

MEHRAN UNIVERSITY OF ENGINEERING & TECHNOLOGY, JAMSHORO

ISO – 9001:2015 CERTIFIED



**REQUEST FOR PROPOSAL
FOR
APPOINTMENT OF LEAD AUDITORS FOR ISO-9000
QMS CERTIFICATION FOR MEHRAN UNIVERSITY OF
ENGINEERING AND TECHNOLOGY, JAMSHORO
AND MUET SZAB CAMPUS, KHAIRPUR MIR'S
(RE-INVITED)**

**Office of the
Deputy Director (Procurement),
MUET, Jamshoro – Sindh.**

LETTER OF INVITATION (LOI)

You are invited to submit Proposal on QCBS basis.

PURPOSE

The purpose of this Request for Proposal is Appointment of Lead Auditors for ISO-9000 QMS Certification for Mehran University of Engineering and Technology, Jamshoro and MUET SZAB Campus, Khairpur Mir's to conduct audit and the cost associated with the visits for the main campus Jamshoro with Eighteen (18) Academic Departments and Thirty (30) Directorates & Sections and SZAB Campus at Khairpur Mir's with Six (06) Academic Departments and Eleven (11) Directorates / Sections separately.

To enable you to submit a proposal, please find enclosed:

- A. Background
- B. Audit Scope
- C. Auditor Independence and Qualification
- D. Evaluation of Proposal
- E. Financial Proposal
- F. Access to Facilities and Documents
- G. Mode of Payment
- H. Guidelines
- I. Guidelines for Evaluation of Proposals
- J. Integrity Pact

The proposal should follow guidelines given in the enclosed documents of Letter of Invitation for Bidders. Method of evaluation to be adopted in evaluating the proposals will be based on enclosed Evaluation of Proposals (refer Part D):

Please note that Mehran University is not bound to select any or all of the firms submitting proposals.

The last date of submission of proposal is 16-11-2021 till 11:30 a.m and will be opened the same day at 12:00 Noon in the presence of those firms who wish to be present.

Stamp & Signature

A. Background

Mehran University of Engineering & Technology, Jamshoro

Industrial and technological development in Pakistan has been quite rapid since its independence and particularly during the sixties and seventies. The main fields of development have been related to the enhancement of agriculture, establishment and up-gradation of industries and exploration of its indigenous resources. This development has resulted in increased demand for qualified engineers in different fields in addition to other professionals. In order to meet this demand and to provide an opportunity of engineering education to the people hailing from the interior of Sindh Province, Sindh University Engineering College was established in 1963 as a constituent college of University of Sindh (then spelt 'Sind') in Jamshoro about 15 km. from Hyderabad on the right bank of river Indus.

The Education Policy of 1972 provided for upgradation of the Sindh University Engineering College to the level of a University of Engineering and Technology. Accordingly, the college was first declared as an additional campus of the University of Sindh headed by a Pro-Vice-Chancellor in July 1976 and later upgraded to the level of a fully-fledged independent University on 1st March, 1977 through an ordinance issued by the Government of Sindh. The ordinance was later converted into an Act of the Provincial Assembly of Sindh Province. Initially, the Additional Campus as well the Mehran University was established in the City of Nawabshah. However, in 1979, the Act of the University was amended and the seat of the University was retained at Jamshoro, while a constituent college was maintained at Nawabshah which has also become an independent university in 1996.

In order to promote Engineering education to the people of interior Sindh at their door step, the Government of Sindh established a constituent college of Mehran University of Engineering & Technology named as “Mehran University College of Engineering & Technology, Khairpur Mir’s”. The college has been upgraded as a Campus of Mehran University of Engineering & Technology, Jamshoro, and renamed as “Mehran University of Engineering & Technology, Shaheed Zulfiqar Ali Bhutto Khairpur Mir’s Campus”

The number of students admitted to the First Year classes of all the disciplines under regular scheme at Jamshoro is 1053 out of which 1000 candidates are admitted from Sindh Province, including Karachi Division, according to a precisely calculated ratio of population and other considerations. 34 applicants are admitted from other parts of Pakistan while 19 seats are reserved for the foreigners. Whereas under Self Finance Scheme and Special Scheme 548 and 86 candidates are admitted from Sindh province respectively.

