



**EMPLOYEES'
OLD-AGE BENEFITS
INSTITUTION**

*(Ministry of Labour and Manpower , Government
of Pakistan)*

Bid Document

for

Banking Services

April - 2010

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Bid Document for Banking Services

Summarized Important Information

<i>Title</i>	<i>Online Banking Services for Collection of Contribution, Disbursement of Pension and other banking services</i>
<i>Date of Issue</i>	<i>April 05, 2010</i>
<i>Last Date of Submission and Opening of Bids</i>	<i>April 20, 2010, same day opening at 11:30 AM</i>
<i>Contact Person</i>	<i>Dy. Director General (B&C) , EOBI Head Office, Karachi</i>
<i>Contact Details</i>	<i>Ph. No. 021-99217930, Fax:021- 99217928</i>

1. Overview of Employees' Old-Age Benefits Institution

- i.* Employees' Old-Age Benefits Institution (EOBI), Ministry of Labour and Manpower, Government of Pakistan was established through EOBI Act 1976. It started operating since 1st of July 1976.
- ii.* EOBI with its Head Office at Karachi has a network of 37 Regional and 30 Field Offices across Pakistan. With an enviable IT set up EOBI collects around Rs. 10 billion per annum besides is managing growing assets amounting to Rs. 160 billion at present. It has a sizeable portfolio in equity market and is venturing into Real Estate and other investment projects.
- iii.* EOBI is aimed at providing benefits (pensions and grants) to registered employees of registered industrial, commercial and other establishments at their superannuation or disability and survivor pension to the families of deceased employees or pensioners. The registered employees are identified as Insured Persons (IP).
- iv.* Currently EOBI is disbursing, on monthly basis, more than five hundred million rupees as monetary benefits to its more than 300,000 eligible pensioners. EOBI has more than 70,000 registered employers (industrial, commercial and other establishments) and 3.5 million registered employees (IP).

- v. The core function of EOBI is to register employers, their employees, collect monthly contribution from registered employers and insured persons and disburse pension and grants. The functions of contribution collection and pension disbursement are performed through designated bank branches across Pakistan. Currently, EOBI is in agreement with National Bank of Pakistan for contribution collection, pension disbursement and other banking services.
- vi. For more information about EOBI, please visit <http://www.eobi.gov.pk>

2. The Banking Services

EOBI intends to facilitate Pensioners, Employers, Insured Persons, and employees of the Institution through easy and authenticated mechanism of contribution collection and benefits (pension and grant) disbursement and other banking services through use modern technology & process. General requirement for the mechanisms include.

- i. Collection of contribution from more than 40,000 registered active Employers over the country, through WEB, SMS, Cheque and Hard Cash. The collection of contribution is necessarily to be accompanied with list of IPs (about 2,700,000 of more than 40,000 registered active employers) for whom the contribution is being paid.
- ii. Disbursement of monthly Pension including arrears, if any, as per Pension Payment Order (PPO) from EOBI or arrears accumulated for six months and one-time Grant to the beneficiaries (about 260,000) through pensioners' accounts in the bank of their choice, cash or through any other easy & authenticated medium of disbursement including ATM, Smart Card, E-Banking, Phone Banking and any other agency all over the country. The disbursement may be made from any branch of any bank and any office of the other agency. The disbursement may also include schemes Like "Easy Paisa" money transfer (launched by Telenor).
- iii. Benefits withdrawal must be based on Biometric Identification or by any other satisfactory means of identification of pensioner particularly in respect of veiling female.
- iv. To act as the central Bank of EOBI for its above and any other banking requirements.
- v. Daily electronic reconciliation.
- vi. Real-time monitoring of collections, disbursements, and central accounts.

- vii. Instant transfer of collection into main collection A/C.
- viii. Transfer of funds for disbursement of benefits and for scheme of investment as per advice of EOBI to all on-line banking facilitation centers including any other agency.
- ix. Provision of General Banking Services to EOBI Head Office and its Offices across Pakistan.

3. *Instructions for Bidders*

- i. Bidders must read the instructions carefully and comply with accordingly. Bidders are required to submit Technical Proposal for:
 - Collection of contribution
 - Disbursement of benefits
 - General banking services to EOBI Head Office and its Regional & other offices across Pakistan.

