete hardware in SBP premises for entire period of contract. If OEM support for 4-hour replacement hardware in SBP premises is not available, then bidder has to place the backup hardware in SBP premises.   |
| <b>6.</b> | <b>Operational Requirements</b>  |
| 6.1.      | Service provider will provide and manage the required number of experienced and skilled agents/onsite service points to provide uninterrupted services as per SBP requirements mentioned.  |
| 6.2.      | Service provider will operate up to 50 Call Management Service Points (agents) and 10 Supervision Service Points (supervisors) to deliver the required services. The quantum of services may vary as per SBP's requirements. The payment will be made as per actual services utilized by SBP for the given period. Further, initial engagement at the onset of the contract will be 12 agents and 03 supervisors which may change during course of the contract as per the |

| Sr #      | Requirement   |
|-----------|---|
|           | need of the client. However, bidder will quote the total cost of services based on maximum requirement mentioned above.   |
| 6.3.      | In case of unavailability of a service point, the service provider will provide replacement for the given duration.   |
| 6.4.      | The service provider will ensure uninterrupted services carry out and monitor call center operations and will ensure that there is adequate arrangement to manage service points for continuous operations as per SBP's requirements.   |
| 6.5.      | The service provider should have formal procedures for on-boarding the resources for service points. Onboarding procedures include background checks. On-boarding procedure should be attached with the technical proposal  |
| 6.6.      | The service provider has documented cyber/information security policy. Policy should be attached with the technical proposal.   |
| 6.7.      | The service provider has documented customer privacy and data security policy. Policy should be attached to the technical proposal.   |
| 6.8.      | The service provider remain fully liable for any breach of confidentiality, data compromise or cyber/information security incident arising from the acts or omissions of its deployed resources or any third parties engaged in service delivery, notwithstanding any outsourcing or delegation of obligations.   |
| <b>7.</b> | <b>Scope of Services (Operational Requirements)</b>   |
| 7.1.      | The Service provider at its end shall maintain sufficient record of services executed at Client's premises.   |
| 7.2.      | The service provider will execute the above services through trained/qualified and professional resources acceptable to the client. Before placement of resources, the service provider will obtain client's prior concurrence besides fulfilling other formalities for security protocol, etc.   |
| 7.3.      | The Service Provider will indemnify the Client from all kinds of losses, including but not limited to legal, security and financial, that may arise due to any non-compliance by the service provider.  |
| 7.4.      | The Service Provider would be liable for all kinds of damages caused due to the leakage of any information and misplacement of any paper, data, record or file, etc.  |
| 7.5.      | The Service Provider will sufficiently manage all the matters with regard to the execution of services as per provisions of the contract.   |
| 7.6.      | The Service Provider will provide services in such a manner as to ensure that at any time, all the services, as mentioned in the contract, must effectively be completed without any delay.   |
| 7.7.      | The Service Provider will ensure that all regulatory requirements & applicable laws are fully met and indemnify the Client against any claims accordingly.  |
| 7.8.      | The Service Provider will arrange and provide the services in professional manner as per the Client's requirements.   |
| 7.9.      | The Service Provider will obtain all permits, NOCs, licenses, certificates or registrations etc. that may be required to perform the services under this contract.  |
| 7.10.     | The Service Provider shall provide information to the Client about its working practices, materials and equipment and shall fulfill all security protocols as per Client's requirement for execution of services like security clearance of its deployed resources, etc. for which documents / data shall also be provided to Client. The Service Provider warrants that its deployed resources have no criminal record and shall not indulge in any criminal activity. The Service Provider agrees that if Client is not satisfied with the services of its resources for execution of services, necessary replacements will be arranged, and Client shall have exclusive right to not accept the services of any service provider resource. In any manner, the service provider shall not compromise Client's security or environmental standards. Any breach by Service Provider of requirement, shall constitute a material breach of the Contract and may lead towards Termination of the contract. In addition, Client shall be entitled to require Service Provider to (a) remedy the breach at its cost; (b) pay for it to be remedied; or (c) repay all amounts already paid for the defective Services. |

| Sr #       | Requirement   |
|------------|---|
| 7.11.      | The Service Provider shall ensure to render services safely and shall ensure that they understand all risks and hazards associated with the Services.   |
| 7.12.      | Onsite uninterrupted services will be required on 24x7x365 by the Client.   |
| 7.13.      | <p>In case of an interruption in services, the Client will make deductions accordingly. However, the deduction mechanism will be based on the given formula.</p> $\left( \frac{\text{Monthly Charges Per resource (Exclusive of Indirect Sales Tax)}}{30} \right) \times \text{No. of Interrupted Days}$  |
| 7.14.      | <p>The Client may change the number of required resources (up to a maximum of 10 supervisors and 50 agents) under any circumstances at any time during the pendency of the contract. The Client shall communicate the required number of Service points in writing or verbally to the service provider. The payment shall be made to the service provider on the basis of services rendered at the actual number of service locations by using the following formula:</p> $\left( \frac{\text{Total Monthly Charges quoted for all resources}}{\text{Maximum No of resources required under the contract}} \right) \times \text{Utilized No. of resources}$ |
| <b>8.</b>  | <b>Specific Requirements from Service Provider:</b>   |
| 8.1.       | 24*7*365 basis  |
| <b>9.</b>  | <b>Call Centre Management Services:</b>   |
| 9.1.       | Management of high call volumes while ensuring consistent and quality customer service.   |
| 9.2.       | Cater to customer's banking requests, respond or escalate customer's queries & process complaints.  |
| 9.3.       | Maintain effective communication channel via constant coordination with nationwide field offices and Head Office departments.   |
| 9.4.       | Resolution of routine customer issues quickly and efficiently.  |
| 9.5.       | Adherence to banking regulations, data protection laws, and internal security policies.   |
| 9.6.       | Scalable services to handle periodic high call inflow and management of services in shifts.   |
| <b>10.</b> | <b>Call Center Supervisory Services</b>   |
| 10.1.      | Supervision of Call Management / attending Service points (call center representatives).  |
| 10.2.      | Provision of regular reports for management, highlighting performance, challenges, and improvement plans.   |
| 10.3.      | Implementation of quality assurance programs for periodic review of inbound/outbound calls. Monitoring of daily call center operations to ensure service levels, call quality, and customer satisfaction targets.   |
| 10.4.      | Escalation of customer complaints or complex queries that cannot be resolved at first tier service points.  |
| 10.5.      | Coordinate scheduling, ensuring active call management & attending service pints, and workflow management to maintain efficient, timely customer service.   |
| 10.6.      | Analyze performance reports and call metrics to identify trends, gaps, and opportunities for process improvements.  |

**SLA Requirements:****Scope of Services:**

Supplier shall provide support services to run and maintain complete solution proposed in compliance with the Service Level Requirements. The Supplier shall also replace, restore, reinstall, and reconfigure any component for recovery to normal operational status at no cost to the customer.

**Availability Requirement:**

This section defines the Service Level requirements, classification of incidents, and means of reporting, and expectations for availability and response times in relation to complete solution and any add-on or customization performed during implementation (if any) pertaining to their proposed solution that are to be maintained and supported by the Supplier .The Service Levels are defined in terms of 99.99% availability of the services provided to users through the complete solution components which are covered under SLA.

Following table outlines the Incident Classification System including required Recovery Time:

**Reporting Time:**

It is the time duration from logging a support incident till the technical support person of the supplier contacts SBP concerned Technical team.

**Recovery Time:**

It is the time duration from logging a support incident until the problem resolution for restoring faulting system from severity RED to ORANGE or from ORANGE to GREEN. This time starts from problem reported till successful completion of required corrective action, inclusive of replacement (if required).

**Standard Business Hours:**

9:00AM - 6:00PM, Monday through Sunday, including holidays.

**Extended Business Hours:**

8:00AM - 8:00PM, Monday through Sunday, including holidays.

- |                          |  |
|--------------------------|--|
| a. <b>Response Time:</b> | The time from logging a support call until the bidder technical team start working on solving the problem. |
| b. <b>Recovery Time:</b> | The time from call logging until the problem resolution from one severity level to next severity Level.    |
| c. <b>Business Hours</b> | 24X7 (Monday till Sunday)  |

## Reporting & Resolution Time Limits Table

| Severity        | RED category  | Orange category  | Green category   |
|-----------------|---|--|--|
| Criteria        | Any component of Cloud based Call Contact Solution is down, or a major solution component/hardware/software module is inoperative   | The Cloud based Call Contact Solution is operating normally, but a redundant component or supporting feature has failed.   | The system is available and performing adequately, however performance tuning, software or firmware patch installation or software or firmware version upgrade is required during a planned activity.  |
|                 | <b>Example:</b> <ol style="list-style-type: none"> <li>The Any component in Cloud based Call Contact Solution is "down" due to critical software failure.</li> <li>System(s) or sub-system(s) performance has become unacceptable</li> <li>Failure of a non-redundant component.</li> </ol> | <b>Examples:</b> <ol style="list-style-type: none"> <li>Failure of one of a multiple of components of the solution.</li> <li>Technical issues are being faced causing interruptions to the operations or any failure in its functionality due any suspected solution failure.</li> </ol> | <b>Examples:</b> <ol style="list-style-type: none"> <li>Operational performance of the appliance / system is facing error(s), while the operations remain functional. Information or assistance is required with the supplier/manufacturer of product capabilities, installation, or configuration.</li> <li>Preventative maintenance, upgrades, non-urgent patches, configuration changes.</li> </ol> |
| Reporting time  | Within one (01) hours Reported Incident   | Within six (04) Hours of Reported Incident   | Within twenty four (24) Hours of Reported Incident   |
| Resolution Time | Within four (04) Hours of Reporting   | Within forty eight (48) Hours of Reporting   | Within one (01) week of Reporting  |

|               |   |   |  |
|---------------|---|---|--|
| <b>Action</b> | Escalation to OEM for technical support from OEM via internet or phone  | On-Site Technical Support on Call Basis.<br><br>Escalation to OEM for technical support from OEM via internet or phone (if required). | Technical Support on Call Basis or On-Site as per requirements.<br><br>Technical assistance from OEM via internet or phone.<br><br>Firmware/software patch updates and upgrades. |
|               | Troubleshoot, Rectify, Repair, Replace faulty component (s) within specified hours to restore the operations. |   |  |
|               | Provide backup equipment to continue operations until the AHR claimed equipment is received and installed.    |   |  |

| # | Office   | Address                              |         |
|---|--|--------------------------------------|---------|
| 1 | State Bank of Pakistan                               | Main Building, I. I. Chundrigar Road | Karachi |
| 2 | State Bank of Pakistan, Banking Services Corporation | Shahrah-e Quaid-e-Azam               | Lahore  |

## **B. EVALUATION CRITERIA**

1. A Proposal determined as not substantially responsive will be rejected. Cloud Service Providers need to fulfill all the Eligibility/Minimum- Qualification Criteria in accordance with the relevant provisions of Evaluation Criteria in addition to substantive compliance.
2. Bidder must submit e-bid for COMPLETE REQUIREMENTS, evaluation of the bids and award of contract will be done for complete requirements.
3. The bidders' minimum Eligibility/Qualification will be ascertained totally on compliance based method as per Form T12. 'Minimum Eligibility / Qualification Criteria' of SECTION VI STANDARD FORMS.
4. The technical proposals of the only qualified bidders (after minimum eligibility/qualification) shall be evaluated in detail. The Technical Compliance will also be evaluated totally on compliance based method as per Form T13 'Technical Compliance' of SECTION VI 'STANDARD FORMS'.
5. The Financial Bid(s) of the only technically qualified proposals will be opened.
6. The Financial Bid(s) will be evaluated on the basis of unit charges / prices and applicable taxes as per FINANCIALS FORMS of SECTION VI 'STANDARD FORMS'. Least Cost Based Selection (LCBS)
7. For the purposes of comparison of bids quoted in different currencies, the price shall be converted into a single currency i.e. PKR. The rate of exchange shall be the selling rate, prevailing on the date of opening of bids (financial part) as notified by the State Bank of Pakistan for that day.
8. After meeting the requirements of eligibility, qualification and substantial responsiveness, the bid in compliance with all the mandatory (technical) specifications/requirements and/or requisite quality threshold (if any), and having lowest evaluated cost (or financial proposal) shall be considered highest ranked bid.
9. The contract will be awarded to the successful Bidders(s) whose bid will be found technically and commercially compliant and has offered the lowest cost and emerged as most advantageous bid.

|  |  |
|--|--|
| Name of Bidder:                            |  |
| Authorized Signature with Stamp of Bidder: |  |

## **C. ELIGIBILITY CRITERIA**

Eligibility/Qualification will be ascertained as per Form T12. 'Minimum Eligibility / Qualification Criteria' of SECTION VI STANDARD FORMS.

