

REQUEST FOR PROPOSALS

**SUPPLY OF MINERAL WATER AT PSEB OFFICES
ISLAMABAD, KARACHI, AND LAHORE**

FEBRUARY, 2025

TENDER# A (01)/PSEB/2025-08

Table of Contents

| | | |
|--------------|---|----|
| 1. | PAKISTAN SOFTWARE EXPORT BOARD (G)LTD, AN INTRODUCTION..... | 3 |
| 2. | INTRODUCTIONION TO THE WORK..... | 3 |
| 2.1 | SCOPE OF PROJECT: | 3 |
| 3. | PROPOSAL EVALUATION..... | 4 |
| 3.1. | EVALUATION CRITERIA: | 4 |
| 3.2. | TECHNICAL BID FORM | 4 |
| 3.2.1 | TECHNICAL EVALUATION..... | 5 |
| 3.2.2. | FINANCIAL EVALUATION: | 7 |
| 4. | PROPOSAL SUBMISSION..... | 7 |
| 5. | TERMS & CONDITIONS | 8 |
| FORM 1 | BID FORM..... | 9 |
| FORM 2 | BIDDER’S REPRESENTATIVE..... | 10 |
| FORM 3 | TECHNICAL COMPLIANCE | 11 |
| FORM 4 | SCHEDULE OF SUPPLIES & IMPLEMENTATION | 13 |
| FORM 5 | MANUFACTURER’S AUTHORIZATION FORM..... | 14 |
| FORM 6 | INTEGRITY PACT | 15 |
| SECTION VII. | FINANCIAL PROPOSAL FORMS | 16 |
| FORM F1 | BID FORM WITH FINANCIALS..... | 17 |
| FORM F2 | PRICE SCHEDULE..... | 18 |
| 6. | MAILING ADDRESS / CONTACT INFORMATION..... | 19 |

1. PAKISTAN SOFTWARE EXPORT BOARD (PSEB), AN INTRODUCTION

Pakistan Software Export Board (PSEB) is an apex Government body mandated to promote Pakistan's IT Industry in local and international markets. PSEB facilitates the IT industry through a series of projects and programs in infrastructure development, human capital development, company capability development, global marketing, strategy and research, and the promotion of innovation and technologies.

2. INTRODUCTION TO THE WORK

The purpose of this contract is to obtain the supply of A1 mineral water for the PSEB Offices at Islamabad, Karachi, and Lahore

2.1. SCOPE OF PROJECT:

The water must meet the physical & chemical requirements specified by the “Pakistan Standard Specification for Bottled Natural Mineral Drinking Water” adopted by PSQCA. Consistent and current licensing / approval and Registration from food authority of federal and provincial authorities of Pakistan. The PSEB may test water sample independently and inspect production/storage/supply facilities of bulk water of suppliers as and when required before, during technical evaluation and after award of work under timely intimation.

I. Bidder should be consistently and current licensed / approved and registered as appropriate from food authority of federal and provincial authorities of Pakistan

II. Bidder should be consistently and current licensed / approved and registered as appropriate, by Pakistan Standards and Quality Control Authority (PSQCA).

III. Should have certification of International Organization of Standardization (ISO) or Hazard Analysis or Critical Control Point (HACCP) and provide Copy of Test Report issued by PSQCA.

IV. The PSEB may test water sample either collected from the plant or supplied water in market, in presence of representative from the company/firm before, during and after award of work under timely intimation.

V. Water must be supplied in approximately 19-22 litres hermetically sealed and dated containers made of polyethylene terephthalate material or other approved food grade material bottles, which shall not cause any undesirable change in taste, odor, color and quality.

VI. Bidder should be fully compliant with regulations governing plant construction and design, sanitary facilities and operations, equipment design and construction, production and process controls specific to the processing of bottled drinking water and finished goods inventory management.

VII. Must provide complete details of supply chain, storage facility, number of vehicles in fleet and delivery channels. Distribution fleet should be in hygienically maintained vans with proper and timely delivery system.

VIII. Filling and sealing operations of containers / bottles should be done in an aseptic osphere. The equipment and its use for production, especially installations for washing and packaging should meet hygienic requirements. Bidder must provide complete details of compliance with regulations governing plant construction and design, sanitary facilities and operations, equipment design and construction, production and process controls specific to the processing of bottled drinking water and finished goods inventory management.

IX. Bidder will be required to provide evidence of secure reconciliation process for bottle issued from the distribution point and received in PSEB

X. Each bottle must be marked with: - name of product / brand name, net volume, name and address of manufacturer, batch / code number, date of expiry, chemical composition, Pakistan Standard Number PS Mark & License Number, date of bottling location and name of the source.

