

### **Premium Express Post Service (UMS-Plus)**

A segment of customers of Pakistan Post is conscious about the quality and time in which their articles are delivered to addressees. Most of them operate in urban centers and the flow of mail is mostly from one urban center to the other i.e., Islamabad, Rawalpindi, Lahore, Karachi, Faisalabad, Sialkot, Multan, Peshawar, Hyderabad, Quetta etc.

2. Due to expansion of UMS delivery areas beyond the metropolitan boundaries of cities and booking in non-automated offices, the image of service has deteriorated and it has no longer been considered as a premium service. It is now very important to gain the confidence of this quality and time conscious segment of clientele and to introduce such a premium service which ensures the delivery of articles within timeline claimed as delivery standard of that service.

#### **Proposed Service:**

3. **UMS-Plus** has been designed with pre-defined delivery standard at an affordable price. The service shall be offered on Digitalized Post Offices and Digital Franchise Post Offices (DFPOs) and will be available for booking and delivery only in major cities where most of the target market segment is located.

4. UMS-Plus (weight range from 0.5 kg to 30 kg) will use the given co-branded packaging material (duly approved by Pakistan Post) to be provided by the vendor to booking counters:

- a) Regular Documents (Paper Envelopes)
- b) Important Documents and small packets (Plastic Flyer)
- c) Parcels (Boxes from 1kg to 30kg)
- d) Special deliveries (Fruits boxes, local delicacies etc. in Boxes)

5. Pakistan Post intends to engage a private partner to deploy a state-of-the-art booking platform, integrate it with the digitalized booking Post Offices' counters to launch a new high-quality UMS-Plus Service and outsource its mail operations without any capital investment or fixed O&M cost on per article basis. UMS-Plus articles will be handled/ collected by the partner private party right from first mile collection (booked up to a pre-decided cut off time), second mile transportation to the third mile delivery.

6. The digital platform will give real time track and trace and visibility of UMS-Plus articles right from the booking to handing over to pick up courier, received in the sorting hub, to transmission to destination city to handing over to last mile delivery agent to the actual delivery and with subsequent reports to the management for reconciliation of delivery performance for keeping a watch over the compliance with the quality of service claimed for payment of bills. A customer application will also be included to provide progress alerts and delivery updates to enlisted customers.
7. The private partner/ vendor will provide packaging material on the designated Post Offices and DFPOs for booking of UMS-Plus articles. The riders of vendor will perform 1st Mile Pickup from these booking offices and deliver all the UMS-Plus articles in QR/barcode tagged mail Bags at independent Sorting Hubs of vendor. Here, they will be sorted and packed into QR/barcode tagged mail Bags for the intercity transportation.
8. The riders will deliver these bags to the designated intercity transportation hubs where from they will reach the destination intercity transportation hubs. The riders will pick the mail bags and will deliver them at the destination Sorting Hubs where these UMS-Plus articles will be grouped and aligned for last mile Delivery. The last mile delivery agents of vendor will pick them from the destination Sorting Hub and will deliver them to the addressees.
9. During the entire journey, the digital platform will play a vital role, starting from booking of UMS-Plus Articles till last mile delivery. It will intimate the 1st mile pick up riders about the article weight present at each booking office, computer aided dispatch will guide and monitor the entire transportation fleet, the digitalized handing over and taking over at every transition point will be recorded and will provide flawless track and trace capability.
10. The intelligent booking platform will facilitate the quick sorting and the last mile delivery agent app will record the last mile delivery with proof of location, time, pic and signatures of addressee. This arrangement will bring the UMS-Plus Service at par with international courier standards in terms of track and trace visibility, efficient delivery, secure and careful handling.

11. Following are the key components of this proposal:

a) Modern Digital Platform

A state-of-the-art Modern Digital Platform for UMS-Plus will be deployed for PPOD and integrated with the already ICT equipped post offices & DFPOs. The proposed digital platform for UMS-Plus shall comprise of:

I. Cloud Infrastructure A state-of-the-art local cloud infrastructure deployed to ensure high availability, capable to handle any spikes in system requirements and is adaptive to accommodate any number of users without failing on capacity, latency or availability. Moreover, UMS-Plus booking platform hosted on local cloud means that the solution will not be affected by any disruption of international bandwidth such as submarine cable damage etc.

