



Tender Document

*Provision of Clerical/Non-clerical staff
for
The Bank of Khyber*

1. INVITATION TO BID

The Bank of Khyber, intends to hire services of Credit Assistants, Consumer Collection Assistants, Office Assistants, Telephone Operators, Cash Sorters, Drivers, Janitors/Janitorial services and Tea boys from reputed firms that could provide services at the Bank of Khyber, Head Office and its branches all across Pakistan.

2. DESCRIPTION OF WORK

- Clerical/Non-Clerical services.

3. SCOPE OF WORK

Provision of Clerical/Non-Clerical services to The Bank of Khyber, Head Office and all its branches across Pakistan

4. INSTRUCTIONS TO BIDDERS

MANDATORY TERMS & CONDITIONS

- (i) The companies must be registered with Khyber Pakhtunkhwa Revenue Authority or any relevant Provincial Tax authorities in sales tax.
- (ii) Income Tax, Sales Tax and all other applicable taxes shall be deducted in accordance with the law.
- (iii) The bidder shall submit an affidavit that it has never been blacklisted.
- (iv) The bidder shall submit EOBI registration number along with evidence.
- (v) The bidder shall submit NTN registration number along with evidence.

GENERAL TERMS & CONDITIONS

- (vi) Bids once submitted cannot be withdrawn. If a bidder withdraws from the bidding process after submission of bid the Bank reserves the right to forfeit the earnest money.
- (vii) Any bidder submitting incomplete information shall be disqualified from the bidding process.
- (viii) Any bidder submitting false, incorrect or inaccurate information shall be automatically disqualified from the bidding process.
- (ix) Pages of every section of the bid must be numbered and signed by the Bidder's nominated authorized signatory. The representative of the bidding firm shall furnish a proof of authorization to sign the bids, in the form of a written Power-of-Attorney, which shall accompany the Bid.
- (x) The Bank of Khyber reserves the right to reject any or all quotations, without assigning any reason thereof.

- (xi) The procurement of services shall be governed by the KPPRA Rules, 2014.
- (xii) The Firm/Company ensured to provide the wages to its employees as per applicable wages by the Provincial/Federal Government.

5. ADDITIONAL TERMS AND CONDITIONS

- i. Bids should be addressed to Head Human Resources, Address: Human Resources Division-HRDG, The Bank of Khyber, HO, 9th Floor, State Life Building, Peshawar Cantt. Phone: 091-5284154-5,
- ii. Rates should be quoted in PKR (Pakistani rupees) on the format of Financial Bid as placed at Annexure-B.
- iii. Any offer not received as per terms & conditions provided hereinafter are liable to be ignored and no such offer shall be considered if:
 - (i) received without Bid Security.
 - (ii) received after the time and date fixed for its receipt.
 - (iii) the tender is unsigned.
 - (iv) the offer is ambiguous.
 - (v) the offer is conditional.
 - (vi) the offer is from a firm, which is blacklisted, suspended or removed from the approved list as per KPPRA's website.
 - (vii) Bid / proposal is received with shorter validity than required in the tender document, and the offer is not conforming to the requirements.
- iv. The Bid Security furnished by the bidders will be returned to the successful as well as un-successful bidders, after placement of order to the successful bidder.
- v. The Bank of Khyber may reject all the bids at any time prior to acceptance of bids and shall upon request communicate to any bidder who submitted the bid, the grounds for its rejection however, shall not be liable to be justified.
- vi. Bidder shall furnish particulars of their authorized representative, who will sign the bidding documents and may attend tender proceedings, according to the following manner:-

SR	NAME & DESIGNATION	VALID CNIC NO	VALID CELL NUMBER
1	2	3	4

- vii. Bidders shall furnish fee structure for each category of staff, mentioning charges per individual inclusive of all kind of taxes and deductions in lieu of EOBI, Life/Health insurance and other related facilities. (as per Annexure-B)

6. BIDDERS EXPERIENCE

The bidder must have the requisite experience and expertise in providing staff. The bidder must submit following information in the proposal:

- a. Company Profile.
- b. Company Incorporation Certificate.
- c. Article/Memorandum of association/Partnership deed.
- d. National Tax and Sales Tax Registration Certificates.
- e. Clients' reference letters.
- f. Details of Branch offices along with mailing address, telephone numbers and branch resource persons details. Bidders must have branches in major cities of Pakistan. Bidder must submit an affidavit that the:
 - i. Bidder/Company/Firm has never adjudged an insolvent services/advisory/consultancy.
 - ii. Bidder/Company/Firm or its directors/partners or individuals have never been declared bankrupt by any court of law.
 - iii. Bidder/Firm has never been blacklisted or involved in litigation with any client/organization/government/semi-government/autonomous body.
 - iv. Bidder/Company/Firm its directors/partners or individual always fulfilled/obeyed execution of degree or order of any court decree never been dissatisfied against them.
 - v. Bidder/Company/Firm its directors/partners or individuals have not been convicted of a financial crime, banking frauds mortgage frauds, forgery, embezzlement, cheque frauds, credit cards frauds, etc.
 - vi. Bidder/Company meets the financial integrity requirement as per applicable Laws & Regulations.

