



Pakistan State Oil Company Limited

PSO House, Khayaban-e-Iqbal, Clifton, Karachi-75600, Pakistan

Telephone (021) 9203866-85 Fax (021) 9203796

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RFQ No	CSA4933SZ	
DATE	24.08.2026	

REQUEST FOR QUOTATION

(THIS IS PRICE ENQUIRY-NOT AN ORDER)

SAP No.6100017952

Company PSO Dummy Vendor
PAKISTAN

QUOTATION REQUIRED

ON
(Date)

09.09.2026

BY
(Time)

Please quote your best price for all items of following specifications. Please read the instructions attached herewith Rs. _____ EARNEST MONEY %
PO/DD NO. _____

Title: Operational Services (IT Enabled Services) for Call Center

S.No.	Description/Specifications	Location	Unit	Qty	Unit Price Rs.	Amount Rs.
1	<u>Annual Operational Services for Taaluq</u>	<u>PSO House</u>				
1.01	<u>Annual Operation IT Enabled Services-CC</u> Agents Service Total Ten (10) Agents Services may be required#as per PSO Discretion. It may be increase/decrease as per requirement. -Services Hiring Criteria: * Associate Agent Service: The starting salary shall be in accordance,, with the Sindh Government's officially notified minimum,, monthly wage, as per current year.,,,,,, ***** * Executive Agent Service: After completing two (02),, years of customer service and successfully passing the,, prescribed assessment test and interview, the employee may,, be considered for promotion, subject to management,,, approval. Upon approval, the alary shall be revised in,,, accordance with the approved salary structure.,,,, ***** * Sr. Executive Agent Service: After completing one (01) year of service ,, as an Executive Agent Service and successfully passing the,,, prescribed assessment test, the agent may be considered for,, promotion to Sr Executive Agent Service, subject to management,, approval. Upon approval, The compensation shall be revised in accordance with the approved compensation structure.		<u>JOB</u>	12		
1.02	<u>Annual Operation IT Enabled Services-CC</u> The Services hiring criteria for the WhatsApp Agents Service shall be the same as the criteria specified under Line Item No. 1.001. ***** Note:-		<u>JOB</u>	12		



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	Five (05) Agents for WhatsApp (Chatbot) & others Live Agent Service may be required#as per PSO,,Discretion. It may be increase/decrease as per requirement. PSO being a customer-oriented organization places customer satisfaction at the core of its business processes and activities. Customer Services department aims to resolve all queries / complaints received from our stake holders though different communication mediums and keep the customers connected. The department strives for excellence in customer services. The department is one of the main contributors to the Company's positive brand equity striving to provide one window facilitation service to customers through toll free number/ Emails/Whatsapp Chatbot/Social Media etc. Scope of Work: The Department is a communication hub for customers and its allied stakeholders. The call centre manages inbound/outbound calls and ensure they are answered and customer queries are addressed within the pre-defined threshold time. Customer Services comprise two separate wings i.e. providing cards facilitation and addressing Customer and Dealers Complaints /Customer profiling/Queries/Reporting/Feedback etc. To further facilitate our dealers and customers through different communication mediums social media, Facebook messenger/ Website chat / Whatsapp (Chatbot) and emails are also there. Complaint lodging / resolution of complaints and providing resolution are also the key component of the required services. Required Services for Taaluq: On average 36,800 monthly customer interactions (may increase or decrease due to various factors) is made through inbound / outbound calls. Besides calls handling, services include correspondences via emails/social media platforms Whatsapp (Chatbot), website chat,					



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	Whatsapp. All services to be ensured while maintaining the service levels which includes various factors like talk time, call pick up time, calls abandoned, call in que etc. The required services shall include following attributes: - Clear communication with the customers/dealers. (Which includes probing, excellent oral and written communication, establishing rapport, timely corresponding/ follow-ups and complaints closures). - Flexibility and able to adapt to changing priorities. - Handling work pressures - Time Management. - Ability to read customers mind and deal with tough situations. - Ability to grasp to Company products/activities knowledge. - Team Work. - Ability to plan, organize and prioritize work. - Proficiency with computer software programs / Microsoft office etc. - Efficient problem-solving skills with the ability to provide immediate resolution on call to customers. - Command on all databases, social media platforms, WhatsApp chatbot and applications such as, CRM / CMMS v2 (Launchers), Reporters, Admin Panels, Back Office, Web Applications etc. - Ability to manage difficult Customer/Situation on Social Media platform through written communication. - Possess Technical knowledge related to the job - Command over basic company and product knowledge/ business units and procedures. - Multitasking Skills: Capability to handle multiple media chats/calls/emails etc. simultaneously without losing quality. - Ability to coordinate with different departments (e.g., technical teams, sales, operations etc.) for quick and efficient resolution for the open complaints. - Willingness to stay updated with new Products, Campaigns, Offers and company policies.					