II. Digital booking system: It will be designed keeping in view the processes employed by PPOD, offering seamless booking experience to the customers. The whole booking process should be based on an online unique barcode that becomes the identity of the article once it is booked. The booking will be done in the existing system of PPOD and the same will be integrated with the digital platform of vendor for tracking and monitoring of articles.

III. 1st Mile Pick-Up: UMS-Plus digital booking platform should be integrated with customized ERP. All the bookings should be reported to the system in real time and the cumulative weight and volume of all the bookings be visible to the logistics teams in real time.

IV. Computer Aided Dispatch: At designated times, the system should automatically alert dispatch units (vehicle drivers) to collect mail from booking offices (DFPOs/ POs) using Location-Based Services (LBS). Every step of the process should allow for the articles to be tracked using a variety of technologies; including barcode on the articles, and on the mail carriage bags, tracking of riders and delivery agents using mobile apps.

V. Digital Sorting Hubs (Inbound & Outbound) Sorting process should start right at the booking center as the system collect the destination district and city during the booking process. This information should guide about the inbound and the target out bound Sorting Hubs. As the platform becomes operational and transactional data gets populated in the system, the platform shall use data analytics and machine learning techniques to ascertain the complete article journey right at the booking counter. The DFPOs/ POs shall pack the mail booked each day in delivery bags (provided by the vendor), which will be equipped with QR/Barcode (provided by the vendor). From the booking office to the inbound sorting hub to intercity transport to out bound sorting hub to the last mile delivery agent, all the articles contained in the delivery bags shall be tracked using QR/Barcode scanners/Mobile Apps at each handing over and taking over.

**VI. Last Mile Delivery** The private delivery agents equipped with smart phones having the last mile delivery reporting app will bring the UMS-Plus service at Par with the leading national and international courier services. Last Mile Delivery system should be equipped with an intuitive mobile application having deep integration with the digital booking platform. The mobile application should work on the modern delivery concept successfully being used by world-leading ride-hailing and home delivery services such as Uber, Careem, Foodpanda etc. Last mile delivery system should also use Location-Based Contextual algorithms to find the closest delivery agents and push the delivery job notifications to them.

**b) Transportation & Logistics Arrangements:** The deployment of well-organized logistics arrangements for UMS-Plus service right from booking counter to inbound sorting facility to intercity transportation hubs to outbound sorting facility to last mile delivery must be ensured. All articles booked, shall be handled with priority, care and safety protocols, put in place for timely and safe delivery of articles. The Computer-Aided Dispatch (CAD) platform will perform effective fleet management using the advanced analytics and real-time reporting of booked mail. This capability will ensure efficient and timely mail arrangement that never misses a link.

**c) Improved Track & Trace**

The digital platform will ensure an enhanced track & trace capability to keep each stakeholder updated about the article movement history, current position, next actions and the estimated time of delivery. Through the proposed digital platform for UMS-Plus; booking, QR/barcode-based handing over and taking over, 1st Mile pick-up using rider app, receiving and dispatch of mail bags on the independent sorting hub, handing over to the last mile delivery agents and last mile delivery to the addressees, each and every step against each booked article will be recorded and intimated to all the stakeholders and the customers through the following channels:

**1. Electronic Alerts**

Once an article is booked, a confirmation SMS alert is sent to the addressee along with an estimated time of delivery. Then once the delivery agent delivers an article, the track and trace system is updated and customer gets the notification upon delivery. The platform would be capable of intimating the stakeholders via SMS, Email and Mobile App alerts.

## **2. Web based Track & Trace**

UMS-Plus articles shall be traceable on World Wide Web on the website of Pakistan Post, providing all the intermediary stages information right from booking till delivery including the date, time, current stage and office and the geographical coordinates of delivery location as well as proof of delivery picture and comments of the delivery agent. This should also be integrated with the web page of PPOD for display of all tracking information.

