Standard Bidding Document

Procurement of Human Resource Service for NBP Call Center (Non-Consultancy Services)

National

Single Stage-Two Envelope

July 16, 2026

National Bank of Pakistan (Operations Group),Wing Head - Call Center
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Table of Contents

PROCUREMENT NOTICE

PROCUREMENT OF NON-CONSULTANCY SERVICES

1. The **National Bank of Pakistan (Operations Group)** has reserved Funds for the procurement planned for FY **2026-27**. The **National Bank of Pakistan (Operations Group)** intends to apply part of the proceeds of this Fund to cover eligible payments under the contract for the "**Procurement of Human Resource Service for NBP Call Center**" with the reference of **" P58424"**

2. The **National Bank of Pakistan (Operations Group)** invites Bids through **EPADS v2.0** from eligible Bidders registered on **EPADS v2.0** for provision of Non-Consultancy Services.

3. **Single Stage-Two Envelope** Procedure of Principal Method of Procurement (i.e. Open Competitive Bidding) will be used by adopting **Least Cost Based Selection (LCBS)**Technique for the subject procurement, in line with the Public Procurement Rules, 2004 and any Regulations, and Instructions issued by the Authority (from time to time).

4. All Bids must be accompanied by a Bid Security described in Bid Security Section in Bidding Document in the form of **Pay Order, Banker's Cheque, Demand Draft** or Bid Securing Declaration on the prescribed format described.

5. E-Bidding documents, containing detailed terms & conditions, specifications and requirements etc. are available on **e-Pak Acquisition and Disposal System (EPADS)** at **https://epads.gov.pk/opportunities/federal/procurements/58424**.

6. The e-bids, prepared in accordance with the instructions in the e-Bidding documents, must be submitted through **EPADS v2.0** on or before **Tuesday, August 4, 2026 11:00 AM**. E-bids will be opened on the same day at **Tuesday, August 4, 2026 11:30 AM**. Manual submission of Bids shall not be entertained. Those vendors who have not yet registered on the new version of **EPADS v2.0,** may register themselves on **https://vendors.epads.gov.pk/**. A

tutorial to explain the registration process is available at https://www.youtube.com/watch?v=MNW6T38v7tc

7. In terms of Rules 48 of Public Procurement Rules, 2004 Grievance Redressal Committee (GRC) is notified for the subject procurement and notification copy is available on the procuring agency's website and also available on **EPADS v2.0** as well as Authority's website at (www.ppra.org.pk).

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Instructions to Bidders

A. Introduction

1. **Scope of Bids**

1.1. The Procuring Agency (PA), as indicated in the **Bids Data Sheet (BDS)** invites Bids through **EPADS v2.0** for the provision of Non-Consultancy Services for as specified in the BDS and **in Section Evaluation Criteria, Specifications & Schedule of Requirements**. The name, identification, and number of items/deliverables are provided in the **BDS**. **Single Stage-Two Envelope** procedure of the open competitive method shall be used. The successful Bidders will be expected to provide the services within the specified period and timeline(s) as stated in the **BDS**.

2. **Source of Funds**

2.1. Source of funds is referred in Clause-1 of Invitation for Bids.

3. **Fraudualent & Corrupt Practices**

3.1. As defined under Rule 2(1)(f) of the Public Procurement Rules, 2004.

4. **Eligible Bidders**

4.1. A bidder is eligible to participate in a procurement process if the bidder:

4.1.1. possesses or has access to the technical competence, financial resources, equipment and other physical facilities, personnel, managerial capability, experience and reputation necessary to complete the procurement contract;

4.1.2. has the legal capacity to enter into a procurement contract;

4.1.3. is not insolvent, in receivership, bankrupt or being wound up and its activities or affairs are not suspended or being administered under any Act, by a court or by a judicial officer;

4.1.4. is not the subject of legal proceedings for any of the matters mentioned in sub-rule (c);

4.1.5. has fulfilled or has made substantial arrangements satisfactory to the relevant authorities, to fulfil its obligations to pay taxes and social security (where applicable) other contributions of its employees; and

4.1.6. has not, or in the case of a company, its owners and beneficial owners, directors or officers have not, been convicted of a criminal offence related to:

4.1.6.1. its professional conduct; or

4.1.6.2. a bidder (or, in the case of a company, its key individuals such as owners, beneficial owners, directors, or officers) must not have engaged in any prohibited practice, such as fraud, corruption, collusion, or coercion, within the time period stated in the bidding documents, which can be up to three years before the start of the procurement process. Additionally, the bidder must not have been debarred (i.e., banned) from participating in public procurement processes in Pakistan or by any international organization or country. If they have, they are ineligible to participate in the current bidding.

4.2. The procuring agency may require a bidder participating in the procurement process to provide the prescribed documentary evidence or other information to satisfy itself that the bidder is qualified in accordance with the criteria in sub-clause (1).

4.3. A procuring agency shall set out in the bidding document all the criteria for qualification to be applied in accordance with sub-clause (1).

4.4. Except as permitted under the Ordinance, Rules and Regulations, the procuring agency shall not establish a criterion for eligibility of a bidder that:

4.4.1. discriminates against or among a bidder or against categories of bidders; or

4.4.2. is not required for the performance of the procurement contract; or

4.4.3. is not related to the avoidance or management of legal, reputational or economic risk to the procuring agency unless it is in the national interest to do so, and the criteria is set out in the bidding documents.

4.5. A procuring agency shall assess the eligibility of a bidder for participation in the procurement process against the criteria for qualification under sub-clause (1).

4.6. In the case of a joint venture, consortium, or association, all members shall be jointly and severely 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 BDS,

4.7. who shall have the Authority to conduct all business for and on behalf of any and all the members of Joint venture, consortium, or association during the bidding process, and in case of award of contract, during the execution of the contract.

4.8. The appointment of the lead Member in the joint venture, consortium, or association shall be confirmed by submission of valid power of Attorney to the procuring agency.

4.9. Subject to the limits specified in the BDS, the procuring agency may allow bidders to participate in the form of a Joint Venture (JV). However, each party in the JV must individually meet the eligibility criteria specified in the BDS

4.10. No Bidder can be a sub-contractor while submitting a Bids individually or as a member of a joint venture in the same Bidding process.

5. **Qualification of the Bidder**

5.1. All Bidders shall provide in Section VI, Bid Forms, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary.

B. Bidding Documents

6. **Contents of Standard Bidding Document**

6.1. The Services required, bidding procedure, and terms and conditions of the contract are prescribed in the bidding document. In addition to the Invitation for Bids, the bidding document which should be read in conjunction with any addendum issued by the Procuring Agency include:

Section I -Invitation to Bid
Section II Instructions to Bidders (ITB)
Section III Bid Data Sheet (BDS)
Section IV Eligible Countries
Section V Evaluation Criteria, Specifications, Schedule of Requirements, and Technical Specifications.
Section VI Bidding Forms
Section VII Fraudaulent & Corrupt Practices
Section VIII – Material & Non-material deviation
Section IX General Conditions of Contract (GCC)
Section X Special Conditions of Contract (SCC)
Section XI Contract Forms

6.2. The Bidder is expected to examine all instructions, requirements, forms, terms and specifications in the bidding documents. Failure to furnish all the information required in the bidding document will be at the Service provider's risk and may result in the rejection of his bids.

7. **Clarifications**

7.1. Clarifications of the bidding documents may be requested in writing through EPADS v2.0 by any bidder up to three days prior to the deadline for the submission of bids.

The procuring agency shall respond promptly and in writing to any request by a bidder for clarification of the bidding documents and, in any event, no later than two days prior to the deadline for the submission of bids or proposals.

Responses to requests for clarification shall be communicated simultaneously and in writing to all bidders participating in the procurement proceedings.

No bidder shall be allowed to alter or modify his bid after the bids have been opened however, the procuring agency may seek and accept clarification to the bid that do not change the substance of the bid, through EPADS v2.0.

7.2. Procuring Agency's response will be uploaded on the EPADS v2.0, including a description of the inquiry.

7.3. Should the Procuring Agency deem it necessary to amend the bidding document as a result of a clarification, it shall do so following the procedure under **ITB 1.1.**

7.4. If indicated **in the BDS**, the bidder's designated representative is invited at the bidder's cost to attend a pre-bid meeting at the place, date and time mentioned **in the BDS**. During this pre-bid meeting, prospective bidder(s) may request clarification(s) regarding the schedule of requirements, the Evaluation Criteria or any other aspects of the bidding document.

7.5. Minutes of the pre-bid meeting, if applicable, including the text of the questions asked by bidders, and the responses given, together with any responses prepared after the meeting will be uploaded on EPADS v2.0. Any modification to the bidding document that may become necessary as a result of the pre-bid meeting shall be made by the Procuring Agency exclusively through the use of an Addendum.

7.6. To assist in the examination, evaluation and comparison of Bids of the Bidders, the Procuring Agency may, ask any Bidder for a clarification of its bid including breakdown of prices, through EPADS v2.0. Any clarification submitted by a bidder that is not in response to a request by the Procuring Agency shall not be considered.
No change in the prices or substance of the bid shall be sought, offered, or permitted.
The alteration or modification in the bid which in any way affect the following parameters will be considered as a change in the substance of a

bid:

7.6.1. evaluation & qualification criteria;

7.6.2. required scope of work or specifications;

7.6.3. all securities requirements;

7.6.4. tax requirements;

7.6.5. terms and conditions of bidding documents; and

7.6.6. change in the ranking of the bidders.

From the time of bid(s) opening to the time of contract award, if any bidder wishes to contact the procuring agency on any matter related to the bid, it should do so in writing or through electronic form that provides record of the content of communication.

8. **Amendment of Bidding documents**

8.1. Before the deadline for submission of bids, the procuring agency for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder or pre-bid meeting may modify the bidding documents by issuing addendum.

8.2. Any addendum issued including the notice of any extension of the deadline shall be part of the bidding document and shall be uploaded on EPADS v2.0 as well as Authority's website. The procuring agency shall promptly publish the addendum at the procuring agency's website indicated in the **BDS**:

Provided that the bidder who had either already submitted his bid, shall have the right to withdraw his already submitted bid and submit the revised bid, prior to the original or extended bid submission deadline.

8.3. To give prospective bidders reasonable time in which to take an addendum/corrigendum into account in preparing their bids, the Procuring Agency may, at its discretion, extend the deadline for the submission of bids:

Provided that the Procuring Agency shall extend the deadline for submission of bids, if such an addendum is issued within last three (03) days of the bid submission deadline.

C. Preparation of Bids

9. Documents Constituting the Bids

9.1. The bids prepared by the bidders shall constitute the following components: -

9.1.1. Forms of bid and Bid Prices completed in accordance with ITB BDS, GCC and SCC;

9.1.2. Documentary evidence established in accordance with BDS that services to be provided by the bidder are eligible services, and conform to the bidding documents;

9.1.3. Documentary evidence established in accordance with BDS that the bidder is eligible and/or qualified for the subject bidding process;

9.1.4. Documentary evidence established, that the bidder has been authorized to provide the services;

9.1.5. Bid security or Bids Securing Declaration furnished in accordance with BDS; and

9.1.6. Any other document required in the BDS.

10. **Documents Establishing Eligibility of the Services and Conformity to bidding documents**

10.1. To establish the conformity of the Non-Consulting Services to the Bidding document, the bidder shall furnish as part of its bid the documentary evidence that services provided conform to the requirements.

10.2. Standards for the provision of the Non-Consulting Services are intended to be descriptive only and not restrictive.

11. **Documents Establishing Eligibility and Qualification of the Bidder**

11.1. Pursuant to BDS, the bidder shall furnish, as part of itsbid, all those documents establishing the bidder's eligibility to participate in the bidding process and/or its qualification to perform the contract if its bid is accepted.

11.2. The documentary evidence of the bidder's eligibility to bids shall establish to the satisfaction of the procuring agency that the bidder, at the time of submission of its bid, is from an eligible country as defined in Section-IV titled as "Eligible Countries".

11.3. The documentary evidence of the bidder's qualifications to perform the contract if its bid is accepted shall establish to the satisfaction of procuring agency that:

11.3.1. the bidder has the financial, technical, and supply/production capability necessary to perform the Contract, meets the qualification criteria specified in BDS.

11.3.2. that the bidder meets the qualification criteria listed in the Bids Data Sheet.

12. **Form of Bid**

12.1. **The bidder shall fill the Form of Bid furnished in the bidding documents. The Bid Forms must be completed without any alterations to its format and no substitute shall be accepted.**

13. **Bids Prices**

13.1. The Bids Prices quoted by the bidder in the Forms of Bid and in the price schedule shall conform to the requirements specified or exclusively mentioned hereafter in the bidding document.

13.2. All items in the Schedule of Requirements must be listed and priced separately in the Price Schedules. If a Price Schedule shows items listed but not priced and neither explicitly mentioned, their prices shall be construed to be included in the prices of other items.

13.3. The Bid price to be quoted in the Forms of Bid shall be the total price of the bid, excluding any discounts offered.

13.4. The bidder shall indicate on the appropriate Price Schedule, the unit prices (where applicable) and total bid price of the services, it proposes to provide under the contract.

13.5. Prices quoted by the bidder shall be fixed during the currency of the contract and not subject to variation on any account. A bid submitted with an adjustable price will be treated as non-responsive and shall be rejected, unless otherwise price adjustment is permissible under Conditions of the Contract. (May be reviewed)

14. **Price Adjustment**

14.1. Price adjustment shall not be applicable.

14.2. Procuring agency may increase the remuneration of the human resources involved in non-consultancy services on annual basis as per agreement.

14.3. **Procuring agency shall incorporate the provisions to allow wage rate in compliance with Federal Government's minimum wage notification, subject to the applicability in that case.**

15. **Bids Currencies**

15.1. Prices shall be quoted in Pakistani Rupees unless otherwise specified in the BDS.

16. **Bid Validity Period**

16.1. Bid(s) shall remain valid for the period specified in the BDS after the bid submission deadline prescribed by the Procuring Agency. A Bid valid for a shorter period shall be rejected by the Procuring Agency as non-responsive. The period of bid validity will be determined from the complementary bid securing instrument i.e. the expiry period of bid security or bid securing declaration as the case may be.

17. **Bid Security or Bid Securing Declaration**

17.1. Unless otherwise specified in the BDS, the bidder shall furnish as part of its bid, in the amount and currency specified in the BDS or Bid Securing Declaration on the format provided in Section VI (Bid Forms) The scanned copy of the Bids Security shall be uploaded in the EPADS v2.0 while submitting bid, whereas the original forms of Bid Security shall be submitted to the procuring agency before the bid submission deadline. The bidder who failed to submit the original bid security before the submission deadline shall be disqualified straightaway.

17.2. The Bid Security or Bid Securing Declaration is required to protect the Procuring Agency against the risk of Bidder’s conduct which would warrant the security’s forfeiture.

17.3. The Bid Security shall be payable promptly upon written demand by the Procuring Agency in case any of the conditions listed in BDS, GCC and SCC are invoked.

17.4. Unsuccessful Bidders’ Bid Security will be discharged or returned as promptly as possible after the award of contract, however in no case later than thirty (30) days after the expiration of the period of Bid Validity prescribed by the Procuring Agency. The Procuring Agency shall make no claim to the amount of the Bid Security, and shall promptly return the Bid Security document, whichever of the following that occurs earliest:

17.4.1. the expiry of the Bid Security;

17.4.2. the entry into force of a procurement contract and the provision of a Performance Guarantee, for the performance of the contract if such a guarantee, is required by the bidding document;

17.4.3. the rejection by the Procuring Agency of all Bids;

17.4.4. the withdrawal of the Bid prior to the deadline for the submission of bids, unless the bidding document stipulate that no such withdrawal is permitted.

17.5. The Bid Security may be forfeited or the Bid Securing Declaration executed:

17.5.1. if a bidder:

17.5.1.1. withdraws its bid during the period of bid validity as specified by the Procuring Agency, and referred by the bidder in the Forms of Bid, except as provided for in the ITBs; or

17.5.1.2. does not accept the correction of errors, or

17.5.2. in the case of a successful bidder fails:

17.5.2.1. **to sign the contract in accordance with SCC; or**

17.5.2.2. **to furnish Performance Guarantee in accordance with BDS and SCC.**

17.6. **The bid security shall be valid for a period specified in BDS. Bids with shorter bid security validity period shall be rejected straight away.**

18. **Alternative Bids by Bidders**

18.1. Alternatives will not be considered, unless specifically allowed for in the BDS.

18.2. When alternative times for completion are explicitly invited, a statement to that effect will be included in the BDS and the method of evaluating different time schedules will be described in Evaluation and Qualification Criteria.

19. **Withdrawal, Substitution, and Modification of Bids**

19.1. Before Bids submission deadline, any bidder may withdraw, substitute, or modify his bid after it has been submitted.

20. **Format and Signing of Bids**

20.1. The bidder shall prepare and submit his bid with due diligence after carefully reading all the terms and conditions before submission through

EPADS v2.0.

20.2. Any interlineations, erasures, or overwriting shall be valid only if they are signed by the person(s) signing the forms of bid.

D. Submission of Bids

21. **Submission of Bids through EPADS v2.0 before Dead deadline**

21.1. The Technical and Financial Bids as the case may be, shall be submitted in the due portion of the EPADS v2.0, before bid submission deadline. The bid submission option shall be automatically disabled once the deadline is over.

21.2. The Procuring Agency may, under exceptional circumstances and at its discretion, extend the deadline for the submission of bids by amending the Bidding Documents. In such a case, all rights and obligations of the Procuring Agency and the Bidders that were previously subject to the original deadline shall thereafter be subject to the revised deadline.

E. Opening and Evaluation of Bids

22. **Opening & Evaluation of Bids by the Procurement Cell/Evaluation Committee**

22.1. The Procuring Agencies to constitute odd number Bid Evaluation Committee for the purpose of bid opening and evaluation of all procurements. As per Rules 29 & 30 of Public Procurement Rules, 2004,
The Procuring Agencyis required to establish a Procurement Cell/Evaluation Committee which shall Evaluate the Bids inaccordance with the evaluation criteria, terms and conditions given in the bidding documents.

23. **Opening of Bids**

23.1. The Bid Evaluation Committee of the Procuring Agency will open all bids through EPADS, in the presence of bidders' or their representatives who choose to attend, and other parties with a legitimate interest in the bid proceedings at the place, on the date and at the time, specified in the **BDS**. The Bidders' representatives present shall sign attendance sheet as proof of their attendance.

23.2. The bids shall be opened one at a time, and the following read out and recorded: (a) the name of the bidder; (c) the presence of a bid security, if required; and (d) any other details as the procuring agency may consider appropriate.

23.3. No bid will be rejected at the time of bid opening except for bids whose bid security has not been provided to the procuring agency before submission deadline**.**

23.4. The procuring agency shall prepare minutes of the bid opening. The record of the bid opening shall include, as a minimum: the name of the bidder and the bid price, if applicable.