## **SECTION VI: STANDARD FORMS**

### **TECHNICAL FORMS**

Following should be the contents of the **Technical Proposal**:

|     |          |  |
|-----|----------|--|
| 1.  | Form T1  | Letter of Bid/Proposal                                 |
| 2.  | Form T2  | Bidder Information                                     |
| 3.  | Form T3  | Affidavit for Bidder's Blacklisting Status             |
| 4.  | Form T4  | Declaration for Ultimate Beneficial Owners Information |
| 5.  | Form T5  | Qualification Information                              |
| 6.  | Form T6  | FIN Financial Situation and Performance                |
| 7.  | Form T7  | Annual Turnover (Annual Sales Value)-                  |
| 8.  | Form T8  | Manufacturer's Authorization                           |
| 9.  | Form T9  | General Information Form-                              |
| 10. | Form T10 | Details of Contracts of Similar Nature and Complexity- |
| 11. | Form T11 | Bid Security-  |
| 12. | Form T12 | Minimum Eligibility / Qualification Criteria           |
| 13. | Form T13 | Technical Compliance                                   |
| 14. | Form T14 | Implementation Schedule                                |

## Form T1 Letter of Bid/Proposal

Date:

RFP No: GSD (PROC-I)/ 398665 / Cloud / Call Center /2026

Title: Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis

Bidder: \_\_\_\_\_

*INSTRUCTION TO CLOUD SERVICE PROVIDER (ITCSP): (delete this box once you have completed the document)*

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

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

**Date of this Bid submission: Tuesday, 05 May 2026**

**To: SBP Banking Services Corporation (HOK)**

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

- i. the Technical Proposal, and
- ii. the Financial Proposal.

In submitting our Bid, we make the following declarations:

- (a) **No reservations:** We have examined and have no reservations to the bidding document, including addenda issued in accordance with Instruction To Cloud Service Provider (ITCSP) (ITCSP 9);
- (b) **Eligibility:** We meet the eligibility requirements and have no conflict of interest in accordance with ITCSP 3;
- (c) **Bid/Proposal-Securing Declaration:** We have not been suspended nor declared ineligible by the Procuring Agency based on execution of a Bid Securing Declaration or Proposal Securing Declaration in the Procuring Agency's country in accordance with ITCSP 4;
- (d) **Conformity:** We offer to supply in conformity with the bidding document and in accordance with the Delivery Schedules specified in the Schedule of Requirements the following Goods: *Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis*;
- (e) **Bid Validity Period:** Our Bid shall be valid for the period specified in **PDS 17.1** (as amended, if applicable) from the date fixed for the Bid submission deadline specified in **PDS 23.1** (as amended, if applicable), and it shall remain binding upon us, and may be accepted at any time before the expiration of that period;
- (f) **Performance Guarantee:** If our Bid is accepted, we commit to obtain a performance security in accordance with the bidding document;
- (g) **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 the requirements, other than Alternative Bids submitted in accordance with **ITCSP 19**;
- (h) **Suspension and Debarment:** We, along with any of our subcontractors, suppliers, consultants, manufacturers, or service providers for any part of the 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 the Procuring Agency. Further, we are not ineligible under Pakistan laws;

- (i) **State-owned enterprise or institution:** *[select the appropriate option and delete the other]*  
*[We are not a state-owned enterprise or institution] / [We are a state-owned enterprise or institution but meet the requirements of];*
- (j) **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;
- (k) **Not Bound to Accept:** We understand that you are not bound to accept the Most Advantageous Bid or any other Bid that you may receive; and
- (l) **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 the Bidder:** *[insert complete name of Bidder]*

**Name of the person duly authorized to sign the Bid on behalf of the Bidder:** \*\* *[insert complete name of person duly authorized to sign the Bid]*

**Title of the person signing the Bid:** *[insert complete title of the person signing the Bid]*

**Signature of the person named above:** *[insert signature of person whose name and capacity are shown above]*

**Date signed** *[insert date of signing]* **day of** *[insert month]*, *[insert year]*

\*\* : Person signing the Bid shall have the power of attorney given by the Bidder. The power of attorney shall be attached with the Bid Schedules.

|  |  |
|--|--|
| Name of Bidder:                            |  |
| Authorized Signature with Stamp of Bidder: |  |

## Form T2 Bidder Information

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

Date:

RFP No: GSD (PROC-I)/ 398665 / Cloud / Call Center /2026

Title: Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis

Bidder:

|   |
|---|
| 1. Bidder's Name <i>[insert Bidder's legal name]</i>  |
| 2. Bidder's actual or intended country of registration: <i>[insert actual or intended country of registration]</i>  |
| 3. Bidder's year of registration: <i>[insert Bidder's year of registration]</i>   |
| 4. Bidder's Address in country of registration: <i>[insert Bidder's legal address in country of registration]</i>   |
| 5. Bidder's Authorized Representative Information<br>Name: <i>[insert Authorized Representative's name]</i><br>Address: <i>[insert Authorized Representative's Address]</i><br>Telephone/Fax numbers: <i>[insert Authorized Representative's telephone/fax numbers]</i><br>Email Address: <i>[insert Authorized Representative's email address]</i>   |
| 6. Attached are copies of original documents of <i>[check the box(es) of the attached original documents]</i><br><input type="checkbox"/> Articles of Incorporation (or equivalent documents of constitution or association), and/or documents of registration of the legal entity named above.<br><input type="checkbox"/> Establishing that the Bidder is not under the supervision of the Procuring Agency |
| 7. Included are the organizational chart, a list of Board of Directors, and the beneficial ownership.   |

|  |  |
|--|--|
| Name of Bidder:                            |  |
| Authorized Signature with Stamp of Bidder: |  |

## Form T3 Affidavit for Bidder's Blacklisting Status

Date: \_\_\_\_\_  
 RFP No: GSD (PROC-I)/ 398665 / Cloud / Call Center /2026  
 Title: Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis  
 Bidder: \_\_\_\_\_

**[Required on non-judicial stamp paper; value of stamp paper should be as per required value as per Stamp Duty Act]**

To:

Director  
 General Services Department  
 SBP Banking Services Corporation (HOK)  
 3rd floor BSC House, I.I Chundrigar Road,  
 Karachi –Pakistan

### **Affidavit for Bidder's Blacklisting Status**

Dear Sir,

I/We hereby confirm and declare that I/We, M/s \_\_\_\_\_ has/have not been Blacklisted/Sanctioned by any Federal or Provincial Government Department, National Counter Terrorism Authority (NACTA), Agency, Organization or Autonomous Body anywhere in Pakistan during last 05 (five) years.

I/We M/s \_\_\_\_\_ hereby confirm and declare that the goods/services from Indian or Israeli origin or imported from India or Israel will not be provided for Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis vide GSD (PROC-I)/ 398665 / Cloud / Call Center /2026

I/We M/s \_\_\_\_\_ hereby also certify and declare that no backdoor or eavesdropping or remote access mechanism is present for Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis vide GSD (PROC-I)/ 398665 / Cloud / Call Center /2026 from India or Israel.

Identification of avenues for unauthorized access / data leakage, detection of false declaration / statement at any stage of the entire Bidding Process / Currency of the Contract may lead to disqualification of bid, and forfeiture of Bid Security and/or Performance Guarantee, cancellation/termination of Contract along with blacklisting of the undersigned entity by SBP Banking Services Corporation.

|  |  |
|--|--|
| Name of Bidder:                            |  |
| Authorized Signature with Stamp of Bidder: |  |

## Form T4 Declaration for Ultimate Beneficial Owners Information

[Required on non-judicial stamp paper; value of stamp paper should be as per required value as per Stamp Duty Act]

Date: \_\_\_\_\_  
 RFP No: GSD (PROC-I)/ 398665 / Cloud / Call Center /2026  
 Title: Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis  
 Bidder: \_\_\_\_\_

### Declaration of Ultimate Beneficial Owners Information for Public Procurement Contracts

1. Name
2. Father's Name/Spouse's Name
3. CNIC/NICOP/Passport no.
4. Nationality
5. Residential address
6. Email address
7. Date on which shareholding, control or interest acquired in the business.
8. In case of indirect shareholding, control or interest being exercised through intermediary companies, entities or other legal persons or legal arrangements in the chain of ownership or control, following additional particulars to be provided:

| 1    | 2  | 3                                   | 4                             | 5                | 6       | 7             | 8  | 9   | 10   |
|------|--|-------------------------------------|-------------------------------|------------------|---------|---------------|--|---|--|
| Name | Legal form<br>(Company/Limited Liability Partnership/Association of Persons/Single Member Company/ Partnership Firm/ Trust/Any other individual, body corporate (to be specified)) | Date of incorporation/ registration | Name of registering authority | Business Address | Country | Email address | Percentage of shareholding, control or interest of BO in the legal person or legal arrangement | Percentage of shareholding, control or interest of legal person or legal arrangement in the Company | Identity of Natural Person who ultimately owns or controls the legal person or arrangement |
|      |  |                                     |                               |                  |         |               |  |   |  |
|      |  |                                     |                               |                  |         |               |  |   |  |

9. Information about the Board of Directors (details shall be provided regarding number of shares in the capital of the company as set opposite respective names).

| 1                                  | 2  | 3                                | 4   | 5                           | 6          | 7  | 8  |
|------------------------------------|--|----------------------------------|---|-----------------------------|------------|--|--|
| Name and surname (InBlock Letters) | CNIC No. (in case of foreigner, Passport No) | Father's/ Husband's Name in full | Current Nationality                                 | Any other Nationality (ies) | Occupation | Residential address in full or the registered/ principal office address for a subscriber other than natural person | Number of shares taken by each subscriber (in figures and words) |
|                                    |  |                                  |   |                             |            |  |  |
|                                    |  |                                  |   |                             |            |  |  |
|                                    |  |                                  |   |                             |            |  |  |
|                                    |  |                                  | Total number of shares taken (in figures and words) |                             |            |  |  |

10. Any other information incidental to or relevant to Beneficial Owner(s).

Name & signature

(Person authorized to issue notice on behalf of the company)

|  |  |
|--|--|
| Name of Bidder:                            |  |
| Authorized Signature with Stamp of Bidder: |  |

## Form T5 Qualification Information

Date: \_\_\_\_\_  
 RFP No: GSD (PROC-I)/ 398665 / Cloud / Call Center /2026  
 Title: Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis  
 Bidder: \_\_\_\_\_

**1. Individual Bidder**

- 1.1 Constitution or legal status of Bidder: *[attach copy]*  
 Place of registration: *[insert]*  
 Principal place of business: *[insert]*  
 Power of attorney of signatory of Bid: *[attach]*
- 1.2 Total annual volume of Supplies delivered (*during last 03*) years.
- 1.3 Services performed as prime Supplier on the provision of Services of a similar nature and volume over the **last 05 years**. The values should be indicated in the same currency used for Item 1.2 above. Also list details of work under way or committed, including expected completion date.

| # | Project Description | Name of Procuring Agency and contact person | Type of Supplies provided and year of completion | Value of Contract |
|---|---------------------|---|--|-------------------|
|   |                     |   |  |                   |
|   |                     |   |  |                   |
|   |                     |   |  |                   |

- 1.4 Major items of Supplier's Equipment proposed for carrying out the Services. List all information requested below. Refer also to ITCSP 13.3(c).

| # | Item of equipment | Description, make, and age (years) | Condition (new, good, poor) and number available | Owned, leased (from whom?), or to be purchased (from whom?) |
|---|-------------------|------------------------------------|--|---|
|   |                   |                                    |  |   |
|   |                   |                                    |  |   |
|   |                   |                                    |  |   |

- 1.5 Qualifications and experience of key personnel proposed for administration and execution of the Contract. Attach biographical data. Refer also to ITCSP 13.3(d).

| # | Position | Name | Years of experience (general) | Years of experience in proposed position |
|---|----------|------|-------------------------------|--|
|   |          |      |                               |  |
|   |          |      |                               |  |
|   |          |      |                               |  |

1.6 Proposed sub-contracts and firms involved. Refer to GCC 18.

| # | Sections of the Services | Value of Sub-contract | Sub-contractor | Sections of the Services |
|---|--------------------------|-----------------------|----------------|--------------------------|
|   |                          |                       |                |                          |
|   |                          |                       |                |                          |
|   |                          |                       |                |                          |

1.7 Financial reports for the **last 03 years**: balance sheets, profit and loss statements, auditors’ reports, etc. List below and attach copies.

1.8 Evidence of access to financial resources to meet the qualification requirements: cash in hand, lines of credit, etc. List below and attach copies of support documents. We certify/confirm that we comply with eligibility requirements as per ITCSP 3 of the bidding documents.

1.9 Name, address, and telephone, telex, and facsimile numbers of banks that may provide references if contacted by the Procuring Agency.

1.10 Information regarding any litigation, current or within the last (05) years, in which the Bidder is or has been involved.

| # | Other party(ies) | Cause of dispute | Details of litigation award | Amount involved |
|---|------------------|------------------|-----------------------------|-----------------|
|   |                  |                  |                             |                 |
|   |                  |                  |                             |                 |
|   |                  |                  |                             |                 |

1.11 Information regarding Occupation Health and Safety Policy and Safety Records of the Bidder.

1.12 Statement of compliance with the requirements of ITCSP 3.4.

1.13 Proposed Program (service work method and schedule). Descriptions, drawings, and charts, as necessary, to comply with the requirements of the bidding documents.

