



**Bidding Document**

**Tender for Hiring Outsourced Service Provider for HBFC**

**Bid No. HBFC/HOK/GSD/2021/863**



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**Invitation for Bids (IFB)**

**Tender for Hiring Outsourced Service Provider for HBFC**

House Building Finance Company (HBFC) is country's premier housing finance institution, providing affordable solutions to the low and middle income groups of the population. HBFC invites sealed bids for Hiring Services of Outsourced Service Provider (OSP) for HBFC Head Office and its branches.

Bids will be evaluated in terms of Rule 36 (b) of Public Procurement Rules-2004 i.e., "Single stage-two envelope procedure". Bidding documents containing detailed scope of work and evaluation criteria etc. can be downloaded from HBFC website i.e., [www.hbfc.com.pk](http://www.hbfc.com.pk) This IFB is also available at PPRA website [www.ppra.org.pk](http://www.ppra.org.pk).

Bids prepared in accordance with the instructions in the bidding documents containing Technical and Financial Proposals, must reach at address given below on or before **April 08, 2021 at 11:00 am**. Technical Proposals will be opened on same day at **11:30 am** in the presence of bidders, representatives (who choose to attend) at the address given below. Bidders will be required to submit @ 5% Bid Security along with their bid in shape of Pay Order / Demand Draft in favor of HBFC. Late/ incomplete/ conditional bids will not be entertained.

HBFC reserves the right to accept or reject any or all bids in accordance with relevant clause of Public Procurement Rules (PPR-2004).

**Head - General Services Department**  
House Building Finance Company Limited  
3rd Floor, FTC Building, Shahrah-e-Faisal, Karachi  
Tel: 021-35641739/52

## General

### 1. Scope of Bid

House Building Finance Company (HBFC) is country's premier housing finance institution, providing housing solutions to the low and middle income groups of the population. HBFC operates through its deep rooted national footprint of 51 branches. HBFC invites sealed bids for Hiring Services of Outsourced Service Provider (OSP) for HBFC Head Office and its branches. Detailed Scope of Work at **Annexure – A**

Bidder/Firm, who is black listed by any government organization will not be eligible to participate in the bidding/procurement process.

### 2. Cost of Bidding

The Bidder will bear all costs associated with the preparation and submission of its bid and HBFC will in no case be responsible or liable for those costs.

## Bidding Documents

### 3. Contents of Bidding Documents

Bidders are expected to examine all instructions, forms, terms, specifications, and other information in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.

### 4. Amendment of Bidding Documents

i. At any time prior to the deadline for submission of bids, HBFC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, amend the Bidding Documents.

ii. Amendments will be provided in the form of Addenda to the bidding documents, which will be sent in writing to all prospective Bidders that received the bidding documents from the Company. Addenda will be binding on Bidders. Bidders are required to immediately acknowledge receipt of any such Addenda. It will be assumed that the Bidder in its bid will have taken the amendments contained in such Addenda into account.

iii. In order to offer prospective Bidders reasonable time in which to consider the amendment in preparing their bids, the Company may, at its discretion, extend the deadline for the submission of bids consistent with provision of Rule 27 of PPRA-2004.

## Preparation of Bids

### 5. Bid Prices / Rates

The contract will be for providing outsourced services to HBFC as described in Scope of Work as per quoted rates as prescribed in Financial Proposal format. All bids will be quoted in Pak Rupee. Bids in any other currency will be rejected. The price quoted would be inclusive of all taxes levied by the local Authority/ Provincial Government/ Federal Government at the time of submission of bids. Any subsequent change in applicable direct/ indirect taxes/ duties levied by the government will accordingly be adjusted.



## Submission of Bids

### 6. Deadline for Submission of Bids

- i. Bids must be received at the address specified in Bid Data Sheet not later than the time and date specified in the Bid Data Sheet.
- ii. HBFC may extend the deadline for submission of bids by issuing an amendment, in which case all rights and obligations of the Company and the bidders previously subject to the original deadline will then be subject to the new deadline.

### 7. Late Bid

Any Bid received by the Company after the deadline will be returned unopened to the Bidder.

## Bids Opening and Evaluation

### 8. Bid Opening

HBFC will open all bids in public, in the presence of bidders' representatives who choose to attend at the time, date and place specified in the Bid Data Sheet. Bidders' representatives will sign an attendance sheet as proof of their attendance.