24. **Confidentiality**

24.1. Information relating to the examination, clarification, evaluation and comparison of bids and recommendation of contract award shall not be disclosed to bidders or any other person(s) not officially concerned with such process, until the time of the announcement of the respective evaluation report.

24.2. Any effort by a bidder to influence the procuring agency processing of bids or award decision may result in the rejection of his bid.

25. **Preliminary Examination of Bids**

25.1. Prior to the detailed evaluation of bids, the procuring agency will determine whether each bid:

25.1.1. meets the eligibility criteria defined in **BDS**;

25.1.2. has been prepared as per the format and contents defined by the procuring agency in the bidding document;

25.1.3. is accompanied by the required securities; and

25.1.4. is substantially responsive to the requirements of the bidding document.

25.2. The procuring agency will confirm that the documents and information specified under **BDS, GCC and SCC** have been provided in the bids. If any of these documents or information is missing, or is not provided in accordance with the Instructions to Bidders, the bids shall be rejected.

25.3. If a bid is not substantially responsive, it will be rejected by the procuring agency and may not subsequently be evaluated for complete technical responsiveness.

26. **Examination of Terms and Conditions, Technical Evaluation**

26.1. The procuring agency shall evaluate the technical aspects of the bids submitted in accordance with **BDS,** to confirm that all requirements specified in **Evaluation Criteria, Technical Specifications and Schedule of Requirements**, prescribed inthe bidding document have been met without material deviation or reservation.

26.2. If after the examination of the terms and conditions and the technical evaluation, the procuring agency determines that the bid is not substantially responsive in accordance with BDS**,** it shall reject the bids.

27. **Correction of Errors**

27.1. Bids determined to be substantially responsive will be checked for any arithmetic errors. Errors will be corrected as follows: -

27.1.1. 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;

27.1.2. 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

27.1.3. where there is a discrepancy between the amounts in figures and in words, the amount in words will govern.

27.1.4. Where there is discrepancy between grand total of price schedule and amount mentioned on the Forms of bid, the amount referred in Price Schedule shall be treated as correct subject to elimination of other errors.

27.2. The amount stated in the bid will be adjusted by the procuring agency in accordance with the above procedure for the correction of errors and, with the concurrence of the bidder that shall be considered as binding upon the bidder. If the Bidder does not accept the corrected amount, his bid will then be rejected, and the Bid Security may be forfeited or the Bid Securing Declaration may be executed.

28. **Conversion to Single Currency**

28.1. As per Rule 30 of Public Procurement Rules, 2004.

29. **Evaluation of Bids**

29.1. The procuring agency shall evaluate bids in accordance with Rule 30 of Public Procurement Rules, 2004 and compare only those bids determined to be substantially responsive.

29.2. In evaluating the Technical Bids of each Bidder, the Procuring Agency shall apply the evaluation criteria and methodologies specified in the Bid Data Sheet (BDS) and in accordance with the Statement of Requirements and Technical Specifications. No other evaluation criteria or methodologies shall be permitted.

29.3. In case of tie of bids, the bidders shall be provided an opportunity to offer their best and final monetary offer through EPADS. However, in no case the rates shall be higher than the original financial bids.

29.4. The Procuring agency evaluation of a bid will take into account:

29.4.1. the bid price, excluding provisional sums and the provision, if any, for contingencies in the summary bill of quantities, but including day work items, where priced competitively;

29.4.2. price adjustment for correction of arithmetic errors in accordance with **ITB 6;**

29.5. converting the amount resulting from applying (a) and (b) above, if relevant, to a single currency in accordance with **ITB 7**;

29.6. The estimated effect of the price adjustment provisions of the Conditions of Contract, applied over the period of execution of the Contract, shall not be taken into account in bid evaluation.

29.7. If these bidding documents allow bidders to quote separate prices for different lots, and the award to a successful bidder of multiple lots, the methodology of evaluation to determine the lowest evaluated lot combinations in the Form of Bid, is specified in the **BDS.**

30. **Determination of Most Advantageous Bids**

30.1. Selection technique will be adopted for determining the Successful Bid in accordance with the criteria referred in the **BDS** or prescribed in the separate section titled as Evaluation Criteria.

31. **Abnormally Low Financial Bids**

31.1. Procuring agency may reject a bid if it has determined that the price, in combination with other constituent elements of the bid, is abnormally low in relation to the subject matter of the procurement, such that it raises material concerns on the part of the procuring agency, as to the ability of the bidder to perform the procurement contract satisfactorily for the offered price.

A procuring agency shall not reject a bid as abnormally low under sub-clause (1) above unless the procuring agency –

31.1.1. requested in writing through EPADS from the bidder a written clarification of his bid, including a detailed price analysis of his bid price in relation to the subject matter of the procurement contract, scope, methodology, schedule, allocation of risks and responsibilities and any other requirements of the bidding document; and

31.1.2. having taken account, the information provided by the bidder in response to a request under paragraph (a) and the information included in the bid, the procuring agency determines that the bidder has failed to demonstrate its ability to perform the procurement contract satisfactorily for the offered price.

The procuring agency shall promptly communicate to the bidder concerned its decision to reject the bid, including the reasons for the decision.

32. **Rejection of Bids**

32.1. As per Rule 33 of the Public Procurement Rules, 2004

33. **Single Responsive Bid**

33.1. The procuring agency may consider single responsive bid subject to underlying conditions of Rule 38(b) of the Public Procurement Rules, 2004.

34. **Arbitration**

34.1. As per Rule 49 of Public Procurement Rules, 2004.

F. Award of Contract

43. **Criteria of Award**

43.1. The procuring agency will award the Contract to the bidder whose bid has been determined to be substantially responsive to the bidding document and who has been declared as most advantageous Bid.

44. **Procuring Agency's Right to reject All Bids**

44.1. The procuring agency reserves the right to reject all the Bids and to annul the procurement process at any time prior to acceptance of the bid(s), without thereby incurring any liability to the affected bidder(s).

44.2. Notice of the rejection of all bids shall be given promptly to all bidders that have submitted the bids. The procuring agency shall upon request communicate to any bidder the grounds for the rejection of his bid, but is not required to justify those grounds.

45. **Notification of Award**

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

45.2. Bidder whose bid has been accepted, will be notified for the award by the Procuring Agency prior to expiration of the Bid Validity period through EPADS. The Letter of Acceptance will state the sum that the procuring agency will pay the successful bidder in consideration for the execution of the scope of works as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price).

45.3. The notification of award will constitute the formation of the Contract, subject to the condition that bidder furnish the Performance Guarantee and signing of the contract.

46. **Signing of Contract**

46.1. Promptly after notification of award, Procuring Agency shall send the successful bidder the draft agreement, incorporating all terms and conditions as agreed by the parties to the contract. The successful bidder and the procuring agency shall sign the contract.

47. **Performance Guarantee**

47.1. After the receipt of the Letter of Acceptance, the successful bidder, within the specified time, shall deliver to the Procuring Agency a Performance Guarantee in the amount and in the form stipulated in the **BDS**

and SCC, denominated in the type and proportions of currencies in the Letter of Acceptance and in accordance with the Conditions of Contract.

47.2. Failure of the successful bidder to comply with the requirement of **BDS, SCC and GCC** 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 bidder or call for new bids.

48. **Corrupt & Fraudulent Practices**

48.1. Procuring Agencies (including beneficiaries of Government funded projects and procurement) as well as Bidders/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

53. **Constitution of Grievance Redressal**

53.1. 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.

54. **GRC Procedure**

54.1. Any aggrieved party or bidder as the case may be, may file grievance in accordance with Rule 48 of the Public Procurement Rules, 2004 and Redressal of Grievance Regulations, 2022

H. Blacklisting/ Debarment

55. **Procedure for Blacklisting/Debarment**

55.1. The procuring agency may initiate blacklisting proceedings against contractor/supplier in accordance with Rule-19 of the Public Procurement

Rules, 2004 , Mechanism for Blacklisting, Debarment Regulations, 2024 and Regulation on “procedure for filling and disposal of review petition under rule-19(3) of the Public Procurement Rules, 2004.

Bid Data Sheet

Bids Data Sheet (BDS)

The following specific data for the procurement of Non-Consultancy Services to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

BDS Clause Number
ITB Number

Amendments of, and Supplements to, Clauses in the Instruction to Bidders

A. Introduction

BDS Clause Number 1

Name of Procuring Agency: **National Bank of Pakistan (Operations Group)**

The subject of procurement is: **Procurement of Human Resource Service for NBP Call Center**

Expected commencement date: **Monday, November 2, 2026**

BDS Clause Number 2

Financial year for the operations of the Procuring Agency: **2026-27**

Name and identification number of the Contract: **P58424**

BDS Clause Number 3

JV/Consortium or Association Allowed: **No**
Number of JV/Consortium Members: **Nil**

B. Bidding Documents

BDS Clause Number 4

The Bidders may seek clarifications through **EPADS v2.0**: Clarification Date: Tuesday, July 28, 2026

BDS Clause Number 5

Any addendum, in case issued, shall be published on **National Bank of Pakistan (Operations Group)** website and on **EPADS v2.0**.

BDS Clause Number 6

List of documents required along with the bid:

1. All Documents as mentioned in Eligibility Criteria

BDS Clause Number 7

The qualification criteria to establish the supply / production capability of the bidder.

see Eligibility Criteria

BDS Clause Number 8

Services and Their related documents:
See section Required Services and Scope of Work

BDS Clause Number 9

Price schedule will be provided according to the format defined and acquired.
see section price schedule.

BDS Clause Number 10

Specifications:

see section of specifications.

C. Preparation of Bids

BDS Clause Number 11

The price shall be **Fixed**.

BDS Clause Number 12

Currency of the Bids shall be : **PKR**

BDS Clause Number 13

The Bids/Bid Validity period shall be: **180 Days**

BDS Clause Number 14

The amount of Bid Security shall be as defined in Bid Security Section for items and lots given in **BDS 6**
The Bid Security shall be in the form of: **Pay Order, Banker's Cheque, Demand Draft**

BDS Clause Number 15

The Bids security shall be valid for twenty-eight (28) days beyond the expiry of the Bids validity period specified in the bidding documents, for example the bid validity is 90 days so the bid security shall be valid for 90+28 = 118 days.

BDS Clause Number 16

Alternative Bids to the requirements of the bidding documents will not be permitted.

D. Submission of Bids

BDS Clause Number 17

Bid shall be submitted online on EPADS v2.0 whereas hard copy of the bid security should be submitted to the following;

Department Head - Tender, Procurement Division, 3rd Floor, Right Wing, NBP Head Office Building, I.I Chundrigar Road, Karachi

Bids that are not submitted on EPADS v2.0 shall be disqualified.

The deadline for Bids submission is: **Tuesday, August 4, 2026 11:00 AM**

E. Opening and Evaluation of Bids

BDS Clause Number 18

The Bids opening shall take place on **EPADS v2.0**.

Day *: **Tuesday***

Date: ***Tuesday, August 4, 2026***

Time *: **11:30 AM***

BDS Clause Number 19

Selection technique adopted will be: **Least Cost Based Selection (LCBS)**
see Evaluation Criteria

F. Award of Contract

BDS Clause Number 20

The Performance guarantee shall: **5.00%**.

The Performance Guarantee shall be acceptable in the form of: **Pay Order, Banker's Cheque, Bank Guarantee**

21.

51.1

Arbitrator shall be appointed by mutual consent of the both parties.

G. Review of Procurement Decisions

BDS Clause Number 22

Grievence against this procurement shall be submitted online on EPADS v2.0.

Eligibility Criteria

Bidder's Type	Required Registration
Partnership Firm	NADRA CITIZENSHIP (CNIC/NICOP)
Company (Private Limited)	FBR (NTN)
Company (Public Limited)	FBR (GSTN)
Company (Holding Company)	SECP
Company (Limited by Guarantee)	

Eligibility Criteria	Document
EOBI	Yes
Affidavit for Non-Disclosure Agreement (NDA) (Attached as Annexure-I)	Yes
Sindh Revenue Board (SRB)	Yes
SESSI	Yes
IESSI	Yes
Bidder should provide an Undertaking stating that "the bidder is not blacklisted by any Government entity in Pakistan for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices and also not involved in any kind of lawsuits in this regard either current or pending." Undertaking must be provided with proper reference in the proposal legal paper value Rs. 100/- .	Yes

NBP reserves right to call on any relevant document(s) for evaluation during bidding process.	Yes

Evaluation Criteria

Least Cost Based Selection (LCBS)

Technical Marks	**100**
Passing Marks	**80**
Technical Evaluation Criteria	
The Bidder should be a registered entity in Pakistan in the form of Public Ltd. /Private Ltd. Company, and must be registered with SECP. (Proof of Registration required). (Qualitative)(Doc Required)	10
The Bidder should be a registered Tax Payer, enrolled with concerned Tax authorities and enlisted on the Active Tax Payer list of FBR. (Documentation proof NTN & GST is required which must be provided with the proposal with proper reference in the proposal). (Qualitative)(Doc Required)	10
Bidder should provide an Undertaking stating that "the bidder is not blacklisted by any Government entity in Pakistan for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices and also not involved in any kind of lawsuits in this regard either current or pending." (Undertaking must be provided with proper reference in the proposal) e-stamp paper minimum value Rs. 100/- . (Qualitative)(Doc Required)	10
Should be in “HR Service Provider for Call Center” business for a tenure of at least five (05) years. Relevant proof of existence (either Certificate of Incorporation, Memorandum of Association, Article of Association, Certificate of Commencement of Business, Extract from the Register of Firms maintained by the Registrar, etc. confirming the incorporation of the commercial entity or other relevant documents where applicable depending on the type of entity as mentioned above) should be provided. (Qualitative)(Doc Required)	5

Bidder should provide documented evidence (i.e. copy of agreement, work order etc.) for at least two (02) contracts/agreements of similar nature assignment in Pakistan during last three (03) years. (Documentation Proof i.e. SLA or Work Order required must be provided in the proposal with proper reference in the proposal) (Qualitative)(Doc Required)	10
Bidder should provide Audited Financial Statement (Balance Sheet / Income Statement) showing Rs.250 Million aggregated gross revenue / sales of company atleast in the last three (03) consecutive years. (Documentation proof must be provided with proper reference in the proposal) (Qualitative)(Doc Required)	5
Bidder should provide its latest e-CIB Report in the name of company alongwith directors individually. (Documentation Proof required must be provided in the proposal with proper reference in the proposal). (Qualitative)(Doc Required)	5
The Bidder should have office/presence in Karachi and Islamabad. (Documentation proof and Undertaking must be provided with proper reference in the proposal) (Quantitative)(Doc Required)	5
Registration with SESSI/IESSI & any other relevant registration with documentary evidence. (Qualitative)(Doc Required)	10
EOBI & Sindh Revenue Board Registration with documentary Evidence (Qualitative)(Doc Required)	10
Service Provider will provide details of its Business Continuity Plan/Disaster Recovery Plan with relevant risks and mitigations with periodic testing. (Qualitative)(Doc Required)	10
Bidder must provide an undertaking that Fiduciary Coverage for any kind of frauds or error resulting in financial loss to the bank or customer due to bidder's deployed resources and that financial amount will be arranged by bidder with no claim on NBP. (Qualitative)	5
Bidder to provide acknowledgment that NBP will have the right to terminate the agreement in the event of default, or under circumstances where: service provider becomes insolvent or goes into liquidation; service provider goes into receivership or judicial management whether in country or elsewhere; there has been a breach of security or confidentiality; breach of any relevant legal requirement and/or regulatory directive and / or there is a demonstrable deterioration in the ability to perform the contracted service. (Qualitative)(Doc Required)	5

Required Services

Positions Without Lots :

Position	Delivery Schedule	Quantity	Bid Security
Hiring of Human Resource Services for NBP Call Center	**Address:** NBP Call Center, 4th Floor, Above NBP Islamic Bank Branch, Main Tariq Road, Karachi. **Schedule:** 15 Days **Quantity:** 270/person **Address:** NBP Call Center, Islamabad **Schedule:** 15 Days **Quantity:** 270/person	540/person	3000000 PKR

Related Services :

No

Services Specifications

Positions Without Lots :

Position: Hiring of Human Resource Services for NBP Call Center

Specifications / Requirements:

3.2 Qualification Criteria for Call Centers Agents • Academic qualification: Minimum Graduation or equivalent from a local or international university/ college/ institute recognized by the HEC of Pakistan. (Candidates having experience in Call Centers/customer related services would be preferred). • Computer literate with typing speed: Minimum 25 WPM. • Communication: Strong Urdu and English communication abilities. • Age Limit: 20–35 years. • Strong customer handling & problem-solving skills. 3.3 Qualification Criteria for Supervisors • Academic qualification: Minimum Graduation or equivalent from a local or international university/ college/ institute recognized by the HEC of Pakistan. • Experience: 2–5 years in Call Center’s operations. • Ability to supervise 20–25 agents. • Age Limit: 22–40 years. • Technical & call center’s software proficiency • Strong reporting (data tools) and leadership capabilities. 3.4 Qualification Criteria for Quality Assurance Officers • Academic qualification: Minimum Graduation or equivalent from a local or international university/ college/ institute recognized by the HEC of Pakistan. • Experience: Minimum 2 years QA role. • Age Limit: 22–40 years. • Familiar with call auditing KPIs/other related skills. • Ability to generate quality assurance and performance reports. 3.5 Qualification Criteria for Call Center Managers • Academic qualification: Graduation/Post Graduation or equivalent from a local or international university/ college/ institute recognized by the HEC of Pakistan. • Experience: Minimum 7 years in Call Center operations, including 3 years in leadership roles. • Strong technical, analytical and operational management capabilities.

Scope of Work

Scope of Work

2.0 Scope of Services for Call Agents

The Call Agents deployed by the bidder shall be responsible for delivering high-quality customer service in accordance with NBP standards. Their core responsibilities include:

2.0.1 Inbound Call Handling

- Responding to customer calls promptly and courteously.
- Providing accurate information regarding bank products, services, and policies.
- Handling queries related to account balances, statements, debit cards, mobile banking, ATM issues, branch information, and general banking support.
- Logging and categorizing complaints in the bank's CRM system.
- Performing card activation, card blocking, dispute initiation, and status updates.
- Escalating complex cases to relevant departments per escalation matrix.
- Ensuring compliance with SOPs, scripts, and call handling guidelines.

2.0.2 Outbound Call Handling

- Conducting customer satisfaction and feedback surveys.
- Making verification calls (transactions, product requests, security confirmations).
- Providing information regarding new banking products or promotional campaigns.
- Following up on pending complaints for resolution checks.
- Service confirmation calls.

2.0.3 System & Application Usage

- Using CRM, ticketing systems, and core banking tools.
- Maintaining call disposition, tagging, and proper documentation.