## **3. Customer Mobile App**

The proposed Digital Platform will have a comprehensive Mobile App providing almost all the features and functionalities that PPOD customers expect.

Following are some of the key features of the customer mobile app: 1. Track and Trace functionality for Booked UMS -Plus Articles 2. UMS -Plus Services Listing and Detailed Description 3. UMS-Plus Services Latest Tariff Information 4. Locate Nearby UMS-Plus Booking Offices (DFPOs and Digitalized POs) 5. Digital Confirmation on Receiving of the Articles (For Receiver) 6. Real Time Feedback about the Services, condition of the received articles etc. 7. UMS-Plus Articles Delivery Notifications (For Sender)

## **4. Multichannel Customer Complaint Handling**

Postal operations require careful attention when it comes to customer services. We understand the importance of listening to customer complaints and grievances and for this purpose, all complaints related to services of UMS-Plus will be routed to a specialized service support team to address problems reported by customers.

The digital platform shall allow customers to lodge their complaints through website (both vendor and PPOD), mobile application, SMS, live chat, telephone etc. The customer support agents shall address all complaints through a comprehensive reporting and complaint tracking/escalation system.

d) Premium Packaging: The UMS-Plus service shall process all articles properly packed in premium quality packaging materials; such as boxes, flyer bags and envelopes.

12. Rollout Plan: There will be a comprehensive rollout strategy for providing world-class service to Pakistan Post's customers. Upon acceptance of this proposal the complete rollout shall be done in the following phases:

a) Rollout Phase 1(1 month): This phase shall comprise of introduction of the new premium service in Islamabad & Rawalpindi. A thorough training of the concerned staff of each of the module shall be conducted within this period. This will give PPOD a thorough experience of the quality of services offered by vendor. In addition to making introductory preparations and test operations, within the twin cities. Meanwhile, the necessary preparations will be done for expansion of this service to the next phase.

b) Rollout Phase 2 – Metropolitan Cities (3 months) This phase shall cover the expansion of UMS-Plus service to metropolitan cities such as Lahore, Karachi, Peshawar, Multan, Faisalabad and Sialkot. Each new city included in the service coverage involves intercity mail transport logistics, sorting facility as well as last mile delivery arrangements and staffing.

c) Rollout Phase 3 – Major Cities Upon successful operations in the cities mentioned in rollout phase 1 & 2, the service shall be extended to other major cities depending upon demand and business potential, with mutual consent of Pakistan Post and vendor.

13. Additional Features:

The following additional features may be added in consultation with both parties:

1. Corporate Account integration with Digital Platform for Bulk Booking. In this case Pakistan Post may make arrangements for collection of mail from a corporate client through client system integration with that of the vendor and all booking and remaining functions may be performed by the vendor afterwards.
2. Article Insurance Value added service at extra charges (to be determined in consultation with PPOD)
3. Any other service to be determined in consultation with PPOD

14. Value Proposition The solution offered should cover five dimensions:

- a) UMS-Plus Service Platform will give real time reporting of the Service.
- b) Outsourcing of all the mail operations of UMS-Plus Service.
- c) No existing Transportation and Delivery Infrastructure of PPOD will be used.
- d) UMS-Plus Service will be offered on Transactional Outsourcing Model with ZERO Capital or Fixed O&M cost
- e) A completely managed service.
- f) The delivery of UMS-Plus articles will be limited to the metropolitan jurisdiction of the cities plus mutually agreed places beyond these limits. The booking of articles will be restricted by the software of vendor to the places where delivery is to be made. In case any article is still booked for area beyond pre-defined delivery area, the vendor will be bound to deliver it within timeline otherwise the late delivery or non-delivery penal clauses shall be invoked.

g) Compensation for loss of UMS-Plus article:

S. No.	Category of Article	Compensation for loss
01	Within Same City	Rs 1,000
02	City to City	Rs 2,000

h. Compensation for Delay of UMS-Plus article to be paid to customer:

S. No.	Category of Article	Compensation for Delay
01	Within City	Half the price of booking
02	City to City	Half the price of booking for each day to the maximum of full price of booking.