The bidders will submit Financial Proposals for any or all of the requirements in separate sealed envelopes. **Preference will be given to the bidders who bid for all of the services.**

3. Award of Contract

Award of the contract resulting from this bid document will be based upon the most responsive bidder. The bids would first be technically evaluated the minimum qualifying marks will be 70% as per criteria at Annexure "D". Lowest evaluated bid technically and financially and the most advantageous to EOBI in terms of services and cost and other factors as specified elsewhere in this document will be awarded with the contract. The advantageous aspect will be weighted as 70% technical and financial cost as 30%

ii. *Preparing Bids*

- a. The bids along with any accompanying literature shall be prepared in English language only.
- b. Communication and Delivery of bids as per schedule.

Inquiries regarding this bid document shall be submitted in writing (email, post mail or fax) to.

Deputy Director General,
B&C Department,
EOBI Head Office,
GPO Building, I.I. Chundrigar Road, Karachi
Phone: 92-21-9217930 Fax: 92-21-9217928

Email: javed.iqbal@eobi.gov.pk

Bids shall be delivered by hand or courier so as to reach the address given above by the last date and time indicated for submission.

iii. Initial contract period will be of three years, renewable with mutual consent.

4. Submission of Bids

- i. Complete bids, technical and financial, should be submitted by 1100 hours on 20th April, 2010 at the address given above. Technical bids will be opened on the same date at 1130 hours.
- ii. A pre-submittal conference will be held on 13th April, 2010 with all the interested bidders at EOBI Head Office at 1030 hrs.
- iii. Besides pre-submittal conference, any individual pre-bid meeting, or clarification can be obtained from the Dy. Director General (B&C) or his nominee on any working day before close of the last date for submission of bid.
- iv. This is single stage – two envelope procedure, for each of the three service separate envelopes should be used and clearly mentioned on the envelope.
 - a) **Technical Bid regarding disbursement of benefits** should clearly be marked **Technical Bid (Benefits)**, bound and sealed. It must also indicate the name and contact details of the bidder. Format for submission of technical proposal is given at Annex C “Format of Technical Proposal”
 - b) **Technical Bid regarding collection of contribution and General Banking Services for EOBI Offices** should clearly be marked **Technical Bid (Contribution)**, bound and sealed. It must also indicate the name and contact details of the bidder. Format for submission of technical proposal is given at Annex C “Format of Technical Proposal”
 - c) **Financial Bids** should also be clearly marked **Financial Bid (Benefits)**, and **Financial Bid (Contribution)** bound and sealed. These envelopes must also indicate the name and contact details of the bidder. Format for submission of financial proposal is given at Annex D “Format of Financial Bid”
 - d) The Bid Bonds sealed in separate envelopes marked as “Bid Bond”, be placed in envelopes for **Financial Proposals** which will be opened in case of acceptance of the technical proposal.
 - e) After opening of technical bids, EOBI may ask bidders for clarifications. The successful bidder(s) shall be informed through email, post mail, phone, or fax.
 - f) By mutual consent, EOBI may request all bidders for a revision of technical bid and can also request for suggestions from bidders as to make it appropriate to the requirements.
- v. The “Bid Application Form” (Annexure “A”), List of Services (Annexure ‘B’), and all other annexes to this bid document, enclosed herewith, shall be submitted in original and duly signed, with three sets of copies. The

- authorized person signing the bid documents must state his/her full name and authorized position/ designation underneath his/her signature.
- vi. The erasing and/or alterations, if any, in the bid shall be authenticated by the authorized representative of the bidder by his/her full signature.
 - vii. Ambiguous and incorrect answers and/or incorrect filling of Bid Documents may render the bid liable to rejection.
 - viii. Bids through cable, telegraph, telex, fax, or e-mail shall not be considered.
 - ix. The bidders shall not rely on any interpretation or correction given by any person except the written addenda and/or corrigenda to documents issued by the General Administration Department of EOBI.

5. Bid Bond

- i. As soon as an award is made, the following provisions will operate:
 - a. The Successful bidder shall have to give a **Contract Performance Bond**, to the extent of 10% of calculation on the basis of average disbursement transactions charges per year.
 - b. In case the bidder, after acceptance of bid, fails/refuses to perform, the earnest money in the form of Bid Bond should be forfeited.

6. Prices

- i. The Price (s) for services may be quoted with details in Pakistani rupees in the format as shown in Annex-D.