7. FINANCIAL STRENGTH

The following documents must also be attached with the proposal to demonstrate the financial strength and eligibility on part of the organization:

- a. Banker's certificate /Statement indicating credit worthiness of the firm with bank.
- b. Details of Directors/Partners.
- c. Audited financial statements for the last 3 years.

8. EARNEST MONEY

Earnest money of Rs.50,000/- shall be submitted by the bidders at the time of submission of the bids, in the shape of call deposit / demand draft / pay order in the name of The Bank of Khyber. Earnest money of unsuccessful bidders shall be returned upon signing of the contract with the successful bidder. Earnest money of successful bidder shall be returned after signing of the agreement.

- a. Prices / Quotes should have a validity of not less than 90 days.

9. ACCEPTANCE OF BIDS

The bidder with the lowest evaluated bid, if not in conflict with any other law, rules, regulations or policy of the Provincial/Federal Government, shall be awarded the procurement contract, within the original or extended period of bid validity.

10. CONFIDENTIALITY

All bids submitted to the Bank of Khyber and subsequent correspondence and discussion shall be kept confidential and will not be revealed directly or indirectly to any other party, except in the case of any government query by department/ organizations monitoring Banks and the Provincial/Federal Government.

11. CLOSING DATE

The last date for receipt of bids is 24 January,2018 by 10:00 am. Bids will be opened on the same day at 11:00 am at the Bank of Khyber, HR Group in the presence of those bidders who may wish to attend.

12. BID SUBMISSION

The Bid proposal should be submitted as follows:

- a. One Outer sealed envelope, clearly marked as

<p>TENDER FOR PROVISION OF CLERICAL/NON-CLERICAL STAFF</p> <p>Head Human Resources Human Resources Division-HRDG, The Bank of Khyber, HO, 9th Floor, State Life Building, Peshawar Cantt Name of Bidder: _____</p>

- b. Bid Earnest money in the shape of a demand draft/pay order, in favour of the Bank of Khyber. Peshawar should be attached with the Proposal.

We agree to abide by the terms and conditions of the Tender.

Signature: _____ in the capacity of _____ duly
authorized to sign the Tender for and on behalf of

(NAME OF FIRM IN BLOCK CAPITALS)

Complete Address: _____

Fax No: _____ **Telephone No.:** _____

Witness:-

1. _____

2. _____

13. DOCUMENTS TO BE ATTACHED

Technical evaluation	(Annex-A)
Financial Proposal Submission Form	(Annex-B)
Format of Power-of-Attorney	(Annex-C)
Affidavit	(Annex-D)

TECHNICAL EVALUATION

S.No	Particulars	Marks allotted= (100)		
		Yes		No
a.	Mandatory Requirement			
i.	Has your firm ever been blacklisted by any firm? If yes, please provide details <i>Note: Please provide undertaking on Rs.100/- stamp paper that your firm is currently not blacklisted by any firm.</i>			
ii.	NTN registration Number _____ <i>Please provide evidence</i>			
iii.	Provisional Sales Tax Certificate (PST) _____ <i>Please provide evidence</i>			
iv.	EOBI registration # : _____ Any other registration along with evidence (if applicable)			
		%	Marks	Obtained
b.	Head office and Regional offices: <ul style="list-style-type: none"> • Head Office with 4 or more regional offices • Head Office with 3 regional offices • Head Office with 2 regional offices • Head Office with 1 regional office <i>(Please attach list of all offices with complete contact information)</i>	100 80 60 40	10	
c.	Reference, Past Experience & Clientele			
i.	Experience in handling outsourcing service contracts throughout Pakistan <ul style="list-style-type: none"> • More than 8 years • Between 6 – 8 years • Between 4 – 6 years • Between 2 – 4 years • Between 1 – 2 years • Less than 1 year <i>(Please provide documents as evidence)</i>	100 80 60 40 20 0	15	
ii.	Number of organizations to which you have provided outsourcing services during the last 3 years <ul style="list-style-type: none"> • Above 10 clients (out of which at least 6 OMCs/MNCs/Public/Private companies) • Between 8- 10 clients (out of which at least 4 OMCs/MNCs/Public/Private companies) • Between 5- 7 clients (out of which at least 3 OMCs/MNCs/Public/Private companies) • Less than 5 clients <i>(Please provide documents as evidence and all client references)</i>	100 75 50 0	10	
iii.	Maximum number of personnel provided for outsourcing services annually to largest client in last 3 years <ul style="list-style-type: none"> • Above 800 human count • Between 500-800 • Between 300-500 • Between 200-300 • Between 100-200 • Below 100 <i>(please provide certificate in this regard, which will be subject to verification by the Company)</i>	100 80 60 40 20 0	10	

