**

**Integrated Flood Resilience and Adaptation Project (IFRAP)**

**Housing and Reconstruction Unit-PIU**

Meeting Minutes for Pre-Bid meeting of " Hiring the Services of a Call Center for Operating the Grievance Redressal System."

Dated: 2nd October-2024.

Venue: HRU PIU-IFRAP Procurement Section.

Attended by:

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| **HRU PIU-IFRAP participants:** | |
| **Name** | **Designation** |
| Mr. Rashid Razzaq | Project Director, HRU PIU-IFRAP |
| Mr. Naseer Ahmed | Procurement Specialist, HRU PIU-IFRAP |
| Mr. Bijjar Baloch | MIS Specialist, HRU PIU-IFRAP |
| Mr. Kashan Khorsheed | MIS Officer, HRU PIU-IFRAP |
| **Bidder’s Representatives** | |
| Mr. Noman Rashid | Business Consultant, JAZZ Business |
| Mr. Ahmed Saeed | Director Consultant, Evolving Tech |
| Mr. Rizwan Khan | Director, Ultrasoft Systems |

Agenda:

Meeting Minutes for Pre-Bid meeting of " Hiring the Services of a Call Center for Operating the Grievance Redressal System “RFB No: PK-FPMU MOPDSI-443865-NC-RFB”.

**Proceedings:**

The Procurement Specialist (HRU) offered a warm welcome to everyone attending, and introducing them to the Housing and Reconstruction Unit (HRU) of the Project Implementation Unit (PIU). The purpose of the meeting was to discuss the " Hiring the Services of a Call Center for Operating the Grievance Redressal System." The specialist emphasized the importance of this initiative and expressed anticipation for a productive discussion on the various aspects of the procurement process.

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| **S. No** | **Reference to RFB** | **Queries by the Bidders** | **Observations/ Comments by the bidders** | **Response by the Bidders** | |
| 01 | ITB 35.2 and ITB 35.3 | Vague Definition of Evaluation Metrics | The RFB allocates significant weights to technical factors (70%) and cost (30%) but does not specify the metrics or standards for assessing technical aspects. This could lead to inconsistent evaluations. Notably, while "Optimal Facility and Ergonomic Workspace for a High-Performing Call Center" ... are assigned a 50% weight, there are no guidelines on quantification or specifics to ascertain the qualification. It would be beneficial to include criteria such as space per agent, noise management, lighting quality, ergonomic furniture, and other factors that contribute to efficient and safe work conditions, with clear weighting for objective evaluation. | **As Per**  **ITB 35.2**  **ITB 35.3** | The technical factors and the corresponding weight out of 100%  are:   |  |  | | --- | --- | | The consultant must have completed at least two (02) similar assignments in the last five years**.** | 30% | | **Approach and Methodology and Work plan** | 20% | | **Project Implementation Team profiles and Experience**  Proposers must submit profiles of key experts for this  project. And  Optimal Facilities and Ergonomic Workspaces for a High-Performing Call Center” | 50% |   The technical Bid scoring methodology is specified in Section III Evaluation  and Qualification Criteria  Minimum marks required for technical qualification are 30% in Technical  scoring. Firms scoring minimum of 30% in technical evaluation beside  meeting the qualification requirements will be considered responsive.  The weight to be given for cost, X is: 7**0%** |
| 02 | Section III 2.5 | Key Personal Profiles: | The RFB mentions the requirement for key experts' profiles but does not specify the number of key personnel, their roles, or requirements. Clarification on essential roles such as Project Manager, Quality Assurance Manager, IT Specialist, and others, along with the expected qualifications and experience levels, is needed. This will help ensure all proposals include a consistent and appropriate range of key personnel. | **As per Condition of Contract Part 3.**   1. **Human Resource Required**   The qualifying consultant is expected to have the following team members for this assignment.   |  |  | | --- | --- | | **Title** | **Qualifications** | | Project Manager | A bachelor’s degree in public administration, business administration, social sciences, or a related field. At least five (05) years of professional experience in grievance redress, customer service management, or a related field. | | Call Agents for Call center | A bachelor’s degree in communications, business administration, or a related field is preferred. Call center agents must be fluent in Balochi, Brahui, Sindhi, Seraiki, Pashto, Urdu & English. At least two (02) years of experience working in a call center or customer service role. |   **Total Marks: 50**  50 % Marks for Project Director (25 marks)  50% Marks for Call Agents (25 marks for all call agents) | |
| 003 | Section III, 2.4.2 Specific Criteria | Definition of “Completed” Assignments: | Continuous Operations vs. Completed Projects: The RFB requirement for bidders to have completed two call centers in the last five years is might need some clarity, especially for organizations operating call center as ongoing call centers. It is unclear whether ongoing operations qualify as "completed" etc? •       Initiation vs. Completion Date: We need to know whether projects initiated more than five years ago but completed and handed over within the last five years are considered “completed within the last five years.” Methodology for Technical Evaluation: While the RFP specifies weights for technical aspects, the methodology for quantitative evaluation, such as compliance with technical requirements or the quality of proposed solutions, is not outlined. Qualifications of Bidders: The RFP requires bidders to demonstrate qualifications but does not specify the evidence needed or how these qualifications will be verified and scored. | **As per Section III, 2.4.2 Specific Criteria**  “Participation as a prime supplier, management contractor, JV3 member, in at least two (02) contracts within the last five (5) years, each with a value of at least fifty (50) million, that have been successfully and substantially completed and that are similar to the proposed Information System.  The successfully completed similar contracts shall be documented by a copy of an operational acceptance certificate (oe equivalent documentation  satisfactory to the purchaser(s)” | |
| 04 | Section-I, 35.6 Economic Evaluation | Criteria for Economic Evaluation: | The RFP mentions considering bid prices excluding provisional sums and provisions for contingencies in the Price Schedules. We seek clarification on how these exclusions are handled or calculated to prevent varied interpretations by bidders. | As per Economic Evaluation   * + 1. To evaluate a Bid, the Purchaser shall consider the following:     2. the Bid price, excluding provisional sums and the provision, if any, for contingencies in the Price Schedules;     3. price adjustment for correction of arithmetic errors in accordance with ITB 32.1;     4. price adjustment due to discounts offered in accordance with ITB 26.8;     5. converting the amount resulting from applying (a) to (c) above, if relevant, to a single currency in accordance with ITB 33; and     6. price adjustment due to quantifiable nonmaterial nonconformities in accordance with ITB 31.3;     7. the evaluation factors indicated in Section III, Evaluation and Qualification Criteria. | |
| 05 | Requisition | Request for Extension: | Given the complexity of the proposal and the need for clarity on several points, we kindly request an extension of the bid submission deadline. The clarifications discussed in yesterday's meeting were highly beneficial, but more time is required to properly address all aspects in the proposal. We believe this extension will allow us to provide a more accurate and high-quality submission. | The committee declined the request for an extension for the bid submission deadline because of time constraints. | |

Meeting was ended with the vote of thanks.