### 9. Correction of Errors

HBFC for any arithmetic errors will check bids determined to be substantially responsive. HBFC, on the following basis will rectify arithmetical errors:

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 will prevail, and the total price will be corrected; if there is a discrepancy between the amounts in figures and in words, the amount in words will prevail. The amount stated in the Bid will be adjusted by the Company in accordance with the above procedure for the correction of errors and, with the concurrence of the Bidder, will be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, the Bid will be rejected, and the Bid Security may be forfeited.

### 10. Evaluation and Selection of Bids

The bids will be evaluated in terms of Rule 36-(b) of PPRA Rules. i.e., Single Stage - Two Envelope procedure. Bids will be evaluated in detail as per **Annexure - C of Technical Proposal**. Bidders must ensure to comply all the fields given in **Annexure - C**. If a bidder is unable to comply in any of the given field, their proposal will be disqualified for further processing. The Financial Proposal of technically compliant firm will only be opened.

### 11. Client References

The bidder must mention the names and contact details of at least two (2) client references on prescribed format (**Annexure D**) who shall be able to provide information about services rendered by the firm.

### 12. Bid Security

Bid Security @5% shall accompany the financial proposal. Bid Security shall only be calculated according to the format given in the Financial Proposal format in the form of pay order in favor of HBFC. No bid will be considered as valid unless the Bid Security accompanies it. No interest will be payable by the HBFC on this deposit. Bid Security will be refundable on completion of bidding process or the award of contract to the successful bidder.



## Award Criteria

### 13. Award Criteria

The contract will be awarded to the most advantageous bidder whose bid has been found technically and financially compliant and emerged as the lowest evaluated bid as per PPRA rules.

### 14. Company's Right to Reject All the Bids

The Company reserves the right to annul the bidding process and reject bids at any time prior to award of contract as per PPRA Rules.

### 15. Payment

Payments will be made by HBFC against the invoice/s raised along with performance/satisfactory certificate by HBFC user departments by following the procedure in vogue. There will be no Advance/Mobilization. 100% payment will be made upon completion of required services at the month end. Applicable taxes will be deducted as per Government Rules.

### 16. Code of Conduct

It is the Company's policy to require that Consultant/ Service Providers, Suppliers, and Contractor under Company-financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts. Under Rule 19 of PPRA-2004, the Company can blacklist bidders found to be indulging in corrupt or fraudulent practices. Such barring action will be duly publicized and communicated to the PPRA.

### 17. Integrity Pact

Pursuant to Rule 7 of PPRA-2004, bidders will be required to sign an Integrity Pact in accordance with prescribed format attached at **Annexure – E**.

### 18. Overriding Effect of PPRA-2004

Wherever, in conflict with these documents the stipulation of PPRA-2004 will prevail.

### 19. Performance Guarantee

The successful bidder will be required to deposit a Performance Guarantee equivalent to @10% of total amount of first invoice through Bank Guarantee in favor of House Building Finance Company which will be released after completion one year's successfully completed services. Failure of the successful bidder to comply with the requirements shall constitute sufficient grounds for cancellation of the award and forfeiture of the bid security and the contract will be awarded to the next most advantageous bidder.

**Bid Data Sheet**

The following specific data for services to be acquired will complement, supplement or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein will be prevail over ITB.

S#	Details
1.	<b><u>Tender for Hiring Outsourced Service Provider for HBFC</u></b> Ref No. HBFC/HOK/GSD/2021/863
2.	<b><u>Contact Information and Communication</u></b> The contact detail for all correspondence in relation to this bid is as follows: Name: Asad Baber Khan Designation: Manager Procurement - GSD Email: <a href="mailto:asad.baber@hbfc.com.pk">asad.baber@hbfc.com.pk</a> Address: House Building Finance Company Limited, Head Office, 3rd Floor, Finance & Trade Centre, Shahrah-e-Faisal, Karachi. Phone: +92 21 35641752  <b><u>Technical Contact:</u></b> Name: Mr. Abdul Lateef Designation: Manager – GSD Email: <a href="mailto:abdul.lateef@hbfc.com.pk">abdul.lateef@hbfc.com.pk</a> Address: House Building Finance Company Limited, Head Office, 3rd Floor, Finance & Trade Centre, Shahrah-e-Faisal, Karachi. Phone: +92 21 35641727
3.	Bidder/Firm, who is black listed by any government organization will not be eligible to participate in the bidding/procurement process.
4.	The bids will be evaluated in terms of Rule 36-(b) of PPRA Rules. i.e., Single Stage - Two Envelope procedure. Bids will be evaluated in detail on compliance based method as per <b>Annexure – C of Technical Proposal</b> . Bidders must ensure to comply all the fields given in <b>Annexure – C</b> . If a Bidder is unable to comply in any of the given field, the proposal will be disqualified for further processing. The financial proposal of technically compliant firm will only be opened.
5.	The period of Bid validity will be 90 (Ninety) days after opening of the Bids.
6.	Bid Security @5% shall accompany the financial proposal. Bid Security shall only be calculated according to the format given in the Financial Proposal format in the form of pay order in favor of HBFC. No bid will be considered as valid unless the Bid Security accompanies it. No interest will be payable by the HBFC on this deposit. Bid Security will be refundable on completion of bidding process or the award of contract to the successful bidder.
7.	The successful Firm will be required to deposit a Performance Guarantee equivalent to @10% of total amount of first invoice through Bank Guarantee in favor of House Building Finance Company which will be released after completion one year’s successfully completed services. Failure of the successful bidder to comply with the requirements shall constitute sufficient grounds for cancellation of the award and forfeiture of the bid security and the contract will be awarded to the next most advantageous bidder.