The number of students admitted to the First Year classes of all four disciplines at Khairpur Mir’s Campus is 244 out of which 60 candidates are admitted under Self Finance Scheme. The detailed distribution of the seats is given in Prospectus.

Most of the laboratories and workshops of the teaching departments are properly equipped and practical as well as demonstrational training is imparted to the students wherever applicable. Continuous efforts are ongoing to upgrade these facilities for the practical training and new equipment is acquired for this purpose. Additionally, training to the concerned staff is also organized within the University as well as outside. In some cases, where the training facilities are not available within the University, the students are sent to suitable institutes in Karachi or elsewhere to undergo adequate training. Every department has been provided adequate number of personal computers and e-mail and Internet facilities for the training and use of the students as well teaching staff.

The postgraduate courses were started in the University in 1978 leading to Master’s Degree, initially, in three branches. At present, courses are offered in the specialized fields of ‘Structural Engineering, Civil

Engineering, Geo-technical and Highway Engineering, Construction Management, City and Regional Planning, Irrigation and Drainage Engineering, Environmental Engineering & Management, Manufacturing Engineering, Energy Systems Engineering, Chemical Engineering, Industrial Engineering & Management, Mining Engineering, Metallurgy and Materials Engineering, Telecommunication and Control Engineering, Telecommunication Engineering & Management, Communication Systems Network, Information Technology, Telemedicine & e-Health Systems, Software Engineering, Computer & Information Technology, Electrical Power Engineering and Electronic System Engineering. Some courses are offered full time during the day while others are conducted during the evenings. The degrees to be awarded may be Post-graduate Diploma (P.G.D.), Master of Engineering (M.E.), Master of Science (M.S), Master of Philosophy (M. Phil.) or Doctor of Philosophy (Ph.D.); depending upon the quality and quantity of the research/work completed.

Post-graduate studies and research are organized by various departments as well as the following specialized institutes.

- Institute of Water Resource Engineering & Management
- Institute of Environmental Engineering and Management
- Institute of Petroleum & Natural Gas Engineering
- Institute of Information & Communication Technologies
- Mehran University Institute of Science & Technology Development
- Directorate of Post-graduate Studies

More details about the Post-graduate courses, curricula, duration, fees, etc., are provided separately in the Prospectus of Post-graduate studies; which may be obtained from the office of the Director, of the Institute concerned.

Quality Enhancement Cell

QEC was first established in 2001 under the name of ISO 9000 Cell, as Mehran University of Engineering and Technology (MUET), Jamshoro decided to enhance quality of education by implementing ISO 9000 Quality Management System (QMS). The university has ultimately achieved ISO 9000 certification in 2003 and the course continuous to include additional areas for quality improvement and the directorate was renamed as Quality Enhancement Cell (QEC) in 2007.

Today QEC coordinates between Higher Education Commission (HEC) Pakistan and MUET Jamshoro primarily and also includes quality personnel of different institutes of Pakistan to promote quality at MUET Jamshoro. The basic activities carried out to cover quality parameters of HEC and ISO 9000 include conduct of Self-Assessment (SA), Institutional Performance Evaluation (IPE), Postgraduate Program Review (PGPR), Internal Quality Audit (IQA), Management Review (MR), Anti-plagiarism, seminars, workshops, conferences and Surveillance.

B. Audit Scope

The duration for the Initial assessment stages, the surveillance visits and certificate renewal visits will be based upon the requirements of the accreditation mandatory document {s} for the duration of audits and other related accreditation guidelines.

1. A detailed justification of the factor to confirm the assessment duration in line with accreditation requirements will be included in the Stage 1 assessment visit report after completion of on-site verification of the relevant factor.

2. A certificate renewal visit will be due prior to the expiry of the existing certificate, the duration for the visit to be advised on completion of the prior surveillance visit and chargeable at the day rate applicable at the time of the visit.
3. The Agreement fee rates will be reviewed and charged during the visits till the period of agreement valid for three (03) years.