XI. Should be able to complete delivery of water between 09:00am and 05:00pm regularly in bulk (as per actual

requirement) as and when required.

XII. The daily supply of water shall be made against a proper receipt that shall be signed by an authorized staff of the concerned office of the PSEB.

3. **PROPOSAL EVALUATION**

Overall evaluation will be carried out based on a weighted average methodology wherein technical evaluation will carry 70% and financial evaluation will carry 30% weightage, respectively. Financial bids for technically compliant companies will be opened on an informed day in the presence of company representatives of short-listed companies. Financial Proposals of those bidders obtaining less than 75% marks in Technical Evaluation shall remain unopened and will be returned to the bidders after the completion of the evaluation process.

3.1. **EVALUATION CRITERIA:**

- I. Bidders can submit bids for complete requirements evaluation of the bids and award of contract will be done for complete requirements.
- II. To qualify for next stage i-e opening of financial proposal the firm must have to obtain 75% out of 100 in technical evaluation.

The contract will be awarded to the successful Bidder whose bid will be emerged as “lowest evaluated bid” or Most Advantageous as per PPR-2004

3.2. **TECHNICAL BID FORM**

| Following should be the contents of the Technical Proposal Envelope: | | |
|---|---------------------------------------|------------|
| 1. | Bid Form | Form 1 |
| 2. | Bidder's Representative | Form 2 |
| 3. | Technical Compliance | Form 3 |
| 4. | Plant/Service Centre(s) | Form 3 (1) |
| 5. | Schedule of Supplies & Implementation | Form 4 |
| 6. | Manufacturer's Authorization Form: | Form 5 |
| 7. | Integrity Pact | Form 6 |

3.2.1 TECHNICAL EVALUATION

| Sr. # | Evaluation Aspects | Marks | Maximum Marks | Obtained Marks |
|-------|--|-------|---------------|----------------|
| 1 | Bidder must be registered with Income Tax Department(s) (Attach copies of certificates) | 5 | 5 | |
| 2 | Bidder must be appeared on Active Tax payers List (ATL) on FBR. (Attach latest copies of certificates and evidence of being active taxpayer (ATL) on FBR website) | 5 | 5 | |
| 3 | Bidder must have presence in Islamabad, Karachi and Lahore. (2 Numbers against each station) (Company Profile either Sole proprietor or limited Company with Verifiable address of offices and plant under the Same Company Name and contract no. and other details) | 6 | 6 | |
| 4 | Bidder should have valid license (Pakistan Standards and Quality Control Authority (PSQCA). (Attach Copies of certificate issued by PSQCA for current and last three years) | 5 | 5 | |
| 5 | Bidder should have relevant certification of International Organization of Standardization (ISO) for current and last three years or Hazard Analysis Critical Control Point (HACCP). (Attach Copies of certificate issued by ISO and HACCP. | 4 | 4 | |
| 6 | Bidder should have supplied sealed dated bottles of drinking mineral water of 18-20 liters capacity on daily basis each to at least a. Five Govt. organizations/ Semi- Govt. organizations/Departments/Autonomous bodies. Please enclosed the list | 5 | 5 | |
| 7 | Bidder should have annual volume of sales of at least PKR 50 million for each financial year. (Attach Copy(s) of Audited Financial Statements / Sales Tax/ Income Tax return filed in FBR of last 5- years) | 5 | 5 | |

| | | | | |
|----|---|---|----|--|
| 8 | Bidder should furnish affidavit that the firm / company have never been blacklisted from any Government, Semi-Government & Autonomous body. (Provide Affidavit on Stamp Paper) | 5 | 5 | |
| 9 | Bidder should have experience of supplying at least 75-200 bottles of 18-20 litres capacity per day in at least five currently running contracts. (PO/ receipts or any other sufficient documentary evidence) | 5 | 5 | |
| 10 | Plant Capacity/Facilities: | | 10 | |
| | Raw Water Source from earth well | 1 | | |
| | Raw Water Source from supply | 1 | | |
| | Filtration 20-5 micron for physical, biological and chemical | 2 | | |
| | Softening disinfectant (Supported with Report) | 2 | | |
| | Chlorination (Supported with Report) | 2 | | |
| | Ozonation (Supported with Report) | 1 | | |
| | CRV treatment (Supported with Report) | 1 | | |
| 11 | Sampling/Testing Frequency: (Supported with Report) | | 5 | |
| | After each hour | 5 | | |
| | After each batch | 4 | | |
| | Weekly | 1 | | |
| | Monthly | 1 | | |
| 12 | Lab Facility: | | 3 | |
| | Lab with calibrated instruments and ISO/Approved standard operating procedure with track record of calibration from autonomous precision testing organization. (Supported by Reports) | 3 | | |