For the purpose of checking delivery in time, the attempted delivery (with proof of attempt) and the delay due to force majeure will not invoke the clause of compensation for delay.

i. Insurance of UMS-Plus articles: The optional service of insurance will be offered to the clients of UMS-Plus on payment of insurance fee. The insurance fee will be quoted by the bidders to Pakistan Post in the financial bid as a percentage of declared value of article.

## **TERMS AND CONDITIONS**

1. Sealed tenders are invited in the form of Technical and Financial proposals on single stage-two envelopes procedure basis from well-established and reputed logistics/transport/delivery partners, registered with Income Tax (the proof of being on Active Tax Payer List should be attached) and Sales Tax Department for a new domestic premium Express Service of Pakistan Post "UMS-Plus".
2. Companies / firms / registered Joint Ventures (JVs) having courier, logistics, transportation and delivery network in Pakistan may participate & offer rates.
3. They are required to provide seamless integration with Pakistan Post IT Network (and /if needed with the clients of Pakistan Post) to provide end to end tracking of mail/items using Pakistan Post unique Item Identifier or their own proposed barcodes. The proof of integration with any client or partner will cause preference to a company.
4. Tender should be enclosed in a sealed envelope containing both Technical/ Financial proposals in separate cover/envelopes addressed to the Director (International Postal Services), Directorate General, Pakistan Post Office Headquarters, Islamabad with full name, complete address, fax/telephone number of the bidder.
5. 1st Envelop should contain Technical proposal only and should be clearly marked "**Technical Proposal**".
6. An earnest money of Rs. 100,000/- (One hundred thousand only) in form of Bank Draft/Postal Draft/Pay Order in favor of the Director General, Pakistan Post Office, Islamabad must accompany the Technical Proposal otherwise it will not be considered.
7. The earnest money of the unsuccessful bidders will be refunded while the earnest money of the successful bidder will be retained as security deposit.
8. All bids will be processed and evaluated in accordance with Public Procurement Rules, 2004 as well as terms and conditions contained in the tender document/ evaluation criteria.
9. The bidder should submit an affidavit stating that his/her firm has not been black-listed/debarred by any Government/Semi Government/Autonomous body and no legal action is under way against his/her firm. All black-listed/debarred by any Government/Semi Government/Autonomous body firms shall not be entertained.
10. Pakistan Post being the tendering authority can cancel the tender any time without intimating the reason thereof which shall not be challengeable in any Court of Law.
11. The competent authority reserves the right to accept or reject one or all the proposals in line with PPRA Rules 2004.
12. The bidder will provide the company profile and his offices in Pakistan with the tender.
13. Technical bids fulfilling all criteria spelt out in these documents will be accepted and financial bids will be opened in the presence of available bidders.
14. Quality of Service Standard will be gauged comparing the actual performance of service provided against the standards mentioned for each destination in financial proposal. Only 01 notice will be issued in case of non-performance as per the given standard. The deviation from performance claimed will result in imposition of penalty. At the time of payment of claim, the PMG concerned will ensure that the following standards are met:

S. No.	Delivery to be Done	Delivery Time
01	Same City (Islamabad and Rawalpindi will be treated one city)	D+1
02	Islamabad/ Rawalpindi to Lahore/ Karachi and vice versa	D+1
03	Islamabad/ Rawalpindi to Faisalabad/ Sialkot/ Multan/ Peshawar/ Hyderabad/ Quetta	D+1