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4. Auditor Independence and Qualification

The auditor must be completely impartial and independent from all aspects of management or financial interests in the entity being audited. The auditor should not, during the period covered by the audit nor during the undertaking of the audit, be employed by, serve as director for, or have any financial or close business relationships with any senior participant in the management of MUET. The lead auditor should disclose any relationship that might possibly compromise his / her independence.

The auditor should be experienced in applying either ISO-9001:2015 standards, whichever is applicable for the audit. The auditor must employ adequate staff with appropriate professional qualifications and suitable experience with ISO 9001:2015 standards, including experience in auditing & certifying Higher Education Institutes (HEIs) for ISO-9000 QMS.

Audit firms must provide appropriate information regarding their partners who would be responsible for signing the opinion, together with manager and audit supervisors to indicating capability and capacity to undertake the audit and experience in ISO 9001:2015 standards.

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Invitation for Bids

Date of Issuance: 01-11-2021

No. & Dated: DD(Proc.)/MUET/JAM/-____, 29-10-2021

1. The Mehran University of Engineering & Technology, Jamshoro has reserved / allocated funds towards the cost of procurement of services from internationally recognized firms / Multinational companies registered with tax paying agencies. It is intended that part of the proceeds of this allocated fund will be applied to eligible payments under the contract for **Procurement of Services.**
2. The Mehran University of Engineering & Technology, Jamshoro now invites sealed bids from eligible bidders for “Appointment of Lead Auditors for ISO-9000 QMS Certification for Mehran University of Engineering and Technology, Jamshoro and MUET SZAB Campus, Khairpur Mir’s (Re-invited)”.
3. Interested eligible bidders may obtain further information from and inspect the bidding documents at the office of **Deputy Director (Procurement), Directorate of Works & Strategic Planning, MUET, Jamshoro. Pctcl # 022-2772250-72 (Ext: 7515).**
4. A complete set of bidding documents may be purchased by interested bidders on the submission of a written application to the above and upon payment of a nonrefundable fee of **Rs. 2000/-**
5. Tender/s Document will be issued from **1st November, 2021 upto 15th November, 2021.** Bids must be delivered to the above office on or before **11:30 A.M on 16th November, 2021** and must be accompanied by a security of **5%** of the total Quoted amount.
6. Bids will be opened in the presence of bidders’ representatives who choose to attend at **12:00 Noon on 16th November, 2021 at the office of Deputy Director (Procurement), MUET Jamshoro.**
7. The bidders are requested to give their best and final prices as no negotiations are expected.

Section II. Bid Data Sheet

Notes on the Bid Data Sheet

Section II is intended to assist the Procuring agency in providing the specific information in relation to corresponding clauses in the Instructions to Bidders included in Part one Section I, and has to be prepared for each specific procurement.

The Procuring agency should specify in the Bid Data Sheet information and requirements specific to the circumstances of the Procuring agency, the processing of the procurement, the applicable rules regarding bid price and currency, and the bid evaluation criteria that will apply to the bids. In preparing Section II, the following aspects should be checked:

- (a) Information that specifies and complements provisions of Part One Section I must be incorporated.
- (b) Amendments and/or supplements, if any, to provisions of Part One Section I as necessitated by the circumstances of the specific procurement, must also be incorporated.

BIDDING DATA

- a) Name & Address of the procuring agency. : Mehran University of Engineering & Technology, Jamshoro.
- b) Brief Description of Works : Appointment of Lead Auditors for ISO-9000 QMS Certification for Mehran University of Engineering and Technology, Jamshoro and MUET SZAB Campus, Khairpur Mir's (Re-invited).
- c) Estimated Cost : Rs. 1.631 (M)
- d) Amount of Bid Security : **5%**
- e) Period of Bid Validity : **90 days.**
- f) Amount of Performance Security : 5%
- g) Percentage if any, to be deducted from bill : **N.A.**
- Tenders will be issued from : **1st November, 2021 up-to 15th November, 2021**
- h) Deadline of submission of Bids along with time : **16th November, 2021 upto 11:30 (A.M)**
Bidders do not have the option of submitting their bids electronically. Unsealed bids will not be entertained / received.
- I) Venue, Date & Time of Bid opening : **Office of the Deputy Director (Procurement), MUET, Jamshoro
16th November, 2021 @ 12:00 Noon**
- j) Time for Completion from written order of commence : **Delivery Should be made within 36 Months after the award of Contract**
- k) Liquidity damages : ----- (0.05% of Estimated cost or Bid cost)
- l) Stamp duty : **0.35%** or notified by the Govt. of Sindh, will be paid by successful bidder as stamp duty.
- m) Deposit Receipt No : _____
- Date : _____
- Amount : _____