| | | | | |
|----|---|----|----|--|
| 13 | <u>Filling Techniques:</u> | 5 | 5 | |
| | 1- Automatic & Confined/isolator | | | |
| | 2- Automatic & Open | 3 | | |
| | 3- Manual & open | 2 | | |
| 14 | <u>Experience:</u> | | 12 | |
| | 21 - 25 years relevant experience | 12 | | |
| | 16 - 20 years relevant experience | 8 | | |
| | 10 - 15 years relevant experience | 4 | | |
| 15 | <u>Number of Clients Presently: (Please attach client list with Name of company, address and contact person)</u> | 12 | 12 | |
| | More than 80 clientele | | | |
| | More than 40 clientele | 6 | | |
| 16 | <u>Transportation Facility</u> | | 8 | |
| | Transportation Facility owned by the company with documentary proof | 8 | | |
| | Transportation Facility arranged outsource owned by the company with documentary proof | 4 | | |
| | Total Marks | | | |

3.2.2. FINANCIAL EVALUATION:

The evaluation of financial bids will be calculated as follows:

- The weightage of the financial proposal is 30% in the total score.
- The financial weightage will be calculated by the formula as given below:
= (lowest bid/bid offered) *30.

4. PROPOSAL SUBMISSION

The complete proposal has to be submitted at the latest by **1500 hours on 05th March 2025 and will open on the same date at 1530 hrs.** at the PSEB office at State Life Tower, Adjacent to Saudi Pak Tower, Jinnah Avenue, Blue Area, Islamabad.

Note: Any proposal received after the closing time for submission of proposals shall not be entertained.

5. TERMS & CONDITIONS

- Prices quoted must remain firm for acceptance up to 180 days from the date of its opening.
- Quoted price should be in Pak rupees and inclusive of all applicable taxes. Prices quoted without any tax remarks will be treated as inclusive of all applicable taxes. Any change in Government duties or taxes shall be borne by the successful bidder(s).
- The initial contractual period will be **for three years**. PSEB reserves the right to increase/ decrease rates of mineral water, after completion of each year of service agreement, or earlier, with mutual consent of both the parties. However, the rates cannot be increased within six months of any such previous change. The contract may be **further extended up to two (2) years ‘depending upon mutual consent of both parties as per agreed terms and conditions.**
- The company should be registered with the Income Tax and Sales Tax Departments.
- The Technical Proposals will be opened in the presence of all those candidate companies that wish to attend the bid opening meeting.
- **The bidder must have to submit an earnest money of Rs. 50,000/-** in the shape of Draft / Pay Order in favor of “Pakistan Software Export Board” SHOULD BE INCLUDED IN THE FINANCIAL PROPOSAL and should not be disclosed in the Technical Proposal in any manner.
- **The Payment** will be made in Pakistan Rupees, the supplies has to submit the bill monthly or quarterly, along with the evidence and signature of the delivery boy along with the signature of the receiver against the of supply of mineral water to different location mention in Request for Proposals (i.e. Islamabad, Karachi, and Lahore).
- **Governing Language**, the Contract shall be written in English language all correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in the same language.
- **Applicable Law** the Contract shall be interpreted in accordance with the laws of the Islamic Republic of Pakistan
- **Taxes and Duties** Supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods to the Purchaser.
- **Transportation** The Supplier is required under the Contact to transport the Goods to a specified place of destination within the Islamic Republic of Pakistan, transport to such place of destination in the Islamic Republic of Pakistan, including insurance and storage, as shall be specified in the Contract, shall be arranged by the Supplier, and related costs shall be deemed to have been included in the Contract Price.
- **Formulation of Contract:** The contract agreement will sign with the successful bidder. Terms & Conditions can further be decided with mutual consent with both the parties.
- **Termination of Contract:** Pakistan Software Export Board (PSEB) has right to reserve to terminate the contract at any stage of contract with the sixty days (60) advance notice without giving any kind of justification.
- Bids should be submitted electronically ONLY through EPADS.
- For registration and training on EAPDS or in case of any technical difficulty in using EPADS, prospective bidders may contact PPRA Team, Director MIS Room No.109, 1st Floor, FBC building Sector G-5/2, Islamabad. Contact Number 051-111-137-237.
- The bids, prepared in accordance with the instructions in the bidding documents along with bid security instrument (Copy) & Proof of Eligibility documents as specified in bid documents in favor of the PSEB must be submitted through EPADS by **05th March, 2025 at 12:00 pm**. Technical bids only will be opened on the same day at **12:30 pm** at below mentioned address in the presence of vendors/bidders or their authorized representatives who desires to attend the bid opening session. The financial bids will be opened only of those bidders who qualifies in technical proposals evaluation. The opening of financial bids will be notified separately once technical evaluation has been completed. Please note that submission date and time shall be strictly adhered, and it will be bidders’ responsibility to ensure the submission of bid at given date and time.
- Note: Original Bid Security instrument MUST BE submitted to the undersigned before closing hours of the bids submission time, who applied through EPADS <https://eprocure.gov.pk>.

