



**TransPeshawar** (The Urban Mobility Company)



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## Corrigendum

### PROVISION OF HELPLINE SERVICES FOR ZU PESHAWAR OPERATION

**Date: July 12, 2025**

**IFB No. TPC/OPS/OCB/Helpline/2025-25/013**

1. Reference to TransPeshawar (The Urban Mobility Company) advertisement regarding **“Provision of Helpline Services for Zu Peshawar Operation”** published in The Frontier Post, Dawn and Daily Express dated **27<sup>th</sup> June, 2025**.
2. The deadline for submission of bid is extended and rescheduled as **July 22, 2025, 11:30 PM (PST)**. Bids will be opened on same day, **July 22, 2025, 11:45 PM (PST)**, in the presence of the bidders or their authorized representatives, who choose to attend.
3. Revisions in bid solicitation documents including evaluation criteria have been made. The service providers are requested to submit bids accordingly. The corrigendum to the effect may be inspected at the websites of TransPeshawar (<http://transpeshawar.pk/>) and KPPRA (<http://www.kppra.gov.pk/>).
4. Other terms and conditions shall remain the same.

**Chief Executive Officer, TransPeshawar (The Urban Mobility Company)**

**TransPeshawar Head Office First (1<sup>st</sup>) Floor, Main BRT Depot,**

**Opposite NHA Complex, Khyber Pakhtunkhwa.**

**Contact Number: 091-2621393-5.**

**RFP FOR PROVISION OF HELPLINE SERVICES FOR ZU PESHAWAR OPERATION**

**Corrigendum**

**to**

**REQUEST FOR PROPOSALS (RFP)**

**for**

**PROVISION OF HELPLINE SERVICES FOR ZU PESHAWAR OPERATION**

**Tender** No. TPC/OPS/OCB/Helpine/2025-25/013

Date: July 11, 2025

## RFP FOR PROVISION OF HELPLINE SERVICES FOR ZU PESHAWAR OPERATION

### SECTION 4 – REQUIRED SERVICES

#### 4.1 Required Services

##### 4.1.1 Objectives

TPC requires skilled human resource to facilitate TransPeshawar in providing customer services through Helpline Operations during operations hours. The services to be provided is detailed as Appendix-A to the Service Agreement.

##### 4.1.2 Detailed Tasks

The Service Provider shall provide skilled human resource/agents to facilitate TransPeshawar in providing customer services through helpline operations. The helpline agents shall be available in two shifts to provide information to citizens regarding main corridor operation, direct routes operations, bicycle sharing system, mobile application etc. and record passenger's feedback on quality of service to maintain high quality service. The service provider will also ensure high quality service through Electronic Complaint Routing System.

Detailed Services which are required under this RFP/Services Agreement are mentioned in Appendix-A to the Service Agreement.

#### 4.2 Qualification Requirement / Criteria

The bidder meeting the following criteria shall be considered qualified/responsive for consideration of financial price/offer/bid by submitting proof of Technical and Financial Capability:

##### 4.2.1 Technical Capability

- (a) Firm/company registered with Security and Exchange Commission of Pakistan or Registrar of Firm at least before January 2020 (In case of Joint Venture, required for all partners);
- (b) Registration of Company OR Firm with Employment and Old Age Benefit Institute (EOBI) (In case of Joint Venture, required for all partners)
- (c) Registration of Company or Firm with Employee Social Security Institute (ESSI) (In case of Joint Venture, required for all partners);
- (d) The service provider is not blacklisted from any provincial or federal public entity/department. Bidder shall provide an affidavit of such undertaking on judicial paper (In case of Joint Venture, required for all partners);
- (e) At least three (03) years of call agent services/ customer services operations experience as an organization or as JV partner or part of their company's operations while dealing with general public or dealing complaints within or outside the organization through call system. The Firm/ company can apply in joint venture (JV) to meet the criteria of call agent services/ customer services experience. The experience requirement can be complied individually or collectively.
- (f) A certificate that is not in violation of any Law of Pakistan especially laws related to Labour Laws of Pakistan (In case of Joint Venture, required for all partners).

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### 4.2.2 Financial Capability

- (a) Provide ~~Audited Financial Statements~~ Income tax returns for the last three years (2022, 2023, 2024) (In case of Joint Venture, required for all partners);
- (b) Minimum average annual turnover of PKR 8 4 million based on ~~latest Audited Financial Statement~~ Income tax returns. The Firm/ company can apply in joint venture (JV) to meet the minimum average annual turnover requirement of PKR 4 million. This requirement can be complied individually or collectively.
- (c) Net worth for the last year calculated as the difference between total assets and total liabilities shall be positive (In case of Joint Venture, required for all partners);
- (d) Registered with FBR and reflected on the Active Tax Payer List of FBR (In case of Joint Venture, required for all partners);
- (e) Registered with KPRA for Sales Tax on Services (In case of Joint Venture, required for all partners);
- (f) Financial offer shall not be abnormally low in term of paragraph 5.8.1 (f);
- (g) Submission of Bid Bond/security to the amount of two (2%) percent of bid/quoted price in the shape of Call Deposit Receipt (CDR) in favour of "Chief Executive Officer TransPeshawar". The bid security shall be submitted from the account of the bidder who submits the bid (By any partner in case of Joint Venture).