**2. Additional Requirements**

2.1 Bidders should provide any additional information required in the Proposal Data Sheet to fulfill the requirements of ITCSP 12.1, if applicable.

We, the undersigned declare that the information contained in and attached to this form is true and accurate as of the date of bid submission

Authorized Signature: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Bidder: \_\_\_\_\_

Address: \_\_\_\_\_

## Form T6 FIN Financial Situation and Performance

[The following table shall be filled in for the Bidder]

Date: \_\_\_\_\_  
 RFP No: GSD (PROC-I)/ 398665 / Cloud / Call Center /2026  
 Title: Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis  
 Bidder: \_\_\_\_\_

**Data**

| Type of Financial information in (currency)                      | Historic information for previous [insert number] years, [insert in words] (amount in currency, currency, exchange rate, ) |        |        |        |  |
|--|--|--------|--------|--------|--|
|  | Year 1   | Year 2 | Year 3 | Year 4 |  |
| Statement of Financial Position (Information from Balance Sheet) |  |        |        |        |  |
| Total Assets (TA)  |  |        |        |        |  |
| Total Liabilities (TL)   |  |        |        |        |  |
| Total Equity/Net Worth (NW)                                      |  |        |        |        |  |
| Current Assets (CA)  |  |        |        |        |  |
| Current Liabilities (CL)   |  |        |        |        |  |
| Working Capital (WC)   |  |        |        |        |  |
| Information from Income Statement                                |  |        |        |        |  |
| Total Revenue (TR)   |  |        |        |        |  |
| Profits Before Taxes (PBT)                                       |  |        |        |        |  |
| Cash Flow Information  |  |        |        |        |  |
| Cash Flow from Operating Activities                              |  |        |        |        |  |

**2. Financial documents**

The Bidder and its parties shall provide copies of financial statements for *[number]* years pursuant Section III, Qualifications Criteria and Requirements. The financial statements shall:

- (a) reflect the financial situation of the Bidder, and not an affiliated entity (such as parent company or group member).
  - (b) be independently audited or certified in accordance with local legislation.
  - (c) be complete, including all notes to the financial statements.
  - (d) correspond to accounting periods already completed and audited.
- Attached are copies of financial statements for the *[03]* years required above; and complying with the requirements.

|  |  |
|--|--|
| Name of Bidder:                            |  |
| Authorized Signature with Stamp of Bidder: |  |

## Form T7 Annual Turnover (Annual Sales Value)

Date: \_\_\_\_\_  
 RFP No: GSD (PROC-I)/ 398665 / Cloud / Call Center /2026  
 Title: Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis  
 Bidder: \_\_\_\_\_

*[The following table shall be filled in for the Bidder]*

| Annual turnover data            |                            |               |                |
|---------------------------------|----------------------------|---------------|----------------|
| Year                            | Currency                   | Exchange rate | PKR equivalent |
| <i>[indicate calendar year]</i> | <i>[indicate currency]</i> |               |                |
|                                 |                            |               |                |
|                                 |                            |               |                |
|                                 |                            |               |                |
|                                 |                            |               |                |

|  |  |
|--|--|
| Name of Bidder:                            |  |
| Authorized Signature with Stamp of Bidder: |  |

## Form T8 Manufacturer's Authorization

Date:

RFP No: GSD (PROC-I)/ 398665 / Cloud / Call Center /2026Title: Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis

Bidder: \_\_\_\_\_

*[The Bidder shall require the Manufacturer to fill in this Form in accordance with the instructions indicated. This letter of authorization should be on the letterhead of the Manufacturer and should be signed by a person with the proper authority to sign documents that are binding on the Manufacturer. The Bidder shall include it in its Bid, if so indicated in the **PDS**.]*

To: *[insert complete name of Procuring Agency]*

### WHEREAS

We *[insert complete name of Manufacturer]*, who are official manufacturers of *[insert type of product]*, having factories at *[insert full address of Manufacturer's factories]*, do hereby authorize *[insert complete name of Bidder]* (hereinafter, the "Bidder") to submit a bid and subsequently negotiate and sign a Contract with you for resale of the following Products produced by us:

We hereby extend our full guarantee and warranty in accordance with Clause 29 of the General Conditions of Contract, with respect to the IT Goods offered by the above firm.

We hereby extend our full guarantee and warranty for the goods/solution offered by the above firm against this Invitation for Bids. Quoted model / product is not on End of Support notice including spare parts availability for the next 07 (seven) years from the time of Bid submission.

Signed: *[insert signature(s) of authorized representative(s) of the Manufacturer]*Name: *[insert complete name(s) of authorized representative(s) of the Manufacturer]*Title: *[insert title]*Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ *[insert date of signing]*

## Form T9 General Information Form

Date:

RFP No: GSD (PROC-I)/ 398665 / Cloud / Call Center /2026Title: Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis

Bidder: \_\_\_\_\_

All individual firms that are bidding must complete the information in this form. Nationality information should be provided for all owners or Bidders that are partnerships or individually owned firms.

Where the Bidder proposes to use named Subcontractors for highly specialized components of the Information System, the following information should also be supplied for the Subcontractor(s).

|    |                                       |                                      |
|----|---------------------------------------|--------------------------------------|
| 1. | Name of firm                          |                                      |
| 2. | Head office address                   |                                      |
| 3. | Telephone                             | Contact                              |
| 4. | Fax                                   | Telex                                |
| 5. | Place of incorporation / registration | Year of incorporation / registration |

| Nationality of beneficial owners along with shares percentage |      |             |                  |
|---|------|-------------|------------------|
|   | Name | Nationality | Share Percentage |
| 1.  |      |             |                  |
| 2.  |      |             |                  |
| 3.  |      |             |                  |
| 4.  |      |             |                  |
| 5.  |      |             |                  |

To be completed by all owners of partnerships or individually owned firms.

|  |  |
|--|--|
| Name of Bidder:                            |  |
| Authorized Signature with Stamp of Bidder: |  |

## Form T10      Details of Contracts of Similar Nature and Complexity

Date:

RFP No: GSD (PROC-I)/ 398665 / Cloud / Call Center /2026Title: Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis

Bidder: \_\_\_\_\_

Use a separate sheet for each contract.

|     |   |  |
|-----|---|--|
| 1.  | Number of contract  |  |
|     | Name of contract  |  |
|     | Country   |  |
| 2.  | Name of Procuring Agency  |  |
| 3.  | Procuring Agency address  |  |
| 4.  | Nature of Information Systems and special features relevant to the contract for which the Bidding Documents are issued  |  |
| 5.  | Contract role (check one)<br><input type="checkbox"/> Prime Supplier <input type="checkbox"/> Management Contractor <input type="checkbox"/> Subcontractor <input type="checkbox"/> Partner in a Joint Venture                            |  |
| 6.  | Amount of the total contract/subcontract/partner share (in specified currencies at completion, or at date of award for current contracts)<br>Currency                                  Currency                                  Currency |  |
| 7.  | Equivalent amount PKR<br>Total contract: _____;                  Subcontract: _____;                  Partner share: _____;   |  |
| 8.  | Date of award/completion  |  |
| 9.  | Contract was completed _____ months ahead/behind original schedule (if behind, provide explanation).  |  |
| 10. | Contract was completed PKR _____ equivalent under/over original contract amount (if over, provide explanation).   |  |
| 11. | Special contractual/technical requirements.   |  |
| 12. | Indicate the approximate percent of total contract value (and PKR amount) of Information System undertaken by subcontract, if any, and the nature of such Information System.   |  |

|  |  |
|--|--|
| Name of Bidder:                            |  |
| Authorized Signature with Stamp of Bidder: |  |

## Form T11 Bid Security

Date: \_\_\_\_\_  
 RFP No: GSD (PROC-I)/ 398665 / Cloud / Call Center /2026  
 Title: Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis  
 Bidder: \_\_\_\_\_

*[The bank shall fill in this Bank Guarantee Form in accordance with the instructions indicated.]*

*[Guarantor letterhead or SWIFT identifier code]*

|                                 |  |
|---------------------------------|--|
| <b>Beneficiary:</b>             | SBP Banking Services Corporation   |
| <b>Date:</b>                    | <i>[Insert date of issue]</i>  |
| <b>BID GUARANTEE No.:</b>       | <i>[Insert guarantee reference number]</i>   |
| <b>Guarantor:</b>               | <i>[Insert name and address of place of issue, unless indicated in the letterhead]</i> |
| <b>Bid Security Valid Till:</b> | <b>20-Oct-26</b>   |
| <b>BID GUARANTEE Amount.</b>    | <b>PKR2,200,000/-</b>  |

We have been informed that \_\_\_\_\_ *[insert name of the Bidder]* (hereinafter called "the Applicant") has submitted or will submit to the Beneficiary its Bid (hereinafter called "the Bid") for the execution of \_\_\_\_\_ under Invitation for Bids No. **No.:** *GSD (PROC-I)/ 398665 / Cloud / Call Center /2026*

Furthermore, we understand that, according to the Beneficiary's conditions, Bids must be supported by a Bid guarantee.

At the request of the Applicant, we, as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of \_\_\_\_\_ ( \_\_\_\_\_ ) upon receipt by us of the Beneficiary's complying demand, supported by the Beneficiary's statement, whether in the demand itself or a separate signed document accompanying or identifying the demand, stating that either the Applicant:

- (a) has withdrawn its Bid during the period of Bid validity set forth in the Applicant's Letter of Bid ("the Bid Validity Period"), or any extension thereto provided by the Applicant; or
- (b) having been notified of the acceptance of its Bid by the Beneficiary during the Bid Validity Period or any extension thereto provided by the Applicant, (i) has failed to sign the contract agreement, or (ii) has failed to furnish the performance security, in accordance with the Instruction To Cloud Service Provider (ITCSP) ("ITCSP") of the Beneficiary's bidding document.

This guarantee will expire: (a) if the Applicant is the successful Bidder, upon our receipt of copies of the Contract signed by the Applicant and the performance security issued to the Beneficiary in relation to such Contract ; or (b) if the Applicant is not the successful Bidder, upon the earlier of (i) our receipt of a copy of the Beneficiary's notification to the Applicant of the results of the Bidding process; or (ii) twenty-eight days after the end of the Bid Validity Period.

Consequently, any demand for payment under this guarantee must be received by us at the office indicated above on or before that date.

\_\_\_\_\_  
*[Signature(s)]*

## Form T12 Minimum Eligibility / Qualification Criteria

Date:

RFP No: GSD (PROC-I)/ 398665 / Cloud / Call Center /2026

Title: Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis

Bidder:

| #  | Eligibility / Qualification Criteria  | Means of Verification   | Reference in Bid** | Bidder's Assessment (Y/N) |
|----|---|---|--------------------|---------------------------|
| a. | Bidder must be Original Equipment Manufacturer (OEM) or OEM's Authorized Partner having valid partnership certificate of OEM for last 03 (three) consecutive years; | In case of OEM Partner, OEM Certificate/ OEM letter/ OEM Web reference as proof of being a valid authorized Partner of the OEM for last 03 (three) consecutive years; |                    |                           |
| b. | Bidder must be authorized by their OEM specifically for this procurement;   | In case of OEM Partner, Authorization Letter from OEM must be provided  |                    |                           |
| c. | Bidder must have experience of at least 02 (two) similar assignments of the Call Contact solution of quoted OEM.  | Attach Copy of Purchase or Delivery Orders or Contracts or project Completion or Sign-off Certificate with contact details.   |                    |                           |
| d. | Bidder must have support/branch office in Karachi;  | Provide the address and phone number(s) of the Office / Service Center  |                    |                           |
| e. | Bidder must have technical strength of at least 02 (two) OEM trained / certified Technical Resources;   | Provide relevant OEM training certificates of at least two (02) resources.  |                    |                           |
| f. | Bidder must have Annual Sales volume/Gross Turnover of at least Rs.600 million in any of the last 03 (three) years;   | Copy of Audited Financial Statement(s) is required  |                    |                           |
| g. | Bidder must be registered with Income and Sales Tax Department and must appear on Active Taxpayer List of FBR;  | Bidder must appear on Active Taxpayer List of FBR & Sales Tax Authorities (Income & Sales).   |                    |                           |
| h. | Bidder must not have been blacklisted or be in breach of performance with SBP or any Organization(s).   | Provide affidavit as per Form T3  |                    |                           |

|  |  |
|--|--|
| Name of Bidder:                            |  |
| Authorized Signature with Stamp of Bidder: |  |

## Form T13 Technical Compliance

Date: \_\_\_\_\_  
 RFP No: GSD (PROC-I)/ 398665 / Cloud / Call Center /2026  
 Title: Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis  
 Bidder: \_\_\_\_\_