2.0.4 Customer Service & Quality Compliance

- Providing professional, empathetic, and solution-oriented service.
- Maintaining minimum quality compliance score as per SLA.
- Following approved scripts, communication guidelines, and call flow.
- Avoiding misinformation, false commitments, or deviation from protocols.
- Managing difficult customers calmly and professionally.

2.0.5 Operational Responsibilities

- Adhering to shift schedules, attendance, and punctuality requirements.
- Maintaining workstation hygiene and equipment care.
- Ensuring daily login/logout as per bank policy.
- Meeting KPIs including Average Handling Time (AHT), First Call Resolution (FCR), Call Quality, and Productivity.

2.0.6 Compliance & Confidentiality

- Ensuring strict compliance with NBP’s data privacy and information security policies.
- Signing NDA and maintaining full confidentiality of customer information.
- Following SBP, NBP, and PPRA compliance requirements.

2.0.7 Performance Expectations

- Achieving defined SLA targets (answer rate, quality compliance, productivity).
- Maintaining professional behavior and communication at all times.
- Participating in training, refreshers, and performance reviews.

The service provider shall deliver end-to-end Call Centers services, including but not limited to the following:

2.1 Inbound Services

- Handling customer inquiries regarding bank products.

- Account balance, transaction history, ATM card issues, and general support.
- Complaint registration and tracking.
- Card activation, blocking, and dispute logging.
- IVR-based call routing & menu options.
- Priority & VIP customer handling.
- 24/7/365 support with defined service levels.

2.2 Outbound Services

- Customer feedback & satisfaction surveys.
- Transaction verification calls.
- New product awareness campaigns.
- Complaint resolution follow-up.
- Complaint generation
- Mobile app activation / deactivation.
- Cross Selling of Bank’s products.

2.3 Operational Requirements

- Separate teams in **Karachi** and **Islamabad**.

- 24/7 operations, including weekends, holidays and gazetted holidays.
- Multilingual staff (Urdu, English; regional languages preferred).
- Disaster recovery / contingency / continuity planning, as per Bank's requirement for ensuring uninterrupted services.
- Dedicated supervisors and quality assurance resources.

For detailed information please refer Annexure-I.

Price Schedule

For Individual Positions

#	Position Title	Quantity	Unit Price (PKR)	Total Price (PKR)	Delivery Location	Delivery Period / Year	Country of Origin
1							
2							

For Lots

#	Lot Title	Total Lot Price (PKR)	Country of Origin
1	[Lot 1 Title]		

General Conditions of Contract

A. General

1. **Definitions**

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

1.1.1. “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;

1.1.2. “The Contract” means an agreement enforceable by law;

1.1.3. “The Contract Price” means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations;

1.1.4. “The Services” means the work to be performed by the Contractor pursuant to this Contract and as prescribed in the Specifications and Schedule of Activities included in the Contractor’s Bid;

1.1.5. “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 Contractor covered under the Contract;

1.1.6. “GCC” means the General Conditions of Contract contained in this section;

1.1.7. “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented;

1.1.8. **“**Day” means calendar day unless indicated otherwise;

1.1.9. “Effective Date” means the date on which this Contract comes into force and effect;

1.1.10. “The Contractor” means the individual or corporate body whose Bids to provide the Services has been accepted by the Procuring Agency;

1.1.11. “The Project Site,” where applicable, means the place or places named in Bid Data Sheet and technical Specifications;

1.1.12. “Government” means the Government of Pakistan;

1.1.13. “Local Currency” means the currency of Pakistan;

1.1.14. “In Writing” means communicated in written form with proof of receipt;

1.1.15. “Completion Date” means the date of completion of the Services by the Contractor as certified by the Procuring Agency;

1.1.16. “Foreign Currency” means any currency other than the currency of the country of the Procuring Agency;

1.1.17. “Party” means the Procuring Agency or the Contractor, as the case may be, and “Parties” means both of them;

1.1.18. "Service" means any object of procurement other than goods or works;

1.1.19. “Subcontractor” means any entity to which the Bidder subcontracts any part of the Services.

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 Contractorand 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 and as specified in **SCC.**

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 Contractor may be taken or executed by the officials specified in the **SCC**.

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 and such other later date as may be stated in the **SCC.**

8. **Commencement of Services**

8.1. The Contractor 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 schedule**

9.1. Before commencement of the Services, the Contractor 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 Contractor shall start carrying out the Services Five (05) 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 14** 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 modification(s) or variation(s) made by the other Party.

12.2. In cases of any modification(s) or variation(s), the prior written consent of the Procuring Agency is required.

13. **Force Majeure**

13.1. **Definition**
For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Contractor and which makes a Contractor's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

13.2. **No Breach of Contract**
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.

13.3. **Extension of Time**

Any period within which a Contractor 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.

13.4. **Payments**

During the period of their inability to perform the Services as a result of an event of Force Majeure, the Contractor 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.

14. **Termination**

14.1. **By the Procuring Agency**

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 Contractor 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);

14.1.1. If the Contractor fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension;

14.1.2. If the Contractor becomes (or, if the Contractor 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;

14.1.3. If the Contractor fails to comply with any final decision reached as a result of arbitration proceedings;

14.1.4. If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;

14.1.5. If the Procuring Agency, in its sole discretion and for any reason whatsoever, decides to terminate this Contract;

14.2. **By the Contractor**

The Contractor 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.

14.2.1. If the Procuring Agency fails to pay any money due to the Contractor pursuant to this Contract and not subject to dispute within forty-five (45) calendar days after receiving written notice from the Contractor that such payment is overdue;

14.2.2. If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;

14.2.3. If the Procuring Agency fails to comply with any final decision reached as a result of arbitration;

14.2.4. 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 Bidder may have subsequently approved in writing) following the receipt by the Procuring Agency of the Contractor's notice specifying such breach.

C. Obligations of the Contractor

15. **General**

15.1. **Standard of Performance**

15.1.1. The Contractor 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 Contractor 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;

15.1.2. The Contractor shall employ and provide such qualified and experienced Experts and Sub-Contractors as are required to carry out the Services.

15.2. **Law Applicable to Services**
The Contractor 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-Bidders, comply with the Applicable Law.

16. **Conflict of Interests**

16.1. **Contractor Not to Benefit from Commissions and Discounts**
The remuneration of the Contractor shall constitute the Contractor's sole remuneration in connection with this Contract or the Services, and the Contractor 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 Contractor 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.

16.2. **Contractor and Affiliates Not to be Otherwise Interested in Project**
The Contractor agree that, during the term of this Contract and after its termination, the Contractor 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.

16.3. **Prohibition of Conflicting Activities**
Neither the Bidder nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any of the following activities:

16.3.1. 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;

16.3.2. during the term of this Contract, neither the Contractor nor their Subcontractors shall hire public employees in active duty or on any type of leave, to perform any activity under this Contract;

16.3.3. after the termination of this Contract, such other activities as may be specified in the **SCC.**

17. **Insurance to be Taken Out by the Contractor**

17.1. The Contractor(a) shall take out and maintain, and shall cause any Subcontractors to take out and maintain, at its (or the Sub-contractors', 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.

18. **Contractor's Actions Requiring Procuring Agency's Prior Approval**

18.1. The Contractor shall obtain the Procuring Agency's prior approval in writing before taking any of the following actions:

18.1.1. appointing such members of the Personnel not provided by the Contractor;

18.1.2. changing the Program of activities; and

18.1.3. any other action that may be specified in the **SCC.**

19. **Reporting Obligations**

19.1. The Contractor shall submit to the Procuring Agency the reports and documents in the numbers, and within the periods as prescribed by the Procuring Agency.

20. **Liquidated Damages**

20.1. **Payments of Liquidated Damages**
The Contractor 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 Contractor. Payment of liquidated damages shall not affect the Contractor's liabilities.

20.2. **Correction for Over-payment**
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 Contractor by adjusting the next payment certificate. The Contractor shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in **SCC.**

20.3. **Lack of performance penalty**

If the Contractor 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 Contractor. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as specified in the Contractor

21. **Performance Guarantee**

21.1. Within the time stipulated in the acceptance letter from the Procuring Agency, the successful Bidder shall furnish the Performance Guarantee in shape and amount **specified in SCC.**

21.2. The proceeds of the Performance Guarantee shall be payable to the Procuring agency as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.

21.3. The Performance Guarantee shall be denominated in the currency of the Contract, or in a freely convertible currency acceptable to the Procuring agency and shall be in the acceptable form as specified in **SCC**.

21.4. The Performance Guarantee will be discharged by the Procuring agency and returned to the Supplier not later than thirty (30) days following the date of completion of the Supplier's performance obligations under the Contract, including any warranty obligations, unless otherwise **specified in SCC.**

22. **Sustainable Procurement**

22.1. The Contractor shall conform to the sustainable procurement contractual provisions, if and as specified in the **SCC.**

D. Contractor's Personnel

23. **Description of Personnel**

23.1. The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Contractor's Key Personnel. The Key Personnel listed by title as well as by name are hereby approved by the Procuring Agency.

24. **Removal and / or Replacement of Personnel**

24.1. 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 Contractor, it becomes necessary to replace any of the Key Personnel, the Contractor shall provide as a replacement a person of equivalent or better qualifications.

24.2. 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 Contractor 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.

24.3. The Contractor 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

25. **Change in the Applicable Law**

25.1. 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 Contractor, then the remuneration and reimbursable expenses otherwise payable to the Contractor 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.**

26. **Services and Facilities**

26.1. The Procuring Agency shall make available to the Contractor 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.

26.2. In case that such services, facilities and property shall not be made available to the Contractor, the Parties shall agree on (i) any time extension that it may be appropriate to grant to the Contractor for the performance of the Services, (ii) the manner in which the Contractor shall procure any such services, facilities and property from other sources, and (iii) the additional payments, if any, to be made to the Contractor as a result thereof.

F. Payments to the Contractor

27. **Contract Price**

27.1. The price payable shall be in Pakistani Rupees unless otherwise specified in the **SCC**.

28. **Terms and Conditions of Payment**

28.1. Payments will be made to the Contractor according to the payment schedule stated in the **SCC** and as per actual invoice submitted by the Contractor.

28.2. Unless otherwise stated in the **SCC**, the advance payment shall be made against the provision by the Contractor 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 Contractor have submitted an invoice to the Procuring Agency specifying the amount due.

29. **Quality Control Identifying Defects**

29.1. 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 Contractor's performance and notify him of any Defects that are found. Such checking shall not affect the Contractor's responsibilities. The Procuring Agency may instruct the Contractor 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**.

30. **Correction of Defects, and Lack of Performance Penalty**

30.1. The Procuring Agency shall give notice to the contractor 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.

30.2. Every time notice a Defect is given; the contractor shall correct the notified Defect within the length of time specified by the Procuring Agency's notice.

30.3. If the contractor 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 contractor will pay this amount, and a Penalty for Lack of Performance.

31. **Settlement of Disputes Amicable Settlement**

31.1. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

32. **Dispute Settlement**

32.1. **Arbitration**
If any dispute of any kind whatsoever shall arise between the procuring agency and the contractor in connection with or arising out of the Contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity or termination, or the execution of the contract, the parties shall seek to resolve any such dispute or difference by mutual consultation. If the parties fail to resolve such a dispute or difference even after negotiations or mediation, then the dispute shall be referred within fourteen (14) days in writing by either party to the Arbitrator, with a copy to the other party.
Any dispute in respect of which a notice of intention to commence arbitration has been given, in accordance with **GCC sub-clause 32.1**, shall be finally settled by arbitration. Arbitration may be commenced prior to or after completion of the Contract. Arbitration proceedings shall be conducted in accordance with Arbitration Act 1940. Notwithstanding any reference to arbitration herein, the parties shall continue to perform their respective obligations under the Contract unless otherwise agreed. The Procuring Agency shall continue to pay the Contractor any undisputed amounts due under the Contract during the resolution of any dispute.

Special Conditions of Contract

SECTION VIII. 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 Conditions of Contract. The corresponding clause number of the GCC is indicated in parentheses.

Number of GC Clause

Amendments of, and Supplements to, Clauses in the General Conditions of Contract

Definitions

The Procuring Agency is: National Bank of Pakistan (Operations Group), Wing Head - Call Center Department Head - Tender, Procurement Division, 3rd Floor, Right Wing, NBP Head Office Building, I.I Chundrigar Road, Karachi

The Supplier is:

The title of the subject procurement is:Procurement of Human Resource Service for NBP Call Center

Number of GC Clause 2

Applicable/Governing Law:

The Contract shall be interpreted in accordance with the laws of Islamic Republic of Pakistan

Number of GC Clause 3

Language:

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.**

Number of GC Clause 4

Notices:

The addresses for the notices are:

Procuring Agency:

National Bank of Pakistan (Operations Group), Wing Head - Call Center
Department Head - Tender, Procurement Division, 3rd Floor, Right Wing, NBP Head Office Building, I.I Chundrigar Road, Karachi
+92-213-890-2533
teemar@nbp.com.pk

Contractor/ Bidder:

[Name, address and telephone number].

The Contractor/ Bidder’s Representative(s)

[Name, address, telephone number and e-mail address]

Number of GC Clause 6.1

The Authorized Representatives are:

For the Procuring Agency:

National Bank of Pakistan (Operations Group), Wing Head - Call Center
Department Head - Tender, Procurement Division, 3rd Floor, Right Wing, NBP Head Office Building, I.I Chundrigar Road, Karachi
+92-213-890-2533
teemar@nbp.com.pk

For the Bidder:

Name: ………………………

Designation: ……………..

Address: ……………………………..

Number of GC Clause 7

Effectiveness of the contract

The Contractor/Bidder shall be effective within ….. days from the date of signature of the Contract by both parties

Number of GC Clause 8

Commencement of Contract:

The Contractor/ Bidder shall provide Non-Consultancy Services from the effective date of contract.

Number of GC Clause 10.2

Expiration of Contract:

The time period shall be ………………….

Number of GC Clause 14

Termination

In the event of termination of the contract due to any reason as already defined in the General Conditions of Contract, the Bidder shall be responsible for providing to the Authority the Services till the time of alternate arrangements.

Number of GC Clause 16

Conflict of Interest:

The Procuring Agency reserves the right to determine on a case-by-case basis whether the Bidder should be disqualified from providing services due to a conflict of a nature described in Clause GCC C2**.**

Number of GC Clause 20

Liquidated Damages

If the Bidder 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 Bidder shall pay to the Procuring Agency as Liquidated Damages at a rate of **0.00%** to **0.00%** of the Contract value, in accordance with the extent of performance failure & the cost of investigating such incidents as judged by the Authority.

Number of GC Clause 21

Performance Guarantee:

The amount of performance guarantee shall be 5.00% of the contract price in acceptable form of Pay Order, Banker's Cheque, Bank Guarantee

Number of GC Clause 27

Currency of Payment:

All the payment to be released to the contractor/Bidder shall be in Pakistani Rupees.

Number of GC Clause F

Payment terms:

Payment will be made to the Bidder against the procured Goods and services according to the actual invoice or running bills submitted by the Bidder against the services provided within the time given in the conditions of the contract.

Number of GC Clause F

Identifying Defects:

The Authority reserves the right at any time to inspect the premises of the provider to inspect the goods and monitor the goods being provided.

Delivery & Documents

Requirement: Submission of CVs of proposed resources Timeline: Latest by 5 working days after signing of contract. (Refer Page# 37 of Annexure-I)

Requirement: Selection of candidates by NBP as per requirements mentioned in Section No: 3 Timeline: Maximum within 15 days after signing of contract. (Refer Page# 37 of Annexure-I)

Requirement: Deployment of resources for Project Management services Timeline: Within 15 days after confirmation by NBP for selected resources / as / when required during contract Period (Refer Page# 37 of Annexure-I)

Requirement: Replacement of resources due to resignation/exit/unsatisfactory performance as determined by NBP Timeline: Resource should be replaced on immediate basis by the bidder. (Refer Page# 37 of Annexure-I)

Number of GC Clause F 5 & 6

Following is the guidance for Dispute Resolution

i. If any dispute of any kind whatsoever shall arise between the Authority and the Bidder in connection with or arising out of the Contract, including without prejudice to the generality of foregoing, any question regarding its existence, validity, termination and the execution of the Contract – whether during developing phase or after their completion and whether before or after the termination, abandonment or breach of the Contract – the parties shall seek to resolve any such dispute or difference by mutual diligent negotiations in good faith within 14 (fourteen) days following a notice sent by one Party to the other Party in this regard**.**

ii. At future of negotiation the dispute shall be resolved through mediation and mediator shall be appointed with the mutual consent of the both parties**.**

iii. At the event of failure of mediation to resolve the dispute relating to this contract such dispute shall finally be resolved through binding Arbitration by sole arbitrator in accordance with Arbitration Act 1940. The arbitrator shall be appointed by mutual consent of the both parties**.** The Arbitration shall take place in Islamabad, Pakistan and proceedings will be conducted in English language.

iv. The cost of the mediation and arbitration shall be shared by the parties in equal proportion however the both parties shall bear their own costs and lawyer's fees regarding their own participation in the mediation and arbitration. However, the Arbitrator may make an award of costs upon the conclusion of the arbitration making any party to the dispute liable to pay the costs of another party to the dispute**.**

v. Arbitration proceedings as mentioned in the above clause regarding resolution of disputes may be commenced prior to, during or after completion of the contract.

Notwithstanding any reference to the arbitration herein, the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree that the Authority shall pay the Bidder any monies due to the Bidder.

Arbitrator's fee:

The fee shall be specified in Pak Rupees, as determined by the Arbitrator, which shall be shared equally by both parties**.**

Appointing Authority for Arbitrator:

By the Mutual Consent or in accordance with the provisions of Arbitration Act, 1940, in case the parties fail to reach a consensus on the name of sole arbitrator, any party may submit an application to the Chief Justice Islamabad High Court for appointment of sole arbitrator. The Chief Justice IHC may appoint a former judge of any High Court or Supreme Court as the sole arbitrator to resolve the dispute between the parties.

Rules of procedure for arbitration proceedings:

Any dispute between the Authority and a Bidder who is a national of the Islamic Republic of Pakistan arising in connection with the present Contract shall be referred to adjudication or arbitration in accordance with the laws of the Islamic Republic of Pakistan including Arbitration Act 1940, however above provision shall prevail in referring the case to the Arbitrator.

Place of Arbitration and Award:

The arbitration shall be conducted in English language and place of arbitration shall be at Islamabad. The award of the arbitrator shall be final and shall be binding on the parties.

Bid Securing Declaration

Form 9: Bid Securing Declaration

Date: *[insert date (as day, month and year)]*

Bid No.:***P58424***

To: **National Bank of Pakistan (Operations Group), Wing Head - Call Center Department Head - Tender, Procurement Division, 3rd Floor, Right Wing, NBP Head Office Building, I.I Chundrigar Road, Karachi**

We, the undersigned, declare that:

We understand that, according to your conditions, Bids must be supported by a Bid Securing Declaration.