## SECTION 5 - BIDDING PROCESS

### 5.1 Open competitive bidding

- 5.1.1 The bids are invited under national competitive bidding through the **Single Stage - One Envelope** bidding procedure.

### 5.2 Planning

- 5.2.1 This Request for Proposals introduces the Bidding Process for the procurement of Required Services. The overall planning for the Bidding Process is presented below:

Milestone	Party Responsible	Date/Deadline
Issuance of Request for Proposal (RFP)	TransPeshawar	June 27, 2025
Clarification and Questions/Comments submission	Bidders	July 4, 2025
Pre-Bid Meeting	TransPeshawar	July 4, 2025 11:30 AM (PST)
Uploading of Pre-Bid Minutes	TransPeshawar	July 8, 2025
Proposal Submission Deadline	Bidders	<b>July 16, 2025</b> <u>July 22, 2025</u> 11:30 AM (PST)

## RFP FOR PROVISION OF HELPLINE SERVICES FOR ZU PESHAWAR OPERATION

- Pre-Bid Meeting as organized by TransPeshawar Company (cf. Section 5.4).

5.3.2 Bidders relying on information from other sources or the public domain do so at their own risk.

### **5.4 Pre-Bid Meeting**

5.4.1 A Pre-Bid Meeting shall be organized by TransPeshawar Company to:

- Explain the project, the Bidding Process, and the Request for Proposals; and
- Provide an opportunity for Bidders to visit and inspect the existing infrastructure

5.4.2 The pre-bid meeting shall be organized at a date specified in Paragraph 5.2.1.

### **5.5 Questions and Answers on the Request for Proposals**

5.5.1 The Bidders shall have the opportunity to ask questions concerning the Request for Proposals by the date specified in Paragraph 5.2.1. Questions can only be addressed by email to the following address:

Attention: Chief Executive Officer, TransPeshawar Company 1st Floor, KPUMA Building, Main BRT Depot, Opposite NHA Complex, Main GT Road, Peshawar, KPK, Pakistan

Email: [ceo@transpeshawar.pk](mailto:ceo@transpeshawar.pk) with cc to [charbagh@hotmail.com](mailto:charbagh@hotmail.com) and [procurement@transpeshawar.pk](mailto:procurement@transpeshawar.pk)

5.5.2 The Bidders' questions shall be treated anonymously.

5.5.3 TransPeshawar Company shall endeavor to respond to all clarification or information requests, however, requests received later than the date specified in Paragraph 5.2.1 would be left unanswered. Every such clarification delivered to Bidders shall be made in the form of an appendix to the Request for Proposals and shall, upon being issued, be sent in the shortest possible time to all Bidders. All such appendices shall automatically become an integral part of the Request for Proposals.

5.5.4 All Bidders shall therefore be provided with the same information simultaneously. TransPeshawar Company does not assume any responsibility for emails not received or delivered late.

### **5.6 Submission of Comments on the RFP/ Service Agreement**

5.6.1 The Bidders shall have the opportunity to submit comments concerning the RFP/Service Agreement before or on the Comment Submission Date specified in paragraph 5.2.1. Comments shall be submitted in conformity with Schedule 6 and shall be sent by email to the address specified in paragraph 5.5.1. The Bidders' comments shall be treated anonymously.

5.6.2 TransPeshawar Company shall endeavor to respond to all comments and may decide to issue a revised RFP / Service Agreement taking some or all of the comments into consideration. Every such response and, if applicable, the revised RFP / Service Agreement shall, upon being issued, be sent in the shortest possible time to all Bidders.

5.6.3 All Bidders shall therefore be provided with the same information simultaneously. TransPeshawar Company does not assume any responsibility for emails not received or delivered late.