d.	HR Requirement & Services			
i.	Policies & Procedures/SOP/Manuals being adhered to for the related services: <ul style="list-style-type: none"> • Salaries processing • Discipline • Benefits (EOBI, Life/Health Insurance etc) <i>(Please provide documents as evidence)</i>	10 10 10	30	
ii.	Customer satisfaction: <ul style="list-style-type: none"> • Above 75% positive feedback • Between 50% to 75% positive feedback • Less than 50% positive feedback <i>(Please provide references including name, address, email address, fax and phone numbers of atleast 5 clients)</i>	100 50 0	10	
iii.	Availability of ERP/MIS System (modern and specialized HR software): <ul style="list-style-type: none"> • Yes • No <i>(please provide details)</i>	100 0	08	
iv.	Relevant & valid ISO Certification <ul style="list-style-type: none"> • Yes • No <i>(Please provide documents as evidence)</i>	100 0	07	
Total Marks			100	

Financial Proposal Submission Form (Part of Financial Bid Envelope)

[Location, Date]

To (Name and address of Client / Purchaser)

Dear Sir,

We, the undersigned, offer to provide the _____ (Insert title of assignment) in accordance with your Requirement and our Technical Proposal. Our attached Financial Proposal is for the sum of _____ (insert amount in words and figures). This amount is inclusive of all taxes is as under:-

Categories of Staff	WH/Tax	Service Charges	Employer EOBI Contribution	Employee Contribution		Any other related facilities	Rates
				EOBI	GLI		
Credit Assistants							
Consumer Collection Assistants							
Office Assistants							
Telephone Operators							
Cash Sorters							
Drivers							
Tea Boys							
Janitors							

Our Financial Proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the Proposal.

We also declare that the Government of Pakistan / KPK has not declared us or any Sub- Contractors for any part of the Contract, ineligible on charges of engaging in corrupt, fraudulent, collusive, or coercive practices. We furthermore, pledge not to indulge in such practices in competing for or in executing the Contract, and are aware of the relevant provisions of the Proposal Document.

We understand you are not bound to accept any Proposal you receive.

Signed

In the capacity of:

Duly authorized to sign the proposal on behalf of the Applicant.

Date:

Format of Power-of-Attorney

POWER OF ATTORNEY

(On Stamp Paper of relevant value)

Know all men by these presents, we (name of the company and address of the registered office) do hereby appoint and authorize Mr. (full name and residential address) who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our proposal for (name of the project) in response to the tenders invited by the (name of the Purchaser) including signing and submission of all documents and providing information/responses to (name of the Purchaser) in all matters in connection with our Bid.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this _____ day of _____ 20__

For _____

(Signature)

(Name, Designation and Address)

Accepted

(Signature)

(Name, Title and Address of the Attorney)

Date:

AFFIDAVIT

Integrity Pact

We _(Name of the bidder / supplier)_ being the first duly sworn on oath submit, that Mr. /Ms. _____
(if participating through agent / representative) is the agent / representative duly authorized by _(Name of the bidder company)_ hereinafter called the Contractor to submit the attached bid to the _(Name of the Purchaser)_. Affiant further states that the said M/s (Bidding Firm/Company Name) has not paid, given or donate or agreed to pay, given or donate to any line officer or employee of the _(Name of the Purchaser)_ any money or thing of value, either directly or indirectly, for special consideration in the letting of the contract, or for giving undue advantage to any of the bidder in the bidding and in the evaluation and selection of the bidder for contract or for refraining from properly and thoroughly maintaining projects implementations, reporting violation of the contract specification or other forms of non-compliance.

Signature & Stamp

Subscribed and sworn to me this _____ day of _____ 20__

Notary Public