15. The successful bidder shall not sublet, transfer or assign the contract to another party. However, the partner may utilize its existing arrangements or make new arrangements with any party for carrying mail world-wide. In the event of sub-contracting or contravening the conditions, Pakistan Post shall be entitled to place the contracts elsewhere on the Contractor's account and at his/her risk and the Contractor shall be liable for any loss or damage which the Pakistan Post may sustain in consequence or arising due to such award of the contract.
16. The financial proposals of only short-listed firms (Technically qualified firms) will be opened.
17. Relevant credentials of the company as listed in preliminary examination proforma should be attached with the bid.
18. **The logistics, transport and delivery partners are required to give end to end real-time tracking of Pakistan post mail on Pakistan Post website through integrating their system with that of Pakistan Post IT system.**
19. The logistics, transport and delivery partners are required to specify exactly the days to be taken from receipt at booking counter to its delivery within same city and in another city. Attempted delivery will be considered delivery for the purpose of performance evaluation.
20. In cases of operational/unforeseen delay due to justified reasons, the logistics, transport and delivery partner will immediately inform Pakistan Post and the customer through sms or alert on mobile app if the customer is enlisted on the mobile app.
21. Pakistan Post will be responsible for handing over the Mail items in a packed manner to the vendor.
22. The representative of Pakistan Post will obtain a receipt of all handed over mail to the partner firm at the time of handing over.
23. Partner must ensure immediate dispatch of mail and delivery within time allowed for the delivery.
24. **Validity of Proposals**  
At least 120 days after close of the last date of submission of technical proposals.
25. **ACCEPTANCE OF LIABILITY**
- The logistics, transport and delivery partners shall be responsible and liable for any loss or damage to mail or its contents, if such loss or damage occurs whilst the mail was in its custody. In the event of such loss or damage, the logistics, transport and delivery partner shall be liable to pay to the PPOD (Postmaster General concerned) Rs 2,000 per article. The mechanism and rate of liability in case of total or partial loss to the consignment will be done through an inquiry process. However, in case of loss of insured article, the liability will be equal to amount insured.

- The current maximum liability as mentioned above does not include the cases where compensation is ordered by the Court of Law or Wafaqi Mohtasib (OMBUDSMAN). The liability of the logistics, transport and delivery partner in such cases shall be equal to the amount of compensation ordered for payment by the Court of Law or the Wafaqi Mohtasib (OMBUDSMAN) as the case may be.
- In cases, where the compensation has been awarded by the Court of Law or the Wafaqi Mohtasib (OMBUDSMAN), the amount of compensation shall be accepted by the logistics, transport and delivery partner on the production of the orders of the Court or Wafaqi Mohtasib (OMBUDSMAN), as the case may be.
- The PPOD shall refer the claim for the lost / damage of dispatches in the custody of the logistics, transport and delivery partner immediately but not later than 30 (thirty) days of the date of occurrence.
- The logistics, transport and delivery partner shall settle such claims within 15(fifteen) days of receipt of the claims and the payment of such claim shall be made through cheque to Pak-Post;
- In the event of failure to settle the claim as stated above, the PPOD shall deduct the amount of such claims from the billing invoices of the logistics, transport and delivery partner.
- The logistics, transport and delivery partners may take up their justified claims against deductions made by the PPOD with the Addl. Director General (Operations) Pakistan Post, Islamabad.

**26. Term of Agreement**

- Selected transport and delivery partners will execute agreement with Pakistan Post initially for a period of 03 (three) Years from the date of commencement. The term of the agreement can be extended for further two years on yearly basis if both parties agree to it. The transport and delivery partner will be entitled to 10% increase in the rate at the time of extension (if found justified).
- Extension Criteria would be performance of the logistics, transport and delivery partner, meeting Quality of service Standards and after-sale service. Performance history of logistics, transport and delivery partners would be considered before extension.

**27. PAYMENT TERMS:**

- The payments to the logistics, transport and delivery partner shall be subject to taxes to be deducted at source, if the Tax Exemption Certificate is not provided in advance.
- All the payments to the logistics, transport and delivery partner/ vendor will be made on the Circle basis. The claim of articles booked in a circle will be submitted to the PMG concerned at the end of each calendar month in hard copy form. The same should also be available for checking and reconciliation through a management portal provided by the vendor. All the booking and delivery information must also be available in that management portal for checking of claim, delivery performance and all related information to verify the articles booked, lost, delivered, attempted delivery with POD and force majeure.