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	- Strong understanding of customer data protection and Company Confidentiality Policies. - Taking proactive ownership of customer issues from start to finish without unnecessary hand-offs or delays. - follow Customer Service dept. all SOPs, guidelines and instructions which will be provided time to time. - Responsible for the proper use, care, and safeguarding of office equipment, appliances, and accessories. - In case of system down or any technical and systematic issue, take responsibility to escalate the issue to the relevant team and follow ups for the prompt resolution. - Ability to generate daily reports from CRM and CMMS for open complaints, share them with the relevant departments and teams, and conduct follow-ups to ensure timely resolution and closure. - Maintain appropriate office attire in accordance with the organization's dress code policy. - Adaptability to new technologies. Terms and Conditions: 1. The call centre is operational from 8:30 am to 12:00 am midnight, in three shifts. However, in future the call centre operation can be extended to 24 hours but the shift timing will remain 8 hours. 2. The scope of services, may be increased / decreased to suit PSO's operational requirements. PSO's liability for payment, however, will be restricted to the actual services rendered at the accepted rate and as per terms and conditions mentioned in the Work Order. 3. The quantities indicated above may at the sole discretion of PSO be increased/decreased or one or more item(s) be deleted altogether to suit Company's operational requirements. 4. Vendor is responsible to ensure that services are rendered at PSO premises within above mentioned duty timings. 5. Vendor shall abide by the Company rules and procedures as well as HSE guidelines and safety procedures. Non-compliance of HSE					



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	policies may lead to Termination / discontinuation of services by PSO without any prior notice to the Vendor. 6. In case the Vendor has failed to provide the required services, the Company has the right to arrange the required services from any other sources. In such event if Company has to bear extra cost, the difference along with the consequential loss, if any shall be recovered from the Vendor or adjusted from the Vendors bills and the Vendor shall be liable to make such payments. 7. In case if PSO is not satisfied with the performed services<(>,<)> PSO will intimate the Vendor for improvement in writing and in case the Vendor still fails to improve the services within One (01) month written notice from PSO, PSO shall have the right and authority to terminate/discontinue this contract without any further notice. 8. The Security Deposit, if any, is liable to be forfeited by Company for reasons stated below: - - If during the validity of the Contract, the Vendor fails to honor his commitment. - If the Vendor's services are found to be unsatisfactory for a period of six months and the Vendor fails to improve the performance, despite written warning from PSO. - Due to damage/loss/misappropriation of company's property while in Vendor's custody or due to mishandling or negligence by Vendor or during provision of services. 9. The Security Deposit will be refunded after expiry of the Contract satisfactorily, after deductions, if any. The Vendor shall get its firm duly registered with all the relevant agencies/authorities required under Country's Laws<(>,<)> Acts, Rules, Ordinance and shall, being the employer of its staff rendering the services on his behalf under this Contract<(>,<)> abide by al the provisions thereof which includes EOBI cards of employees, Social Security, Workmen compensation etc. and/or abide by all other labor laws of Pakistan in relation to this Contract. In case the Vendor has failed to discharge its					



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	legal obligation, the Company reserves the right to deduct amount from the payment to the extent the Vendor is liable to pay as 'employer'. 10. Any Government levies/taxes and contributions etc., if applicable or imposed by Federal Government or Provincial Government or Local Bodies shall have to be borne by the Vendor and Company shall be absolved at all times from payment of all such duties Taxes/contributions. 11. No bonus, profit/other charge or any compensation is payable by Company to the Vendor on the amount of Security Deposit while in Company's custody. 12. The Contract will be one-year contract unless terminated by the PSO Company due to any reason(s) as given below. However, PSO also reserves the right to extend the Service Order for 03 Months at same rates and Terms & Conditions. 13. Payments will be made only for the actual work done on monthly basis, on submission of bill, duly verified by Company's representative however, if the bill and the services contained therein are not duly verified as aforesaid, no payments shall be made by the PSO Company. 14. All equipment, materials, tools, etc., provided by the Company during provision of services to the Vendor shall remain property of the Company at all times and the Vendor shall have no claim or title on it in any manner whatsoever. However, the PSO Company shall be responsible for any wear <(>,<)> tear and maintenance of such equipment/tools etc. 15. Pricing terms and conditions are mentioned in the Work Order. 16. PSO reserves its absolute right to terminate/cancel the Contract with the Vendor without giving any reason upon giving One (01) month notice to the Vendor. 17. The Contractor shall be fully responsible for the acts<(>,<)> omissions, fraud and/or misappropriation of its services/staff. The Contractor acknowledges that neither there is nor there will be any direct or indirect relationship between PSO and the					



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	service /staff assigned to perform the services at PSO's location under this contract. 18. The Contractor shall, to the fullest extent as permitted under the law, indemnify, defend and hold harmless to PSO(>,<)> its officers, employees, agents, and representatives, from and against any and all losses, costs, penalties, fines, damages(>,<)> claims, expenses (including attorney-s fees) or liabilities arising out of, resulting from, or in connection with the services contemplated by this contract. 19. The services assigned by the Contractor to perform under this contract shall always remain the employees of the Contractor for all practical purposes and Contractor shall ensure that they shall never claim themselves to be the employees of PSO. 20. The Contractor shall provide copy of appointment letters of its staff, performing services under this contract, to PSO duly acknowledged by the concerned staff. 21. The workers/personnel employee by the contractor will be contractor's employees who shall be responsible for their number, terms and conditions of service and any other liability, which accrue under the law for the time being in force. Such workers/personnel shall not be in any manner considered or pose to be the employees of the company for any purpose and the company shall not be liable towards then on any account whatsoever. The contractor shall be sole authority to regulate his workers/attendances timings, work, appointment, discharge, terminate, layoff, retrench, take disciplinary action, dismiss etc. in relation to this contract. The contractor shall be responsible to maintain the attendance record of his workers/personnel employed to perform its obligations under this contract. 22. The workers/personnel employed by the contractor to perform its obligations under this contract shall be the contractor's employees for all Intents and purposes. No relationship of employer and employee shall be deemed to exist between the company and the contractor's employees					



