

**SECURITIES AND EXCHANGE COMMISSION OF PAKISTAN**

**CORRIGENDUM**

Reference to SECP's Invitation to bid (**Tender No. 32/20-21**) published in newspapers (Daily Ausaf and The Express Tribune) on April 25, 2021 and April 26, 2021, respectively for "**Training on Improving Service Quality**"

**It is informed that the last date for submission of bids for the above mentioned requirements have been extended from May 12, 2021 to May 18, 2021.**

Bidding documents containing detailed terms and conditions, method of procurement, procedure for submission of bids, bid bond/security, bid validity, opening of bid, evaluation criteria, clarification/rejection of bids etc. against above requirement are available for the interested bidders from the undersigned free of cost and can also be downloaded from <https://www.secp.gov.pk/procurement/>

The bids prepared in accordance with the instructions in the bidding documents, must reach undersigned on or before **May 18, 2021** by 1100Hrs and will be opened on the same day at 1130Hrs.

In case of any query, Admin Department may be contacted on Telephone No. 051-9207091-4 (Ext-437/302) during office hours (Monday to Friday excluding Public Holidays)

**Zahid ul Hassan, Deputy Director (Admin)**  
NICL Building, 63 Jinnah Avenue, Blue Area Islamabad

**Advertisement(s)/Tender Notice(s) Published on April 25, 2021 and April 26, 2021**



**SECURITIES AND EXCHANGE COMMISSION OF  
PAKISTAN**

**T# 32/20-21**

**Re-Invitation to Bid**

The Securities & Exchange Commission of Pakistan invites sealed bids from the service providers based in Pakistan and registered with Federal Board of Revenue/Respective Revenue Boards for Income Tax and Sales Tax and who are on Active Taxpayers List (Income and Sales tax) of the Federal Board of Revenue/Relevant Tax Authority for:

**Training on Improving Service Quality**

Bidding documents containing detailed terms and conditions, method of procurement, procedure for submission of bids, bid bond/security, bid validity, opening of bid, evaluation criteria, clarification/rejection of bids etc. against above requirement are available for the interested bidders from the undersigned free of cost and can also be downloaded from <https://www.secp.gov.pk/procurement/>

The bids prepared in accordance with the instructions in the bidding documents, must reach undersigned on or before May 12, 2021 **by 1100Hrs** and will be opened on the same day at **1130Hrs**.

In case of any query, Admin Department may be contacted on Telephone No. 051-9207091-4 (Ext-437/302) during office hours (Monday to Friday excluding Public Holidays)

**Zahid ul Hassan, Deputy Director (Admin)**  
NICL Building, 63 Jinnah Avenue, Blue Area Islamabad

### **Terms and Conditions for Bids and Bidders**

1. Tender Identification Number: **Tender # 32/20-21**
2. The Procurement Agency is:

**Securities and Exchange Commission of Pakistan**  
4th Floor, NICL Building, 63 Jinnah Avenue, Blue Area,  
Islamabad.

3. The Securities and Exchange Commission of Pakistan invites sealed bids from the service providers based in Pakistan and registered with Federal Board of Revenue/Respective Revenue Boards for Income Tax and Sales Tax and who are on Active Taxpayers List (Income and Sales tax) of the Federal Board of Revenue/Relevant Tax Authority for