BID DATA SHEET

Introduction

| | |
|--------------------|--|
| ITB 1.1 | Mehran University of Engineering & Technology, Jamshoro |
| ITB 1.1 | Loan or credit or Project allocation number. Loan or credit or Project allocation amount. |
| ITB 1.1 | Procurement of Services: |
| ITB 1.1 | Appointment of Lead Auditors for ISO-9000 QMS Certification for Mehran University of Engineering and Technology, Jamshoro and MUET SZAB Campus, Khairpur Mir's (Re-invited) |
| ITB 4.1 | Mehran University of Engineering & Technology, Jamshoro |
| ITB 6.1 Address | Deputy Director (Procurement), Directorate of Works & Strategic Planning, MUET Jamshoro. Ptel # 022-2772250-72 (Ext:7515). |
| ITB 8.1 | English |

Bid Price and Currency

| | |
|-----------------|--|
| ITB 11.2 | The price quoted shall be Pakistani Rupee. |
| ITB 11.5 | The price shall be fixed, |

Preparation and Submission of Bids

| | |
|---------------------|---|
| ITB 13.3 (d) | Qualification requirements. The Bidder/s should have Minimum Fifteen years of experience in the supply of similar type of Services. The Bidder/s should be the tax payer and registered with GST. |
| ITB 14.3 (b) | Spare parts required for. ... Not Applicable |
| ITB 15.1 | Amount of bid security: 5% of the total bid quoted. |
| ITB 16.1 | The bid should be valid for 90 days |
| ITB 17.1 | Number of copies. |
| ITB 18.2 (a) | Deputy Director (Procurement), Directorate of Works & Strategic Planning, MUET Jamshoro |
| ITB 18.2 (b) | IFB Procurement of Goods. |
| ITB 19.1 | Deadline for bid submission:- 16th November, 2021 upto 11:30 A.M Bids received after the due date and time will not be entertained. |
| ITB 22.1 | Time, date, and place for bid opening. 12:00 Noon, 16th November, 2021 in the office Deputy Director (Procurement), MUET, Jamshoro |

Bid Evaluation

| | |
|-----------------|--|
| ITB 25.3 | The MUET will accept lowest evaluated bid as per Rule 48 & 49 of SPPRA Rules, 2010 (Amended 2019). |
|-----------------|--|

| | |
|--|---|
| ITB 25.4 (a) ITB 25.4 (b) | Incomplete and conditional quotations will be rejected forthwith. No cutting / overwriting in the offered prices will be accepted. |
| Option (i) Option (ii) Option (iii) | adjustment expressed as a percentage, or adjustment expressed in an amount in the currency of bid evaluation, or adjustment expressed as a percentage |
| ITB 25.4 (c) (ii) | Deviation in payment schedule. Annual interest rate. |
| ITB 25.4 (d) | Cost of spare parts. |
| ITB 25.4 (e) | Spare parts and after sales service facilities in the Procuring agency's country. |
| ITB 25.4 (f) | Operating and maintenance costs. Factors for calculation of the life cycle cost: (i) number of years for life cycle; (ii) operating costs; (iii) maintenance costs; and (iv) rate, as a percentage, to be used to discount all annual future costs calculated under (ii) and (iii) above to present value. or Reference to the methodology specified in the Technical Specifications or elsewhere in the bidding documents. |
| ITB 25.4 (g) | Performance and productivity of equipment. |
| ITB 25.4 (h) | Details on the evaluation method or reference to the Technical Specifications. |
| ITB 25.4 Alternative | Specify the evaluation factors. |

| Contract Award | |
|-----------------------|--|
| ITB 29.1 | Percentage for quantity increase or decrease. (15) percent. |

5. Evaluation Criteria – Technical

Bidders are required to comply with all the mandatory requirements and failure to comply and complete any of the mandatory information will result in submissions being deemed null and void and shall be considered 'non-responsive' and therefore will not be considered.