We accept that we will be blacklisted and henceforth cross debarred for participating in respective category of public procurement proceedings for a period of (not more than) six months, if fail to abide with a bid securing declaration, however without indulging in corrupt and fraudulent practices, if we are in breach of our obligation(s) under the Bid conditions, because we:

1. have withdrawn or modified our Bid during the period of Bid Validity specified in the Form of Bid;

2. Disagreement to arithmetical correction made to the Bid price; or

3. having been notified of the acceptance of our Bid by the Procuring Agency during the period of Bid Validity, (i) failure to sign the contract if required by Procuring Agency to do so or (ii) fail or refuse to furnish the Performance Security or to comply with any other condition precedent to signing the contract specified in the Bidding Documents.

We understand this Bid Securing Declaration shall expire if we are not the successful

Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) twenty-eight (28) days after the expiration of our Bid.

Contract Form

SECTION IX: CONTRACT FORMS

THIS AGREEMENT made the _____ day of __________ 20_____ between **National Bank of Pakistan (Operations Group), Wing Head - Call Center Department Head - Tender, Procurement Division, 3rd Floor, Right Wing, NBP Head Office Building, I.I Chundrigar Road, Karachi**

(hereinafter called "the Procuring Agency") of the one part and *[name of Bidder]* of *[city and country of Bidder]* (hereinafter called "the Bidder") of the other part:

WHEREAS the Procuring Agency invited Bids for provision of goods, viz., **Procurement of Human Resource Service for NBP Call Center (*P58424*)** and has accepted a Bids by the Bidder for the provision of Goods 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:-

   1. This form of Contract;
   2. the Form of Bids and the Price Schedule submitted by the Bidder;
   3. the Schedule of Requirements;
   4. the Technical Specifications;
   5. the Special Conditions of Contract;
   6. the General Conditions of the Contract;
   7. the Procuring Agency's Letter of Acceptance; and
   8. [*add here: any other documents*]

3. In consideration of the payments to be made by the Procuring Agency to the Bidder as hereinafter mentioned, the Bidder hereby covenants with the Procuring Agency to provide the Goods 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 Bidder in consideration of the provision of Goods 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.

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.

Signed, sealed, delivered by __________________the ________________ (for the Procuring Agency)

Witness to the signatures of the Procuring Agency:

………………………………………………

Signed, sealed, delivered by __________________the ________________ (for the Procuring Agency)

Witness to the signatures of the Bidder: ………………………………………………

Integrity Pact

Integrity Pact

DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC. PAYABLE BYTHE SUPPLIERS OF GOODS, SERVICES & WORKS IN CONTRACTS WORTH RS.10.00 MILLION OR MORE

Contract Number: Contract Value: Contract Title:

Dated:

[Name of Supplier] 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 Supplier] 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 Supplier] 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 Supplier] 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 Supplier] 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 time the sum of any commission, gratification, bribe, finder's fee or kickback given by [Name of Supplier] 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.

Performance Guarantee Form

Performance Guarantee Form

To: **National Bank of Pakistan (Operations Group), Wing Head - Call Center Department Head - Tender, Procurement Division, 3rd Floor, Right Wing, NBP Head Office Building, I.I Chundrigar Road, Karachi**

WHEREAS *[name of Bidder]* (hereinafter called "the Bidder") has undertaken, in pursuance of Contract No. *[reference number of the contract]* dated *[insert date]* for provision of Goods*(*hereinafter called "the Contract").

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

AND WHEREAS we have agreed to give the Bidders guarantee:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Bidder, 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 Bidder 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}

Annexure

Annexure-I

Information (Read-Only)

See Form Under Additional Forms and Documents: **Annexure-I** (page number: 75)

Technical Evaluation Criteria

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Technical Evaluation Criteria** (page number: 122)

Financial Evaluation Criteria

Financial Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Financial Evaluation Criteria** (page number: 134)

Procurement Forms

Past Experience and Completed Contracts

Should be in "HR Service Provider for Call Center" business for a tenure of at least five (05) years.

Relevant proof of existence (either Certificate of Incorporation, Memorandum of Association, Article of Association, Certificate of Commencement of Business, Extract from the Register of Firms maintained by the Registrar, etc. confirming the incorporation of the commercial entity or other relevant documents where applicable depending on the type of entity as mentioned above) should be provided.

Bidder should provide documented evidence (i.e. copy of agreement, work order etc.) for at least two (02) contracts/agreements of similar nature assignment in Pakistan during last three (03) years. (Documentation Proof i.e. SLA or Work Order required must be provided in the proposal with proper reference in the proposal)

Bidder should provide its latest e-CIB Report in the name of company alongwith directors individually. Documentation Proof required must be provided in the proposal with proper reference in the proposal.

The Bidder should have office/presence in Karachi and Islamabad. Documentation proof and Undertaking must be provided with proper reference in the proposal.

See Form Under Additional Forms and Documents: **Past Experience and Completed Contracts** (page number: 135)

Historical Contract Non-Performance, and Pending Litigation and Litigation History

Bidder should provide an Undertaking stating that "the bidder is not blacklisted by any Government entity in Pakistan for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices and also not involved in any kind of lawsuits in this regard either current or pending."

Undertaking must be provided with proper reference in the proposalon legal paper minimum value Rs. 100/- .

Bidder should provide Audited Financial Statement (Balance Sheet / Income Statement) showing Rs.250 Million aggregated gross revenue / sales of company atleast in the last three (03) consecutive years.

Documentation proof must be provided with proper reference in the proposal.

See Form Under Additional Forms and Documents: **Historical Contract Non-Performance, and Pending Litigation and Litigation History** (page number: 136)

Current Contracts and Their Progress

Contract Agreement/Certificate of successful commencement of project by ongoing assignments with one pager summary.

See Form Under Additional Forms and Documents: **Current Contracts and Their Progress** (page number: 138)

Financial Capacity and Net Worth Evaluation Form

Bidder should provide Audited Financial Statement (Balance Sheet / Income Statement) showing Rs.250 Million aggregated gross revenue / sales of company atleast in the last three (03) consecutive years. (Documentation proof must be provided with proper reference in the proposal)
Bidder should provide its latest e-CIB Report in the name of company alongwith directors individually. (Documentation Proof required must be provided in the proposal with proper reference in the proposal).

See Form Under Additional Forms and Documents: **Financial Capacity and Net Worth Evaluation Form** (page number: 139)

Average Annual Turnover

Bidder should provide Audited Financial Statement (Balance Sheet / Income Statement) showing Rs.250 Million aggregated gross revenue / sales of company atleast in the last three (03) consecutive years.

(Documentation proof must be provided with proper reference in the proposal)

See Form Under Additional Forms and Documents: **Average Annual Turnover** (page number: 141)

Additional Forms and Documents

BIDDING DOCUMENTS

FOR

PROCUREMENT OF SERVICE PROVIDERS FOR HUMAN RESOURCE SERVICES
AT NBP CALL CENTERS
(KARACHI & ISLAMABAD)

National Bank of Pakistan
نیشنل بینک آف پاکستان

Contents

1. Invitation to Bid

National Bank of Pakistan (hereinafter called 'NBP'), in accordance with the Public Procurement Rules, 2004 (as amended), invites sealed bids from eligible and qualified bidders for the "Procurement of Service Providers for Human Resource Services at NBP Call Centers (Karachi & Islamabad)".

This Invitation for Bids (IFB) follows the General Procurement Notice (GPN) published on the website of the Public Procurement Regulatory Authority (PPRA) and the PPRA e-Procurement System (EPADS).

Bidding will be conducted through the PPRA e-Procurement System (EPADS) using the Single Stage Two Envelopes procedure as specified in Rule 36 (b) of Public Procurement Rules, 2004. Bids are open to all eligible bidders as defined in Public Procurement Rules, 2004 who meet the mandatory qualification criteria detailed in Section 7: Technical Requirements of this document.

A Bid Security **of PKR 3,000,000.00/- (Pakistani Rupees Three Million Only)** must be submitted as part of the bid submission on the EPADS portal. The acceptable forms are a Pay Order /Demand Draft or Banker's Cheque from a scheduled bank, valid for 180 days.

This tender is available on the PPRA e-Procurement System: https://pa-epads.gov.pk, PPRA & NBP websites.

Bidders must be registered on the EPADS platform to download the bidding documents, seek clarifications, and submit their bids.

No physical submission of bids will be accepted. All bids must be submitted electronically through the EPADS portal.

Bids must be submitted online on the EPADS portal on or before **August 04, 2026** at **11:00AM**.

The technical bids will be opened online on the EPADS portal on **August 04, 2026** at **11:30AM**. Bidders' representatives may attend the online opening session. The complete bidding document is available for download from the EPADS portal, PPRA & NBP website(s) accordingly.

The Department Head (O)
Procurement Division-LC&MG
National Bank of Pakistan
Head Office, I.I. Chundrigar Road, Karachi.
Contact: 021-38902267 & 021-38902533

The Divisional Head(A),
Procurement Division-LC&MG
National Bank of Pakistan
Head Office, I.I. Chundrigar Road, Karachi.
Contact: 021-38902435 & 021-38902322

2. Instructions to the Bidders

Note: (These Instructions to the Bidders will not be part of the Contract and will cease to have effect once the Contract is signed.)

A. GENERAL

IB.1 Scope of Services

1.1 National Bank of Pakistan hereinafter called NBP being one of the largest commercial and government owned bank is looking for procurement of Call Center Outsourcing Companies for providing effective, timely and efficient services to its customers through its Call Centers located in Karachi and Islamabad.

NBP requires the services of Call Center Outsource Services Provider for providing human resource for its Call Centers at Karachi & Islamabad. This will include services of experienced call agents, support staff including supervisors, quality assurance officers etc., for performing both inbound and outbound call activities and allied. The required resources will be placed within the premises of NBP Call Centers presently located in Karachi and Islamabad in accordance with the requirements which will be communicated to the service provider by NBP management from time to time. However, the required number of support staff shall be 40. The number of support staff will be increased in accordance with call agents headcount. In addition to this bidder will depute 2 Floor Manager, 4 Workforce Officers and 4 Trainers (2 in Karachi and 2 in Islamabad) who won't be charged to NBP and will be on bidder's cost.

1.3 IB.2 Source of Funds

2.1 NBP has available funds towards the cost of "Procurement of Call Center Outsourcing Companies" and it is intended that funds will be applied to eligible payments under the Contract(s) for which these Bidding Documents are issued.

IB.3 Eligible Bidders

3.1 This Invitation for Bid is open to all Bidders registered on the PPRA e-Procurement System (EPADS) that meet the mandatory eligibility criteria as prescribed in Section No: 7.

IB.4 One Bidder One Bid

4.1 A Bidder shall submit only one Bid in the same bidding process, either individually as a Bidder or as a member in a joint venture or any similar arrangement.

4.2 No Bidder can be a sub-contractor while submitting a Bid individually or as a member of a joint venture in the same Bidding process.

4.3 A Bidder, if acting in the capacity of sub-contractor in any Bid, shall not submit bid for the same.

IB.5 Cost of Bidding

5.1 The Bidders shall bear all costs associated with the preparation and submission of its Bid and NBP will in no case be responsible or liable for such costs, regardless of the conduct or outcome of the Bidding Process and/or its cancellation at any stage under Rule 33 of PP Rules, 2004. (with reference to Public Procurement Rules, 2004)

B. BIDDING DOCUMENTS

IB.6 Contents of Bidding Documents

6.1 The Bidding Documents, in addition to Invitation for Bid, should be read in conjunction with any Addenda issued in accordance with Clause IB.9 and all notices published on the EPADS portal.

6.2 The Bidders are expected to carefully examine the contents of Bidding Documents. Failure to comply with the requirements of Bid submission will be at Bidders' own risk. Bids which are not responsive to the requirements of the Bidding Documents will be rejected.

IB.7 Clarification of Bidding Documents

7.1 Prospective Bidders requiring any clarification(s) must submit their queries exclusively through the dedicated forum on the EPADS portal on or before [Date]. NBP's responses will be circulated to all bidders who have downloaded the bidding documents via the EPADS portal.

7.2 Should a bidder object on any ground including any ambiguity, discrepancy, omission or error to any provision or legal requirements set forth in this Bidding Document, the bidder must provide written notice to NBP setting specifically the grounds for the objection, however within ten (10) calendar days after Invitation of Bid.

7.3 The failure of a bidder to object in the manner set forth in this paragraph shall constitute a complete and irrevocable waiver of such objection. Submission of bid in response to these Bidding Documents would construe to bidder's consent on the contents of the Bidding Document including terms and conditions appended therein, thus rendering any subsequent objection as null & void.

IB.8 Amendment of Bidding Documents

8.1 NBP may modify the Bidding Documents by issuing addenda. Any addendum will be published on the EPADS portal and will form part of the Bidding Documents. It is the sole responsibility of bidders to regularly check the EPADS portal for such addenda.

8.2 Any addendum thus issued shall be part of the Bidding Documents and shall be communicated in writing to all purchasers of the Bidding Documents. For confirmation purposes, Prospective Bidders may acknowledge receipt of each addendum in writing to NBP.

8.3 To afford prospective Bidders reasonable time in which to take an addendum into account in preparing their Bids, NBP may extend the deadline for submission of Bids in accordance with Clause IB.22 of the Bidding Document.

C. PREPARATION & SUBMISSION OF BIDS

IB.10 Documents Comprising the Bid

10.1 The Bidders shall prepare and upload their bids as per the requirements of the EPADS portal, comprising:
a. Technical Proposal (containing all documentary evidence, Power of Attorney, etc.)
b. Financial Proposal (password protected/encrypted as per EPADS guidelines)
c. Bid Security Scan

IB.11 Sealing and Marking of Bids

11.1 The bid shall comprise of two separate digital files/folders:

i. TECHNICAL PROPOSAL

ii. FINANCIAL PROPOSAL (which must be encrypted as per EPADS system requirements).

The bidder must follow the exact naming conventions and file upload procedures specified in the EPADS tender instructions.

IB.12 Submission of Bid

Bids must be submitted electronically through the PPRA e-Procurement System (EPADS) before the deadline. The EPADS system will provide a digital submission receipt. Bidders are responsible for ensuring their bid is uploaded completely and correctly well before the deadline to avoid last-minute technical issues.

12.1 Bids should be submitted under Rule 36(b) **(Single Stage Two Envelope Procedure)** of PPRA Rules, in a sealed envelope and in such a manner that the contents are fully enclosed and cannot be known until duly opened.

12.2 The Bidders shall submit Bid(s) as per 'Bid Form' which must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.

12.3 The Bidder must provide responses with complete clarity and free from any ambiguity. In case any part of Bid is incomplete or left blank, unclear, ambiguous, vague, duplicate, and/or contains overwriting/cutting, the Bid shall stand rejected.

12.4 No bidder shall be allowed alteration or modification once Bids have been opened. NBP may seek and accept clarifications to the Bid that do not change the substance of the Bid. Any clarification shall be in writing.

12.5 NBP reserves the right, at its sole discretion, to request any bidder for clarification related to any specific section(s) of the submitted Bid. The bidder shall submit such clarification(s) in writing.

12.6 Unless stated otherwise in the Bidding Documents, the Contract shall be for the whole of the Services, based on the unit rates and/or prices submitted by the Bidders.

IB.13 Technical Evaluation Criteria for Bid:

13.1 The Bidder must fill the Technical Evaluation Criteria as per following requirements:

a. Responses against ALL questions MUST be in "YES" or "NO" only.

b. For a Bidder to be eligible, responses against ALL questions MUST be in affirmative ("YES"), as such, any response in negative ("NO") OR ("BLANK/N.A) shall lead to rejection of the Bid.

c. The Bidder must:

   i. Provide responses to all questions, however, with complete clarity and free from any ambiguity. In case a question is un-responded, left blank, unclear, ambiguous, vague, or duplicate, the response to such question will be treated as negative ("NO").

   ii. Provide relevant documentary / material evidence to substantiate / corroborate responses as and where required as Annexures, duly signed by an authorized signatory.

d. Bid shall stand rejected in case the bidder fails to provide any of the above required information related to the Bid.

13.2 In case NBP determines that the Bidder has failed to meet one or more of the Eligibility/Qualification Criteria, NBP may request the bidder for necessary clarifications / corrections if it do not change the substance of the bid or determine the Bid non-responsive to the Bidding Documents and reject it.

IB.14 Financial Proposal (Part B) of the Bid:

14.1 The Bidders shall fill in rates and prices for the Services. Services against which no rate or price is entered by a Bidder will not be paid for by NBP when provided and shall be deemed covered by rates and prices for other Services in the Price Schedule.

14.2 All duties, taxes and other levies payable by the Bidders under the Contract, or for any other cause, as on the date 28 days prior to the deadline for submission of Bids shall be included in the rates / prices submitted by the Bidders. Additional/reduced duties, taxes and levies due to subsequent additions or changes in legislation shall be dealt as per relevant Clause(s) of Conditions of Contract.

14.3 The rates and prices quoted by the Bidders are subject to adjustment during the performance of the Contract if there is relevant clause(s) present in the Conditions of Contract.

IB.15 Currencies of Bid

15.1 The unit rates and the prices shall be quoted by the Bidders entirely in Pak Rupees (PKR) only.

IB.16 Bid Validity

16.1 Bids shall remain valid for a period of **180 days**.

16.2 In exceptional circumstances, prior to expiry of the original Bid validity period, NBP may request the Bidders to extend the period of validity for a specified additional period which shall in no case be more than the original Bid validity period. The request and the responses thereto shall be made in writing. A Bidder may refuse the request without forfeiting its Bid Security. A Bidder agreeing to the request will not be required or permitted to modify its Bid, but will be required to extend the validity of its Bid Security for the period of the extension.

IB.17 Bid Security

17.1 It is mandatory for Bidders to furnish Bid Security in the shape of Pay Order in favor of National Bank of Pakistan and issued by a scheduled commercial bank operating in Pakistan, for a fixed amount of **PKR 3,000,000.00/-.**

17.2 Bid Security submitted other than **Pay Order, Bankers Cheque, Demand Draft** shall not be accepted, and bid shall be subjected to rejection.

17.3 NBP shall not be liable to pay interest/mark-up/cost of funds or any other cost associated to Bid Securities.

17.4 Bid securities of unsuccessful Bidders will be returned as promptly as possible, as but not later than 28 (twenty-eight) days after the expiration of the period of Bid Validity.

17.5 Bid Security of a Successful Bidder will be returned when the Bidder has furnished the required Performance Guarantee to the satisfaction of NBP and signed the Contract.

17.6 The Bid Security shall be forfeited:

a. If the Bidder withdraws its Bid as provided in Clause IB.22.
b. If the Bidder does not accept the correction of its Bid Price / Amount pursuant to Clause IB.27 of the Bidding Document, or
c. In the case a Successful Bidder fails within the specified time limit to (i) furnish the required Performance Guarantee and / or (ii) sign the Contract.