#### **“TRAINING ON IMPROVING SERVICE QUALITY”**

through

#### **SINGLE STAGE TWO ENVELOP METHOD.**

4. Bids shall comprise a single package containing TWO separate envelopes. Each envelope shall contain separately the financial Bid and the technical Bid. The envelopes shall be clearly marked as **“FINANCIAL BID”** and **“TECHNICAL BID”** in bold and legible letters.
5. The Bid Bond to be enclosed sealed and labelled as **“BID BOND”**, and should be with the Technical bid envelop.
6. **BID Bond should not be placed within the envelope of financial bid/proposal, failing which the bid shall be rejected..**
7. Initially, only the envelope marked **“TECHNICAL BID”** shall be opened publicly. The envelope marked as **“FINANCIAL BID”** and **Bid Bond** shall be retained.
8. Bids not accompanied by bid bond/security as required or with less amount of bid bond/security will be rejected.
9. After the evaluation and approval of the technical bid, financial bids and their bid bonds of the technically accepted bids only will be opened at a time, date and venue announced and communicated to the bidders in advance. Financial bids and the bid bonds of technically unsuccessful bidder will be returned.
10. The amount of the bid and bid bond/security shall be in Pak rupees. The bids should be accompanied by bid bond/security (refundable) for an amount equal to **2%** of the total quoted price (inclusive GST, if applicable) in shape of either pay order, demand draft in favor of Securities and Exchange Commission of Pakistan. **Cheque will not be acceptable.**
11. Only registered service providers who are on Active Taxpayers List (Income and Sales Tax) of FBR (The “ATL”) are eligible to provide services to the Commission. **Bids of all those bidders who are inactive on ATL on the date of bid opening shall be rejected.**
12. After selection if any service provider is not available on ATL at the time of payment then his payment shall be stopped till he files his mandatory returns and appears on ATL of FBR.
13. Tax shall be deducted/withheld as per applicable sales tax and income tax law.
14. Relevant details plus terms and conditions of the invitation may be obtained from the undersigned personally or by visiting the SECP website: <https://www.secp.gov.pk/procurement/>

15. Clarification if any on the requirements may be obtained by emailing at [zahid.hassan@secp.gov.pk](mailto:zahid.hassan@secp.gov.pk)
16. SECP reserves the right to cancel this invitation and reject all bids at any stage of the bidding process.
17. The bid validity period shall be 150 days.
18. If the bid is withdrawn after bid opening time and before the expiry of bid validity the bid bond/security will be forfeited in favor of the SECP, Islamabad.
19. The language of the bid is English and alternative bids shall not be considered.
20. Amendments or alterations/cutting etc., in the bids must be attested in full by the person who has signed the bids.
21. The prices quoted shall correspond to 100% of the requirements specified. The prices quoted by the bidder shall not be adjustable. Changes or revisions in rates after the opening of the bids will not be entertained and may disqualify the original offer.
22. The rates must be quoted strictly in accordance with our documents and Annex(s).
23. Discounts (if any) offered by the bidder shall be part of the bid and for taxation purposes will be treated in accordance with the applicable laws.
24. Detail of applicable taxes and whether taxes included or not in the quoted price and breakup of the quoted price shall be clearly mentioned.
25. The bidder shall be responsible for payment of any duties/taxes etc. which are imposed by the Government of Pakistan (GOP). The bid price MUST be inclusive of all applicable taxes. The bidder is hereby informed that the Commission shall deduct tax at the rate prescribed under the tax laws of Pakistan from all payments for supply/services rendered by any responding organization who accepts the Purchase order or signs agreement with the Commission.
26. In case applicable taxes have neither been included in the quoted price nor mentioned whether quoted amount is inclusive or exclusive of such taxes, then quoted amount will be considered inclusive of all taxes.
27. **Price inclusive of quoted tax, quoted by the bidder shall be considered for evaluation irrespective of the tax rate. The lowest evaluated bidder shall be responsible of the quoted tax in its bid and any demand from tax authorities shall be payable by that bidder.**
28. Selected service provider will have to provide the required services, if selected and declared as lowest evaluated bidder. In case selected bidder is not willing to supply on quoted amount then bid bond/security submitted with the bid will be forfeited in favor of the Commission.
29. In case 1st lowest evaluated bidder is unable to supply ordered items/services then the Commission reserves the right to award the contract to 2nd lowest evaluated bidder. In case 2nd lowest evaluated bidder is unable to supply ordered items/services then the Commission reserves the right to award the contract to 3rd lowest evaluated bidder.
30. Bid bond/security of the bidder who is unable to provide services shall be forfeited in favor of the Commission.
31. Bidder must have regular place of business, telephone numbers and email address and must provide proof of their existence in the particular business. A brief profile of the bidder, along with list of

major customers (corporate/public sector) and their contact details is required.

32. Bidder must submit following undertaking (on stamp paper of Rs.100/letter head), **failing which the bid shall be rejected.**

a) Affidavit that the documents/details/information submitted is true and liable to be rejected if proven false and in that case legal action is liable on that bidder.

b) Affidavit that the bidder has never been blacklisted by any National/International organizations.