### **5.7 Formation and Modification in the Composition of a Consortium**

5.7.1 Bidders ~~cannot~~ **can** make Joint Venture / Consortium to meet the requirements of the Request for Proposal.

### **5.8 Rejection of Proposals**

5.8.1 TransPeshawar Company has a discretionary right to reject a Proposal. Reasons for rejecting a Proposal include, but are not limited to, the following:

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- 6.4.3 The Bidder must submit **Proposal Submission Letter** in conformity with Schedule 2.
- (a) The Proposal Submission Letter must be signed by the Authorized Representative of the Firm/ Company.
- 6.4.4 The Bidder must submit a **Financial Offer** in conformity with Schedule 3.
- (a) The Financial Offer must be signed and dated by the Authorized Representative. Of the firm/ company.
- 6.4.5 The Bidder must submit an **Authority to Bid and Designation of Authorized Representative** in conformity with Schedule 4
- (a) The Authority to Bid and Designation of Authorized Representative must be signed and dated by the Corporate Secretary or equivalent officer of the Bidder.
- 6.4.6 The bidder must submit the **Integrity Pact** in conformity with Schedule 5.
- (a) Integrity Pact must be signed and dated by the Authorized Representative.
- 6.4.7 The Bidder must submit a **Bid Bond** to the amount of two (2%) percent of bid/quoted price in Shape of Call Deposit Receipt (CDR) from schedule bank of Pakistan in favor of "**Chief Executive Officer, TransPeshawar**". The bid security shall be submitted from the account of the bidder who submits the bid;
- (a) The Bid Bond must be provided by the Bidder from Schedule Bank in Pakistan;
- (b) The Bid Bond can be claimed by TransPeshawar Company in case of:
- (i) Withdrawal from the Bidding Process between the Proposal Submission Date and the signing date of the Service Agreement;
  - (ii) Failed to submit Performance Security within the prescribed time;
  - (iii) Exclusion from the Bidding Process by TransPeshawar Company;
  - (iv) In case of any willful misconduct such as Corrupt Practice, Collusion, Coercion, Fraud, Fraudulent Practice, Undesirable Practice, or Restrictive Practice.
- 6.4.8 The **following documents** shall be submitted with the proposal:
- (i) Certificate of Registration or incorporation for a firm/company with the registrar of firms or SECP (in case of joint venture, joint venture agreement shall be submitted along with individual certificates);
  - (ii) Certificate of Registration with FBR and reflected on the Active Tax Payer List of FBR;
  - (iii) Certificate of Registration with KPRA for Sales Tax on Services;
  - (iv) Affidavit on duly notarized Judicial/stamp Paper amounting to PKR 150/- to the effect that the Service provider is not blacklisted by any provincial or federal public entity;
  - (v) Affidavit on duly notarized Judicial/stamp Paper amounting to PKR 150/- that the bidder/service provider is not in violation of any Law of Pakistan especially laws related to Labour Laws of Pakistan.
  - (vi) Registration of Company OR Firm with Employment and Old Age Benefit Institute (EOBI)
  - (vii) Registration of Company or Firm with Employee Social Security Institute (ESSI)
  - (viii) Initials/sign on RFP, Services agreements, and all its attachments as a token of acceptance of terms and conditions.
  - (ix) Submission of Schedule 1 through 5 in conformity with prescribed templates.

## SECTION 7 - EVALUATION

### 7.1 Responsiveness Criteria

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**Schedule 4**

**Authority to Bid and Designation of Authorized Representative (partnership/corporation)**

*(To be submitted by a Bidder which is a partnership or corporation on Stamp paper of PKR 150/- duly notarized)*

I, \_\_\_\_\_ (*Corporate Secretary or equivalent officer*), hereby depose and state that:

I am a citizen of the (*Islamic Republic of Pakistan*), of legal age, and a resident of (*Pakistan*);

I am the duly elected (*Corporate Secretary or equivalent officer*) of \_\_\_\_\_ (*name of Bidder*), a (*corporation/partnership*) organized and existing under and by virtue of the laws of (*Pakistan*);

At a regular/special meeting of the Board of Directors/Partners of the Firm, held on \_\_\_\_\_ (*date*) at \_\_\_\_\_ (*place*), in which meeting a quorum was present and acting throughout, the following resolutions were unanimously passed and approved:

That \_\_\_\_\_ (*name of Bidder*) be, and is, authorized to participate in the Bidding Process and to bid for the provision of the Required Services for TransPeshawar Company;

That \_\_\_\_\_ (*name of Representative*) be and is hereby appointed as the authorized representative of the Bidder during the Bidding Process, authorized to execute, sign, and receive documents for, and otherwise act in the name of, the Bidder; and

That any and all acts done and/or performed by \_\_\_\_\_ (*name of Representative*) under and by virtue of this resolution be, as they are hereby, confirmed and ratified.

These resolutions have not been revoked, amended, or modified and remain valid and binding on the Bidder;

That the above resolutions are in accordance with the records of the Bidder.

For and on behalf of \_\_\_\_\_ (*name of Bidder*)

(*Signature of Corporate Secretary or equivalent officer*)

\_\_\_\_\_

(*Name, title, and date*)

Incase of Joint Venture the Schedule 4 shall be signed and stamped by all joint venture partners individually nominating the name of representative.

Note: Credible evidence must be submitted by authorizer that he/she is capable to authorize signatory to the bid on behalf of bidder/service provider.