- The claims submitted by the vendor will be settled by the PMG concerned within a period of 30 days from the date of submission. The amount of compensation due to loss, delay or price to be paid for the sum assured of lost articles duly insured at the time of booking will be deducted at the time of clearance of monthly bills. All the information must be made available in the management console provided to Postmaster General for the purpose.
- In case, it is revealed during scrutiny of claim of vendor that in time delivery percentage is below 100%, the following procedure will be observed:

S. No.	In time Delivery Percentage	Payment
01	100 %	100 %
02	Above 98 % but below 100 %	99 %
03	Above 95% but below 98 %	98 %
04	Above 90 % but below 95 %	97 % plus warning
05	Above 85 % but below 90 %	95 % plus 2 warnings
06	Below 85 %	90 % plus 3 warnings

- In case, the vendor has been issued 10 warnings, his performance will be evaluated for further decision as to whether his services are required to be continued or new tender should be launched by giving him a notice to this effect. However, the Director General may in the interest of service, waive this clause for one time and give the vendor an opportunity to improve his performance.
- The Assistant Deputy Director General (Quality of Services) shall be the focal person for keeping a watch on the project performance and timely payments to the vendor.
- If there is a dispute regarding anomaly in claim, the claim will be settled up to 75% of the invoice value (of the disputed article) pending final settlement/adjustment within stipulated timeline.

**28. VALIDITY OF RATES AND REVISION**

The offered rates will be effective for complete 03 (three) years period. The same may be extended with the mutual consent of the parties for further period of 2 years on yearly basis.

**29. TERMINATION OF AGREEMENT**

Either Party may terminate this Agreement at any time by giving a notice of thirty (30) days to the other Party to terminate this Agreement.

**PRELIMINARY EXAMINATION PERFORMA**

S#	<b>MANDATORY DOCUMENTS TO BE PROVIDED BY THE BIDDER</b>	<b>Agreed</b>		<b>At Annex</b>
		<b>Yes</b>	<b>No</b>	
1	Company/ firm/ JV profile expertise in the field of Courier / Logistics			
2	Company/ firm/ JV proof of registration			
3	Registration certificate with General Sales Tax Department			
4	National Tax Number (Proof of being Filer)			
5	Registration, Subscription to EOBI			
6	Copies of last <b>three</b> years' Audited Accounts of organization			
7	Financial strength (Bank Statements for the last <b>three</b> years)			
8	Affidavit on Judicial Stamp Paper of Rs. 20/- stating that bidder has not been black-listed by Government / Semi Government / Autonomous body besides no legal action is under-way against their Firm/ organization.			
9	Attachment of Earnest Money Pay Order of Rs 100,000 in the name of Director General PPOD with Technical Proposal			
10	Certified that all mandatory documents are attached with this Performa in point wise organized form with annexure numbers.			
11	In case of violation of serial # 10, the Client is authorized to reject the proposal of the firm/company			

Name of the Bidder

Name of Signatory

Designation of Signatory

Signature

Date & Stamp

Phone # Mobile No

**Note:** - A single "No" against the above-mentioned serials or any false statement may lead to rejection/drop of bidder's tender.

### TECHNICAL EVALUATION CRITERIA

A Committee of PPOD will technically evaluate the proposals and may seek clarifications / presentation from vendors if needed. The following evaluation criteria will be observed:

S #	Criteria parameters <b>Description</b>	<b>150 (Max)</b>								
01	<p>(i) Annual Turnover of Last 03 years as per Audited Statements (11)</p> <table border="1"> <thead> <tr> <th>Annual Turn Over</th><th>Marks for 3 years</th></tr> </thead> <tbody> <tr> <td>250 million</td><td>2</td></tr> <tr> <td>Above 250 to 300 million</td><td>6</td></tr> <tr> <td>Above 300 million</td><td>11</td></tr> </tbody> </table> <p>(ii) Valid ISO Certification (4)  (iii) Proposed software with all components as per specification of tender documents (10)</p>	Annual Turn Over	Marks for 3 years	250 million	2	Above 250 to 300 million	6	Above 300 million	11	25 (11+4+10)
Annual Turn Over	Marks for 3 years									
250 million	2									
Above 250 to 300 million	6									
Above 300 million	11									
<b>Work Experience</b>										
02	<p>1. General Experience of Courier / Logistics Projects/ Operations of 30 Million rupees in last 3 years. Proof of projects in the shape of Contracts/Completion Certificates to be submitted (Max 30 points). Breakup of the points is as follows:</p> <p>(i) Project worth 10 million to 20 million = 04 marks each  (ii) Project worth above 20 million to 30 million = 05 marks each  (iii) Project worth above 30 million = 10 marks each</p> <p><b>Note: Only 03 projects will be considered (in case of Courier/ Logistics Company, 15 years' experience in Pakistan after incorporation with turnover above 250 Million be considered as substitute to the above projects)</b></p> <ul style="list-style-type: none"> <li>Only the Courier / Logistics Projects will be considered.</li> <li>Completion Certificates and/ or Contract/Work Orders along with valid proof will be provided by the bidder.</li> </ul>	30								
03	<p><b>Work Experience</b></p> <ul style="list-style-type: none"> <li>Proposal/Presentation based understanding of bidder about the scope of the Project of <u>Pakistan Post Office Department (PPOD)</u> (05)</li> <li>Experience in projects resembling with postal, courier, logistics service industries and Call Center (05)</li> <li>Visual/ Real time Monitoring tools in any past project (05)</li> </ul>	15								
<b>Required Human Resource</b>										
04	<p>1. Project Director (01) (Masters in Supply Chain Management / Logistics / ACMA/ MBA/ Masters in relevant subjects : <b>03 marks, 05-year experience: 03 marks</b>) = 6 marks  2. Project Manager (03) (Masters / Bachelors in Commerce/ equivalent : <b>02 marks, 05-year experience: 02 marks</b>) = 12 marks  3. Manager (03) (Bachelors / Inter qualified CMA or CA: <b>02 marks, 3 years' experience: 02 marks each</b>) = 12 marks</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li><b>Resume and copies of certificates of above employees must be submitted along-with salary slip or proof of employment</b></li> </ul>	30								
05	<p>Technical Evaluation Committee will award marks to the Software Demonstrated by the Vendor as per criteria given on pages of this document.</p>	50								
	<b>Total Strength</b>	<b>150</b>								

Evaluator's Name: \_\_\_\_\_

Signature: - \_\_\_\_\_

**Note: - Technically qualifying marks will be 120 out of 150. The operational and financial strengths of both JV partners may be considered jointly if related with desired area of marking.**

#### **FINANCIAL EVALUATION CRITERIA**

- a) Financial Proposal of only technically passed/qualified bidder will be considered for the 2<sup>nd</sup> stage of bidding process
- b) Financial Proposals will be evaluated on the basis of lowest rates quoted
- c) The bidder offering lowest rate will be awarded the contract.

#### **FINANCIAL PROPOSAL**

Financial Proposal should be sealed in separate cover earmarked as "Financial Proposal". The Financial Proposal will be evaluated on the basis of lowest offered rates for initial price.

S#	Description	Rate Per Article (in PKR)			Delivery Standard
		0.5 kg	Every Adl. 0.5 kg up to 30 kg	Insurance in % of declared value	
1	Article booked (with packaging material) for delivery in the same city along-with all tracking and reporting given in tender documents				D+1
2	Article booked (with packaging material) for delivery in another city along-with all tracking and reporting given in tender documents				D+1

**For Corporate Customers (Booking of 5,000 articles per month) of UMS-Plus Articles through Client Integration/ Projects Specific:**

S#	Description	Rate Per Article (in PKR)			Delivery Standard
		0.5 kg	Every Adl. 0.5 kg up to 30 kg	Insurance in % of declared value	
1	Article booked (with packaging material) for delivery in the same city along-with all tracking and reporting given in tender documents				D+1
2	Article booked (with packaging material) for delivery in another city along-with all tracking and reporting given in tender documents				D+1

- **Note:** All quoted rates shall be inclusive of all government applicable Taxes.

<b>Name of the Bidder</b>	
<b>Signature / Official</b>	
<b>Stamp</b>	
<b>Name of Signatory</b>	
<b>Designation of Signatory</b>	
<b>Office Phone#: /</b>	
<b>Mobile#:</b>	
<b>Date</b>	