***Note: In case any bidder is found in the list of “Blacklisted Firms-Pakistan” or related links at <https://www.ppra.org.pk/> then its bid shall be rejected***

33. Bids from any bidder who is found or purported to be engaged or under investigation for offences related to fraud, under-invoicing, tax evasion, concealment, money laundering etc. shall be rejected without assigning any reason.

34. Payment shall be made after deduction of taxes.

35. Payment shall be made through cross Cheque in Pak Rupees. Taxes will be deducted at source as per Government Rules at the time of payment.

36. The bid bond/security of successful bidder will be retained and returned after completion of investigation. However, bid bond/security of unsuccessful bidders will be returned after award of contract to successful bidder.

37. During the retention period the bid bond/security, no interest / markup will be provided on this amount by Commission to bidder at the time of refund/release of bid bond/security.

38. The bids received after the due date and time shall be rejected.

39. It is of utmost importance that bids should be submitted very carefully and the instructions set forth above, scrupulously complied with, failing which the offer will be rejected.

40. The bidders do not have the option of submitting their bids electronically. Telegraphic and conditional bids will not be accepted.

41. Unsealed bids shall be rejected. Consortium/JVs not allowed.

42. **Sealed bids may be dropped in the tender drop box placed at Ground Floor of the NIC Building, 63 Jinnah Avenue, Islamabad.**

43. The place of bid destination is:

**Securities and Exchange Commission of Pakistan,**  
NICL Building, 63 Jinnah Avenue, Blue Area, Islamabad.

44. The envelopes shall bear the following additional identification marks:

**Bid for:** : **Training on Improving Service Quality**

**Bidder Name:** : XYZ

**Attention** : Zahid ul Hassan  
Deputy Director, Admin,

4<sup>th</sup> Floor, NICL Building, 63 Jinnah Avenue Blue Area,  
Islamabad

45. The deadline for the submission of bids is:

**Date: May 18, 2021**

**Time: 1100Hrs**

46. The bid opening shall take place at

**Securities and Exchange Commission of Pakistan NICL Building, 63 Jinnah Avenue, Blue  
Area, Islamabad**

**Date: May 18, 2021**

**Time: 1130Hrs**

**A statement “Not to be opened before 1130Hrs on May 18, 2021” shall be clearly mentioned on  
the top of the sealed bid.**

Note: Attachment Details are as under:

1.	Scope of Work/TOR's/Evaluation and Payment Terms	Annex “A”
2.	Financial Evaluation	Annex “B”
3.	Documentary Evidence	Annex “C”

**If the above terms and conditions are acceptable then bids must be submitted well in time and  
according to the requirements.**

### SCOPE OF WORK

1. As a part of its transformation journey, SECP intends to organize four programs on improving service quality for its officers/staff i.e. two in Islamabad, one in Lahore and one in Karachi. The duration of each program will be two days. The total no. of officers will be approximately 140; the audience will comprise of junior, middle and senior level managers. The contents of the program must include the following:
  - Understanding customer expectations across the board
  - Basic customer handling etiquettes
  - Anger management
  - Managing difficult customers
  - Respecting the needs irrespective of the demand
  - Developing positive attitude
  - Effective multitasking

Outcomes:

  - Reduced service complaints regarding behavior of staff
  - Improved turnaround time in serving customers
  - Increased satisfaction level with the overall quality of service
  - Prioritizing workload and managing expectation level
2. The trainer/training firm will be responsible for the following:
  - Identify current gaps in the service delivery
  - Design program to fill the identified gaps along with program rollout and evaluation
  - Design and provide metrics for evaluation of service quality at the CROs
  - Developing mechanism for evaluating behavioral change post training
  - Boarding & lodging (if any) of the trainer/support team
  - Provision of teaching material i.e. handouts, presentations, etc. and training certificates
  - SECP will only be responsible for providing training facility i.e. class room, multimedia, sound system, lunch and refreshments (for trainers and trainees)
3. SECP requires only one trainer to conduct this program at all the locations. Organizations that submit more than one trainer profile will be disqualified.
4. Only proposals shall be considered eligible for evaluation whose training organizations/trainers exclusively specialize in soft skills trainings.
5. The technical evaluation criteria for trainer and proposed program is given below. **Relevant details against each evaluation criteria must be provided:**