7. Rights of Employees' Old-Age Benefits Institution (EOBI)

- i. EOBI reserves the **right to cancel the bid** thereof as per the PPRA rules.
- ii. EOBI reserves the right to amend the list of services from time to time as per changing requirements and policy decisions from the government.
- iii. EOBI reserves the right to cancel the offer of the bidder, whose bid may be evaluated to be the lowest, if it is revealed to EOBI that the bidder does not have the capacity to deliver the services or it is not feasible to carry out the Contract in accordance with the requirements.

8. Responsibilities of EOBI.

- i. EOBI will ensure availability of adequate funds with the bank for monthly disbursement of pension and other benefits to the identified beneficiaries.
- ii. EOBI shall provide list of its offices, authorized officers across Pakistan with telephone nos., Fax and e-mail addresses at the time of execution of agreement with the bank and ensure regular updating of the list so provided as per Annexure E.
- iii. EOBI shall enlist new pensioners with Bank by making available their record. The pensioner shall approach the bank with necessary instrument of disbursement with amount(s) clearly mentioned as per requirement of bank. The payments will be made after authentication and the assurance of pensioner being alive for after every six months.

9. Responsibilities of Bank:

- i. Bank is responsible for identification of the beneficiary on biometric basis or other advanced and satisfactory means of identification, especially in case of veiling female.
- ii. If any obligation of Bank to EOBI is required to be performed on a day, which is not Business day, the performance of such obligation shall be postponed till the next working day.
- iii. Bank will be responsible for informing EOBI for any delay in processing of data due to the late or short delivery of information or any inaccurate data supplied by EOBI.
- iv. Bank shall ensure to remit EOBI collections instantly to EOBI main contribution collection account (MCA) maintained at Bank's Main Branch at Karachi.
- v. Bank would ensure collection with identification of employer, IPs on whose behalf contribution is being paid.

10. Evaluation of Bids

i. Bidder shall be first evaluated on "Technical Bids" with 70% of criteria for qualification Those technically qualified shall be invited for opening the financial bids; the lowest evaluated bid at 70%:30% weight age Would finally be qualified for the contract.

Technical evaluation would be performed on the following parameters:

S. No.	Criteria	Maximum Points
1.	Disbursement Mechanism with authentication of pensioners.	20
2	Contribution collection mechanism with IPs identifications	20
3	Having max. on-line branches (with 600 minimum)	15

4	System and network and its availability to at least 98% at Data Center, during working hours for a month	5
5	System and network and its availability to at least 98% at branches, , during working hours for a month	5
6	Employers handling plan	10
7	Beneficiaries handling plan	10
8	Fall- back procedures in case of technical or financial problems in collection or disbursement	10
9	Demonstration of real-time monitoring	5

Note: In case of single service bid, evaluation would be done proportionately.

- ii. Bidders must submit the transition plan, publicity proposed management arrangement and, staffing. EOBI may ask the bidders to make presentations on the bids submitted. In addition to presentations, EOBI may also request bidders to schedule a visit to its facilities or to meet with the managerial and technical persons nominated for the contract.
- iii. In order to enable EOBI to perform technical evaluation, following information must be provided:
 - a. Completion of all required responses in the correct format.
 - b. The extent to which Vendor's proposed solution fulfills EOBI stated requirements as set out in this Bid document.
 - c. Documents for an assessment of the bidder's ability to deliver the indicated service in accordance with the specifications set out in the requirements.
- iv. Profile of the bank
 - a. Supporting documents for the technical evaluation as given above evaluation criteria.
 - b. Documents to verify bidder's stability, experiences, and record of past performance in delivering such services.
 - c. Details of compliance with standards and best practices in carrying out the required tasks.
 - d. Document specifying bidder's Approach and Methodology to be adopted to achieve the required objectives.
 - e. Proposed Plan, total phases and proposed timeline, Man-Days required for successful on time implementation of the transaction.
 - f. Detailed diagrams for the services delivery and reporting mechanism, including exceptional scenarios.

11. Errors in the Bids

- i. Any arithmetic error found during evaluation of bids shall be rectified on the following bases.
 - a. If there is discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the **unit price** shall prevail and EOBI shall correct the total price.
 - b. If there is a discrepancy between the amount in words and amount given in figures, the **amount in words** shall prevail.
- ii. If the bidder does not accept the corrected amount of tender, the bid will be rejected and the Bid Bond submitted with the Proposal shall be forfeited.
- iii. EOBI reserves the right to reject any and all submittals and to waive irregularities and informalities in the submittal and evaluation process. This bid does not obligate EOBI to pay any costs incurred by the bidders in the preparation and submission of a bid. Furthermore, the bid does not obligate EOBI to accept or contract for any expressed or implied services.