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	due to any reason whatsoever.					
	23. The contractor undertakes the responsibility to observe the applicable labor laws and enactments that may be in force from time to time. If there be any default, contravention, difference, dispute or any matter arising or claims so arise relating to any right or benefit allowed or available to the workers/personnel of the contractor, the same shall be claimed from and paid/allowed/settled by the contractor entirely at his own cost and expense. The contractor shall maintain the requisite records, registers, etc required in this regard.					
	24. The contractor shall solely be responsible for: a) Appointments & terminations of its workers/personnel as and when required; contractor shall deploy its personnel with relevant competencies after due diligence; b) Supervision & control of its workers/personnel; c) Salaries, any other remunerations and benefits to his workers/personnel like Group Life Insurance, old age benefit contribution, medical assistance, workmen compensation, social security contribution, etc.; d) For the deductions of any taxes or levies under any laws in relation to its workers/personnel/services: e) For any act or omission by its workers/personnel, which results in any loss or damage to any party including the company; f) For compliance by the contractor and its workers/personnel with any local laws/regulations. specifically, all labor laws, petroleum and environmental laws; g) Maintaining Insurance cover for its workers/personnel as required by the company and/or any Local Laws; h) For maintaining records of its workers/personnel as required under any law; and i) Provision of necessary monthly training to its workers/personnel for effective performance of contractor's obligations under this contract.					



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	25. It is specifically agreed and understood that the relationship between the company and the contractor is restricted and confined in respect of rendering of services under this Contract only and no agency relationship exists nor shall be deemed to exist between the contractor and the company. 26. Neither the contractor Is an employee of the company nor any of the workers/personnel employed by the contractor in relation to this Contract shall be deemed to be the employee/workmen of the company due to any reason whatsoever. 27. Escalation would be allowed (on yearly basis) on the amount other than Contractor's Labour Wages, after completion of each year of contract with average rate of 12 months of CPI- General inflation (Year on Year) published by Government of Pakistan, Statistics Division and Pakistan Bureau of Statistics. Any change in cost of service by the operation of labor law shall be passed on to the vendor. 28. The Contractor shall provide details regarding nature of litigation and status, if his firm is involved in any kind of litigation with PSO or any other Company during last Five (05) year. 29. The Contractor shall provide undertaking on Rs. 100/- stamp paper, duly notarized stating therein that the firm has not been blacklisted by any of its clients. 30. The Contractor shall provide undertaking on his Firm/ Company-s letterhead stating therein if presently the Contractor is or is not working on any project of similar nature with any of PSO-s direct competitor. 31. SLA (Service Level Performance Evaluation Form) is an integral part of this Service Order.					



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	32. In the event of Contractor's failure to deliver timely Services within the time mention in service order and/ or not delivered services as per requirement, in that event PSO shall be entitled to deduct from his bills /outstanding payments or other work done by him for PSO or from any amount due to him by PSO a sum of Rs. 0.1% of Service Order value per day as liquidated damages for the period which the said services remains incomplete or fails to pass the quality tests subject to a maximum 10% of work order amount to be recovered from the contract on his default. 33. Penalty liquidity damages may be waived in case of force majeure situation contractor will be required to furnish documentary proof. The payment will be made on monthly basis, and prorated deductions will be made in case of deviations from the terms and conditions of the contract. This Contract is valid for the period of one year. However, PSO also reserves the right to extend the Service Order for 03 Months at same rates and Terms & Conditions. 34. Allow Partial Payment and Delivery (Monthly Payments) 35. Arbitration and Jurisdiction: In case of any difference between the parties, the matter shall be resolved through arbitration under the provisions of the Arbitration Act, 1940 and Company-s Chief Commercial Officer or his nominee shall be the sole Arbitrator to adjudicate and decide o the dispute, whose decision shall be final and binding upon both parties and the Courts at Karachi shall have the exclusive jurisdiction to try and entertain the suits/proceedings under this Contract. 36. All taxes are included in this PR amount. 37. PSO may renew the contract for the next two years on yearly basis on the same terms and conditions based on the vendor's satisfactory performance and consent for both parties. 38. Escalation would be allowed on yearly basis after completion of each					



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	year of contract with average rate of 12 months of CPI- General inflation (Year on Year) published by Government of Pakistan, Statistics Division. 39. PSO also reserves the right to extend the Service Order for 03 Months at same rates and Terms & Conditions.					