8.	<p>The Company's address for the purpose of bid submission is:</p> <p style="text-align: center;"><b>Head of General Services Department,</b> House Building Finance Company Limited, 3<sup>rd</sup> Floor, Finance and Trade Centre, Shahrah-e-Faisal, Karachi, Pakistan Telephone No: 021- 35641752</p>
9.	<p>The deadline for submission of bids will be April 08, 2020 at 11:00 am. Technical Proposals will be opened on same day at 11:30 am at the following address:</p> <p style="text-align: center;">House Building Finance Company Limited, 3<sup>rd</sup>. Floor, Finance and Trade Centre, Shahrah-e-Faisal, Karachi –Pakistan.</p>

**Scope of Work & Terms of Reference (TORs)**

**1. Scope of Work**

HBFC intends to engage a reputed, well established and financially sound Outsourced Service Provider (OSP), registered with appropriate authorities for providing resources to perform below functions.

S. No.	Description	*Expected Number of Resources Required
1	Recovery Services	50
2	Sales Services	50
3	IT Support Services	25
4	Office Support Services	50
5	Driving Services	25

*\*HBFC may increase or decrease the required number of resources as per business needs*

Presently, HBFC has around 100 resources deputed as outsourced arrangements at its various offices across Pakistan and initially, these resources will be required to be replaced by the successful Firm. The number of resources may vary based on organizational requirement as the case may be. Contract will be awarded for a period of one year which may be extended for maximum of another two years on yearly basis subject to satisfactory performance and mutual consent.

**2. List of Deliverables**

- a) OSP will provide uninterrupted services in timely manner.
- b) OSP must have a diverse pool of candidates for required services.
- c) OSP will do all the necessary background and reference checks before deploying resources at HBFC.
- d) OSP will supervise its resources; manage all the matters with regard to communication of orders.
- e) OSP will ensure that the assigned work must be completed by its resources without any complaint/delay.
- f) OSP shall provide replacement in case of absence of any of its resource.
- g) OSP shall obtain all permits, NOCs, licenses, certificates or registrations etc. that may be required to perform the services under this contract.

**3. Ownership of Resources**

- a) OSP shall maintain record of its resources deployed at Company along with issuance of service card for display during office timings.
- b) OSP will have to bear overall responsibility of its resources.
- c) OSP will ensure that all resources comply with applicable policies and regulations. The OSP will take appropriate actions against any disciplinary case.
- d) OSP shall maintain database of all resources for HBFC and will ensure availability of any/such reports, as/when required by HBFC e.g. leave etc.
- e) OSP shall be liable to all kind of damages caused due to leakage of any information and misplacement of any paper, record or file etc. whatsoever by their deployed resource.
- f) OSP shall certify in writing that the Service Provider’s resources are fully trained to render services safely and shall ensure that they understand all risks and hazards associated with the Services. The Service Provider shall keep records of such trainings.

**4. Payment of Remuneration and Statutory requirements**

- a) OSP shall be responsible for paying wages, salaries to its resources performing services under this Contract including any statutory contributions along with their registration, to be made by OSP under the relevant law, exercise supervisory and administrative control over them, take disciplinary action against them, as deems necessary.
- b) OSP shall ensure that all of its resources deployed for provision of services under this Contract fully understand that they do not have any employment relationship with the Company in any form what so ever and the Company shall not take any responsibility whatsoever in this regard.
- c) OSP shall ensure that all the applicable regulatory/statutory requirements / labor laws are fully met and accordingly indemnify the Company against any claims with regards to above., i.e., E.O.B.I., Social Security, Education Cess, Gratuity, Medical and Group life insurance, etc. (if any and if applicable) and will responsible for any claims, costs, proceedings, litigations in this regard. Any other expenses i.e., overtime etc. shall be borne by HBFC if so advised.