IB.18 Format and Signing of Bid

18.1 The bid shall be deemed as a legal document and shall form part of the final contract. Bidders are advised to attach 'Bid Form' (Section 8) duly signed from an authorized signatory attesting their competence and the veracity of information provided in their bids. Unsigned bids would be treated as incomplete and may therefore be rejected.

18.2 Bidders shall promptly notify NBP of any change in directorship, managerial orders of the company, address or contact numbers.

18.3 Any additional or diverse terms and conditions proposed by Bidders would be rejected unless expressly assented to in writing by NBP.

18.4 Bids should be filled out completely and without alterations. In the event of discrepancy between the Original and Copy of two documents, the original shall prevail.

18.5 The original and copy of the Bid shall be typed or written in permanent ink (in the case of copies, Photostats are also acceptable) and shall be signed by a person or persons duly authorized to sign on behalf of the Bidders. All pages of the Bid must be initialed and stamped by the person or persons signing the Bid.

18.6 The Bid shall contain no alterations, omissions or additions, except to comply with instructions issued by NBP, or as are necessary to correct errors made by the Bidders, in which case such corrections shall be initialed by the person or persons signing the Bid.

18.7 Bidders shall indicate in the space provided in the 'Bid Form' their full and proper addresses at which notices may be legally served on them and to which all correspondence in connection with their Bids and the Contract is to be sent.

18.8 Bidders may retain a copy of the Bidding Documents as their file copy.

IB.19 Deadline for Submission of Bids

19.1 The bids, prepared in accordance with the instructions in the Bidding documents, must be uploaded & hard copy of Bid Security should be submitted to mentioned address herein on or before **August 04, 2026 @ 11:00AM** through EPADS.

19.2 Bids with charges payable will not be accepted, nor will arrangements be undertaken to collect the Bids from any delivery point other than that specified above. Bidders shall bear all expenses incurred in the preparation and delivery of Bids. No claims will be entertained for refund of such expenses.

19.3 Where delivery of a Bid is by mail and the Bidder wishes to receive an acknowledgment of receipt of such Bid, it shall make a request for such acknowledgment in a separate letter attached to but not included in the sealed Bid package.

19.4 Upon request, acknowledgment of receipt of Bid will be provided to those making delivery in person or by messenger.

19.5 NBP may, at its discretion, extend the deadline for submission of Bids by issuing an amendment in accordance with relevant clause of the Bidding Document, in which case all rights and obligations of NBP and the Bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

IB.20 Late Bids

20 Bid should be uploaded on EPADS on or before **August 04, 2026, 11:00 AM**. Manual submission of the Bid shall not be accepted. However, the Original Bid Security as per Clause IB.18 must be submitted separately at the specified address in a sealed envelope, on or before the bid submission deadline.

The Department Head (Procurement), Procurement Division, Logistic, Communications & Marketing Group (LCMG), National Bank of Pakistan, Head Office, I.I. Chundrigar Road, Karachi. **Tel: 021-38902435, 021-38902533.**

20.1 Delays in the mail, delays of person in transit, or delivery of a Bid to the wrong office shall not be accepted as an excuse for failure to deliver a Bid at the proper place and time. It shall be the Bidder's responsibility to determine the manner in which timely delivery of its Bid will be accomplished either in person, by messenger or by mail as specified in the Bidding Documents.

IB.21 Modification, Substitution and Withdrawal of Bids

21.1 Any Bidder may modify, substitute or withdraw its Bid on EPADS before Bid submission to the deadline for submission of Bids.

IB.22 NBP's Right to reject all Bids

22.1 NBP reserves the right to annul the procurement process and reject all Bids as per PP Rule 33, at any time prior to award of Contract, without thereby incurring any liability to the affected Bidders or any obligation except that the grounds for rejection of all Bids shall upon request be communicated to any Bidder who submitted a Bid, without justification of grounds as per PP Rule 33. Rejection of all Bids shall be notified to all Bidders promptly.

D. BID OPENING AND EXAMINATION

IB.23 Bid Opening

NBP will open the bids electronically on the EPADS portal on the date and time specified. The technical proposals will be opened first. Bidders' representatives may attend the online session. The financial proposals of only technically qualified bidders will be opened later on a date and time to be announced on the EPADS portal.

23.1 NBP will open the Bids, including withdrawals, substitution and modifications made pursuant to Clause IB.22, in the presence of Bidders' representatives who choose to attend, at the time, date and location stipulated in the Bidding Documents. The Bidders' representatives who are present shall sign their attendance.

23.2 Envelopes marked "MODIFICATION", or "SUBSTITUTION" shall be opened and read out first. Bids for which an acceptable notice of withdrawal has been submitted shall be returned to the bidder unopened.

23.3 Initially, only the envelopes marked as "TECHNICAL PROPOSAL" shall be opened. The Bidder's name shall be announced by NBP at the opening of Bids. The envelope marked as "FINANCIAL PROPOSAL" shall be retained in the custody of the NBP without being opened. NBP shall evaluate the technical proposal in a manner prescribed in advance, without reference to the price and reject any proposal which does not conform to the specified requirements. During the technical evaluation no amendments in the technical proposal shall be permitted. Financial proposals of only technically qualified bidders shall be opened publicly at a time, date and venue announced and communicated to the bidders in advance. The financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders; and the bid found to be the lowest evaluated bid shall be accepted.

23.4 NBP shall prepare minutes of the Bid opening, including the information disclosed to those present.

23.5 Evaluation Reports will be published on both NBP and EPADS PPRA websites.

23.6 NBP shall disqualify a bidder at any time if the information submitted by the bidder is found to be false and materially inaccurate or incomplete. NBP may also blacklist a bidder for ten years from participating in any procurement process / proceedings in case the bidder is found to be indulged in corrupt or fraudulent practices as per Rule 19 of Public Procurement Rules. This barring/ blacklisting shall be notified and communicated to Public Procurement Regulatory Authority (PPRA). However, before barring an adequate opportunity of hearing shall be given.

IB.24 Clarification of Bids

24.1 To assist in the examination, evaluation, and comparison of Bids, NBP may, at its discretion, ask any Bidder for clarification of its Bid, including breakdowns of unit rates. The request for clarification and the response shall be in writing but no change in the price or substance of the Bid shall be sought, offered or permitted except as required to confirm the correction of arithmetic errors discovered by NBP in the evaluation of the Bids.

IB.25 Examination of Bids and Determination of Responsiveness

25.1 Prior to the detailed evaluation of Bids, NBP will determine whether each Bid is substantially responsive to the requirements of the Bidding Documents.

25.2 A substantially responsive Bid is one which:

a. Meets the Technical Evaluation Criteria given in the Bidding Documents.
b. Each page of the Bid has been properly signed and stamped.
c. Is accompanied by the required Bid Security.
d. Conforms to all the terms, conditions and requirements of the Bidding Documents without material deviation or reservation. A material deviation or reservation is one (i) which affect in any substantial way the scope, quality or performance of the Services; (ii) which limits in any substantial way, inconsistent with the Bidding Documents, NBP's rights or the Bidder's obligations under the Contract; or (iii) adoption/rectification whereof would affect unfairly the competitive position of other Bidders presenting substantially responsive Bids.

25.3 If a Bid is not substantially responsive, it will be rejected by NBP, and may not subsequently be made responsive by correction or withdrawal of the non-conforming deviation or reservation.

IB.26 Correction of Errors

26.1 Bids determined to be substantially responsive will be checked by NBP for any arithmetic errors. Errors will be corrected by NBP as follows:

a. where there is a discrepancy between the amounts in figures and in words, the amount in words will govern; and
b. where there is a discrepancy between the unit rate and the total amount resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern, unless in the opinion of NBP there is an obviously gross misplacement of the decimal point in the unit rate, in which case the line item total as quoted will govern and the unit rate will be corrected.

26.2 The amount stated in the 'Bid Form' will be adjusted by NBP in accordance with the above procedure for the correction of errors and with the concurrence of the Bidders, shall be considered as binding upon the Bidders. If the Bidders does not accept the corrected Bid Price / Amount, its Bid will be rejected, and the Bid Security shall be forfeited.

E. Contact & EPADS Information

All queries related to this Bidding Document must be submitted through the official query module on the Federal eProcurement Portal (https://pa.epads.gov.pk). Bidders are advised to regularly monitor the EPADS portal for all updates, addenda, and communications regarding this tender.

F. EVALUATION OF BIDS

IB.27 Evaluation of Bids

27.1 NBP shall conduct a comprehensive, fair, and impartial evaluation of the Bids received. The bid which fulfills the eligibility criteria and having lowest evaluated cost as per financial proposal shall be declared as most advantageous bid.

27.2 NBP, at any stage of the Bid evaluation, having credible reasons for or prima facie evidence of any defect in Bidder's capacities, may require the Bidders to provide information concerning their professional, technical, financial, legal or managerial competence whether already prequalified or not, provided that reasons for such clarification are recorded in the evaluation report.

IB.28 Process to be Confidential

28.1 Information relating to the examination, clarification, evaluation and comparison of Bid and recommendations for the award of a Contract shall not be disclosed to Bidders or any other person not officially concerned with such process before the announcement of technical evaluation report.

28.2 Any effort by a Bidder to influence NBP's processing of Bids or award decisions may result in the rejection of such Bidder's Bid.

28.3 Direct or indirect canvassing, impelling, or influencing any representative of NBP for any purpose related to the procurement process is strictly prohibited and shall lead to immediate disqualification of the Bid/bidder.

28.4 Any Bidders feeling aggrieved may lodge a written complaint not later than seven (07) days after the announcement of technical evaluation report and five (5) days after final evaluation report. (However objections related to technical evaluation will only be addressed 7 days after announcement of technical evaluation report. Issues related to technical evaluation will not be addressed after announcement of final evaluation report.) NBP shall constitute a committee comprising of odd number of persons, with necessary powers and authorizations, to address the complaints of bidders within ten (10) days after receiving the complaint.

IB.29 Post Qualification of the Bidders

29.1 NBP shall determine to its satisfaction whether the Bidder that is selected as having submitted the Most Advantageous Bid is qualified to perform the Contract satisfactorily. The determination shall be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder.

29.2 An affirmative determination shall be a prerequisite for award of the Contract to the Bidders. A negative determination shall result in disqualification of the Bid, in which event NBP shall proceed to the next Bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.

IB.30 Notification of Award

30.1 Prior to expiration of the period of Bid validity, NBP will notify successful Bidders in writing that its Bid has been accepted.

30.2 Without changing the cost and scope of services, NBP may negotiate with successful Bidders (with a view to streamline the work or task execution, at the time of contract finalization) on methodology, work plan, staffing and special conditions of the contract.

30.3 The notification of award and its acceptance by the Bidders will constitute the formation of the Contract, binding NBP and successful Bidders till signing of the formal Contract.

30.4 Upon furnishing by the successful Bidders of a Performance Guarantee, NBP will promptly notify other Bidders that their Bids have been unsuccessful and return their Bid securities.

IB.31 Signing of Contract

31.1 Successful Bidders shall reply the Letter of Acceptance and provide Integrity Pact and Financial Beneficiary Declaration (As per requirements of PPRA) within 03 (three) working days of receiving Letter of Acceptance issued by NBP.

31.2 The successful Bidder shall furnish Performance Guarantee (acceptable to NBP under Conditions of Contract) within 15 (Fifteen) days of issuance of Letter of Acceptance, otherwise the contract may be awarded to the next most advantageous bidder.

31.3 NBP will send the successful Bidders the Contract in the form provided in the Bidding Documents, incorporating all agreements between the parties. The formal Contract between NBP and the successful Bidder shall be executed within 30 (Thirty) days of the receipt of the signed Contract by the successful Bidders from NBP.

IB.32 General Performance of the Bidders

32.1 NBP reserves the right to obtain information regarding performance of the Bidders on their previously awarded contracts. NBP may in case of consistent poor performance of any Bidders as reported by Service Users / Customers of the previously awarded contracts, inter alia, reject its Bid.

IB.33 Integrity Pact

34.1 Successful Bidders shall sign and stamp the Integrity Pact provided in the Bidding Documents for all Federal Government procurement contracts exceeding Rupees ten million and submit according to clause IB.32.1. Failure to provide such Integrity Pact shall make such Bids non-responsive.

IB.34 Declaration of Beneficial Ownership

34.1 In all public procurement contracts worth Rs. 50 Million and above the bidder shall make a mandatory provision of beneficial ownership information of the company in the said contracts as per prescribed Performa as per 13 (Financial Beneficial Declaration)

34.2 In case of failure to provide the required information of the beneficial ownership by the company or submission of false or partial information, the NBP:

i. Blacklist the said bidder’s company in accordance with rule 19 (1) (a) of Public Procurement Rules. 2004.

ii. Reject the bid of the said company.

3. Bill of Quantities (BOQs) & Qualification Criteria of Resources & Scope

The number of call agents and other support staff, shall be:

1. Call Centers Staff:

S#	Category	Qty	Location	Unit Cost (PKR)	Total Cost (PKR)
1.	Call Centers Agents	**500***	KHI&ISB	To be quoted	To be quoted
2.	Supervisors	**20****	KHI&ISB	To be quoted	To be quoted
3.	QA Officers	**20**	KHI&ISB	To be quoted	To be quoted

*The number of resources required will vary in accordance with the requirement of NBP Call Centers Management. A reasonably suitable margin period (as agreed in contract) will be given to selected vendor to increase the number of call agents.

*** Number of Supervisors for Call Agents to be decided in the ratio of 1:25*

<u>Scope of Service:</u>

<u>Introduction:</u>

National Bank of Pakistan (NBP) invites bids from eligible, experienced, and technically sound service providers for the provision of **Call Center Services** for its operations located in **Karachi** and **Islamabad**. The contract duration will be for a period of **three (03) years.**

The bidder shall provide trained resources and professional support for inbound and outbound call Centers services in compliance with **PPRA Rules**.

As technology grows more and more sophisticated across industries, the customer experience bar continues to rise. Due to these technological enhancements, customers expect around the clock access to the allied services. The financial services industry has begun to undergo a digital transformation that has led customers to expect more and more from the bank.

Scope of Work

2.0 Scope of Services for Call Agents

The Call Agents deployed by the bidder shall be responsible for delivering high-quality customer service in accordance with NBP standards. Their core responsibilities include:

2.0.1 Inbound Call Handling

- Responding to customer calls promptly and courteously.
- Providing accurate information regarding bank products, services, and policies.
- Handling queries related to account balances, statements, debit cards, mobile banking, ATM issues, branch information, and general banking support.
- Logging and categorizing complaints in the bank's CRM system.
- Performing card activation, card blocking, dispute initiation, and status updates.
- Escalating complex cases to relevant departments per escalation matrix.
- Ensuring compliance with SOPs, scripts, and call handling guidelines.

2.0.2 Outbound Call Handling

- Conducting customer satisfaction and feedback surveys.
- Making verification calls (transactions, product requests, security confirmations).
- Providing information regarding new banking products or promotional campaigns.
- Following up on pending complaints for resolution checks.
- Service confirmation calls.

2.0.3 System & Application Usage

- Using CRM, ticketing systems, and core banking tools.
- Maintaining call disposition, tagging, and proper documentation.

2.0.4 Customer Service & Quality Compliance

- Providing professional, empathetic, and solution-oriented service.
- Maintaining minimum quality compliance score as per SLA.
- Following approved scripts, communication guidelines, and call flow.
- Avoiding misinformation, false commitments, or deviation from protocols.
- Managing difficult customers calmly and professionally.

2.0.5 Operational Responsibilities

- Adhering to shift schedules, attendance, and punctuality requirements.
- Maintaining workstation hygiene and equipment care.
- Ensuring daily login/logout as per bank policy.
- Meeting KPIs including Average Handling Time (AHT), First Call Resolution (FCR), Call Quality, and Productivity.

2.0.6 Compliance & Confidentiality

- Ensuring strict compliance with NBP’s data privacy and information security policies.
- Signing NDA and maintaining full confidentiality of customer information.
- Following SBP, NBP, and PPRA compliance requirements.

2.0.7 Performance Expectations

- Achieving defined SLA targets (answer rate, quality compliance, productivity).
- Maintaining professional behavior and communication at all times.
- Participating in training, refreshers, and performance reviews.

The service provider shall deliver end-to-end Call Centers services, including but not limited to the following:

2.1 Inbound Services

- Handling customer inquiries regarding bank products.
- Account balance, transaction history, ATM card issues, and general support.
- Complaint registration and tracking.
- Card activation, blocking, and dispute logging.
- IVR-based call routing & menu options.
- Priority & VIP customer handling.
- 24/7/365 support with defined service levels.

2.2 Outbound Services

- Customer feedback & satisfaction surveys.
- Transaction verification calls.
- New product awareness campaigns.
- Complaint resolution follow-up.
- Complaint generation
- Mobile app activation / deactivation.
- Cross Selling of Bank’s products.

2.3 Operational Requirements

- Separate teams in **Karachi** and **Islamabad**.
- 24/7 operations, including weekends, holidays and gazetted holidays.
- Multilingual staff (Urdu, English; regional languages preferred).
- Disaster recovery / contingency / continuity planning, as per Bank's requirement for ensuring uninterrupted services.
- Dedicated supervisors and quality assurance resources.

3. Staffing Requirements & Qualification Criteria

The number of call agents and other support staff shall be **500 Call Center Resources**, deployed across **Karachi and Islamabad**.

3.1 Resource Distribution

- **Karachi:** 250*
- **Islamabad:** 250 *
- **Supervisors and Managers:** 20**
- **QA Officers** 20

*The number of resources required will vary in accordance with the requirement of NBP Call Centers Management. A reasonably suitable margin period (as agreed in contract) will be given to selected vendor to increase the number of call agents.

*** Number of support staff for Call Agents to be decided in the ratio of 1:25*

3.2 Qualification Criteria for Call Centers Agents

- Academic qualification: Minimum Graduation or equivalent from a local or international university/ college/ institute recognized by the HEC of Pakistan.
  (Candidates having experience in Call Centers/customer related services would be preferred).
- Computer literate with typing speed: Minimum 25 WPM.
- Communication: Strong Urdu and English communication abilities.
- Age Limit: 20–35 years.
- Strong customer handling & problem-solving skills.

3.3 Qualification Criteria for Supervisors

- Academic qualification: Minimum Graduation or equivalent from a local or international university/ college/ institute recognized by the HEC of Pakistan.
- Experience: 2–5 years in Call Center's operations.
- Ability to supervise 20–25 agents.
- Age Limit: 22–40 years.
- Technical & call center's software proficiency
- Strong reporting (data tools) and leadership capabilities.

3.4 Qualification Criteria for Quality Assurance Officers

- Academic qualification: Minimum Graduation or equivalent from a local or international university/ college/ institute recognized by the HEC of Pakistan.
- Experience: Minimum 2 years QA role.
- Age Limit: 22–40 years.
- Familiar with call auditing KPIs/other related skills.
- Ability to generate quality assurance and performance reports.