Annexes

Annex-A: Bid Application Form

Reference No. EOBI/BKSRV/ /2010-11

Dated:

Name of Contract: **EOBI - Banking Services**

The Deputy Director General

General Administration Department

EOBI Head Office,

GPO Building,

I.I. Chundrigar Road, Karachi.

Dear Sir,

1. Having examined the Bid Documents and the Services requirements we, the undersigned, being a bank doing business under the name and address

and being duly incorporated under the laws of Pakistan hereby offer to execute and provide required services and remedy any defects therein in conformity with the said documents including addenda thereto with prices mentioned in the Financial Proposal or such other sum as may be ascertained in accordance with the said documents.

2. We understand that all the Schedules attached hereto form part of this Bid.
3. As security for due performance of the undertakings and obligations of this Bid, we submit herewith a Bid Bond referred to in paragraph 5(d) of **Preparing Bids**, drawn in favor of or made payable to Employees' Old-Age Benefits Institution, Head Office, Karachi and valid for a period of 28 days beyond the period of validity of this bid.
4. We undertake if our bid is accepted, to start providing the services comprised in the above-named Contact within the time stated **in the time-limes**.
5. We agree to abide by this bid for the period of 120 days beyond the date of opening of the Financial Proposal, and it shall remain binding upon us and may be accepted at any time before the expiration of this period.
6. Unless and until a formal Contract Agreement is signed, this bid, together with your acceptance thereof, shall constitute a binding contract between us.

8. We understand that you are not bound to accept the lowest or any bid you may receive.
9. We do hereby declare that this Bid is made without any collusion, comparison of figures or arrangement with any other person or persons making a Bid for the above-named Contract.
8. We Confirm, if our Bid is accepted, that all partners of the joint venture (if any) shall be liable jointly and severally for the execution of the Contract and the composition or the constitution of the joint venture shall not be alternate without the prior consent of the EOBI.

Dated this _____ of _____ 2010

Signature _____ in the capacity of _____ Authorized

To sign Bid for and on behalf of _____

(Authorized Name of Bidder in Block

Capitals)

Address _____

Witness

Name:- _____

Address: _____

Annex-B: List of Services

1. Collection of contribution along with list of IPs, through:
 - a. WEB
 - b. SMS
 - c. E-Banking,
 - d. Cash counter
2. General Banking Services
3. **Disbursement of monthly Pension: (2,600,000)**
4. **One-time Grant to the beneficiaries through pensioners' accounts in the bank of their choice, or through any other easy & authenticated medium of disbursement.**
5. **Benefits withdrawal must be based on biometric or other identification and authentication.**

Details of services

Sr.	Description
1	Availability of at least 600 on-line branches across Pakistan
2	Availability of branches with disbursement facilities in AJK
3	<i>Benefits withdrawal must be based on Biometric Identification or by any other satisfactory means of identification of pensioner particularly in respect of veiling female.</i>
4	Opening of Accounts of pensioners in any branch of any Bank without charges/initial deposit
5	Disbursement of pension.
6	Daily reconciliation
7	Real-time monitoring
8	Web/Mobile application for contribution payees to Login/SMS and submit IP details for Voucher No. and that Voucher No. be used payment collection and recording at the Bank, or through on-line payment
9	Printing and supply of collection & disbursement vouchers and cheque books..
10	Transfer of collected amount to Central Branch EOBI account .instantly.
11	Adequate facilities of seating, environmental and quality service for pensioners, employers and employees at all authorized bank branches.
12	Complaint Management System (Having a procedure that any complaint regarding EOBI may be forwarded electronically to EOBI and tracked), with reporting portal, and interface to be made public.
13	Transfer of funds to Investment and other account(s) as per advice of EOBI

Annex-C: Format of Technical Bid

Sr. No.	Description
1.	Table of Contents
2.	Summary of the Bid
3.	Technological Setup
4.	Collection procedure descriptive and diagrammatically - over the counter, via web, through SMS
5.	Disbursement procedure descriptive and diagrammatically - For Banked and Un-Banked beneficiaries, from your Bank and other banks, using different channels of disbursement
6.	Daily Reconciliation procedures descriptive and diagrammatically
7.	Real-time monitoring mechanism
8.	List of existing such services, their mode of transaction, reconciliation, complaint management, procedure of bulk fund transfer, and quality of service
9.	Mapped list of Branches
10.	Complaint Management System procedure and explained diagrammatically , having interface with EOBI
11.	Any other document that is required for the evaluation criteria and indicates the services and other implied services requirements.