The Service Provider must comply with all following requirements (as per SECTION V: “SCHEDULE OF REQUIREMENTS, TECHNICAL SPECIFICATION”.) and any assessment marked “No” will result in disqualification:

| #   | Requirement                                  | Reference in Bid | Bidder's Assessment (Yes/No) |
|-----|--|------------------|------------------------------|
| 1.  | OEM Requirements                             |                  |                              |
| 2.  | Technical and Functional Requirements        |                  |                              |
| 3.  | Security Requirements                        |                  |                              |
| 4.  | Recording Requirements                       |                  |                              |
| 5.  | Hardware Requirements                        |                  |                              |
| 6.  | Operational Requirements                     |                  |                              |
| 7.  | Scope of Services (Operational Requirements) |                  |                              |
| 8.  | Specific Requirements from Service Provider: |                  |                              |
| 9.  | Call Centre Management Services:             |                  |                              |
| 10. | Call Center Supervisory Services             |                  |                              |

**Bidder is requested to submit signed and stamped SECTION V: “SCHEDULE OF REQUIREMENTS, TECHNICAL SPECIFICATION”. Complete details and documents to be provided to establish the technical requirements of proposed solution.**

|  |  |
|--|--|
| Name of Bidder:                            |  |
| Authorized Signature with Stamp of Bidder: |  |

## Form T14 Implementation / Activity Schedule

Date: \_\_\_\_\_  
 RFP No: GSD (PROC-I)/ 398665 / Cloud / Call Center /2026  
 Title: Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis  
 Bidder: \_\_\_\_\_

The period/week will be counted from the date specified below.

| Milestone |   | Description  | Tentative Schedule          |
|-----------|---|--|-----------------------------|
| 1.        | Installation                              | Supply, Installation, Configuration, Integration must be completed within six (6) Months from <b>Notification of award of Contract.</b>  | 6 Months                    |
| 2.        | Operational Acceptance                    | Operational Acceptance means that the solution offered has been installed, configured, integrated and operational as per contract. At least One (01) month of successful operations of the installed solution, in accordance with the purchaser requirement will confirm the Operational Acceptance and the purchaser will sign/issued the Operational Acceptance Certificate. | 1 Month                     |
| 3.        | Commencement of Operations of Call Center | Operations, Management and Supervision of Call Contact Center will commence from Date of Operational Acceptance.   | From Operational Acceptance |
| 4.        | Commencement of SLA                       | The supplier will provide support for a period of three (3) years after operational acceptance.  | From Operational Acceptance |

|  |  |
|--|--|
| Name of Bidder:                            |  |
| Authorized Signature with Stamp of Bidder: |  |

## FINANCIALS FORMS

Following should be the contents of the **Financial Proposal**:

|    |         |                                     |
|----|---------|-------------------------------------|
| 1. | Form F1 | Price Schedule Forms-               |
| 2. | Form F2 | Supply and Installation Cost Table- |
| 3. | Form F3 | Recurrent Cost Sub-Table-           |
| 4. | Form F4 | Grand Summary Cost Table-           |

## Form F1 Price Schedule Forms

*(To be Part of Separately Sealed Financial Proposal Envelope)*

Date: \_\_\_\_\_  
 RFP No: GSD (PROC-I)/ 398665 / Cloud / Call Center /2026  
 Title: Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis  
 Bidder: \_\_\_\_\_

1. The Price Schedules are divided into separate Schedules as follows:
  - i. Supply and Installation Cost Sub-Table(s)
  - ii. Recurrent Cost Sub-Tables(s)
  - iii. Grand Summary Cost Table
2. The Schedules do not generally give a full description of the information technologies to be supplied, installed, and operationally accepted, or the Services to be performed under each item. However, it is assumed that Bidders shall have read the Technical Requirements and other sections of these Bidding Documents to ascertain the full scope of the requirements associated with each item prior to filling in the rates and prices. The quoted rates and prices shall be deemed to cover the full scope of these Technical Requirements, as well as overhead and profit.
3. If Bidders are unclear or uncertain as to the scope of any item, they shall seek clarification in accordance with the Instruction To Cloud Service Provider (ITCSP) in the Bidding Documents prior to submitting their bid.

**Pricing**

4. Prices shall be filled in indelible ink, and any alterations necessary due to errors, etc., shall be initialed by the Bidder. As specified in the Proposal Data Sheet, prices shall be fixed and firm for the duration of the Contract.
5. Bid prices shall be quoted in the manner indicated and in the currencies specified in ITCSP Clauses 15 and 16. Prices must correspond to items of the scope and quality defined in the Technical Requirements or elsewhere in these Bidding Documents.
6. The Bidder must exercise great care in preparing its calculations, since there is no opportunity to correct errors once the deadline for submission of bids has passed. A single error in specifying a unit price can therefore change a Bidder’s overall total bid price substantially, make the bid noncompetitive, or subject the Bidder to possible loss. The Procuring Agency will correct any arithmetic error.
7. Payments will be made to the Supplier in the currency, method and conditions specified in the SCC 12 of the Contract.

|  |  |
|--|--|
| Name of Bidder:                            |  |
| Authorized Signature with Stamp of Bidder: |  |

## Form F2 Supply and Installation Cost Table

Date:

RFP No: GSD (PROC-I)/ 398665 / Cloud / Call Center /2026

Title: Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis

Bidder:

Costs MUST reflect prices and rates quoted in accordance with ITCSP Clauses 14 and 15.

| <b>A. Subscription (for complete solution) for 03 years (in USD or PKR)</b>               |                                     |                            |                                     |                        |                 |                           |                    |
|---|-------------------------------------|----------------------------|-------------------------------------|------------------------|-----------------|---------------------------|--------------------|
|   | Description                         | Charges<br>(in USD or PKR) |                                     | Tax<br>(in USD or PKR) |                 | Amount<br>(in USD or PKR) |                    |
|   |                                     | C                          | %                                   | T                      | (C + T)         |                           |                    |
| 1   | 1 <sup>st</sup> Year Charges        |                            | 15 %                                |                        |                 |                           |                    |
| 2   | 2 <sup>nd</sup> Year Charges        |                            | 15 %                                |                        |                 |                           |                    |
| 3   | 3 <sup>rd</sup> Year Charges        |                            | 15 %                                |                        |                 |                           |                    |
| <b>Total Subscription (for complete solution) Charges with taxes for 3 three years(A)</b> |                                     |                            |                                     |                        |                 |                           |                    |
| <b>B. Implementation of Complete Solution (in PKR)</b>                                    |                                     |                            |                                     |                        |                 |                           |                    |
|   | Description                         | Charges<br>(in PKR)        |                                     | Tax<br>(in PKR)        |                 | Amount<br>(in PKR)        |                    |
|   |                                     | C                          | %                                   | T                      | (C + T)         |                           |                    |
| 1   | Implementation of Complete Solution |                            | 15%                                 |                        |                 |                           |                    |
| <b>Total Implementation of Complete Solution Charges with Taxes in PKR (B)</b>            |                                     |                            |                                     |                        |                 |                           |                    |
| <b>C. Training (in PKR)</b>   |                                     |                            |                                     |                        |                 |                           |                    |
|   | Description                         | Quantity                   | Per resource<br>Charges<br>(in PKR) |                        | Tax<br>(in PKR) |                           | Amount<br>(in PKR) |
|   |                                     |                            | C                                   | %                      | T               | Q x (C + T)               |                    |
| 1   | Training of Technical Resources     | 6                          |                                     | 3%                     |                 |                           |                    |
| <b>Total Charges of Training with Taxes in PKR (C)</b>                                    |                                     |                            |                                     |                        |                 |                           |                    |

### Note:-

- For Information System / Goods / Services originating in Pakistan, the currency of the Bid shall be Pakistani Rupees (PKR);
- For Information System / Goods originating outside Pakistan, the Bidder shall express its Bid in US Dollars (USD) or Pakistani Rupees (PKR);
- In case of Bid quoted in Foreign Currency (FCY), the total amount payable against complete goods/supplies shall be locked in equivalent PKR at Mark to Market rate (M2M) as notified by State Bank of Pakistan prevailing on the Installation Date mentioned in Installation Certificate issued by Procuring Agency's Technical Team;
- The prices should include the price of incidental services. No separate payment shall be made for the incidental services;
- Prices should be inclusive of all applicable taxes and duties;
- Before filling this form kindly read the required Technical Specification & Service Level Agreement Section V.

|                 |  |
|-----------------|--|
| Name of Bidder: |  |
|-----------------|--|

|  |  |
|--|--|
| Authorized Signature with Stamp of Bidder: |  |
|--|--|

## Form F3 Recurrent Cost Sub-Table

Date:

RFP No: GSD (PROC-I)/ 398665 / Cloud / Call Center /2026

Title: Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis

Bidder:

Costs MUST reflect prices and rates quoted in accordance with ITCSP Clauses 14 and 15.

Below mentioned services will be as per technical specification given in Section V- Technical Specification. All the quotes must be provided as per format specified below:

| <b>D. Call Centre Management &amp; Supervisory Services (Operational Requirement) for 03 (three) Years (in PKR)</b>        |  |                |   |              |            |                        |
|--|--|----------------|---|--------------|------------|------------------------|
|  | Description                              | Service Points | Per month per service point Charges (PKR) | Tax (in PKR) |            | Annual Amount (in PKR) |
|  |  | Q              | C   | %            | Amount (T) | 12 x Q x (C + T)       |
| 1.   | Year 1 - Call Management Service         | 50             |   | 15 %         |            |                        |
| 2.   | Year 2 - Call Management Service         | 50             |   | 15 %         |            |                        |
| 3.   | Year 3 - Call Management Service         | 50             |   | 15 %         |            |                        |
| 4.   | Year 1 - Call Centre Supervisory Service | 10             |   | 15 %         |            |                        |
| 5.   | Year 2 - Call Centre Supervisory Service | 10             |   | 15 %         |            |                        |
| 6.   | Year 3 - Call Centre Supervisory Service | 10             |   | 15 %         |            |                        |
| <b>Total Call Centre Management &amp; Supervisory Services (Operational Requirement) for 03 (three) Years (in PKR) (D)</b> |  |                |   |              |            |                        |

| <b>E. WhatsApp Service Charges (in PKR)</b>   |                                  |                      |                              |              |                        |                        |
|---|----------------------------------|----------------------|------------------------------|--------------|------------------------|------------------------|
|   | Description                      | Per month Quantity   | Per Message Charges (in PKR) | Tax (in PKR) |                        | Annual Amount (in PKR) |
|   |                                  | Q                    | C                            | %            | Amount (T)             | 12 x Q x (C + T)       |
| 1   | Year 1 -WhatsApp Service Charges | 100,000              |                              | 15%          |                        |                        |
| 2   | Year 2 -WhatsApp Service Charges | 100,000              |                              | 15%          |                        |                        |
| 3   | Year 3 -WhatsApp Service Charges | 100,000              |                              | 15%          |                        |                        |
| <b>Total WhatsApp Service Charges for 03 Years Period with Taxes in PKR (E)</b>       |                                  |                      |                              |              |                        |                        |
| <b>F. Local SLA and Support Services (in PKR)</b>                                     |                                  |                      |                              |              |                        |                        |
|   | Description                      | Yearly Charges (PKR) | Tax (in PKR)                 |              | Annual Amount (in PKR) |                        |
|   |                                  | C                    | %                            | Amount (T)   | (C + T)                |                        |
| 1   | 1 <sup>st</sup> Year Charges     |                      | 15%                          |              |                        |                        |
| 2   | 2 <sup>nd</sup> Year Charges     |                      | 15%                          |              |                        |                        |
| 3   | 3 <sup>rd</sup> Year Charges     |                      | 15%                          |              |                        |                        |
| <b>Total Local SLA and Support Service Charges for 03 Years with Taxes in PKR (F)</b> |                                  |                      |                              |              |                        |                        |

**Note:**

- i. *For Information System / Goods / Services originating in Pakistan, the currency of the Bid shall be Pakistani Rupees (PKR);*
- ii. *Bidder will quote the total cost of services (D) based on maximum requirement mentioned in the document i.e. 50 agents and 10 supervisors. However, initial engagement at the onset of the contract will be 12 agents and 3 supervisors which may change during course of the contract as per the need of the client. Payment will be made as per actual services rendered.*
- iii. *WhatsApp Service Charges will be paid as per actual.*
- iv. *The prices should include the price of incidental services. No separate payment shall be made for the incidental services;*
- v. *Prices should be inclusive of all applicable taxes and duties;*
- vi. *Before filling this form kindly read the required Technical Specification & Service Level Agreement Section V.*

|  |  |
|--|--|
| Name of Bidder:                            |  |
| Authorized Signature with Stamp of Bidder: |  |

## Form F4 Grand Summary Cost Table

Date:

RFP No: GSD (PROC-I)/ 398665 / Cloud / Call Center /2026

Title: Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis

Bidder:

| #  | Description  | Amount with taxes |
|----|--|-------------------|
| A. | Subscription (of the complete solution) for 03 Years Period ( <i>in USD or PKR</i> ) |                   |
|    | <b>Amount in Words<br/>With taxes<br/>(in USD or PKR)</b>                            |                   |

|    |  |  |
|----|--|--|
| B. | Implementation of Complete Solution (in PKR)   |  |
| C. | Training (in PKR)  |  |
| D. | Call Centre Management & Supervisory Services (Operational Requirement) for 03 Years Period (in PKR) |  |
| E. | WhatsApp Service Charges for 03 Years Period (in PKR)  |  |
| F. | Local SLA and Support Services for 03 Years Period (in PKR)  |  |
|    | <b>Total in PKR With taxes</b>   |  |
|    | <b>Amount in Words<br/>With taxes<br/>(in PKR)</b>   |  |

|  |  |
|--|--|
| Name of Bidder:                            |  |
| Authorized Signature with Stamp of Bidder: |  |

**Part B - CONDITIONS OF CONTRACT  
AND CONTRACT FORMS**

## SECTION VII: GENERAL CONDITIONS OF THE CONTRACT

### A. General

|                |  |
|----------------|--|
| 1. Definitions | <p>1.1. Unless the context otherwise requires, the following terms whenever used in this Contract shall have the same meaning and shall be interpreted as indicated</p> <ul style="list-style-type: none"> <li>a. “Applicable Law” means the laws and any other instruments having the force of law in the Government’s Country, or in such other country as may be specified in the Special Conditions of the Contract (SC), as they may be issued and in force from time to time;</li> <li>b. “Procuring Agency” means:- <ul style="list-style-type: none"> <li>i. any Ministry, Division, Department or any Office of the Federal Government;</li> <li>ii. any authority, corporation, body or organization established by or under a Federal Law or which is owned or controlled by the Federal Government;.</li> </ul> </li> <li>c. “The Contract” means an agreement enforceable by law;</li> <li>d. “The Contract Price” means the price payable to the Cloud Service Provider under the Contract for the full and proper performance of its contractual obligations;</li> <li>e. “The Services” means the work to be performed by the Cloud Service Provider pursuant to this Contract and as prescribed in the Specifications and Schedule of Activities included in the Cloud Service Provider’s Proposal.;</li> <li>f. “Ancillary Services” means those services ancillary to the provision of Services, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training, and other such obligations of the Cloud Service Provider covered under the Contract;</li> <li>g. “GCC” means the General Conditions of Contract contained in this section;</li> <li>h. “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented;</li> <li>i. “Day” means calendar day unless indicated otherwise.</li> <li>j. “Effective Date” means the date on which this Contract comes into force and effect.</li> <li>k. “The Cloud Service Provider” means the individual or corporate body whose Proposal to provide the Services has been accepted by the Procuring Agency;</li> <li>l. “The Project Site,” where applicable, means the place or places named in Proposal Data Sheet and technical Specifications;</li> <li>m. “Government” means the Government of Pakistan;</li> <li>n. “Local Currency” means the currency of Pakistan;</li> <li>o. “In Writing” means communicated in written form with proof of receipt;</li> <li>p. “Completion Date” means the date of completion of the Services by the Cloud Service Provider as certified by the Procuring Agency;</li> </ul> |
|----------------|--|

|   |      |   |
|---|------|---|
|   |      | <p>q. "Foreign Currency" means any currency other than the currency of the country of the Procuring Agency;</p> <p>r. "Party" means the Procuring Agency or the Cloud Service Provider, as the case may be, and "Parties" means both of them;</p> <p>s. "Service" means any object of procurement other than goods or works;</p> <p>t. "Subcontractor" means any entity to which the Cloud Service Provider subcontracts any part of the Services in accordance with the provisions of Sub-Clauses 3.5 and 4.</p>                       |
| 2. Applicable Law   | 2.1. | The contract shall be governed and interpreted in accordance with the laws of Pakistan, unless otherwise specified in SCC.  |
| 3. Language   | 3.1. | The Contract as well as all correspondence and documents relating to the Contract exchanged between the Cloud Service Provider and the Procuring Agency, shall be written in the English language unless otherwise stated in the SCC. Supporting documents and printed literature that are part of the Contract may be in another language provided these are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Contract, this translation shall govern. |
| 4. Notices  | 4.1. | Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, telex, telegram, or facsimile to such Party at the address specified in the SCC.  |
| 5. Location   | 5.1. | The Services shall be performed at such locations as the Procuring Agency may approve.  |
| 6. Authorized Representatives / Authority of Member in charge | 6.1. | Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Procuring Agency or the Cloud Service Provider may be taken or executed by the officials specified in the SCC.  |
|   | 6.2. | In case the Cloud Service Provider is a Joint Venture, the members hereby authorize the member specified in the SCC to act on their behalf in exercising all the Cloud Service Provider's rights and obligations towards the Procuring Agency under this Contract, including without limitation the receiving of instructions and payments from the Procuring Agency.   |

## **B. Commencement, Completion, Modification, and Termination of Contract**

|                              |      |   |
|------------------------------|------|---|
| 7. Effectiveness of Contract | 7.1. | This Contract shall come into effect on the date the Contract is signed by both parties or such other later date as may be stated in the SCC.   |
| 8. Commencement of Services  | 8.1. | The Cloud Service Provider shall confirm availability of Key Experts and begin carrying out the Services not later than the number of days after the Effective Date specified in the SCC. |

|                                   |       |   |
|-----------------------------------|-------|---|
| 9. Program                        | 9.1.  | Before commencement of the Services, the Cloud Service Provider shall submit to the Procuring Agency for approval a Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Program as updated.   |
| 10. Starting Date/Expiration Date | 10.1. | The Cloud Service Provider shall start carrying out the Services thirty (30) days after the date the Contract becomes effective, or at such other date as may be specified in the SCC.  |
|                                   | 10.2. | Unless terminated earlier pursuant to Clause GCC 15 hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the SCC.   |
| 11. Entire Agreement              | 11.1. | This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.  |
| 12. Modification                  | 12.1. | Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.   |
|                                   | 12.2. | In cases of any modifications or variations, the prior written consent of the Procuring Agency is required.   |
| 13. Value Engineering             | 13.1. | <p>The Cloud Service Provider may prepare, at its own cost, a value engineering proposal at any time during the performance of the contract. The value engineering proposal shall, at a minimum, include the following:</p> <ul style="list-style-type: none"> <li>(a) the proposed change(s), and a description of the difference to the existing contract requirements;</li> <li>(b) a full cost/benefit analysis of the proposed change(s) including a description and estimate of costs (including life cycle costs, if applicable) the Procuring Agency may incur in implementing the value engineering proposal; and</li> <li>(c) a description of any effect(s) of the change on performance/functionality.</li> </ul> <p>The Procuring Agency may accept the value engineering proposal if the proposal demonstrates benefits that:</p> <ul style="list-style-type: none"> <li>(a) accelerates the delivery period; or</li> <li>(b) reduces the Contract Price or the life cycle costs to the Procuring Agency; or</li> <li>(c) improves the quality, efficiency, safety or sustainability of the services; or</li> </ul> |

|                   |       |   |
|-------------------|-------|---|
|                   |       | <p>(d) yields any other benefits to the Procuring Agency, without compromising the necessary functions of the Facilities.</p> <p>If the value engineering proposal is approved by the Procuring Agency and results in:</p> <p>(a) a reduction of the Contract Price; the amount to be paid to the Cloud Service Provider shall be the percentage specified in the SCC of the reduction in the Contract Price; or</p> <p>(b) an increase in the Contract Price; but results in a reduction in life cycle costs due to any benefit described in (a) to (d) above, the amount to be paid to the Cloud Service Provider shall be the full increase in the Contract Price.</p> |
| 14. Force Majeure | 14.1. | <p>Definition</p> <p>For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party and which makes a Party’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.</p>   |
|                   | 14.2. | <p>No Breach of Contract</p> <p>The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract in so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event</p>  |
|                   | 14.3. | <p>Extension of Time</p> <p>Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.</p>   |
|                   | 14.4. | <p>Payments</p> <p>During the period of their inability to perform the Services as a result of an event of Force Majeure, the Cloud Service Provider shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.</p>  |

|                 |       |   |
|-----------------|-------|---|
| 15. Termination | 15.1. | <p><b>By the Procuring Agency</b></p> <p>The Procuring Agency may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (e) of this Clause. In such an occurrence the Procuring Agency shall give at least thirty (30) calendar days' written notice of termination to the Cloud Service Provider in case of the events referred to in (a) through (d); at least sixty (60) calendar days' written notice in case of the event referred to in (e);</p> <ul style="list-style-type: none"> <li>(a) If the Cloud Service Provider fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension;</li> <li>(b) If the Cloud Service Provider becomes (or, if the Cloud Service Provider consists of more than one entity, if any of its members becomes) insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary;</li> <li>(c) If the Cloud Service Provider fails to comply with any final decision reached as a result of arbitration proceedings;</li> <li>(d) If, as the result of Force Majeure, the Cloud Service Provider is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;</li> <li>(e) If the Procuring Agency, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.</li> </ul> |
|                 | 15.2. | <p><b>By the Cloud Service Provider</b></p> <p>The Cloud Service Provider may terminate this Contract, by not less than thirty (30) calendar days' written notice to the Procuring Agency, in case of the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause.</p> <ul style="list-style-type: none"> <li>(a) If the Procuring Agency fails to pay any money due to the Cloud Service Provider pursuant to this Contract and not subject to dispute within forty-five (45) calendar days after receiving written notice from the Cloud Service Provider that such payment is overdue.</li> <li>(b) If, as the result of Force Majeure, the Cloud Service Provider is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days.</li> <li>(c) If the Procuring Agency fails to comply with any final decision reached as a result of arbitration.</li> <li>(d) If the Procuring Agency is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the Cloud Service Provider may have subsequently approved in writing) following the receipt by the Procuring Agency of the Cloud Service Provider's notice specifying such breach.</li> </ul>   |

## C. Obligations of the Cloud Service Provider

|                           |       |   |
|---------------------------|-------|---|
| 16. General               | 16.1. | <p><b>Standard of Performance</b></p> <p>i. The Cloud Service Provider shall perform the Services and carry out the Services with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Cloud Service Provider shall always act, in respect of any matter relating to this Contract or to the Services, as a faithful adviser to the Procuring Agency, and shall at all times support and safeguard the Procuring Agency's legitimate interests in any dealings with the third parties.</p> <p>ii. The Cloud Service Provider shall employ and provide such qualified and experienced Experts and Sub-Cloud Service Providers as are required to carry out the Services.</p> <p>iii. The Cloud Service Provider may subcontract part of the Services to an extent and with such Key Experts and Sub-Cloud Service Providers as may be approved in advance by the Procuring Agency.</p> |
|                           | 16.2. | <p><b>Law Applicable to Services</b></p> <p>The Cloud Service Provider shall perform the Services in accordance with the Contract and in accordance with the Law of Pakistan and shall take all practicable steps to ensure that any of its Experts and Sub-Cloud Service Providers, comply with the Applicable Law.</p>  |
| 17. Conflict of Interests | 17.1. | <p><b>Cloud Service Provider Not to Benefit from Commissions and Discounts.</b></p> <p>The remuneration of the Cloud Service Provider shall constitute the Cloud Service Provider's sole remuneration in connection with this Contract or the Services, and the Cloud Service Provider shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Cloud Service Provider shall use their best efforts to ensure that the Personnel, any Subcontractors, and agents of either of them similarly shall not receive any such additional remuneration.</p>   |
|                           | 17.2. | <p><b>Cloud Service Provider and Affiliates Not to be Otherwise Interested in Project</b></p> <p>The Cloud Service Provider agree that, during the term of this Contract and after its termination, the Cloud Service Provider and its affiliates, as well as any Subcontractor and any of its affiliates, shall be disqualified from providing Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.</p>  |
|                           | 17.3. | <p><b>Prohibition of Conflicting Activities</b></p>   |

|   |       |  |
|---|-------|--|
|   |       | <p>Neither the Cloud Service Provider nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any of the following activities:</p> <p>(a) during the term of this Contract, any business or professional activities in the Government's country which would conflict with the activities assigned to them under this Contract;</p> <p>(b) during the term of this Contract, neither the Cloud Service Provider nor their Subcontractors shall hire public employees in active duty or on any type of leave, to perform any activity under this Contract;</p> <p>(c) after the termination of this Contract, such other activities as may be specified in the SCC.</p> |
| 18. Confidentiality   | 18.1. | Except with the prior written consent of the Procuring Agency, the Cloud Service Provider and the Experts shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Cloud Service Provider and the Experts make public the recommendations formulated in the course of, or as a result of, the Services.  |
| 19. Insurance to be Taken Out by the Cloud Service Provider                                     | 19.1. | The Cloud Service Provider (a) shall take out and maintain, and shall cause any Subcontractors to take out and maintain, at its (or the Subcontractors', as the case may be) own cost but on terms and conditions approved by the Procuring Agency, insurance against the risks, and for the coverage, as shall be specified in the SCC; and (b) at the Procuring Agency's request, shall provide evidence to the Procuring Agency showing that such insurance has been taken out and maintained and that the current premiums have been paid.   |
| 20. Cloud Service Provider's Actions Requiring Procuring Agency's Prior Approval                | 20.1. | <p>The Cloud Service Provider shall obtain the Procuring Agency's prior approval in writing before taking any of the following actions:</p> <p>(a) entering into a subcontract for the performance of any part of the Services,</p> <p>(b) appointing such members of the Personnel not provided by the Cloud Service Provider;</p> <p>(c) changing the Program of activities; and</p> <p>(d) any other action that may be specified in the SCC.</p>   |
| 21. Reporting Obligations   | 21.1. | The Cloud Service Provider shall submit to the Procuring Agency the reports and documents in the numbers, and within the periods as prescribed by the Procuring Agency.  |
| 22. Documents Prepared by the Cloud Service Provider to Be the Property of the Procuring Agency | 22.1. | All plans, drawings, specifications, designs, reports, and other documents and software submitted by the Cloud Service Provider shall become and remain the property of the Procuring Agency, and the Cloud Service Provider shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to the Procuring Agency, together with a detailed inventory thereof. The Cloud Service Provider may retain a copy of such documents and software.  |