S.No	Criteria	Evaluation Marks
1	Trainer's basic qualification is a master's degree	10
	Trainer's basic qualification is a bachelor's degree	5
2	Training consultancy experience is 20 years or more	10

	Trainer/training firm's training consultancy experience is more than 10 and less than 20 years	5
	Trainer/training firm's consultancy experience is less than 10 years	2
3	Trainer's professional working experience in the corporate sector in a domain similar to SECP's core work is more than 10 years	10
	Trainer's professional working experience in the corporate sector in a domain similar to SECP's core work is more than 5 years and less than 10 years	5
	Trainer's professional working experience in the corporate sector in a domain similar to SECP's core work is less than 5 years	2
4	Trainer's experience in training for more than 5 large public sector/financial institutions	20
	Trainer's experience in training for less than 5 large public sector/financial institutions	10
5	List of clients is more than 15 other than public sector/financial institutions	10
	List of clients is less than 15 other than public sector/financial institutions	5
6	Contents of the program	10
7	No. of training assignments/sessions handled in the last two years is 50	10
	No. of training assignments handled in last two years more than 25 and less than 50	5
	No. of training assignments handled in last two years is less than 25	2
8	International training experience of more than five years	10
	International training experience of more than one and less than 5	5
	Local experience only	2
9	Accolades/Recognition relevant to the field with evidence	5
10	Presentation on the proposed program/trainer profile, experience, etc. (to be scheduled by the SECP for technical evaluation)	20



### Financial Evaluation

The below fixed price includes all costs to complete the training including management, travel to the SECP’s offices, lodging, supplies/consumables, phone/fax, out of pocket expenses, and other miscellaneous expenses. The SECP shall not reimburse any other costs beyond this fixed price.

- Bidder shall submit the bid security against the Grand Total/Lump sum cost.

**Note:** The financial proposal must be submitted in the following format; however, the total cost(only) will be considered for financial evaluation.

Cities	Islamabad	Lahore	Karachi
No. of programs	2	1	1
Price per program (Rs.)			
Price of all program (Rs.)			
Out of pocket expenses (if any) (Rs.)			
Total Price (Rs.) = Price of all program (Rs.) + Out of pocket expenses (if any) (Rs.)			
Total Price for all the programs (Rs.) for Isb, Lhr & Khi			

• Bid(s) securing less than minimum 70% marks i.e. less than 80.5 marks, in technical evaluation shall NOT be considered for financial evaluation.

Bid(s) securing minimum 70% marks i.e. 80.5 marks or above, in technical evaluation shall ONLY be considered for financial evaluation and formula for determining the Technical Score is as under:

**Technical Score (T)** = 70% x Marks Obtained in Technical Evaluation

*Bid(s) securing minimum 70% marks i.e. 80.5 marks or above, in technical evaluation shall ONLY be considered for financial evaluation and formula for determining the Financial Score is as under:*

**Financial Score (F)** = ((Lowest quoted price / Bidder’s price under evaluation) x 100) x 30%

### Final Scoring

The Formula for determining the Final Score is as under:

**Total Score = Technical Score (T) + Financial Score (F)**

**Note: Bidder securing maximum total score i.e. highest Total Score, will be selected to provide subject services.**

**DOCUMENTARY EVIDENCE**

Name of the Bidder: \_\_\_\_\_

Bid against Reference No: \_\_\_\_\_

Date of opening of Bid: \_\_\_\_\_

Documentary evidence for determining eligibility of the bidders & evaluation of bids. Bidders should only initial against those requirements that they are attaching with the form. **Bidders are required to mark page number on each page of the bid and mention the exact page number of relevant documents in the table below.** Bidders are advised to attach all supporting documents with this form in the order of the requirement.

S#	Required Documentation	Signature of Bidder	Supporting Document's Name	Page Number in the Bid.
1	NTN Certificate			
2	GST Certificate			
3	On Active Tax Payers List of FBR			
4	Undertaking (Blacklisting)			
5	Bid Bond/Security as required			
6	Bid Validity period of 150 days			
7	Bidding documents duly signed/stamped			