FORM 1 BID FORM

(Technical Proposal)

Date: _____

To:

Manager Administration,
Pakistan Software Export Board (G) Limited, Islamabad
Plot # 61, 06th Floor, New State Life Tower, Adjacent to Saudi Pak Tower, Jinnah Avenue,
Blue Area, Islamabad

Title: **“Supply of Drinking Mineral Water at PSEB Offices at Islamabad, Karachi and Lahore”**

Dear Sir:

Having examined the bidding documents and addenda, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver the required item in conformity with the said bidding documents as may be ascertained in accordance with the Technical Proposal and Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to deliver the goods in accordance with the delivery schedule specified in the Schedule of Requirements.

If our Bid is accepted, after payment of all type of stamp and other duties, similar stamp duties for contract agreement for the due performance of the Contract, in the form prescribed by the Purchaser.

We agree to abide by this Bid for a period of **180 days** from the date fixed for Bid opening under Clause 24 of the Instructions to Bidders, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any bid you may receive. Dated this ___ day of _20

[Seal & signature] [in the capacity of]

Duly authorized to sign Bid for and on behalf of ____

FORM 2 BIDDER'S REPRESENTATIVE

Title: **“Supply of Drinking Mineral Water at PSEB Officer at Islamabad, Karachi, and Lahore”**

Bidder's Authorized Representative for this bid is:

| | |
|------------------------|--|
| Name: | |
| Designation: | |
| Specimen Signature: | |
| Cell: | |
| Land Line: | |
| Email: | |
| Postal Address: | |
| | |
| | |
| | |

Seal & Signature of Bidder:

Date:

FORM 3 TECHNICAL COMPLIANCE

PSEB No: **PSEB Tender No. A (01)/PSEB/2024-08**
Title: **“Supply of Mineral Water at PSEB Offices at Islamabad, Karachi & Lahore”**
Bidder:

Please write yes / no in the blank space against each specification of items, which your product contains, and in case of any difference please elaborate equivalence.

Bidder must attach product data sheet, brochures, technical manuals or any other relevant document from OEM to give as reference for the verification of the feature or technical specification.

| | |
|-----------------------------|-------|
| Seal & Signature of Bidder: | _____ |
| Date: | _____ |

Annex-A to Form 3(1)

Office(s) / Plant/Service Centre(s) in Islamabad, Karachi, and Lahore

| # | Location | Address | Phone Numbers |
|----|----------|---------|---------------|
| 1. | | | |
| 2. | | | |
| 3. | | | |
| 4. | | | |
| 5. | | | |

FORM 4 SCHEDULE OF SUPPLIES & IMPLEMENTATION

PSEB: A (01)/PSEB/2024-08 “”

Title: **“Supply of Drinking Mineral Water at PSEB Offices at Islamabad, Karachi, and Lahore”**

Bidder:

The delivery schedule expressed as weeks/months stipulates hereafter a delivery date which is the date of delivery required.

- 1) Successful bidder is required to provide desired number of 19 (nineteen) liter bottles to the following;
 - A) Islamabad Office**
 - PSEB Office: 06th Floor, New State Life Tower, Adjacent to Saudi Pak Tower, Jinnah Avenue, Blue Area, Islamabad.
 - PSEB Office: Office # 209, 02nd Floor, Evacuee Trust Complex, Agha Khan Road, F-5/1, Islamabad.
 - B) Karachi Office**
 - PSEB Office: 10th Floor right wing, NICL Building, Abbasi Shaheed Road Karachi.
 - C) Lahore Office**
 - Office No. 02, 5th Floor, Shaheen Complex, Edgerton Road, Lahore.
 - Office No. 5th & 6th 5th Floor, Awain-e-Iqbal Edgerton Road Lahore.
- 2) Successful Bidder should be able to complete delivery of water between 09.00 am and 17.00 hours regularly in bulk as per actual requirement on daily basis (approximately 400- 1,000 liters per day) as per actual requirement and when required.