- a) *Each Technical Proposal will be evaluated according to the Criteria given below:
(Attach all supporting documents for below mention information)*

| S.#: | Description of mandatory requirements | Yes / No |
|------|---|----------|
| 1. | The vendor (auditing firm/company) should have an international/multinational Exposure <i>(Evidence of holding offices in atleast three different countries)</i> | |
| 2. | The vendor should have a registered office in Pakistan <i>(Address, Telephone, Fax etc)</i> | |
| 3. | The vendor should have a valid registration with FBR & Sales Tax <i>(Attach all applicable certificates vix NTN, SRB etc.)</i> | |
| 4. | The vendor should have permanently employed at least three IRCA (International Registered Certified Auditors) Registered Lead Auditors <i>(Attach Lead Auditor Certificate & IRCA Registered Number)</i> | |
| 5. | The company should have on its panel auditors with Engineering background and experience of auditing at least three public sector (Government) Engineering universities. <i>(Attach CV's of Auditors)</i> | |
| 6. | The company possess 15 years or more experience in providing auditing & certifying Services to Higher Education Institutes (HEIs) for ISO-9000 QMS, <i>(Attached evidences of audits of HEI's conducted)</i> | |
| 7. | The company should have accreditation with international accreditors <i>(Attach copy of Accreditation Certificate)</i> | |
| 8. | Preference would be given to those with an ability to certify both ISO 21001:2018 Education Organization Management System and ISO 9001:2015 QMS | |

Note:

1. Provide documentary evidence of all above qualification criteria.
2. The vender must have to comply with 1 – 7 mandatory requirements for qualification.

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6. **Financial Proposal**

Financial Proposal shall be submitted on following template

| S.# | Activity | Man Days | | | Fee Amount Rs. |
|------|---|------------------------------|------------------------------|---------------------|-------------------|
| | | Main Campus Audit Days | SZAB Campus Audit Days | Total Audit Days | |
| 1. | Certificate renewal visit | | | | |
| 2. | Application Fee | | | | |
| 3. | Surveillance | | | | |
| i. | First Surveillance Visit | | | | |
| ii. | Second Surveillance Visit | | | | |
| iii. | Third Surveillance Visit | | | | |
| iv. | Fourth Surveillance Visit | | | | |
| v. | Fifth Surveillance Visit (Focus Visit) | | | | |
| 5. | Sales Tax on Services | | | | |
| 6. | Other Expenses | | | | |
| | Total Rs. | | | | |

- The Financial Proposal will carry a Bid Security of 5% of total amount in the form of Pay Order.
- Successful bidder should provide 5% Performance Security of total value of Work Order in the form of Pay Order or bank guarantee. The Performance Security shall extend at least three months beyond the Date of Delivery / Completion of work / Contract whichever is longest.
- The financial evaluation will be made based upon per day / visit cost.

Note: Boarding & Lodging facility will be provided by the University, therefore, cost of the same may not be included in the Financial Proposal.

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7. **Access to Facilities and Documents**

The Audit Team will be facilitated by the Quality Enhancement Cell of the University for providing required facilities and documentation for audit purpose.

8. **Mode of Payment**

The assignment is on fixed fees for a period of three (03) years.

Fees will be paid per visit basis through cheque.

9. **Guidelines**

MUET will select a firm on purely merit on the basis of Technical and financial proposals submitted by the firms, based on QCBS (Quality and Cost Based Selection) as per SPPRA Rules, 2010 (Amended 2019).

Audit firm (s) who meet the requirements of the TORs and the commercial and contractual conditions, and if the lead auditor / firm / company find any ambiguity, omission or internal contradictory, or any feature that is unclear or that appears restrictive, they should seek clarification before the closing date of submission;

The Firms are invited to submit the Proposal, clearly indicating

‘Proposal for the Appointment of Lead Auditors for ISO-9000 QMS Certification for Mehran University of Engineering and Technology, Jamshoro and MUET SZAB Campus, Khairpur Mir’s’ (Re-invited)

Audit firms (s) must provide breakdown of their fee in respect of all mentioned entities for each of these years by year.