|                           |       |   |
|---------------------------|-------|---|
|                           |       | Restrictions about the future use of these documents, if any, shall be specified in the SCC.  |
| 23. Liquidated Damages    | 23.1. | <p>Payments of Liquidated Damages</p> <p>The Cloud Service Provider shall pay liquidated damages to the Procuring Agency at the rate per day stated in the SCC for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount defined in the SCC. The Procuring Agency may deduct liquidated damages from payments due to the Cloud Service Provider. Payment of liquidated damages shall not affect the Cloud Service Provider's liabilities.</p>  |
|                           | 23.2. | <p>Correction for Over-payment</p> <p>If the Intended Completion Date is extended after liquidated damages have been paid, the Procuring Agency shall correct any overpayment of liquidated damages by the Cloud Service Provider by adjusting the next payment certificate. The Cloud Service Provider shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in SCC.</p>   |
|                           | 23.3. | <p>Lack of performance penalty</p> <p>If the Cloud Service Provider has not corrected a Defect within the time specified in the Procuring Agency's notice, a penalty for Lack of performance will be paid by the Cloud Service Provider. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as specified in the SCC.</p>   |
| 24. Performance Guarantee | 24.1. | <p>Within Seven (07) days from the issuance of acceptance letter from the Purchaser, the successful Cloud Service Provider shall furnish the Performance Guarantee in shape of CDR at the discretion of the Purchaser in the amount <b>specified in SCC</b>. In case the amount of proposal security is equal or greater than the value of the Services to be supplied then the Cloud Service Provider shall not require furnishing the Performance Guarantee separately, it will be retained or deducted from the Cloud Service Provider's claim on Cloud Service Provider's choice.</p> |
|                           | 24.2. | <p>The Performance Guarantee will be discharged by the Purchaser and returned to the Cloud Service Provider not later than thirty (30) days following the date of completion of the Cloud Service Provider's performance obligations under the Contract, including any warranty obligations, unless otherwise <b>specified in SCC</b>.</p>  |
|                           | 24.3. | <p>The proceeds of the Performance Guarantee shall be payable to the Purchaser as compensation for any loss resulting from the Cloud Service Provider's failure to complete its obligations under the Contract.</p> <p>The Performance Guarantee shall be denominated in the currency of the Contract, or in a freely convertible currency acceptable to the</p>  |

|                             |       |  |
|-----------------------------|-------|--|
|                             |       | Purchaser and shall be in the acceptable form as specified in SCC.   |
| 25. Fraud and Corruption    | 25.1. | The Procuring Agency requires the Cloud Service Provider to disclose any commissions or fees that may have been paid or are to be paid to agents or any other party with respect to the bidding process or execution of the Contract. The information disclosed must include at least the name and address of the agent or other party, the amount and currency, and the purpose of the commission, gratuity or fee. |
| 26. Sustainable Procurement | 26.1. | The Cloud Service Provider shall conform to the sustainable procurement contractual provisions, if and as specified in the SCC.  |

#### D. Cloud Service Provider's Personnel

|   |       |  |
|---|-------|--|
| 27. Description of Personnel                | 27.1. | The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Cloud Service Provider's Key Personnel. The Key Personnel and Subcontractors listed by title as well as by name are hereby approved by the Procuring Agency.   |
| 28. Removal and/or Replacement of Personnel | 28.1. | Except as the Procuring Agency may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Cloud Service Provider, it becomes necessary to replace any of the Key Personnel, the Cloud Service Provider shall provide as a replacement a person of equivalent or better qualifications.  |
|   | 28.2. | If the Procuring Agency finds that any of the 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 the performance of any of the Personnel, then the Cloud Service Provider shall, at the Procuring Agency's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Procuring Agency. |
|   | 28.3. | The Cloud Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.   |

#### E. Obligations of the Procuring Agency

|                                  |       |   |
|----------------------------------|-------|---|
| 29. Assistance and Exemptions    | 29.1. | The Procuring Agency shall use its best efforts to ensure that the Government shall provide the Cloud Service Provider such assistance and exemptions as specified in the SCC.  |
| 30. Change in the Applicable Law | 30.1. | If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Cloud Service Provider, then the remuneration and reimbursable expenses otherwise payable to the Cloud Service Provider under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred in the SCC. |

|                             |       |   |
|-----------------------------|-------|---|
| 31. Services and Facilities | 31.1. | The Procuring Agency shall make available to the Cloud Service Provider and the Experts, for the purposes of the Services and free of any charge, the services, facilities and property described in the Terms of Reference, at the times and in the manner specified in the Terms of Reference.  |
|                             | 31.2. | In case that such services, facilities and property shall not be made available to the Cloud Service Provider, the Parties shall agree on (i) any time extension that it may be appropriate to grant to the Cloud Service Provider for the performance of the Services, (ii) the manner in which the Cloud Service Provider shall procure any such services, facilities and property from other sources, and (iii) the additional payments, if any, to be made to the Cloud Service Provider as a result thereof. |

## F. Payments to the Cloud Service Provider

|   |       |  |
|---|-------|--|
| 32. Lump-Sum Remuneration   | 32.1. | The Cloud Service Provider's remuneration shall not exceed the Contract Price and shall be a fixed lump-sum including all Subcontractors' costs, and all other costs incurred by the Cloud Service Provider in carrying out the Services. Except as provided in GCC 33, the Contract Price may only be increased above the amounts if the Parties have agreed to additional payments in accordance with GCC 34.                            |
| 33. Contract Price  | 33.1. | The price payable in local currency is set forth in the SCC.   |
|   | 33.2. | The price payable in foreign currency is set forth in the SCC.   |
| 34. Payment for Additional Services, and Performance Incentive Compensation | 34.1. | For the purpose of determining the remuneration due for additional Services as may be mutually agreed.   |
|   | 34.2. | If the SCC so specify, the Cloud Service Provider shall be paid performance incentive compensation if specified in the SCC.  |
| 35. Terms and Conditions of Payment   | 35.1. | Payments will be made to the Cloud Service Provider according to the payment schedule stated in the SCC.   |
|   | 35.2. | Unless otherwise stated in the SCC, the advance payment shall be made against the provision by the Cloud Service Provider of a bank guarantee for the same amount, and shall be valid for the period stated in the SCC. Any other payment shall be made after the conditions listed in the SCC for such payment have been met, and the Cloud Service Provider have submitted an invoice to the Procuring Agency specifying the amount due. |
| 36. Interest on Delayed Payments  | 36.1. | If the Procuring Agency has delayed payments beyond fifteen (15) days after the due date stated in the SCC, interest shall be paid to the Cloud Service Provider for each day of delay at the rate stated in the SCC.  |

|                         |       |  |
|-------------------------|-------|--|
| 37. Price Adjustment    | 37.1. | Prices shall be adjusted for fluctuations in the cost of inputs only if provided for in the SCC. If so provided, the amounts certified in each payment certificate, after deducting for Advance Payment, shall be adjusted by applying the respective price adjustment factor to the payment amounts due in each currency. |
|                         | 37.2. | If the value of the index is changed after it has been used in a calculation, the calculation shall be corrected and an adjustment made in the next payment certificate. The index value shall be deemed to take account of all changes in cost due to fluctuations in costs.  |
| 38. Currency of Payment | 38.1. | Any payment under this Contract shall be made in the currency (ies) specified in the SCC.  |

## G. Quality Control

|  |       |  |
|--|-------|--|
| 39. Identifying Defects                                    | 39.1. | The principle and modalities of Inspection of the Services by the Procuring Agency shall be as indicated in the SCC. The Procuring Agency shall check the Cloud Service Provider's performance and notify him of any Defects that are found. Such checking shall not affect the Cloud Service Provider's responsibilities. The Procuring Agency may instruct the Cloud Service Provider to search for a Defect and to uncover and test any service that the Procuring Agency considers may have a Defect. Defect Liability Period is as defined in the SCC. Guidance related to the defects may be taken from the list published by the Cloud Office |
| 40. Correction of Defects, and Lack of Performance Penalty | 40.1. | The Procuring Agency shall give notice to the Cloud Service Provider of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.  |
|  | 40.2. | Every time notice a Defect is given, the Cloud Service Provider shall correct the notified Defect within the length of time specified by the Procuring Agency's notice.  |
|  | 40.3. | If the Cloud Service Provider has not corrected a Defect within the time specified in the Procuring Agency's notice, the Procuring Agency will assess the cost of having the Defect corrected, the Cloud Service Provider will pay this amount, and a Penalty for Lack of Performance.   |

## H. Settlement of Disputes

|                         |       |  |
|-------------------------|-------|--|
| 41. Amicable Settlement | 41.1. | The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.   |
| 42. Dispute Settlement  | 42.1. | 42.1 If any dispute arises between the Procuring Agency and the Cloud Service Provider in connection with, or arising out of, the Contract or the provision of the Services, whether during carrying out the Services or after their completion, the matter shall be referred to the Adjudicator within 14 days of the notification of disagreement of one party to the other. |

|  |       |   |
|--|-------|---|
|  | 42.2. | 42.2 The Adjudicator shall give a decision in writing within 28 days of receipt of a notification of a dispute.   |
|  | 42.3. | 42.3 The Adjudicator shall be paid by the hour at the rate specified in the PDS and SCC, together with reimbursable expenses of the types specified in the SCC, and the cost shall be divided equally between the Procuring Agency and the Cloud Service Provider, whatever decision is reached by the Adjudicator. Either party may refer a decision of the Adjudicator to an Arbitrator within 28 days of the Adjudicator's written decision. If neither party refers the dispute to arbitration within the above 28 days, the Adjudicator's decision will be final and binding.  |
|  | 42.4. | 42.4 The arbitration shall be conducted in accordance with the arbitration procedure published by the institution named and in the place shown in the SCC.  |
|  | 42.5. | 42.5 Should the Adjudicator resign or die, or should the Procuring Agency and the Cloud Service Provider agree that the Adjudicator is not functioning in accordance with the provisions of the Contract, a new Adjudicator will be jointly appointed by the Procuring Agency and the Cloud Service Provider. In case of disagreement between the Procuring Agency and the Cloud Service Provider, within 30 days, the Adjudicator shall be designated by the Appointing Authority designated in the SCC at the request of either party, within 14 days of receipt of such request. |

## **SECTION VIII: SPECIAL CONDITIONS OF THE CONTRACT (SCC)**

## SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the General Conditions of Contract. The corresponding clause number of the GCC is indicated in parentheses.