3.5 Qualification Criteria for Call Center Managers

- Academic qualification: Graduation/Post Graduation or equivalent from a local or international university/ college/ institute recognized by the HEC of Pakistan.
- Experience: Minimum 7 years in Call Center operations, including 3 years in leadership roles.
- Strong technical, analytical and operational management capabilities.

5. Service Level Agreements (SLAs)

- **Call Center Service Level: 85%**
- **Abandoned Call Rate: <5%**
- **Inbound Calls per Agent: Minimum 90-130 /day (Based on Call Influx)**
- **Outbound Productivity: Minimum 80-120 calls/agent/day (Based on assigned task)**
- **QA productivity: Minimum 20-30 calls/day (Based on Call Influx)**
- **Quality Score: Minimum 85%**
- **Service Availability: 99% uptime**
- **Shift timings would be 8 hours with 1 hour paid break**

6. Reporting Requirements

Vendor must submit following reports:

- Daily call summary
- Weekly performance dashboards
- Monthly SLA compliance report
- Quarterly performance and resource evaluation report
- Complaint resolution metrics
- Training/Re-freshers Activity Report
- Quality Assurance Performance Reports
- Any other reports as when required, including but not limited to Performance/ Compliance/ Audit / SBP/ Regulatory Inspections, queries etc. on the prescribed format)

7. Compliance Requirements

- PPRA Rules compliance.
- SBP regulatory compliance.
- NBP IT Security & data protection guidelines.
- NDA, data privacy, and process integrity confirmations.

2. Support Staff Quantity

Beside Call Center Call Agents the applicant service provider will also provide following support staff in a number as per mutual agreement and normal market standards, as per requirement of NBP:

<table>
<tr><th>S#</th><th>Category</th><th>Qty</th><th>Location</th><th>Unit Cost (PKR)</th><th>Total Cost (PKR)</th></tr>
<tr><td>1.</td><td>Call Centers Agents</td><td>500*</td><td>KHI&ISB</td><td>To be quoted</td><td>To be quoted</td></tr>
<tr><td>2.</td><td>Supervisors</td><td>20**</td><td>KHI&ISB</td><td>To be quoted</td><td>To be quoted</td></tr>
<tr><td>3.</td><td>QA Officers</td><td>20</td><td>KHI&ISB</td><td>To be quoted</td><td>To be quoted</td></tr>
<tr><th>S#</th><th>Category</th><th>Qty</th><th>Location</th><th>Unit Cost (PKR)</th><th>Total Cost (PKR)</th></tr>
<tr><td>1.</td><td>Trainers</td><td>4</td><td>KHI&ISB</td><td rowspan="3" colspan="2">Additional Resources Required
(Not to be charged to NBP)</td></tr>
<tr><td>2.</td><td>Call Centers Managers</td><td>2</td><td>KHI&ISB</td></tr>
<tr><td>3.</td><td>Work Force Managers</td><td>4</td><td>KHI&ISB</td></tr>
</table>

*The number of resources required will vary in accordance with the requirement of NBP Call Centers Management. A reasonably suitable margin period (as agreed in contract) will be given to selected vendor to increase the number of call agents.

*** Number of Supervisors for Call Agents to be decided in the ratio of 1:25*

<u>Eligibility:</u>

All the support staff must have eligibility criteria of minimum 1 year of work experience as a call agent in Call Center.

4. Conditions of Contract

A. General Conditions

CC.1 Award of Contract

1.1 National Bank of Pakistan (Hereinafter called NBP or The Bank) will award the Contract to the Bidders whose Bid has been determined to be substantially responsive to the Bidding Documents and who has offered the Most Advantageous Bid (hereinafter called 'Service Provider'), provided that such Bidders has been determined to be eligible in accordance with relevant provisions of the Bidding Documents.

1.2 Contract will be awarded in accordance with the reserved right to accept the Most Advantageous Bid(s) and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability, whatsoever, or any obligation to inform the affected bidder of the grounds for NBP's actions / decisions unless solicited. The contract shall be governed and interpreted in accordance with relevant laws and by the Courts in Pakistan.

1.3 After the Contract is awarded, NBP reserves the right to increase the duration of Services up to 15% as per Rule 42 (c) (iv) of Public Procurement Rules, without any change in the unit prices or other terms and conditions of the Contract and the Bidding Document.

1.4 After submission of Performance Guarantee and signing of the contract with NBP, the Service Provider shall deploy resources required as per NBP's requirement. The Service Provider shall provide NBP with documentary evidence for such deployment along with the invoice. No advance amount will be paid to Service Provider.

1.5 Any new, increase, decrease in regulatory payments (Taxes, Duties, Minimum Wages, Social Security, Insurance, EOBI, etc.) levied or promulgated by the Government during the currency of the contract may accordingly be adjusted by NBP vide payments made to Service Provider, however, at the sole discretion of NBP Management, provided that such payment/amount is justifiable and has direct bearing/impact on the services provided by Service Provider.

CC.2 Administrative Control

2.1 The Service Provider shall maintain supervisory & administrative control over its work force in order to control the activities of their provided staff/employees.

2.2 In case, resources deployed by the Service Provider are found performing any activity other than the Services for which they are deployed by NBP, such performance of duty/act shall be considered as violation of this Agreement.

CC.3 Relationship between Parties.

3.1 The relationship between the Parties is one of independent entities and nothing contained in the Agreement shall be construed as constituting or establishing any partnership or joint venture or relationship of principal and agent between the Parties.

3.2 Service Provider's workforce/deployed resources deputed at the Bank in pursuance of the objects of this Agreement shall not hold themselves out to be personnel, staff, employee and/or agent of the Bank and/or any of Bank's subsidiaries or affiliates, nor shall they have any authority/right to bind in any manner.

3.3 Service Provider will have no authority to make statements, representations or commitments of any kind or take any other action binding NBP, except as specifically provided in the Agreement.

3.4 Service Provider shall restrict itself towards the scope of services as mentioned herein and will control and supervise its deployed resources. Service Provider or their resources are not authorized to perform any act beyond the scope of this Agreement and in case Service Provider or its employees are found involved in performance of any activities which are beyond the scope of the Agreement, the bank shall take no responsibility of any nature, whatsoever.

CC.4 Governing Law.

4.1 This Agreement shall be governed by laws of the Islamic Republic of Pakistan, included but not limited to government directives, court judgments, regulatory bodies, and guidelines of the Bank management as well as the State Bank of Pakistan issued from time to time together with the Public Procurement Rules, 2004 in vogue.

4.2 Any dispute, arising out of or in connection with the Contract, including any question regarding its existence, validity or termination, shall be referred to and finally resolved by arbitration under Arbitration Act 1940 of the Islamic Republic of Pakistan.

4.3 In case of failure to resolve the dispute the matter may be referred to the courts of competent jurisdiction of Karachi.

CC.5 Rights & Responsibilities.

5.1 The mutual rights and obligations of the Parties in respect of provision of services herein are as follows:

a. The Bank shall make payments to the Service Provider in accordance with the provisions of this Agreement and after deduction of all the applicable taxes required under the relevant laws at the time of payment.
b. The Service Provider shall provide the said services hereunder in an efficient, competent and organized manner and will ensure that its deployed resources deployed at the Bank for the pursuance of the objects of this Agreement, shall provide and maintain a high standard of performance and integrity. For avoidance of doubt, it is clarified that any and all such person deployed by the Service

Provider at the bank shall directly be employed by the Service Provider and at all times shall be considered to be the employees of the service provider.

c. The Service Provider shall at his cost and in its absolute discretion employ such person or persons as the Service Provider which deem fit to perform its contractual obligations under this Agreement.

d. The Service Provider shall maintain monthly attendance record of all its employees in Karachi and Islamabad, engaged for provision of said Services under this agreement and present the same as and when required by the Bank or auditors.

CC.6 Sanction Compliance Check

6.1 In the light of Anti Money Laundering and Combating Terrorist Financing, Service provider shall share the detail of its owners, management and its work force before deployment at each premise for name screening/filtering process in compliance of security procedures of the Bank.

CC.7 Performance Guarantee

7.1 Service Provider shall be required to submit Performance Guarantee for which the Bid has been accepted, equivalent to **Five percent (05%)** of the Gross Payments to be made for one year subsequently renewable for every year for the contract period. Contract shall only be awarded upon submission of a Performance Guarantee to NBP (in the form and the amount stipulated in the Bidding Documents) within a period of 60 days after Agreement.

7.2 Formula for calculating amount of Performance Guarantee is as follows:

(Gross amount of 1st Invoice x contract period i.e. one year 12 months x % of Performance Guarantee).

7.3 Performance Guarantee shall be in the form of a "Bank Guarantee" only from a reputable 'A' rated Commercial Bank operating in Pakistan.

7.4 Failure of the Successful Bidders to comply with the requirements of Sub-Clause 7.1 of Clause CC.7, IB.32, IB.34, shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security.

7.5 In case of non-submission of Performance Guarantee within 20 (Twenty) days after the signing of the Agreement, the contract may be awarded to the next lowest bidder.

7.6 Discharge of the Performance Guarantee shall take place within ninety (90) days after the completion of the contract.

7.7 No interest/mark-up/cost of funds will be payable by NBP on Performance Guarantee.

CC.8 Blacklisting

8.1 Under Rule 19 of PPR-2004, "The Bank reserves the right to blacklist Service Provider if he fails to perform his contractual obligations during the execution of contract or breaches the contract due to his capacity and capability to perform or otherwise or is found to be indulging in corrupt or fraudulent practices. Such barring action will be duly publicized and communicated to the PPRA.

8.2 Under Rule 19 of PPR-2004, following mechanism for debarment, from participating in procurement proceedings will be followed:

Mechanism of Blacklisting	A	NBP shall Blacklist and henceforth debar for participation in any public procurement or disposal proceedings for the period of ten years, if corrupt and fraudulent practice as defined in Public Procurement Rules - 2004 is established against the bidder or the bidders in pursuance of blacklisting proceedings; NBP shall issue show cause notice to a bidder or contractor to start the proceedings.
	B	NBP shall Blacklist and henceforth debar for participation in respective category of public procurement or disposal proceedings for a period of three years, if the bidder fails to perform his contractual obligations during the execution of contract or breaches the contract due to his capacity and capability to perform or otherwise. However, NBP shall initiate such blacklisting or debarment proceedings after exhausting the forum of arbitration. NBP shall issue show cause notice to a bidder or contractor to start the proceedings.
	C	The show-cause notice shall contain: (a) precise allegation, against the bidder or contractor; (b) the maximum period for which NBP proposes to debar the bidder or contractor from participating in any public procurement of NBP; and (c) the statement, if needed, about the intention of NBP to make a request to the Authority for debarring the bidder or contractor from participating in public procurements of all the procuring agencies.

	D	NBP shall give minimum of seven days to the bidder or contractor for submission of written reply of the show cause notice.
	E	In case, the bidder or contractor fails to submit written reply within the requisite time, NBP may issue notice for personal hearing to the bidder or contractor/ authorize representative of the bidder or contractor and NBP shall decide the matter on the basis of available record and personal hearing, if availed.
	F	In case, the bidder or contractor submits written reply of the show cause notice, NBP may decide to file the matter or direct issuance of a notice to the bidder or contractor for personal hearing.
	G	NBP shall give minimum of seven days to the bidder or contractor for appearance before the specified officer of NBP for personal hearing. The specified officer shall decide the matter on the basis of the available record and personal hearing of the bidder or contractor, if availed.
	H	NBP 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.
	I	Blacklist the Service Provider with NBP and also inform the Public Procurement Regulatory Authority for further action according to Rule 19 of Public Procurement Rules 2004.

CC.9 Arbitration

9.1 The parties shall mutually resolve any dispute arising out of and in connection with the Contract within a period of 15 days. If mutual resolution of the dispute is not possible, the dispute may be referred by either party to arbitration under the Arbitration Act 1940.

9.2 The terms of the arbitration shall be as follows:

a. The number of arbitrators shall be 03 i.e. 01 to be appointed by each party, and 01 to be appointed by the two arbitrators duly appointed by the parties.
b. The seat or legal place of arbitration shall be Karachi.
c. The language used in the arbitral proceedings shall be English.

CC.10. Dispute Escalation and Resolution Mechanism

The following process shall be applicable for escalation and resolution of formal disputes (other than complaints) arising out of or in connection with outsourcing arrangements as required under SBP Framework. This Mechanism shall apply to all operational, technical, financial disputes, etc., between the Bank and OSPs (hereinafter referred to 'the Parties'). Outsourcing Wing-LCMG and Legal Division shall provide guidance to User Groups on such disputes:

Escalation Tiers and Timelines

Tier	Constitution	Timeline
Tier 1	Tier Constitution Technical team of User Group headed by concerned Wing Head 07 workings days' Timeline Technical team of OSP	07 working days
Tier 2	Concerned Wing Head of User Group Concerned Divisional Head of User Group Representative from Outsourcing Wing, LCMG Representative from Legal Division Representative(s) from OSP	07 working days
Tier 3	Concerned Wing Head of User Group Concerned Divisional Head of User Group Representative from Outsourcing Wing, LCMG Representative from Legal Division Representative(s) from OSP	07 working days
Tier 4	Arbitrators	14 working days
Tier 5	Relevant Court	Not Applicable

1. **Mediation**
   - **a.** In case of any dispute arising out of or in connection with the Contract/SLA executed between NBP and the OSP, the Parties (Tier 1) shall seek to resolve the said dispute as immediately as possible, and shall take all reasonable steps to resolve that dispute within 07 working days from such dispute arising.
   - **b.** In case the dispute remains unresolved for a period of 07 working days the Parties (Tier 2) shall have meeting (s) and shall prepare and agree upon a statement of issues which shall describe in detail the nature of dispute, suggested solutions by each of the Parties, technical feedback from both the Parties, and its impact upon the project including the Services and Deliverables in line with executed Contract/SLA. As such, the Parties shall resolve the dispute within 07 working days.
   - **c.** If dispute remains unresolved, the Parties (Tier 3) shall work towards resolution of the dispute keeping view the statement of issues, however within 07 working days.

2. **Arbitration**
   - **a.** In case the dispute remains unresolved despite Mediation within 21 working days, each Party shall appoint a person of their own choice (outside of their respective organization and preferably a Certified Arbitrator), who should the relevant experience and expertise to arbitrate on the ongoing dispute. Such Arbitrators shall jointly choose another person as an Umpire collectively referred to as the Arbitration (Tier 4). Both the Parties shall agree that before initiating the arbitration proceedings, they shall prepare and agree upon the Terms of Reference (TORS) for the Arbitration and shall give details of the dispute between the Parties

at the time, solutions suggested by each of the Parties, technical feedback from both the Parties, and its impact upon the Services and Deliverables.

b. Cost of Arbitration shall be borne by a Party or Parties as may be determined by the Umpire.

c. The venue of Arbitration shall be Karachi or as otherwise mentioned in the Contract/SLA or mutually agreed by the Parties. If such mutual agreement cannot be reached, the Arbitrators shall decide the venue. The award rendered by the Umpire shall be final and conclusive. The award rendered may be submitted in any court having jurisdiction, or an application may be made in such court for a judicial acceptance of the award and an order of enforcement as the case may be.

d. The official language of proceedings of Arbitration shall be English.

e. The Parties may with mutual consent, extend the term of the Contract/SLA by period equal to the span during which performance of any of the Services and Deliverables was prevented for the reason that the Party were engaged in dispute resolution and arbitration proceedings as above.

f. Except in exceptional circumstances or unwillingness of any of the Arbitrators, the Parties shall not, unless mutually agreed, change the Arbitrators during the terms of the Contract/SLA or arbitration proceedings. All disputes and matters shall be referred to the same Arbitrators. In case arbitration proceedings are underway and another dispute arises, it shall also be referred to the same arbitrators after following the procedure as provided herein.

3. Continuity of Service Obligations & Deliverables

The Parties shall agree that during the dispute resolution and arbitration proceedings as given above, the Parties shall keep performing their obligations under the Contract/SLA which are not affected by that dispute and can easily be performed despite that dispute between the Parties.

CC.11 Signing of Contract

10.1 The Contract shall be signed by Divisional Head, BN&SD and Wing Head, Call Centers, Operations Group, NBP, Head Office, I.I Chundrigar Road, Karachi. On one side, and CEO/MD of Service Provider on the other.

CC.12 Termination of Contract (with or without cause)

12.1 NBP shall be entitled to immediately suspend or terminate the Contract if:

a. Service Provider fails to meet the obligations given in contract, consistently fails to deliver satisfactory services, or there is a demonstrable deterioration in the ability of the service provider to perform the contracted service.

b. Service Provider materially or consistently breaches the contract and does not rectify the breach within a reasonable time.

c. Service Provider suffers (or is likely to suffer) an insolvency, liquidation, any such event or, undergoes a change in its management, ownership or control.

d. Service providers go into receivership or judicial management whether in country or elsewhere.

e. Service Provider or its employees are found to be involved in any illegal, criminal, or unlawful activity or corrupt and fraudulent practices as specified in Public Procurement Rules 2004.

f. There has been a breach of security or confidentiality, or breach of any relevant legal requirement and/or regulatory directive.

g. Where regulatory instructions require termination of Contract.

h. In compliance with Clause of Para 29 of SBP guidelines on Outsourcing arrangements. (discontinuation of services on the direction of SBP)

CC.13 Exit Formalities

13.1 Upon the expiry of contract or termination of this Agreement for whatsoever cause, deployed resource of the Service Provider shall leave the premises and remove all or any material equipment etc., which belongs to the Service Provider but with the prior written approval of the Bank.

13.3 Any Bank official is not authorized to issue service certificate or receive or entertain request for any resignation from the deployed resource of the Service Provider.

13.4 The Service Provider is sole responsible for exit formalities of their outgoing deployed resource as per their terms of employment with the Service Provider.

CC.14 Notices

14.1 Any notice or other communication given or made or in connection with the matters contemplated by this Agreement shall be in writing.

14.2 Either party shall notify the other party hereto regarding change in its name, addressee or address for the purposes of the above sub-clause, provided that such notification shall only be effective on:

a. the date specified in the notifications i.e. the effective date for the change;

b. If no date is specified or the date specified is less than 5 working days after the date on which the notice is given, the date falling five working days after notice of any such change has been given.

CC.15 Compliance with Anti-Bribery Laws

15.1 Parties shall at all times comply with all applicable laws of Pakistan including but not limited to anti-bribery and anti-corruption laws and shall not, in the conduct of its business, engage in corrupt practices, and shall neither offer, pay, request or accept bribe(s) nor indulge in anti-competitive behavior, corruption, money laundering and other prohibited business practices.

CC.16 Non-Assignment

16.1 During the tenure of this agreement, the Service Provider shall not sub-contract or outsource all or any part of the Services to any other person, entity, firm, company, organization etc. and shall exclusively perform the said Services itself.