**5. Specific Requirements / Attributes for Required Services:**

**a) Recovery Services**

- Ensure recovery of loans payments
- Ensure that collection targets are met as per the collection strategy
- Client visits on daily basis.
- Working knowledge of MS Office
- Strong Communication skills
- Good Negotiation skills
- Any other official tasks and duties assigned from time to time.

**b) Sales Services**

- Promote and sell housing products to the customers
- Provide required customer services
- Good customer service skills
- Excellent interpersonal communication skills, both verbal and written
- Working knowledge of MS Office
- Strong Communication skills
- Any other official tasks and duties assigned from time to time.

**c) IT Support Services**

- Managing day to day IT related issues.
- Troubleshooting as and when required.
- Knowledge of Helpdesk functions
- Able to use Helpdesk System tool to monitor, track and respond to issues
- Excellent Trouble Shooter and problem solver
- Sound knowledge of network traffic and system backup procedures
- Any other official tasks and duties assigned from time to time.

**d) Office Support Services**

- Ensuring that all officers are appropriately served in terms of supplying eatables, water, tea and drinks.
- Stacking files and documents in racks/cabinets.

- Timely provision of support in movement of files / mail / official letters from one Department to another or to any place within the premises of HBFC.
- Provide support services in official meetings
- Experience in documentation management, Office Management, secretarial tasks and files management
- Will maintain cleanliness of the office & takes care of stationary, ink, pens etc
- Any other official tasks and duties assigned from time to time.

**e) Driving Services**

- The driving services should be provided through healthy, literate and valid licensed drivers.
- Resource can operate assigned vehicles in a safe and courteous manner
- Keep the assigned vehicle(s) clean inside and outside.
- Maintain accurate, up to date records on log book, vehicle maintenance, fuel record, accident reports, vehicle condition reports and other related records that are required to be managed.
- Any other official tasks and duties assigned from time to time.

**6. Quantum of services:**

Services are required as per requirement of the Company at HBFC Head Office, Regional Offices and all its branches. The services are not limited to above said places but services can also be required at other places as per the requirements of the Company to be conveyed in writing by the representative nominated under this Contract.

**7. Activity Schedule:**

Outsource Service Provider (OSP) shall have to provide services under the Contract during office hours. Any adjustment in duty hours will be made on the basis of requirements of the Company. A probable schedule of services frequency is given in Financial Bid.



**Technical Proposal**

**Tender for Hiring Outsourced Service Provider for HBFC**

**Bid No. HBFC/HOK/GSD/2021/863**



**Bid Form**

(To be printed on bidder's letterhead)

To:

Dated:

The Head General Services Department,  
House Building Finance Company Limited,  
3<sup>rd</sup> Floor, Finance & Trade Centre, Shahrah-e-Faisal, Karachi, Pakistan.

**Technical Proposal**

**Tender for Hiring Outsourced Service Provider for HBFC**

Dear Sir,

Having examined the bidding documents, the receipt of which is hereby duly acknowledged, we the undersigned, offer to supply and deliver the required item or services in conformity with the said bidding documents as may be ascertained in accordance with the Technical Proposal and Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to deliver the services in accordance with the schedule specified in the Technical Requirements and Specifications.

We agree to abide by this Bid for a period of 90 (Ninety Days) from the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

If the Bid is accepted then until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2021

\_\_\_\_\_  
[Seal & signature]

\_\_\_\_\_  
[In the capacity of]

Duly authorized to sign Bid for and on behalf of \_\_\_\_\_

**Minimum Eligibility/Qualification Criteria**

S. No.	Criteria / Requirement	Compliance		Evidence Provided		Attach Evidences as Under
		Yes	No	Yes	No	
1	The Firm/Agency should have NTN/Sales Tax Number and must appear in ATL (Active Taxpayer List) of FBR. Please provide valid documentary evidence.					<b>Appendix - A</b>
2	The bidder must have minimum five (05) years of experience of providing Outsourced Services to the organization of comparable scale. Please provide verifiable documentary evidence.					<b>Appendix - B</b>
3	The bidder must have completed minimum three (03) similar projects during last three (03) years of comparable scale. Please provide verifiable documentary evidence.					<b>Appendix - C</b>
4	The bidder must have audited financial statement for the last three (03) years.					<b>Appendix - D</b>
5	The bidder must have office in federal capital and provincial capitals. Please provide verifiable documentary evidence.					<b>Appendix - E</b>
6	The bidder must submit Affidavit on minimum Rs.200/- Stamp Paper for not being blacklisted, declared in-eligible or debarred by any organization / department for corrupt or fraudulent practices, or failed to perform as per desired standards					<b>Appendix - F</b>

