



Bidding Document

Tender for Hiring of Outsourced Service Provider for HBFC

Bid No. HBFC/HOK/GSD/2023/14



Invitation for Bids (IFB)

Tender for Hiring of Outsourced Service Provider for HBFC

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 Mandatory and Selection Criteria etc. can be downloaded from HBFC website i.e., www.hbfc.com.pk This IFB is also available at PPRA website 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 **September 22, 2023 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. In case of any holiday, tender will be opened on next working day. Bidders will be required to submit **Rs.200,000/- as 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

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**. Technical and Financial evaluation will be carried out on combined scoring method using distribution of 60% - 40%, Technical Proposal – Financial Proposal respectively.

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

All bidders are required to submit amount of **Rs.200,000/-** as bid security enclosed with their financial proposal. 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 weighted average marks of technical and financial proposals of each bidder will be added and contract will be awarded to the most advantageous bidder having highest weighted average marks in total.

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. 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.

16. 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**.

17. Overriding Effect of PPRA-2004

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

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.	<u>Tender for Hiring of Outsourced Service Provider for HBFC</u> Ref No. HBFC/HOK/GSD/2023/14
2.	<p><u>Contact Information and Communication</u></p> <p>The contact detail for all correspondence in relation to this bid is as follows: Name: Asad Baber Khan Designation: Manager Procurement - GSD Email: asad.baber@hbfc.com.pk Address: House Building Finance Company Limited, Head Office, 3rd Floor, Finance & Trade Centre, Shahrah-e-Faisal, Karachi. Phone: +92 21 35641752</p> <p><u>Technical Contact:</u> Name: Mr. Ejaz Jamil Qureshi Designation: AVP - GSD Email: ejaz.qureshi@hbfc.com.pk Address: House Building Finance Company Limited, Head Office, 3rd Floor, Finance & Trade Centre, Shahrah-e-Faisal, Karachi. Phone: +92 21 35641727</p>
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 as per Annexure – B of Technical Proposal . Technical and Financial evaluation will be carried out on combined scoring method using distribution of 60% - 40%, Technical Proposal – Financial Proposal respectively.
5.	The period of Bid validity will be 120 days after opening of the Bids.
6.	All bidders are required to submit amount of Rs.200,000/- as bid security enclosed with their financial proposal. 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.	<p>The Company's address for the purpose of bid submission is:</p> <p style="text-align: center;">Head of General Services Department, House Building Finance Company Limited, 3rd Floor, Finance and Trade Centre, Shahrah-e-Faisal, Karachi, Pakistan Telephone No: 021- 35641752</p>



8. The deadline for submission of bids will be September 22, 2023 at 11:00 am. Technical Proposals will be opened on same day at 11:30 am at the following address:

House Building Finance Company Limited,
3rd. Floor, Finance and Trade Centre,
Shahrah-e-Faisal, Karachi –Pakistan.

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	40
2	Sales Services	10
3	IT Support Services	10
4	Office Support Services	25
5	Driving Services	25

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

The number of resources may vary based on organizational requirement as the case may be. Contract will be awarded for a period of five (05) years which may be extended on the basis of 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.
- d) Payments will be made on monthly basis by HBFC after production of Monthly Invoice(s) with receipts of E.O.B.I., Social Security, Education Cess, Gratuity, Medical and Group life insurance, etc. Vendor has to submit quarterly statement of the payments made to E.O.B.I., Social Security, Education Cess, Gratuity, Medical and Group life insurance, etc. duly vetted by their auditors along with invoices.

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 of Outsourced Service Provider for HBFC

Bid No. HBFC/HOK/GSD/2023/14



Bid Form

(To be printed on bidder's letterhead)

To:

Dated:

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

Technical Proposal

Tender for Hiring of 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 _____ 2023

[Seal & signature]

[In the capacity of]

Duly authorized to sign Bid for and on behalf of _____

Mandatory Eligibility Criteria Checklist

The bidders are required to make sure that the following mandatory requirements of this Tender document are fulfilled these requirements must be furnished at the time of submission of the Proposal.

Non-submission of any one of the following applicable requirements shall result in disqualification:

S. No	Selection Criteria	Evidence (Yes / No)	If Yes (Pages No)
1	The Bidding Company must be registered with FBR for the purposes of Income and General Sales Tax certificates.		
2	The Bidding Company must be an Active Taxpayer (verifiable through ATL) on the date of bid submissions		
3	Original affidavit (not older than one month) on Stamp Paper(s) of worth Rs.200 or more that Bidder is not insolvent, bankrupt, and is not blacklisted or debarred by PPRA, Government, Semi-Government, Private, Autonomous body, or any other international organization.		