CC.17 Severability

17.1 If any provision of this Agreement is held invalid or otherwise unenforceable, the enforceability of the remaining provisions shall not be impaired thereby. In such case, the Parties shall make every effort to replace the ineffective provision with a new provision which has the same effect, or as approximate an effect as possible as the said provision.

CC.18 Amendments and Modifications

18.1 All additions, amendments and variations to this Agreement shall be binding only if in writing and signed by a duly authorized representative of the Parties.

CC.19 Counterparts

19.1 This Agreement may be executed in two (02) counterparts and a copy to be held by each Party. This has the same effect as if the signatures or the counterparts were on a single copy of this Agreement.

CC.20 Third Party Rights

20.1 The Service Provider shall not assign the benefit or burden of this Agreement to any other person, firm, Company or entity which include sub-contract any of its duties, responsibilities or obligations hereunder.

CC.21 Liquidated Damages

21.1 If the Service Provider fails to perform the Services within the period(s) specified in the Contract, the NBP shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in the contract price of the unperformed Services for each week or part thereof of delay until actual performance, up to a maximum deduction of the performance security (or guarantee). Once the said maximum is reached, NBP may consider termination of the Contract.

B. Specific Conditions

CC.22 Payment Terms & Conditions

22.1 The Bidders are required to provide the cost of required services on a per-resource basis in their financial proposal.

S#	Category	Qty	Location	Unit Cost (PKR)	Total Cost (PKR)
1.	Call Centers Agents	**500***	KHI&ISB	To be quoted	To be quoted
2.	Supervisors	**20***	KHI&ISB	To be quoted	To be quoted
3.	QA Officers	**20**	KHI&ISB	To be quoted	To be quoted

*The number of resources required will vary in accordance with the requirement of NBP Call Centers Management. A reasonably suitable margin period (as agreed in contract) will be given to selected vendor to increase the number of call agents.

*** Number of Supervisors for Call Agents to be decided in the ratio of 1:25*

22.2 The contract period will be for three (03) years, however, NBP has the right to terminate the contract at any point after completion of first year with 30 days' notice.

22.3 Price quoted should be fixed and valid for period of 180 (One Hundred and Eighty) days after the opening of bid.

22.4 Bid amount must be inclusive of all applicable taxes

CC.23 Payment Plan

23.1 All payments will be processed after submission of Performance Security by the bidder, after signing of contract.

23.2 Payment to be released on monthly basis, at the end of each month, on the submission of original invoice along with the details (including attendance, tasks completed and Person-hours) of work performed for the invoiced period.

23.3. In case of shortage in person-hours and/or attendance monthly invoice to be prorated accordingly.

23.4 Payments will be made on basis of number of resources deployed during the billing month.

23.5 NBP will pay the invoice within 15 days after receiving of the above-mentioned documents.

CC.24 Indemnity

24.1 Service Provider undertakes that it shall be responsible for and shall always keep NBP, its employees or representatives indemnified from the following, both within and beyond the period of the contract with NBP:

a. Any loss, financial or otherwise, arising out of negligence or breach of contract with NBP.
b. Any case filed against NBP, its employees or agents, in any court of law, either filed by a Resource / employee of the Service Provider or any other person/entity. Service Provider also undertakes to be liable to bear the cost of such litigation on behalf of NBP, its employees or agents.
c. Any accident, injury or death caused to its resource / employee, irrespective of the reasons for such accident, injury, or death. Service Provider also undertakes to be liable to bear the cost arising out of such accident, injury, or death.
d. The Service Provider shall be liable for any loss/theft/fire occasioned at NBP premises in which its workforce/deployed resources is involved and the same is proved against them. It is agreed herein that any allegation in respect of theft/fire incidence or losses, a proper inquiry will be conducted by the Parties for determination of truth and final decision will made thereon.
e. The Service Provider hereby agrees to indemnify and hold NBP and its officers indemnified against any and all losses (direct and/or indirect), claims, damages, liabilities, costs, expenses, charges and any other amounts payable, claimed and adjudged to be payable as a consequence of any actions, demands, proceedings, enquiries, judgments, decisions or reports or any other whatsoever ("Liabilities") suffered or incurred by, or brought or threatened to be brought or entered or enforced by or against NBP by reason of, in connection with, or arising, directly or indirectly, out of this Agreement or the provision of services by the Service Provider pursuant to this Agreement or any other service directly or indirectly related thereto.
f. Service Provider hereby unconditionally agrees to indemnify and hold the Bank and its officers harmless and indemnified from and against any and all liabilities suffered or incurred by, or brought or threatened to be brought or entered or enforced against NBP which may arise out of matters and transactions contemplated by or consequent upon Service Provider engagement under the terms of this Agreement. The Liabilities to which this paragraph applies shall include costs of investigating, defending, preparing a defense and disputing any Liability and costs incurred in establishing any claim against any other person or in mitigating any loss and shall be addition to any rights which the Bank may have under law. This indemnity shall not be affected in any way by any enquiry or investigation which the Bank may have conducted into any matter and shall subsist and continue to bind Service Provider for a period of three (3) years after the completion of Services hereunder.

g. Service Provider shall indemnify the Bank and keep its representatives including employees, directors, etc. harmless in so far and to the extent that it is entitled to an insurance indemnifying in the circumstances, against any and all actual losses, claims expenses or liabilities due to injury or death to persons which may result from or be incurred while engaged in the services contemplated under the Agreement.
h. Service Provider undertakes to compensate the Bank of actual losses of any amount in respect of each occurrence, involving mistake, blunder and fault of call agent/s or related Support Staff which lead to any financial loss to customers as well as NBP.
i. Resources of Service Provider if found involved in immoral activities or financial corruption will be handed over to the concerned Law Enforcing Agency by Service Provider.

CC.25 Confidentiality, Privacy and Security of Information

25.1 Except with the consent of NBP in writing, Service Provider shall keep and maintain all information related to NBP strictly confidential and not make use of any confidential information supplied by NBP other than to perform obligations under this contract, and shall impose the same obligations on its employees and other third parties.

25.2 All data and information coming to the knowledge of Parties during the course of this Agreement is confidential in nature and the Parties representatives, employees & personnel shall not use or attempt to use or permit any party to use such data/information or disclose/divulge such data/information to any third party except to person(s) authorized by NBP.

25.3 The Parties, their respective representatives, employees and personnel shall be responsible for any loss; delay or inconvenience caused to the other Party by any act, omission or negligence with respect to disclosure of confidential information and such defaulting Party shall indemnify the other Party for the same. This is without prejudice to any other rights available to the Parties.

25.4 The Parties shall comply with all prevailing Regulations concerning data protection and confidentiality and notify the other Party immediately in the event of any breach of the Regulations, or confidentiality arrangements contained in this Agreement.

25.5 The foregoing provisions do not apply to data or information which:

25.5.1 At the time of disclosure has come into the public domain other than as a result of a breach of this Agreement; or
25.5.2 Is lawfully in the possession of the disclosing Party and was not acquired directly or indirectly from the other Party hereto; or
25.5.3 Is required to be disclosed by applicable laws or regulation or the rules of any stock exchange.

CC.26 Independent Contractor

26.1 Service Provider and its employees/staff shall at all times function and be regarded as independent and not as an agent/employees/subsidiary of NBP and neither its employees nor its Resources shall have the right to represent or bind NBP to any third person including any Government department or agency or any other authority in any manner, whatsoever. The resources deployed by Service Provider shall not claim for any kind of service, regular service or otherwise, with NBP.

CC.27 Taxes and Duties

27.1 Service Provider shall be liable / responsible for all its liabilities on account of any regulatory or non-regulatory payments including but not limited to Taxes, Duties, Charges, Minimum Wages, Gratuity, Miscellaneous Charges, Training or any other expense/cost borne by the company.

27.2 Records of all such paid Taxes / Charges etc. shall be provided by Service Provider to the NBP concerned representatives if and when required.

CC.28 Access to Records

28.1 Service Provider during the currency of Contract, shall provide timely access to any or all information, records, data applications, databases/MIS, to NBP, internal/external auditors, and SBP Inspections Teams or any Government or Regulatory authority, as and when required.

CC. 29 Force Majeure

29.1 In the event of any war or any Act of God, over which Service Provider has no control, the services shall forthwith be suspended until such circumstances shall have ceased subject to Service Provider forthwith notifying NBP to that effect in writing upon such suspension, and NBP shall not be liable to make any payment in respect of the period of such suspension; any sum already paid thereunder in respect of such period shall on the option of NBP be credited to the period following the resumption of the said services or refunded forthwith by Service Provider to NBP, as to be decided by NBP, provided that at any time during the period of such situation NBP shall also have the right to terminate this Agreement forthwith.

CC. 30 Liquidated damages

30.1 As per CC Clause 20, a sum equivalent to the 0.1% per day of the contract price of the unperformed Services for each week or part thereof of delay until actual performance, up to a maximum deduction of the performance security (or guarantee). Once the said maximum is reached, NBP may consider termination of the Contract pursuant to CC Clause 11.

5. Delivery Schedule

Description	Delivery from the date of contract award
Submission of CVs of proposed resources	Latest by 5 working days after signing of contract.
Selection of candidates by NBP as per requirements mentioned in Section No: 3	Maximum within 15 days after signing of contract.
Deployment of resources for Project Management services	Within 15 days after confirmation by NBP for selected resources / as / when required during contract Period
Replacement of resources due to resignation/exit/unsatisfactory performance as determined by NBP	Resource should be replaced on immediate basis by the bidder.

6. Technical Evaluation Criteria:

* Please Refer to Annexure: Technical Evaluation Criteria for details.

7. Technical Requirements:

* Please Refer to Annexure: Technical Evaluation Criteria for details.

8. Bid Form

Date. _______________ Bid Reference No. _______________

The Divisional Head (A)
Procurement Division
Logistic, Communication & Marketing Group
National Bank of Pakistan
3rd Floor, Head Office, Karachi.

Dear Sir,

Procurement of Human Resource Services for NBP Call Centers in Karachi & Islamabad

We, the undersigned, declare that:

1. We have examined and have no reservations to the Bidding Documents, including Addenda thereto (if any).
2. Our Bid shall be valid for a period of 180 days from the date fixed for the Bid submission deadline in accordance with the Bidding Document, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
3. If our Bid is accepted, we commit to provide a Performance Guarantee in favor of NBP within 15 days of receipt of letter of acceptance, in the amount equivalent to Five Percent (05%) of the Gross Payments to be made over the contract period.
4. Our firm, its affiliates or subsidiaries, including any subcontractors for any part of the Contract, has not been declared ineligible by NBP.
5. We understand that this Bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal Contract is prepared and executed.
6. We understand that you are bound to accept Most Advantageous Bid as per evaluation criteria.
7. We agree to permit NBP or its representative to inspect our accounts, records and other documents relating to Bid submission and to have them audited by auditors as appointed by NBP.

On behalf of Bidder:	**Witness:**
Signed: ________________________	Signed: ________________________
Name:	Name:
Designation:	Designation:
Name of the Company:	Name of the Company:
Date:	Date:

9. Financial Bid Form:

* **Please Refer to Annexure: Financial Evaluation Criteria for details.**

10. Integrity Pact

(TO BE SIGNED BETWEEN NBP AND SUCCESSFUL BIDDER)

Contract Title: ___________________ Contract No.____________
Contract Value: PKR ______________ 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 (GoP) or any administrative subdivision or agency thereof or any other entity owned or controlled by 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, fees 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 consultation 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, representation or warranty.
>
> [Name of Service Provider] accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts 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 rights 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 time the sum of any commission, gratification, bribe, finder's fee or kickback given by [name of Supplier] 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.

For NBP: ________________________ For Service Provider: ________________________

Signature: ______________________ Signature: ________________________________

[Seal] [Seal]

11. Form of Performance Guarantee

Guarantee number:	*[Please mention]*
Guarantee Amount:	*[Please mention]*
Date of Issuance:	*[Please mention]*
Date of Expiry:	*[Please mention]*
Beneficiary:	National Bank of Pakistan ('NBP')

Name of Guarantor ("Bank") with address: ______________________________________
(Scheduled Bank in Pakistan)

Name of Principal ("Contractor") with address: M/s. *[Please mention]*

Penal Sum of Security (express in words and figures) __________________________________

Letter of Acceptance No. _______________Dated ____________________________________

KNOW ALL MEN BY THESE PRESENTS, that in pursuance of the terms of the Letter of Acceptance (LOA) dated *[Please mention]* and the Bidding Documents and the above said Letter of Acceptance (hereinafter collectively called the "Documents") and at the request of the said Principal, we the Guarantor above named, are held and firmly bound unto the National Bank of Pakistan ("NBP") having its office at NBP, Building, I.I. Chundrigar Road, Karachi (hereinafter called the "Beneficiary") in the penal sum of the amount stated above for the payment of which sum(s) well and truly to be made to the said Beneficiary, We bind ourselves, our executors, administrators and successors-in-interest, jointly and severally, firmly by these presents.

THE CONDITION OF THIS OBLIGATION IS SUCH, that whereas the Principal has accepted the Beneficiary's above said Letter of Acceptance for Outsourced Support Services and pursuant to such acceptance has also executed an agreement with the Beneficiary on *[Please mention]* (Hereinafter referred to as "Contract").

NOW THEREFORE, if the Principal ("Contractor") shall well and truly perform and fulfill all the undertakings, covenants, terms and conditions of the said Documents and the Contract during the original terms of the said Documents and Contract and any renewals and extensions thereof that may be granted by the Beneficiary, with or without notice to the Guarantor, which notice is, hereby, waived and shall also well and truly perform and fulfill all the undertakings, covenants terms and conditions of the Contract and of any and all modifications of said Documents that may hereafter be made, notice of which modifications to the Guarantor being hereby waived, then, this obligation to be void; otherwise to remain in full force.

Our total liability under this Guarantee is limited to the sum stated above and it is a condition of any liability attaching to us under this Guarantee that the claim or claims for payment in writing shall be received by us within the validity period and/or extended validity period of this Guarantee, failing which we shall be discharged of our liability, if any, under this Guarantee.

We, *[Please mention]* (the Guarantor), waiving all objections and defenses under the Contract, do hereby irrevocably and independently guarantee to pay to the Beneficiary without delay upon the Beneficiary's first written demand without cavil or arguments and without requiring the Beneficiary to prove or to show grounds or reasons for such demand any sum or sums up to the amount stated above, against the Beneficiary's written declaration that the Principal has refused or failed to perform the obligations under the Contract.

PROVIDED ALSO THAT, the Beneficiary shall be the sole and final judge for deciding whether the Principal ("Contractor") has duly performed its obligations under the Contract or has defaulted in fulfilling said obligations and the Guarantor shall pay without objection any sum or sums up to the amount stated above upon first written demand from the Beneficiary forthwith and without any reference to the Principal or any other person.

IN WITNESS WHEREOF, the above-bounden Guarantor has executed this Instrument under its seal on the date indicated above, the name and corporate seal/stamp of the Guarantor being hereto affixed and these presents duly signed by its undersigned authorized representative(s), pursuant to authority vested in them by their Competent Authority.

____
Guarantor (Bank)

Signature(s) ________________

Name(s) ____________________

Designations(s) ______________

Stamp/Seal _________________

12. Form of Contract

THIS CONTRACT made on the ___day of ________________, 2026, between National Bank of Pakistan (hereinafter called 'NBP') of the one part, and M/s __________________________________(hereinafter called 'Service Provider'), of the other part:

WHEREAS NBP invited Bids for Procurement of Human Resources Services for NBP Call Centers and has accepted a Bid by the Service Provider for the provision of those Services in the sum of PKR ________i.e. Pak. Rupees _______(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 hereinafter referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Contract, viz.:
   a) NBP's Notification to the Service Provider for Letter of Acceptance & subsequent Award of Contract.
   b) Bid Form including Financial Proposal contained therein, submitted by the Service Provider.
   c) Conditions of Contract as appended in the Bidding Documents.
   d) Appendices / Annexures to Bid.
3. In consideration of the payments to be made by NBP to the Service Provider as indicated in this Contract, the Service Provider hereby covenants with NBP to provide the Services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
4. NBP hereby covenants to pay the Service Provider in consideration of the provision of the 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.

IN WITNESS the parties hereto have caused this Contract to be executed in accordance with the laws of Islamic Republic of Pakistan on the day, month and year indicated above.

On behalf of the Service Provider	On behalf of NBP
__________________________	__________________________
Name:	Name:
Designation:	Designation:
(Name of Company)	National Bank of Pakistan
Witness:	Witness:
______________________	______________________
(Name, Title and Address)	(Name, Title and Address)

13. Financial Beneficial Declaration

Declaration of Beneficial Owners

Declaration of Ultimate Beneficial Owners Information for Public Procurement Contracts over Fifty Million Pak Rupees as per PPRA S.R.O. 592(I) 2022

1. Name

2. Father's Name/Spouse's Name

3. CNIC/NICOP/Passport No.

4. Nationality

5. Date of Birth

6. Place of Birth

7. Residential address

8. Email address

9. Date on which shareholding, control or interest acquired in the business.

10. **In case of indirect shareholding, control or interest being exercised through intermediary companies, entries or other legal persons or legal managements in the chain of ownership or control, following additional particular to be provided:**

Sr. No.	**Particulars**	
1.	Name	
2.	Legal Form (Company/Limited Liability Partnership/Association of Persons/Single Member Company/Partnership Firm/Trust/Any Other Individual/Body/Corporate (To be specified).	
3.	Date of Incorporation/ Registration	
4.	Name of Registering Authority	
5.	Business Address	
6.	Country	
7.	Email Address	
8.	Percentage of Shareholding, Control or Interest of Beneficial Owners in the Legal Person or Legal Arrangement.	
9.	Percentage of Shareholding, Control or Interest of the Legal Person or Legal Arrangement in the Company.	
10.	Identify of Natural Person who ultimately owns or Controls the Legal Person or Arrangement.	

11. Information about the Board of Directors (Details shall be provided regarding number of shares in the capital of the company as said opposite respective names).

Sr. No.	Particulars	
1.	Name and Surname (In block letters)	
2.	CNIC Number (In case of foreigner, Passport Number)	
3.	Father's/Husband's name in full	
4.	Current Nationality	
5.	Any Other Nationality (ies)	
6.	Occupation	
7.	Residential Address in full or the Registered/Principal Office Address for the Subscribers other than the Natural Person.	
8.	Number of shares taken by Cash Subscriber (in figures and words)	
9.	Total Number of shares taken in Figures and Words.	

14. Contact:

Queries related to Bidding Document should be submitted on EPADS online on relevant forum i.e Clarification or Grievance whichever deemed fit for the bidder whether he needs clarification in bidding documents or have any grievance to be settled as per PPRA procedure.

No clarification & or query will be entertained other than EPADS 2.0.