| SCC Clause Number | Number of GC Clause | Amendments of, and Supplements to, Clauses in the General Conditions of Contract   |
|-------------------|---------------------|--|
| SCC 1.            | GCC 2               | <p><b>Applicable/Governing Law:</b><br/>The Applicable Law shall be Laws of Islamic Republic of Pakistan.</p>  |
| SCC 2.            | GCC 3               | <p><b>Language</b><br/>The language of the Contract, all correspondence and communications to be given, and all other documentation to be prepared and supplied under the Contract shall be in English.</p>  |
| SCC 3.            | GCC 5               | <p><b>Location: The addresses are:</b></p> <p><b><u>The Procuring agency:</u></b><br/>SBP Banking Services Corporation, I.I Chundrigar Road, Karachi.</p> <p><b><u>The Contractor/ Cloud Service Provider:</u></b><br/>[Name, address and telephone number].</p> <p>The Contractor/ Cloud Service Provider 's Representative(s)<br/>[Name, address, telephone number and e-mail address]</p> |
| SCC 4.            | GCC 6.1             | <p><b>The Authorized Representatives are:</b></p> <p><b>For the Procuring Agency:</b></p> <p>Name:.....<br/>Designation: .....<br/>Address: .....</p> <p><b>For the Cloud Service Provider:</b></p> <p>Name: .....<br/>Designation: .....<br/>Address: .....</p>   |
| SCC 5.            | GCC 7               | <p><b>Effectiveness of the contract</b></p> <p>The Contractor/Cloud Service Provider shall commence work on the System within: [Insert number of days] from the date of signature of the Contract by both parties</p>  |
| SCC 6.            | GCC 8               | <p><b>Commencement of Services:</b></p> <p>The Contractor/ Cloud Service Provider shall commence [insert commencement date]</p>  |

|         |          |   |
|---------|----------|---|
| SCC 7.  | GCC 10.2 | <p><b>Expiration of Contract:</b></p> <p>The time period shall be [insert time period along with extension if any]</p>  |
| SCC 8.  | GCC 15   | <p><b>Termination:</b></p> <p>In the event of termination of the contract due to any reason as already defined in the General Conditions of Contract, the Cloud Service Provider shall be responsible for providing to the procuring agency all the data store on cloud services along with all the requirement (with allied documentation) which may be necessary for smooth transition to or performance either by the Authority itself or by any other organization/ body to whom the contract may be assigned.</p>  |
| SCC 9.  | GCC 17   | <p><b>Cloud Service Provider Not to Benefit from Commissions and Discounts:</b></p> <p>The Procuring Agency reserves the right to determine on a case-by-case basis whether the Cloud Service Provider should be disqualified from providing services due to a conflict of a nature described in Clause GCC 17.</p>   |
| SCC 10. | GCC 19   | <p><b>Insurance to be Taken Out by the Cloud Service Provider</b></p> <p>The insurance coverage against the risks shall be as follows</p> <p>(a) Professional liability insurance, with a minimum coverage of _____ [insert amount and currency which should be not less than the total ceiling amount of the Contract];</p> <p>(b) Third Party liability insurance, with a minimum coverage of [insert amount and currency or state “in accordance with the applicable law in the Procuring Agency’s country”];</p> <p>(c) Procuring agency’s liability and workers’ compensation insurance in respect of the experts and Sub-Cloud Service Providers in accordance with the relevant provisions of the applicable law in the Procuring Agency’s country, as well as, with respect to such Experts, any such life, health, accident, travel or other insurance as may be appropriate; and</p> <p>(d) insurance against loss of or damage to the Cloud Service Provider’s property used in the performance of the Services, and</p> <p>(iii) any documents prepared by the Cloud Service Provider in the performance of the Services.</p> |
| SCC 11. | GCC 23   | <p><b>Liquidated Damages</b></p> <p>If the Cloud Service Provider fails to provide services as required under the contract or in case of any data loss/data breach or any incident compromising the data security or other such failures related to any services, the Cloud Service Provider shall pay to the Procuring Agency as Liquidated Damages at a rate of 0.05 percent of the total Contract Price per day from the Invoice Payable after elapsing of applicable timelines mentioned in the SLA up to a maximum deduction of the performance security (or guarantee).</p>   |

|         |        |  |
|---------|--------|--|
|         |        | After which the Procurement Agency may consider termination of the contract.   |
| SCC 12. | GCC 24 | <p><b>Performance Guarantee :</b></p> <p><b>10% (Ten Percent)</b> Performance Guarantee is required against the initial contract amount at the time of signing of contract, for the entire contract period.</p> <p>Amount of Performance Guarantee shall be fixed for the entire duration of the Contract. Change of Performance Guarantee is not required due to any change in tax amount.</p> <p><i>Performance Guarantee is required in PKR. For the purpose of amount of performance Guarantee, the date of exchange rate for FCY shall be Date of Bid Acceptance Letter / Notification of Award. The source of exchange rate shall be the selling rate, as notified by the State Bank of Pakistan on that day. Change of Performance Guarantee is not required due to any change in tax amount or change in FCY rate.</i></p>   |
| SCC 13. | GCC 32 | <p><b>Lump-Sum Remuneration:</b></p> <p><b>Proposal quoted shall be inclusive of all applicable taxes.</b></p> <p>Prices payable to the Supplier as stated in the Contract are not subject to any adjustment during performance of the contract. However, any subsequent legislation enacted, changes in the rate of any tax, levy of additional tax or duty during the currency of the contract that to impacts the contract price would be duly accounted for by both the parties of the contract i.e. in case of increase or decrease in the rates of the said taxes and duties or levy of any new tax or duty, the contract price would be adjusted accordingly.</p>   |
| SCC 14. | GCC 35 | <p><b>Terms and Conditions of Payment:</b></p> <p>Payments for Services shall be made in <b>Pakistani Rupees (PKR)</b>, as follows:-</p> <p><b>A. Subscription (for complete solution):</b></p> <p>Year-wise payment shall be made after successful subscription by the service provider and confirmation by Technical Team of the Procuring Agency.</p> <p><b>Note:-</b></p> <p><i>In case of Bid quoted in Foreign Currency (FCY), the total amount payable against complete goods/supplies shall be locked in equivalent PKR at Mark to Market rate (M2M) as notified by State Bank of Pakistan prevailing on the Delivery Date mentioned in Delivery Completion Certificate issued by SBP Technical Team..</i></p> <p><b>B. Implementation of Complete Solution (in PKR):</b></p> <p>Implementation Cost of Complete Solution shall be paid after issuance of Operational Acceptance Certificate</p> |

|         |        |   |
|---------|--------|---|
|         |        | <p>issued by authorized representative of the Procuring Agency.</p> <p><b>C. Training (in PKR)</b><br/>Training Cost will be paid after completion of training.</p> <p><b>D. Call Centre Management &amp; Supervisory Services (Operational Requirement) (in PKR)</b><br/>Charges of Call Management &amp; supervision services shall be paid as per actual usage at the end of each six-month period subject to confirmation from Procuring Agency's Technical Team.</p> <p><b>E. WhatsApp Service Charges (in PKR)</b><br/>Whatsapp Service Charges shall be paid as per actual usage at the end of each six-month period subject to confirmation from Procuring Agency's Technical Team.</p> <p><b>F. Local SLA and Support Services (in PKR)</b><br/>Service Level Agreement (SLA) charges shall be paid in PKR at the end of each six-month period subject to confirmation from Procuring Agency's Technical Team.</p> |
| SCC 15. | GCC 36 | Not applicable.   |
| SCC 16. | GCC 38 | <p><b>Currency of Payment:</b><br/>All the payment to be released to the contractor/Cloud Service Provider shall be Pakistani rupee.</p>  |
| SCC 17. | GCC 39 | <p><b>Identifying Defects:</b><br/>The procuring agency reserve the right at any time to inspect the premises of the Cloud Service Provider to inspect the cloud services and monitor the services being provided.</p>  |
| SCC 18. | GCC 42 | <p><b>Dispute Settlement</b><br/>In case of any dispute arising between the procuring agency and supplier (hereinafter referred to as parties) in connection with or arising out of the contract, the dispute shall be resolved amicably by the parties.</p> <p>In case if the parties fail to resolve the dispute, such disputes shall be resolved through Arbitration in accordance with Arbitration Act 1940. The place of arbitration shall be Karachi, Pakistan.</p>   |

## **SECTION IX: CONTRACT FORMS**

## Form of Contract

THIS Contract is made on the \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_ between *[name and address of Procuring Agency]* of Pakistan (hereinafter called “the Procuring Agency”) of the one part and *[name of Supplier]* of *[city and country of Supplier]* (hereinafter called “the Supplier”) of the other part:

WHEREAS the Procuring Agency invited Bids for certain goods and related-services, viz., *[brief description of goods and services]* and has accepted a Bid by the Supplier for the supply of those goods and related services in the sum of *[contract price in words and figures]* (hereinafter called “the Contract Price”).

### NOW THIS CONTRACT WITNESSETH AS FOLLOWS:

1. In this Contract words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Contract, In the event of any ambiguity or conflict between the Contract Documents listed below, the order of precedence shall be the order in which the Contract Documents are listed below:-
  - a) This form of Contract;
  - b) General Conditions of the Contract;
  - c) Special Conditions of Contract;
  - d) Appendices (Contract);
    - i. Appendix – 1 Bid Acceptance Letter
    - ii. Appendix – 2 Supplier Acceptance Letter
    - iii. Appendix – 3 Supplier’s Representative
    - iv. Appendix – 4 Technical Specifications
    - v. Appendix – 5 Schedule of Requirements;
    - vi. Appendix – 6 Form of Bid & Price Schedule
    - vii. Appendix – 7 Payment Schedule
    - viii. Appendix – 8 Supplier Account Form (S2)
    - ix. Appendix – 9 Performance Guarantee (Bank Guarantee)
    - x. Appendix – 10 Integrity Pact
    - xi. Appendix – 11 Declaration for Beneficial Ownership
    - xii. Appendix – 12 Sample Forms of the Contract
      - I. Delivery Confirmation Certificate
      - II. Installation Certificate Form
      - III. Operational Acceptance Certificate Form
    - xiii. Appendix – 13 The Supplier’s Bid.
3. In consideration of the payments to be made by the Procuring Agency to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Procuring Agency to provide the goods and related services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
4. The Procuring Agency hereby covenants to pay the Supplier in consideration of the provision of the goods and related services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.
5. This Agreement can only be amended or extended in writing and upon mutual consent of both the parties.

IN WITNESS whereof the parties hereto have caused this Contract to be executed in accordance with their respective laws the day and year first above written.

Sign and seal, (for the Procuring Agency):

\_\_\_\_\_  
Name:  
Designation:

Witness 1: \_\_\_\_\_  
Name:  
Designation:

Witness 2: \_\_\_\_\_  
Name:  
Designation:

Sign and seal, (for the Service Provider/Supplier):

\_\_\_\_\_  
Name:  
Designation:

Witness 1: \_\_\_\_\_  
Name:  
Designation:

Witness 2: \_\_\_\_\_  
Name:  
Designation:

## **Appendices (Contract Forms)**

- Appendix 1. Bid Acceptance Letter
- Appendix 2. Supplier Acceptance Letter
- Appendix 3. Supplier's Representative
- Appendix 4. Technical Specifications
- Appendix 5. Schedule of Requirements;
- Appendix 6. Form of Bid & Price Schedule
- Appendix 7. Payment Schedule
- Appendix 8. Supplier Account Form (S2)
- Appendix 9. Performance Guarantee (Bank Guarantee)
- Appendix 10. Integrity Pact
- Appendix 11. Declaration for Beneficial Ownership
- Appendix 12. Sample Forms of the Contract
  - I. Delivery Confirmation Certificate
  - II. Installation Certificate Form
  - III. Operational Acceptance Certificate Form
- Appendix 13. The Supplier's Bid

## Appendix – 1 Bid Acceptance Letter



**SBP Banking Services Corporation**  
General Services Department  
Head Office

.....  
*[Ref. No.]*

.....  
*[Date]*

RFP No: GSD (PROC-I)/ 398665 / Cloud / Call Center /2026

Title: Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis

To: *[name and address of the Service Provider]*

This is to notify you that your Bid dated *[date]* for execution of the *[name of the Contract and identification number, as given in the Special Conditions of Contract]* for the Contract Price of the equivalent of *[amount in numbers and words] [name of currency]*, as corrected and modified in accordance with the Instruction To Cloud Service Provider (ITCSP) is hereby accepted by us.

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

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

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

Authorized Signature:

Name and Title of Signatory:

Name of Agency:

Attachment: Contract

Copy: Appointing Authority and Service Provider

## Appendix – 2 Service Provider Acceptance Letter

|   |        |
|---|--------|
| [Ref. No.]  | [Date] |
| RFP No: GSD (PROC-I)/ 398665 / Cloud / Call Center /2026  |        |
| Title: Deployment and Managed Operations of a Unified Cloud-Based<br>Contact Center Solution on a Turnkey Basis |        |
| Service Provider: [Manager]   |        |

To:

Director  
General Services Department  
SBP Banking Services Corporation (HOK)  
3rd floor BSC House, I.I Chundrigar Road,  
Karachi –Pakistan

Service Provider Confirmation Letter for “Deployment and Managed Operations of a Unified  
Cloud-Based Contact Center Solution on a Turnkey Basis”

Dear Sir,

We hereby Confirm and Accept the Notification of Award (*Insert Ref. No. of NoA*) for “*Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis*” for a sum of XXXX.

We will submit requisite Performance Guarantee within fourteen (14) days and sign & return the Contract within fourteen (14) days from receipt of the Contract Form as per the terms of the Bidding Documents.