**Note:**

- i. Bids will be evaluated in terms of Rule 36-(b) of PPRA Rules. i.e., Single Stage - Two Envelope procedure.
- ii. The Firm must ensure to comply all the fields given here above.
- iii. If the Firm is unable to comply in any of the given fields in Scope of Work (**Annexure – A**) and Evaluation Criteria (**Annexure – C**), the proposal will not be considered for further processing.
- iv. The financial proposal of only technically compliant firm will only be opened.
- v. The Firm must place their provided evidences as Appendix (clearly marked).
- vi. Contract will be awarded to the successful bidder(s) whose bid has been found technically and financially compliant and emerged as the most advantageous bid.
- vii. During the evaluation no amendments by the bidder in the proposal will be permitted; however, HBFC may seek clarification.
- viii. The bid security of bids of unsuccessful bidders will be returned once the contract is awarded to the successful / most advantageous bidder.
- ix. A Service Level Agreement (SLA) shall be signed between HBFC and successful firm which may be extended upon mutual agreement as the case may be.



Client References

<b>Reference One (1)</b>	
Client Name	
Contact Person with email	
Address and Contact Number	
Deliverable items	
Any Comments	
<b>Reference Two (2)</b>	
Client Name	
Contact Person with email	
Address and Contact Number	
Deliverable items	
Any Comments	



**Integrity Pact**

[Bidder Name] 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 it (GoP) through any corrupt business practice.

Without limiting the generality of the foregoing, [Bidder Name] 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.

[Bidder Name] 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. [Bidder Name] 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 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, [Bidder Name] agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by [the Bidder] 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 and On Behalf Of***

\_\_\_\_\_

**Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_



**Non-Disclosure Agreement**

1. This Non-Disclosure Agreement exists between [Bidder] (hereinafter referred to as “RECIPIENT”) and House Building Finance Company.
2. This agreement serves to protect confidential information develop and owned by HBFC which will be used by the bidder from the Work order till during the contract/SLA period under the following terms.
3. "Confidential Information" means any information directly or indirectly concerning, or related to the: Information about the activities of the HBFC.
4. Information about the above mentioned categories in Project by HBFC, including but not limited to: Policies, Procedures, Business, Rules, Validation, Checks, all project related information Process followed etc.
5. Information about HBFC, above-mentioned categories in project as per RFP.
6. Any other information the recipient having obtained from HBFC deliberately or otherwise during the course if this exercise.
7. Confidential Information and Intellectual Property may be Oral, written, electronic or other machine-readable form.
8. Translated from the original, modified, updated, or altered Originated or obtained by HBFC.
9. Recipient shall protect the disclosed Confidential Information by using the same degree of care to prevent the unauthorized use, dissemination or publication of the Confidential Information as the recipient uses to protect its own Confidential Information of a similar nature.
10. Recipient must ensure the secure custody of the Confidential Information and must take all reasonable precautions to prevent the access, use or disclosure of this information by third parties.
11. Recipient shall not disclose or attempt to disclose any Confidential Information to any person or entity other than its consultants and legal advisors who need access to such Confidential Information, and shall assure that all such persons treat the Confidential Information in accordance with all of the terms hereof.
12. Recipient shall not make or take any copies of Confidential Information, unless previously approved by Disclosure.
13. Recipient shall not use or attempt to use any of the Confidential Information for his/her own benefit or for the benefit if any other person or entity.
14. Recipient shall not be authorized to use or process the Confidential Information upon the date that his/her services to HBFC are completed or terminated.
15. Recipient shall promptly return the Confidential Information, or certify in writing to the complete destruction thereof, as directed by HBFC in writing.
16. The laws of Pakistan shall govern the interpretation and enforcement of this Agreement.
17. Recipient shall be bound by conditions until released in writing by HBFC.