6. Technical Evaluation Criteria

The bids with all complete documents will be evaluated as under:

1. All bidders are required to submit duly filled, correct and complete Section No: 7-Technical Requirement Document (all sheets separately) along with their bids. If the bidder fails to do so, its bid will be considered as rejected. All bidders are also requested to affix their company's stamp/signature on each page of the submitted Section No: 7-Technical Requirement Document.

2. All bidders are required to submit their proposal for the "Procurement Service Providers for Call Centers" to NBP as any alternate or additional Solution will not be considered for evaluation and such bid will be deemed as rejected.

3. For evaluation of solution requirements mentioned in Section No: 7-Technical Requirement, NBP will request bidders to demonstrate their capabilities of delivering services to NBP (if required) during evaluation stage, at no extra cost to NBP. The place, date & time of demonstration sessions will be communicated to bidders separately by NBP.

4. For evaluation of requirements mentioned in Section No:7, bidder is required to provide undertaking on company's letterhead signed by authorized representative of the company mentioning all the requirements and also stating that all requirement in the Bidding Document are acceptable to the company and will be provided to NBP accordingly. NBP will first check that such undertaking has been provided or not in the submitted bid. If undertaking is not found then NBP will ask clarification from the bidder and ask to submit the required undertaking, however, if bidder failed to provide the correct and complete undertaking then its bid will be considered as rejected.

5. NBP may ask any other additional documentary evidence or explanation against any item for clarification that must be provided by the Bidder during the period of evaluation. Bidders should respond to such requests within the time frame indicated in the correspondence (letter/fax/ e-mail). If the bidder fails to provide the required information within given timeframe, its bid will be considered as rejected.

6. Technical Requirements mentioned in Section No:7 – Technical Requirement Document with **"Mandatory Requirements** is evaluated as follows:

    i. For evaluation purpose, a desired response of only 'Y', 'Yes', 'N', 'No' is required in the availability column for all technical requirements (mentioned in Section No:7 – Technical Requirement Document).

ii. All technical requirements must be answered either as ''Y', 'Yes', 'N', 'No'. If bidder response 'N' against any of such "**Mandatory**" Priority requirement, its bid will be considered as technically disqualified and will be rejected.

iii. For all requirements against which Bidder is not providing any response (i.e. an empty availability cell or an availability cell with a response other than ''Y'/'Yes' or 'N'/'No'), NBP will first check that against such requirements proper reference documents have been provided or not in the submitted bid. If reference document is found then NBP ask clarification from the bidder about its response, however if reference document will also not found or provided then response of bidder shall be considered as 'No' and its bid will be considered as rejected if the requirement item is Mandatory requirement.

iv. For all "**Mandatory**" priority technical requirements against which Bidder is responding "Y", all bidders are required to provide **Documentation with proper reference (Section No./ Page No.) in the proposal against all requirements. It is mandatory to provide proper reference of document.** It is NBP's discretion to raise clarification queries against requirements where reference is provided and further clarification is required. In case no reference is available and documents are not available in the submitted proposal, NBP may not raise any clarification query and response will be considered as **No**, which may lead to disqualification.

v. All bidders are required to submit the proposals with proper page numbering with master table of contents of all attached documents in the proposal.

vi. The bidders are required to include the price of all technical requirements where the response is 'Y' in its financial proposal as the price mentioned in financial proposal will be considered as final and cannot be increased in any case after the submission of bid.

7. Financial proposals will be opened for only technically qualified bidders. Technically unqualified bidders will be considered as disqualified and their financial proposals will be returned un-opened.
8. The Bidders must include price of all requirements with its Financial Proposal as the price mentioned in Financial Proposal will be considered as final and cannot be changed in any circumstances after the submission of bid.
9. The prices will be evaluated on the basis of all items mentioned in Section No:7 – Technical Requirement and Section No: 3 - BOQ of the bidding documents which will be considered as total bid value / bid amount / contract price.
10. As per requirement NBP may conduct a post-qualification evaluation exercise for the bidder which is selected as having submitted the most advantageous bid (Which in this case will be the lowest evaluated bid). A negative evaluation will result in rejection of the bidder's bid, in which event NBP shall proceed to the next lowest evaluated bidder to make a similar evaluation.

7. Technical Requirements

Procurement of Service Providers for Outsourced Services at NBP Call Centers

Technical and Bidder Qualification Requirements

Tender ID:

Note:
All participating bidders are advised to thoroughly review Section No: 6 - Evaluation Criteria before providing their responses against below mentioned requirements.

Response with 'N'/ 'No' or incomplete response will lead to disqualification and rejection of bid.

All bidders are required to provide Documentation Proof with proper reference (Section No. / Page No.) in the proposal against any given requirements.

It is mandatory to provide proper reference of document. NBP will only raise queries against requirements where reference is provided and further clarification is required. In case, no reference is available and documents are not available in the submitted proposal, NBP will not raise any clarification or query and response will be considered as NIL, which may lead to disqualification.

All bidders are required to submit the proposals with proper page numbering.

MANDATORY EVALUATION REQUIREMENTS

No.	Requirements	Availability Response (Y/N)	Bidder Response with proposal Reference / Substantiation
1.00	The Bidder should be a registered entity in Pakistan in the form of Public Ltd. /Private Ltd. Company, and must be registered with SECP. (Proof of Registration required).		

1.01	The Bidder should be a registered Tax Payer, enrolled with concerned Tax authorities and enlisted on the Active Tax Payer list of FBR. (Documentation proof is required which must be provided with the proposal with proper reference (page no.) in the proposal).		
1.02	Bidder should provide an Undertaking stating that "the bidder is not blacklisted by any Government entity in Pakistan for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices and also not involved in any kind of lawsuits in this regard either current or pending." (Undertaking must be provided with proper reference (page no.) in the proposal) legal paper value Rs. 100/- .		
1.03	Should be in "HR Service Provider for Call Center" business for a tenure of at least five (05) years. Relevant proof of existence (either Certificate of Incorporation, Memorandum of Association, Article of Association, Certificate of Commencement of Business, Extract from the Register of Firms maintained by the Registrar, etc. confirming the incorporation of the commercial entity or other relevant documents where applicable depending on the type of entity as mentioned above) should be provided.		
1.04	Bidder should provide documented evidence (i.e. copy of agreement, work order etc.) for at least two (02) contracts/agreements of similar nature assignment in Pakistan during last three (03) years. (Documentation Proof i.e. SLA or Work Order required must be provided in the proposal with proper reference (Page No.) in the proposal)		

1.05	Bidder should provide Audited Financial Statement (Balance Sheet / Income Statement) showing Rs.250 Million aggregated gross revenue / sales of company atleast in the last three (03) consecutive years. (Documentation proof must be provided with proper reference (page no.) in the proposal)		
1.06	Bidder should provide its latest e-CIB Report in the name of company alongwith directors individually. (Documentation Proof required must be provided in the proposal with proper reference (Page No.) in the proposal).		
1.07	The Bidder should have office/presence in Karachi and Islamabad. (Documentation proof and Undertaking must be provided with proper reference (page no.) in the proposal)		
2.00	**Technical Requirements (Scope of Work)**	**Provide Undertaking on letter head confirming all requirements mentioned in this section**	
2.01	Bidders shall provide Call Centers services by deploying a number of resources as defined in BOQ for Human Resource Services at NBP Call Centers located in Karachi and Islamabad.		

2.02	Bidder should provide the required services 24/7/365.		
2.03	Bidder must provide single point of contact to serve as account manager for all matters during the contract period.		

2.04	Bidder should be able to deploy resources on Fifteen (15) days' notice and as or when required by NBP.		
2.05	Bidder will be responsible to provide replacement of resource within 15 days if deployed resource resigns/exits/not found satisfactory.		
2.06	The bidder should provide a minimum number of resource as specified in bid data sheet or will be asked by NBP Call Center management from time to time.		
2.07	Bidder will be responsible to provide detailed management reports on weekly and 'as required' basis to NBP Call Center management regarding performance of the contract.		
2.08	Successful Bidder should provide an undertaking to sign NBP's Information Security Policy in order to adhere all the security controls, directives and rules mentioned therein.		
2.09	Bidder to ensure that deputed resources should serve minimum 30 days after notice of leave for handing over of assigned tasks to any incoming/substitute resource.		
2.10	Bidder must ensure that minimum resources required as per BOQ must be deployed as per the delivery scheduled after award of contract. Number of resources will increase/decrease as per discretion of NBP up to the maximum number as defined in BOQ.		
2.11	Bidder will be required to provide list/profiles of resources within 5 working days after signing of contract.		

2.12	NBP will evaluate the resources from the pool of available resources matching the required skills (mentioned in Section 3 & 4) shared by the bidder.		
2.13	Bidder to ensure that its resources who are deployed at NBP are validly insured (life, accidental, health, disability) from reputable insurance company. (Documentation proof must be provided for each individual deputed resource).		
2.14	The Service Provider shall maintain supervisory & administrative control over its resources in order to control the activities or their conduct. In case resources deployed by the Service Provider are found performing any activity other than the Call Centers Services, such performance of duty/act shall be considered as violation of this awarded contract.		
2.15	The relationship between the Parties is one of independent entities and nothing contained in the awarded contract shall be construed as constituting or establishing any partnership or joint venture or relationship of principal and agent between the Parties.		
2.16	Service Provider's workforce/deployed resources, personnel, staff, employees and/or agents deputed at the Bank in pursuance of the objects of this Bid / Awarded Contract shall not hold themselves out to be personnel, staff, employee and/or agent of the National Bank of Pakistan and/or any of Bank's subsidiaries or affiliates.		

2.17	The Parties will have no authority to make statements, representations or commitments of any kind or take any other action binding the other Parties, except as specifically provided in this Bid / Awarded Contract. Further bidders resources will never claim to be NBP Employees.		
2.18	Bidder should be registered with EOBI and other relevant Social Security Institutes. (Documentation Proof i.e. Registration with EOBI required must be provided in the proposal with proper reference (Page No.) in the proposal)		
2.19	Bidder must provide details of its NTN, SRB and GST registration. (Documentary Proof /Certifications required must be provided in the proposal with proper reference (Page No.) in the proposal)		
2.20	Service Provider will provide details of its Business Continuity Plan/Disaster Recovery Plan with relevant risks and mitigations with periodic testing.		
2.21	**The mutual rights and obligations of the Parties in respect of provision of services herein are as follows:**		
	a. The Bank shall make payments to the Service Provider in accordance with the provisions of this Awarded contract and after recovery of all the applicable taxes at source required under the relevant laws at the time of payment.		

		b. The Service Provider shall provide the said services hereunder in an efficient, competent and organized manner and will ensure that its deployed resources/employees deployed at the Call Centers for the pursuance of the objects of this Awarded Contract, shall provide and maintain a high standard of performance and integrity. For avoidance of doubt, it is clarified that any and all such person deployed by the Service Provider at the NBP Call Centers shall directly be employed by the Service Provider and at all times shall be considered to be the employees of the service provider.		
		c. The Service Provider shall at its cost and in its absolute discretion can employ such person or persons as the Service Provider which deem fit to perform its contractual obligations under Awarded Contract.		

	d. The Service Provider shall maintain the record of all its employees engaged for provision of Call Center Services under Awarded Contract and present the same as and when required by the Bank or its auditors.		
	e. In the light of Anti Money Laundering and Combating Terrorist Financing, Service provider shall share the detail of its owners, management and its work force before deployment at NBP Call Centers for name screening/filtering process in compliance of security procedures of the Bank.		
2.22	Bidder will be required to sign Non-Disclosure Agreement (NDA) with NBP for confidentiality regarding information shared during the contract period.		
2.23	Bidder will be responsible to submit signed NDA by individual resources deputed during the contract period.		
2.24	Bidder to acknowledge that NBP may apply penalty in case of breach of NDA either by the bidder or the resources deputed. Penalty terms will be mutually agreed at the time of the contract.		
2.25	Bidder resources will be provided access to NBP core banking system in line with the SBP's regulations and requirement pertaining to Outsourcing Arrangements by Financial Institutions.		

2.26	Bidder to provide acknowledgment that NBP will have the right to terminate the agreement in the event of default, or under circumstances where: service provider becomes insolvent or goes into liquidation; service provider goes into receivership or judicial management whether in country or elsewhere; there has been a breach of security or confidentiality; breach of any relevant legal requirement and/or regulatory directive and / or there is a demonstrable deterioration in the ability to perform the contracted service.		
2.27	Bidder must provide an undertaking that Fiduciary Coverage for any kind of frauds or error resulting in financial loss to the bank or customer due to bidder's deployed resources and that financial amount will be arranged by bidder with no claim on NBP.		

2.28 **Most Advantageous Bid**	The Bid with the lowest evaluated price from amongst those which are technically eligible after technical evaluation, compliant and substantially responsive shall be the Most Advantageous Bid.

____
Bidder Authorized Signatory
CNIC #:
Contact #:
Organization Stamp:

9. Financial Bid Form

1. **Call Agents:**

S. No.	Call Agents	Rate per resource per month inclusive of all rates, taxes and duties.
1.	Inbound Customer Service Representative	
2.	Outbound Customer Service Representative	

- *Please ensure that EOBI, all relevant taxes, Health insurance, SESSI/IESSI, SRB etc are included in the cost once the rates are opened no additional tax or relevant service charges will be allowed except if amended by Govt.*

Total Cost of Call Agents: PKR: ____________________

During the tenure of this agreement, the Service Provider shall not sub-contract or outsource all or any part of the Services to any other person, entity, firm, company, organization etc. and shall exclusively perform the said Services by itself.

2. **Support Staff:**

S. No.	Staff	Rate per resource per month inclusive of all rates, taxes and duties.
1.	Supervisors	
2.	Quality Assurance Officers	

- *Please ensure that EOBI, all relevant taxes, Health insurance, SESSI/IESSI, SRB etc are included in the cost once the rates are opened no additional tax or relevant service charges will be allowed except if amended by Govt.*

Total Cost of Support Staff: PKR: ____________________

Grand Bid Cost = Total Cost of (1) + Total Cost of (2) = PKR ______________

____

Bidder Authorized Signatory
CNIC #:
Contact #:
Organization Stamp:

Past Experience / Contracts

Contracts over *[insert amount]* during the last three years:				
Procuring Agency	Value	Year	Goods/Services Supplied	Country of Destination

Historical Contract Non-Performance, and Pending Litigation and Litigation History

[The following table shall be filled in for the Applicant and for each member of a Joint Venture]

Applicant's Name: *[insert full name]*
Date: *[insert day, month, year]*
Joint Venture Member Name: *[insert full name]*
IFP No. and title: *[insert IFP number and title]*
Page *[insert page number]* of *[insert total number]* pages

☐ Not debarred due to deviation from commitment of Bid Securing Declaration-☐ Not debarred due to non-performance			
Year	**Non-performed portion of contract**	**Contract Identification**	**Total Contract Amount (current value, currency, exchange rate and PKR equivalent)**
[insert year]	*[insert amount and percentage]*	Contract Identification: *[indicate complete contract name/ number, and any other identification]* Name of Procuring Agency: *[insert full name]* Address of Procuring Agency: *[insert street/city/country]* Reason(s) for nonperformance: *[indicate main reason(s)]*	*[insert amount]*
Pending Litigation, in accordance with Section III, Qualification Criteria and Requirements			
☐ Pending litigation in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.3 as indicated below.			
Year of dispute	**Amount in dispute (currency)**	**Contract Identification**	**Total Contract Amount (currency), ~~US$~~ PKR Equivalent (exchange rate)**

<table>
<tr><td>[insert year]</td><td>[insert amount]</td><td>Contract Identification: [indicate complete contract name, number, and any other identification]
Name of Procuring Agency: [insert full name]
Address of Procuring Agency: [insert street/city/country]
Matter in dispute: [indicate main issues in dispute]
Party who initiated the dispute: [indicate "Procuring Agency" or "Supplier"]
Status of dispute: [Indicate if it is being treated by the Adjudicator, under Arbitration or being dealt with by the Judiciary]</td><td>[insert amount]</td></tr>
<tr><td colspan="4">☐ No consistent history of court/arbitral award decisions in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.4.
☐ Consistent history of court/arbitral award decisions in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.4 as indicated below.</td></tr>
<tr><th>Year of award</th><th>Outcome as percentage of Net Worth</th><th>Contract Identification</th><th>Total Contract Amount (currency), PKR Equivalent (exchange rate)</th></tr>
<tr><td>[insert year]</td><td>[insert percentage]</td><td>Contract Identification: [indicate complete contract name, number, and any other identification]
Name of Procuring Agency: [insert full name]
Address of Procuring Agency: [insert street/city/country]
Matter in dispute: [indicate main issues in dispute]
Party who initiated the dispute: [indicate "Procuring Agency" or "Supplier"]
Court/ arbitral award decision: [Indicate if the award decision was against the Applicant or any member of a joint venture.]y]</td><td>[insert amount]</td></tr>
</table>

Current Contract Commitments / Works in Progress

Bidders and each member to a JV should provide information on their current commitments on all contracts that have been awarded, or for which a letter of intent or acceptance has been received, or for contracts approaching completion, but for which an unqualified, full completion certificate has yet to be issued.

Current Contract Commitments

No.	Name of Contract	**Employer's Contact Address, Tel, Fax**	**Value of Outstanding Work [Current Eq. PKR]**	**Estimated Completion Date**	**Average Monthly Invoicing Over Last Six Months [Eq. PKR/month)]**
1					
2					
3					
4					
5					

Financial Situation and Performance

[The following table shall be filled in for the Applicant and for each member of a Joint Venture]

Applicant's Name: *[insert full name]*
Date: *[insert day, month, year]*
Joint Venture Member Name: *[insert full name]*
IFP No. and title: *[insert IFP number and title]*
Page *[insert page number]* of *[insert total number]* pages

1. Financial data

Type of Financial information in (currency)	**Historic information for previous _*[insert number]* *years, [insert in words]*** **(amount in currency, currency, exchange rate*, PKR equivalent)**				
	Year 1	Year 2	Year 3		
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					

* Refer ITA 14 for the exchange rate

3. Financial documents

The Applicant and in case of JV, members of JV 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 Applicant or in case of JV member, 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[1] for the *[number]* years required above; and complying with the requirements.

[1] If the most recent set of financial statements is for a period earlier than 12 months from the date of Application, the reason for this should be justified.

Average Annual Turnover (Annual Sales Value)

[The following table shall be filled in for the Applicant and for each member of a Joint Venture]

Applicant's Name: *[insert full name]*
Date: *[insert day, month, year]*
Joint Venture Member Name: *[insert full name]*
IFP No. and title: *[insert IFP number and title]*
Page *[insert page number]* of *[insert total number]* pages

Annual Turnover Data			
Year	**Amount Currency**	**Exchange rate* (If applicable)**	**PKR equivalent**
[indicate calendar year]	*[insert amount and indicate currency]*		
		Average Annual Turnover **	

* Refer ITA for date and source of exchange rate.

** Total PKR equivalent for all years divided by the total number of years. See Section III, Qualification Criteria and Requirements, ITA.