Annex-D: Format for Financial Bid

<i>Total bid amount with details, if any:</i>	<i>Figure</i>
	<i>Words</i>
<i>Amount (million Rs.)</i>	
<i>Detail,</i>	
<i>Conditions, if any</i>	

Annex-E: Authorized Officers and Locations of EOBI Offices

Sr.No.	Name of Region	Name of Regional Head	Telephone	Fax	Cell
1	Korangi	Dr. Javed A Sheikh	35065851	35067258	0344-2078833
2	City	Qabool Muhammad Abro	99240862	99240863	
3	Central	Abdul Qayoom Soomro	99232387	99232388	0300-2877353
4	Bin Qasim	Saeed Ahmed Jumani	34409154	34409154	
5	Karimabad	Nayyer Mehmood	36344703	36360671	
6	Nazimabad	Bashir Ahmed Kalwar	36614662	36614661	
7	West Wharf	Aftab Ahmed Nagori	99232310	99232311	0300-2233728
8	Hyderabad	Mumtaz Ahmed Brohi	022-9200768	022-9200774	0313-2786274
9	Kotri	Jawaid Qureshi	0223--870418	0223-870285	0300-2203324
10	Sukkur	Liaqat Ali Mehsar	071-9310532	071-9310531	0301-8318081
11	Hub	Nooruddin Siddqui	0853-303296	0853-303897	0333-3327688
12	Quetta	Farooq Shahzad	081-2833447	081-2826098	0333-7844065
13	Lahore (S)	Syed Kabir Ahmed Gilani	042-5844669	042-9230235	0321-4124904
14	Lahore (N)	Zarar Mehmood Malik	042-6371220	042-6371220	0333-8658910
15	Lahore (C)	Syed Wajahat Hussain	042-99230331	042-99230331	0333-4217504
16	Faisalabad (S)	Syed Ansar Hussain Shah	041-9220265	041-9220265	0313-5322650
17	Faisalabad (N)	Abdul Khaliq Chaudhry	041-9210316	041-9210217	0300-6691122
18	Faisalabad (C)	Syed Sajid Ali Shah			0313-5322650
19	Sargodha	M. Sabir Malik	048-3210623	048-3210613	0301-6750073
20	Shahdara	Arshad Munir Khalid			0321-8079079
21	Multan	Ali Jafar Zaidi	061-9210162	061-9210164	
22	Sahiwal	Nasir Iqbal			0333-4248587
23	Manga Mandi	Kaleem Pervez Bhutta	042-5384489	042-5383289	0300-4245398
24	Sheikhupura	Naseeruddin Joyia	056-3810605	056-3810605	0322-4299262

Sr.No.	Name of Region	Name of Regional Head	Telephone	Fax	Cell
25	Gujrat	Hafiz Saqib	053-9260091	053-9260090	
26	Jhelum	Zulfiqar Ali	0544-927011 2	5449270112	0300-951274 4
27	Muzafargarh	Qalandar Hussain Baloch	066-9200091		0300-678269 3
28	Sialkot	Wazir Abbas	052-3559148	052-3559148	
29	Bahawalpur	Riaz Hussain Malik	062-9255446	062-9255449	
30	Rawalpindi	Dr. Wasif Hassan	051-4420995	051-4420995	0321-516768 4
31	Islamabad	Abdul Fateh Sheikh	051-9204071	051-9204361	0333-522550 0
32	Hassanabdal	Muhammad Ayub	057-2520412		
33	Peshawar	Mazhar Ali Qazalbash	091-9217583	091-9217851	0300-889222 2
34	Mardan	Muhammad Yousuf	0937-868140	0937-868150	0300-572246 1
35	Abbotabad	Habib ur Rehman	0992-380918	0992-380935	0300-911537 3
36	Gilgit	Tahir Ayoub	05811-92070 8	05811-92070 8	0344-925196 3
37	Gujranwala	Zia-ur-Rehman Pirzada	055-9200446	055-9200448	0321-661783 0