Selection Criteria

The bidder meeting the following criteria and obtained at least 50 marks shall qualify for opening of their financial proposal.

S. No.	Criteria	Criteria	Marks	Evidence Provided		Attach Evidences as Under
				Yes	No	
1.	Bidder must be providing Outsourced Services to at least 10 clients of comparable size. Please provide documentary proof such as Contracts, Work Orders of 05 Existing and 05 past clients or more	a. At least 10 clients	10			Appendix - A
		b. 11 to 15 clients	20			
		c. above 15 clients	30			
2.	Bidder must have at least five (05) years relevant experience. Please provide verifiable details such as contracts etc.	a. At least 05 years' experience	10			Appendix - B
		b. 5 years + to 07 years' experience	15			
		c. 7 years + experience	20			
3.	Financial strength as per audited financial statement for the last three (03) years.	a. Avg. Annual Turnover of Rs.10 – Rs.20 Million.	10			Appendix - C
		b. Avg. Annual Turnover of Rs.21 – Rs.50 Million.	20			
		c. Avg. Annual Turnover of Rs.51 Million and above	30			
4.	Experience of working with Financial Sectors in last 05 years	a. At least 3 clients	10			Appendix - D
		b. 4 to 7 clients	15			
		c. above 7 clients	20			
Total Marks			100			

Technical and Financial evaluation will be carried out on combined scoring method using distribution of 60% - 40%, Technical Proposal – Financial Proposal respectively.

a) Technical Evaluation Criteria:

Technical proposal of a bidder securing highest technical marks will be awarded full Weightage Technical Marks i.e 60. The formula for determining the weight of Technical Marks for remaining firms is as under:

$$WTM = T*60/Tm$$

WTM is the **Weighted Technical Marks** of proposal under consideration; **T** the **Technical Marks** of the Proposal under consideration and **Tm** is the Highest Technical Marks secured by any bidder.

b) Financial Evaluation Criteria:

Financial Proposal of a bidder having lowest bid will be awarded full weightage financial marks i.e 40. The formula for determining the weight of financial marks for remaining firms is as under;

$$WFM = Fm*40/F$$

Where, **WFM** is the **Weighted Financial Marks** of proposal under consideration; **Fm** is the **lowest bid offered** and **F** is the bid under consideration.

c) Weighted Average Marks:

The weighted average marks of technical and financial proposals of each bidder will be added and assignment will be awarded to the most advantageous bidder having highest weighted average marks in total. In case of a tie, preference will be given to the bidder securing highest WTM

Note:

- i. Bids will be evaluated in terms of Rule 36-(b) of PPRA Rules. i.e., Single Stage - Two Envelope procedure.
- ii. Bidders must place their provided evidences as Appendix (clearly marked).
- iii. During the evaluation no amendments by the bidder in the proposal will be permitted; however, HBFC may seek clarification.
- iv. The bid security of bids of unsuccessful bidders will be returned.
- v. 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

Reference One (1)	
Client Name	
Contact Person with email	
Address and Contact Number	
Deliverable items	
Any Comments	
Reference Two (2)	
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 of Outsourced Service Provider for HBFC

Bid No. HBFC/HOK/GSD/2023/14

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 in Percentage (%) as per Column H of below table
1	Recovery Services	40	_____% (Inclusive of all applicable taxes and statutory requirements)
2	Sales Services	10	
3	IT Support Services	10	
4	Office Support Services	25	
5	Driving Services	25	

* HBFC may increase or decrease the required number of resources as per requirement.

Invoice Breakup will be as per below format:

S. No.	Resources	A	B	C	D	E	F	G	H	I
		*Expected Number of Resources Required	**Current Minimum Wage <i>(As per prevailing law of the land)</i>	EOBI	SESSI/ESSI /PESSI etc.	Group Life Insurance	Any other statutory Contribution with Details as per scope of work and future requirements	Total G=B+C+D+E+F	Service Charges in % (inclusive of applicable taxes) H=%G	Service Charges Amount (PKR)
1	Recovery Services	40								
2	Sales Services	10								
3	IT Support Services	10								
4	Office Support Services	25								
5	Driving Services	25								

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

**Current Minimum Wage is for reference calculation. Actual amount will vary as per skill sets / experience of the resource in consideration

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



All bidders are required to submit amount of **Rs.200,000/-** as bid security enclosed with their financial proposal. 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.

Note:

1. Overtime (if any) will be advised according to the per hour salary of a day.
2. Bidder must be compliant to all prevailing & applicable laws of Pakistan.
3. Above quoted Service Charges Percentage / rate shall be inclusive of all applicable taxes.
4. HBFC reserves the right to increase or decrease the number of resources during the period of agreement as per business needs.