Seal & Signature of Bidder:

Date:

FORM 5 MANUFACTURER’S AUTHORIZATION FORM

Title: **“Supply of Drinking Mineral Water at PSEB Offices at Islamabad, Karachi and Lahore”**

To:

Manager Administration
Pakistan Software Export Board (PSEB),
Plot # 61, 06th Floor, New State Life Tower, Adjestent to Saudi Pak Tower,
Jinnah Avenue, Blue Area, Islamabad

Authorization Form for “Supply of Drinking Mineral Water at PSEB Offices at Islamabad, Karachi and Lahore”

Dear Sir,

WHEREAS **[name of the Manufacturer]** who are established and reputable manufacturers of **[name and/or description of the goods]** having **factories at [address of factory]** do hereby authorize **[name and address of Agent]** to submit a bid, and subsequently sign the Contract with you against **PSEB Tender No. A (01)/PSEB/2024-08** for the above goods manufactured by us.

We hereby extend our full guarantee and warranty as per Clause 15 of the General Conditions of Contract for the goods offered for supply by the above firm against this Invitation for Bids.

[Signature for and on behalf of Manufacturer]

Note: This letter of authority should be on the letterhead of the Manufacturer and should be signed by a person competent and having the power of attorney to bind the Manufacturer. The Bidder in its bid should include it.

FORM 6 INTEGRITY PACT

(Financial Proposal)

Pakistan Software Export Board (PSEB)

Integrity Pact pursuant to Rule 7 Public Procurement Rules 2004 Declaration of Fees, Commissions and Brokerage etc Payable by the Suppliers of Goods, Services & Works _____ [the Supplier] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan (GoP) or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt business practice.

Without limiting the generality of the foregoing, [the Supplier] represents and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.

[The Supplier] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoP and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty. [The Supplier] accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to GoP under any law, contract or other instrument, be voidable at the option of GoP.

Notwithstanding any rights and remedies exercised by GoP in this regard, [the Supplier] agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by [the Seller/Supplier] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP.

Seal & Signature of Bidder:

Date:

SECTION VII. FINANCIAL PROPOSAL FORMS

| Following should be the contents of the Financial Proposal Envelope: | | |
|---|-------------------------------|---------|
| | Bid Form with Financials | Form F1 |
| | Price Schedule in Pak. Rupees | Form F2 |

FORM F1 BID FORM WITH FINANCIALS

(Financial Proposal)

Date: _____

PSEB No: A (01)/PSEB/2024-08

Title: “Request for Proposals for the supply of Mineral Water at PSEB Offices at Islamabad, Karachi, and Lahore

Bidder:

To:

Manager Administration

Pakistan Software Export Board (PSEB,
Plot # 61, 06th Floor, New State Life Tower, Adjacent to Saudi Pak Tower,
Jinnah Avenue, Blue Area, Islamabad

Dear Sir:

Having examined the bidding documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver the required item in conformity with the said bidding documents for the sum of **[total bid amount in words and figures]** or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to deliver the goods in accordance with the delivery schedule specified in the Schedule of Requirements.

We agree to abide by this Bid for a period of **180 days** from the date fixed for Bid opening under Clause 24 of the Instructions to Bidders, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any bid you may receive. Dated this ___ day of ___ 202

[Seal & signature] [in the capacity of]

Duly authorized to sign Bid for and on behalf of

Total bid amount (Total Amount for Three Years inclusive of applicable taxes) (taxes stamp duty, other duties, levies transportation, labor etc.)

in figures Rs. _____

in words Rs. _____

Note:

- i. During summer and winter per day requirement of bottles may increase or decrease.
- ii. Final Prices should be inclusive of all applicable taxes stamp duty, other duties, levies transportation, labor etc.
- iii. The contractor shall provide free of charge plastic bottles and no security deposit against the bottles shall be paid to the Contractor.
- iv. The quantities of bottles required per year may vary as per actual requirement.
- v. The prices should include the price of incidental services. No separate payment shall be made for the incidental service
- vi. **An earnest money of Rs. 50,000/-** in the shape of a Draft / Pay Order in favor of “Pakistan Software Export Board” SHOULD BE INCLUDED IN THE FINANCIAL PROPOSAL and should not be disclosed in the Technical Proposal in any manner.

Seal & Signature of Bidder:

Date:

6. MAILING ADDRESS / CONTACT INFORMATION

The following address will be used for all correspondence.

Manager Administration

Pakistan Software Export Board (G) Limited
Plot 61, 6th Floor, New State Life Tower, Adjacent Saudi Pak Tower,
Blue Area, Islamabad
Telephone: + 92-51-9215098
e-mail rarif@pseb.org.pk
URL: <http://www.techdestination.com>