Yours Sincerely

Name

Designation

Date:

### Appendix – 3 Service Provider’s Representative

|                          |   |
|--------------------------|---|
| <b>No:</b>               | GSD (PROC-I)/ 398665 / Cloud / Call Center /2026  |
| <b>Title:</b>            | Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis |
| <b>Service Provider:</b> |   |

Service Provider’s appointed Representatives are:

|                        |  |
|------------------------|--|
| <b>Name:</b>           |  |
| <b>Designation:</b>    |  |
| <b>Contact Details</b> |  |
| <b>Land line:</b>      |  |
| <b>Cell:</b>           |  |
| <b>Email:</b>          |  |
| <b>Address:</b>        |  |
|                        |  |
|                        |  |
|                        |  |

|                        |  |
|------------------------|--|
| <b>Name:</b>           |  |
| <b>Designation:</b>    |  |
| <b>Contact Details</b> |  |
| <b>Land line:</b>      |  |
| <b>Cell:</b>           |  |
| <b>Email:</b>          |  |
| <b>Address:</b>        |  |
|                        |  |
|                        |  |
|                        |  |

## Appendix – 4 Technical Specifications

|                   |   |
|-------------------|---|
| No:               | GSD (PROC-I)/ 398665 / Cloud / Call Center /2026  |
| Title:            | Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis |
| Service Provider: |   |

To be included at the time of signing of contract

## Appendix – 5 Schedule of Requirements

|                   |   |
|-------------------|---|
| No:               | GSD (PROC-I)/ 398665 / Cloud / Call Center /2026  |
| Title:            | Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis |
| Service Provider: |   |

To be included at the time of signing of contract

## Appendix – 6 Form of Bid & Price Schedule

|                   |   |
|-------------------|---|
| No:               | GSD (PROC-I)/ 398665 / Cloud / Call Center /2026  |
| Title:            | Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis |
| Service Provider: |   |

To be included at the time of signing of contract

## Appendix – 7 Payment Schedule

|                   |   |
|-------------------|---|
| No:               | GSD (PROC-I)/ 398665 / Cloud / Call Center /2026  |
| Title:            | Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis |
| Service Provider: |   |

To be included at the time of signing of contract

## Appendix – 8 Service Provider Account Form (S2)



**STATE BANK OF PAKISTAN**  
Finance Department  
Supplier Bank Account Details Form

S-2

|  |                                 |  |  |
|--|---------------------------------|--|--|
| <b>1. For OFFICE use: (Please Check)</b>   |                                 |  |  |
| Office: <input type="checkbox"/> SBP <input type="checkbox"/> BSC <input type="checkbox"/> |                                 | Department: <b>General Services Department</b> |  |
| Create New Supplier: <input type="checkbox"/>  |                                 | Create New Site: <input type="checkbox"/>      |  |
| Update Supplier Info: <input type="checkbox"/>   |                                 | Supplier Number: _____                         |  |
| <b>2. Supplier Information</b>   |                                 |  |  |
| Supplier Name  | [Manager]                       |  |  |
| Supplier NTN   | (9 digits)                      |  |  |
| CNIC No.   | (15 digit) If NTN Not available |  |  |
| Supplier Address   |                                 |  |  |
| Supplier City  |                                 |  |  |
| Contact No.  |                                 | Mobile No.                                     |  |
| E-mail Address   |                                 | Fax No.  |  |
| <b>3. Bank Account Information</b>   |                                 |  |  |
| Bank Name  |                                 |  |  |
| Branch Name  |                                 |  |  |
| Branch Address   |                                 |  |  |
| Account No. (IBAN)   | PK                              | Branch Type                                    | <b>Commercial</b> <input type="checkbox"/> <b>Islamic</b> <input type="checkbox"/> |
| Branch License No.   |                                 |  |  |
| Account No. (17 digits)  | Account Type:                   |  |  |
| Title of Account   |                                 |  |  |
| <b>(Signature &amp; Stamp of Supplier)</b>   |                                 |  |  |

**Note:**

- Information without complete Bank Account Details & NTN/ CNIC will not be accepted.
- All Payments will be made to Service Providers through Bank Account.
- Any change in Bank Account should be conveyed immediately to SBP. Otherwise SBP will not be responsible for credit into wrong account of Service Provider due to change in bank account details.



SBP Banking Services Corporation  
**Supplier Management Module**  
 Supplier Creation Form

|     |                                  |             |                        |
|-----|----------------------------------|-------------|------------------------|
| 1.  | Supplier Name                    | [Manager]   |                        |
| 2.  | Supplier Number                  |             |                        |
| 3.  | Complete address of the Supplier |             |                        |
| 4.  | Supplier NTN (9 digits)          |             |                        |
|     | CNIC No. (15 digit)              | -           | (If NTN Not available) |
| 5.  | Supplier Type                    |             |                        |
| 6.  | With Holding Tax Rate            |             |                        |
| 7.  | Contact Number                   | Telephone:  |                        |
|     |                                  | Fax Number: |                        |
| 8.  | E-mail address                   |             |                        |
| 9.  | Bank Details                     | Bank Name   |                        |
|     |                                  | Branch Name |                        |
|     |                                  | Address     |                        |
| 10. | Branch License Number            |             |                        |
| 11. | Bank Account Number              |             |                        |
| 12. | Title of Account                 |             |                        |
| 13. | Account Type                     |             |                        |
| 14. | Branch Code No.                  |             |                        |

## Appendix – 9 Performance Guarantee (Bank Guarantee)

|                   |   |
|-------------------|---|
| No:               | GSD (PROC-I)/ 398665 / Cloud / Call Center /2026  |
| Title:            | Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis |
| Service Provider: |   |

|           |       |
|-----------|-------|
| Date:     | _____ |
| No.       | _____ |
| Amount:   | _____ |
| Validity: | _____ |

To: *[name of Procuring Agency]*

WHEREAS *[name of Service Provider]* (hereinafter called “the Service Provider”) has undertaken, in pursuance of Contract No. *[Reference number of the contract]* dated *[insert date]* to delivery *[description of goods and services]* (hereinafter called “the Contract”).

AND WHEREAS it has been stipulated by you in the said Contract that the Service Provider shall furnish you with a Bank Guarantee by a reputable bank for the sum specified therein as security for compliance with the Service Provider’s performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Service Provider a guarantee:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Service Provider, up to a total of *[amount of the guarantee in words and figures]*, and we undertake to pay you, upon your first written demand declaring the Service Provider to be in default under the Contract and without cavil or argument, any sum or sums within the limits of *[amount of guarantee]* as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the: *[insert date]*

Signature and seal of the Guarantors

\_\_\_\_\_  
*[name of bank or financial institution]*

\_\_\_\_\_  
*[address]*

\_\_\_\_\_  
*[date]*

## Appendix – 10 Integrity Pact



### SBP Banking Services Corporation

#### Declaration of Fees, Commissions and Brokerage etc Payable by the Suppliers of Goods, Services & Works In Contracts Worth Rs.10.00 Million Or More

|                   |   |
|-------------------|---|
| No:               | GSD (PROC-I)/ 398665 / Cloud / Call Center /2026  |
| Title:            | Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis |
| Service Provider: |   |

**[Required on non-judicial stamp paper; value of stamp paper should be as per required value as per Stamp Duty Act]**

**Contract Value:** \_\_\_\_\_

**Dated:** \_\_\_\_\_

[Name of Service Provider] hereby declares that it has not obtained or induced the 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 the generality of the foregoing [Name of Service Provider] represents and warrants that it has fully declared the 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 the object of obtaining or inducing the 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.

[Name of Service Provider] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoP and has not taken any action or will not take any action to circumvent the above declaration, representative or warranty.

[Name of Service Provider] accepts full responsibility and strict liability for making and false declaration, not making full disclosure, misrepresenting fact or taking any action likely to defeat the 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 the option of GoP.

Notwithstanding any rights and remedies exercised by GoP in this regard, [Name of Service Provider] 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 amount equivalent to ten times the sum

of any commission, gratification, bribe, finder's fee or kickback given by [Name of Service Provider] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP.

\_\_\_\_\_  
[Buyer]

\_\_\_\_\_  
[Seller/Service Provider]

## Appendix – 11 Form of Declaration for Ultimate Beneficial Owners Information

**[Required on non-judicial stamp paper; value of stamp paper should be as per required value as per Stamp Duty Act]**

RFP No: GSD (PROC-I)/ 398665 / Cloud / Call Center /2026  
 Title: Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis  
 Service Provider: \_\_\_\_\_

**Declaration of Ultimate Beneficial Owners Information for Public Procurement Contracts**

1. Name
2. Father’s Name/Spouse’s Name
3. CNIC/NICOP/Passport no.
4. Nationality
5. Residential address
6. Email address
7. Date on which shareholding, control or interest acquired in the business.
8. In case of indirect shareholding, control or interest being exercised through intermediary companies, entities or other legal persons or legal arrangements in the chain of ownership or control, following additional particulars to be provided:

| 1    | 2  | 3                                      | 4                             | 5                | 6       | 7             | 8  | 9   | 10   |
|------|--|--|-------------------------------|------------------|---------|---------------|--|---|--|
| Name | Legal form<br>(Company/Limited Liability Partnership/Association of Persons/Single Member Company/ Partnership Firm/ Trust/Any other individual, body corporate (to be specified)) | Date of incorporation/<br>registration | Name of registering authority | Business Address | Country | Email address | Percentage of shareholding, control or interest of BO in the legal person or legal arrangement | Percentage of shareholding, control or interest of legal person or legal arrangement in the Company | Identity of Natural Person who ultimately owns or controls the legal person or arrangement |
|      |  |  |                               |                  |         |               |  |   |  |
|      |  |  |                               |                  |         |               |  |   |  |

9. Information about the Board of Directors (details shall be provided regarding number of shares in the capital of the company as set opposite respective names).

| 1                                  | 2  | 3                                | 4   | 5                           | 6          | 7  | 8  |
|------------------------------------|--|----------------------------------|---|-----------------------------|------------|--|--|
| Name and surname (InBlock Letters) | CNIC No. (in case of foreigner, Passport No) | Father's/ Husband's Name in full | Current Nationality                                 | Any other Nationality (ies) | Occupation | Residential address in full or the registered/ principal office address for a subscriber other than natural person | Number of shares taken by each subscriber (in figures and words) |
|                                    |  |                                  |   |                             |            |  |  |
|                                    |  |                                  |   |                             |            |  |  |
|                                    |  |                                  |   |                             |            |  |  |
|                                    |  |                                  | Total number of shares taken (in figures and words) |                             |            |  |  |

10. Any other information incidental to or relevant to Beneficial Owner(s).

## **Appendix – 12 Sample Forms of the Contract**

- I. Delivery Confirmation Certificate
- II. Installation Certificate Form
- III. Operational Acceptance Certificate Form

## I. Delivery Confirmation Certificate

Date: [insert: date]  
 RFP: GSD (PROC-I)/ 398665 / Cloud / Call Center /2026  
 Contract: Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis

To:  
 [insert: name and address of Service Provider ]

Dear Sir or Madam:

Pursuant to Contract entered into between \_\_\_\_\_ and **SBP Banking Services Pakistan** (hereinafter the Procuring Agency”) dated [insert: date of Contract], relating to the “**Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis**”, we hereby notify you that the Goods (or parts or major component thereof) was deemed to have been delivered as per the technical requirement and specification of the bidding documents/contract on the date specified below.

1. Description of the Goods (or relevant or parts or major component thereof): “**Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis**”
2. Date of Delivery: [insert: date]

Notwithstanding the above, you are required to complete the outstanding items listed in Contract as soon as practicable. This letter shall not relieve you of your obligation to install, configure, integrate (as applicable) and achieve Operational Acceptance of the entire System (if applicable) in accordance with the Contract nor of your obligations during the Warranty Period.

For and on behalf of the Procuring Agency

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

in the capacity of: Director ITOD or nominee thereof

## II. Installation Certificate Form

Date: [insert: date]  
 RFP: GSD (PROC-I)/ 398665 / Cloud / Call Center /2026  
 Contract: Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis

To:  
 [insert: name and address of Service Provider]

Dear Sir or Madam:

Pursuant to Contract entered into between \_\_\_\_\_ and **SBP Banking Services Corporation** (hereinafter the "Procuring Agency dated [insert: date of Contract], relating to the "**Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis**", we hereby notify you that the System (or a Subsystem or major component thereof) was deemed to have been correctly installed on the date specified below.

1. Description of the System (or relevant Subsystem or major component: "**Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis**"
2. Date of Installation: [insert: date]

Notwithstanding the above, you are required to complete the outstanding items listed in the attachment to this certificate as soon as practicable. This letter shall not relieve you of your obligation to achieve Operational Acceptance of the System in accordance with the Contract nor of your obligations during the Warranty Period.

For and on behalf of the Procuring Agency

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

in the capacity of: Director ITOD or nominee thereof

### III. Operational Acceptance Certificate Form

Date: [insert: *date*]  
 RFP: GSD (PROC-I)/ 398665 / Cloud / Call Center /2026  
 Contract: Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis

To:  
 [insert: *name and address of Service Provider*]

Dear Sir or Madam:

Pursuant to Contract entered into between \_\_\_\_\_ and **SBP Banking Services Corporation** (hereinafter the "Procuring Agency") dated [insert: *date of Contract*], relating to the "**Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis**", we hereby notify you the System (or the Subsystem or major component identified below) successfully completed the Operational Acceptance Tests specified in the Contract. In accordance with the terms of the Contract, the Procuring Agency hereby takes over the System (or the Subsystem or major component identified below), together with the responsibility for care and custody and the risk of loss thereof on the date mentioned below.

1. Description of the System (or Subsystem or major component): "**Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis**"
2. Date of Operational Acceptance: [insert: *date*]

This letter shall not relieve you of your remaining performance obligations under the Contract nor of your obligations during the Warranty Period.

For and on behalf of the Procuring Agency

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

in the capacity of: Director ITOD or nominee thereof

## **Appendix – 13 The Service Provider’s Bid**