**Agreed to and Accepted by**

**House Building Finance Company**

\_\_\_\_\_  
(Signature of “Authorized Representative”)

\_\_\_\_\_  
(Signature of HBFC Authorized Agent)



**Financial Proposal**

**For**

**Tender for Hiring Outsourced Service Provider for HBFC**

**Bid No. HBFC/HOK/GSD/2021/863**



**Bid Form**

(To be printed on bidder's letterhead)

To:

Dated:

The Head General Services Department,  
House Building Finance Company Limited,  
3<sup>rd</sup> Floor, Finance & Trade Centre, Shahrah-e-Faisal, Karachi, Pakistan.

**Financial Proposal**

**Tender for Hiring Outsourced Service Provider for HBFC**

Dear Sir,

Having examined the bidding documents, the receipt of which is hereby duly acknowledged, we the undersigned, offer to supply and deliver the required item or services in conformity with the said bidding documents as may be ascertained in accordance with the Technical Proposal and Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to deliver the services in accordance with the schedule specified in the Technical Requirements and Specifications.

We agree to abide by this Bid for a period of 90 (Ninety Days) from the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

If the Bid is accepted then until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2021

\_\_\_\_\_  
[Seal & signature]

\_\_\_\_\_  
[In the capacity of]

**Financial Proposal**

**Price Schedule in Pak Rupees**

***(THIS MUST BE ON SERVICE PROVIDER'S LETTER HEAD)***

Service charges on remuneration / salary (as decided by HBFC) of required resources as described in scope of work and conditions listed in this document are as follows:

S. No.	Description	Expected Number of Resources Required	Service Charges on Salary in Percentage (%)
1	Recovery Services	50	_____% <i>(Inclusive of all applicable taxes and statutory requirements)</i>
2	Sales Services	50	
3	IT Support Services	25	
4	Office Support Services	50	
5	Driving Services	25	

*HBFC may increase or decrease the required number of resources as per PPRA rules*

**Quoted Service Charges Percentage in Words:** \_\_\_\_\_  
*(Inclusive of all applicable taxes and statutory requirements)*

Bid Security @5% shall accompany the financial proposal. Bid Security shall only be calculated according to the format given below (**\*only for the purpose to calculate Bid Security**) in the form of pay order in favor of HBFC. No bid will be considered as valid unless bid security accompanies it. No interest will be payable by the HBFC on this deposit. Bid Security will be refundable on completion of bidding process or the award of contract to the successful bidder.

S. No.	Description	Expected Number of Resources Required	*Minimum Wage as per Govt. Law	Total Amount Per Month	Service Charges on Salary in Percentage (%)
1	Recovery Services	50	Rs 17,500	Rs 875,000	**The percentage of Service Charges to be charged to HBFC on monthly salary shall be calculated based upon the Total Amount Per Month (A)
2	Sales Services	50	Rs 17,500	Rs 875,000	
3	IT Support Services	25	Rs 17,500	Rs 437,500	
4	Office Support Services	50	Rs 17,500	Rs 612,500	
5	Driving Services	25	Rs.17,500	Rs 437,500	
				<b>(A)</b> Rs 3,237,500	<b>** (B)</b> Rs _____

<b>Grand Total (A+B):</b>	Rs _____
<b>Bid Security @ 5% of Grand Total:</b>	Rs _____

**Note:**

- Presently, HBFC has around 100 resources on different amount of salaries, deputed as outsourced arrangements at its various offices across Pakistan.

2. Initially, these 100 resources will be required to be replaced by the successful Firm. The number of resources may vary based on organizational requirement as the case may be.
3. The successful Firm shall undertake to claim no more than the above quoted percentage / rate as charges for providing outsourced resources as defined in this document during the period of contract.
4. HBFC will decide the salaries of the above required resources. Service charges percentage will be applicable on salary of resources only and shall not be charged on any incentive / honoraria / cash award (if any) other than the salary.
5. Overtime (if any) will be advised according to the per hour salary of a day.
6. Contract will be awarded for a period of one year which may be extended for further two (02) years subject to satisfactory performance and mutual consent of both parties.
7. Bidder must be compliant to all prevailing & applicable laws of Pakistan.
8. Above quoted Service Charges Percentage / rate shall be inclusive of all applicable taxes, statutory requirements (i.e., E.O.B.I., Social Security, Education Cess, Gratuity, Medical and Group life insurance, etc.) and any payments that may arise from time to time, as per applicable laws of the Government of Pakistan.
9. HBFC reserves the right to increase or decrease the number of resources during the period of agreement as per business needs.