Client’s policy requires that firm provide professional, objective, and impartial advice and at all times hold the Client's interests paramount, strictly avoid conflicts with the assignments or their own corporate interests.

Proposed professional staff must be qualified and have adequate experience, preferably worked under conditions similar to those prevailing in the country of the assignment.

Audit firm should ensure that they submit a full proposal including all the supporting documents requested. It is essential to ensure accuracy in the curricula vitae of key staff submitted. An authorized representative of the firm initials all pages of the proposal and dated. Noncompliance with important requirements will result in rejection of the proposal;

The original proposal shall be prepared in indelible ink. It shall contain no inter-lineation or overwriting.

From the time the bids are opened to the time the contract is awarded, if any firm wishes to contact the Client on any matter related to its proposal, it should do so in writing at the address indicated in documents. Any effort by the firm to influence the Client in the Client's proposal evaluation, proposal comparison or contract award decisions may result in the rejection of the Firm's proposal.

Once the proposals are received and opened, auditors / firm / company shall not be required nor permitted to change the substance, the key staff and so forth;

The process of proposal evaluation shall be confidential;

The financial proposal should be in PKR comprising fees only;

Bidders are requested to submit below mentioned number of copies clearly marked “**TECHNICAL PROPOSAL**” and “**FINANCIAL PROPOSAL**” for the proposal.

Bidder should submit the proposals on or before 16-11-2021 to the following address:

Deputy Director (Procurement),
Directorate of Works & Strategic Planning,
Mehran University of Engineering & Technology,
Jamshoro, Sindh – Pakistan.
Phone No. 022-2772250-72 (Ext: 7515),
Email: nadeem.soomro@admin.muet.edu.pk

Proposals received after the above time and date, or submitted otherwise than indicated in this document shall not be considered.

Stamp & Signature

10. Guidelines for Evaluation of Proposals

This tender is based on QCBS. Proposal will consist of the Bidders own marking on Technical Criteria mentioned in clause D of this document and their supporting documents. Financial Proposal will consist of the bidders Financial Bid to complete the assignment. Assignment will be awarded on QCBS methodology which will be based on qualifying as per Technical Criteria and best financial offer / proposal.

On receipt of proposals, Consultant Selection Committee, appointed by the client, shall evaluate the proposals of all the contestants. The committee will evaluate each proposal as regards the understanding of project requirement, time schedule, experience and qualifications of personnel to be assigned and other pertinent aspects in relation to the services required of the firms. Firm with the lowest bid will be given 100 score and other bidders will be scored on relative percentage terms.

The audit firm should meet with all the eligibility criteria, failing any point will result in disqualification.

Stamp & Signature

11. **Integrity Pact**

Declaration of Charges, Fees, Commission, Taxes, Levies etc payable by the company / firm / agency for **Appointment of Lead Auditors for ISO-9000 QMS Certification for Mehran University of Engineering and Technology, Jamshoro and MUET SZAB Campus, Khairpur Mir's (Re-invited);**

M/s _____, hereby declares that:

- (a) Its intention not to obtain the procurement work of any Contract, right, interest, privilege, or other obligation or benefit from the MUET or any administrative or financial offices thereof or any other department under the control of the MUET through any corrupt practice(s).
- (b) Without limiting the generality of the forgoing the company/firm/agency represents and warrants that it has fully declared the charges, fees, commission, taxes, levies etc, paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within the MUET directly or indirectly through any means any commission, gratification, bribe, gifts, kickback whether described as consultation fee or otherwise, with the object of obtaining or including the procurement or service contract or order or other obligations whatsoever from the MUET, except that which has been expressly declared pursuant hereto.
- (c) The company / firm / agency / accepts full responsibility and strict liability for making any false declaration / statement, not making full disclosure, misrepresenting facts or taking any action likely to degrade the purpose of declaration, representation and warranty. It agrees that any contract/order obtained aforesaid shall without prejudice to any other right & remedies available to the MUET under any law, contract, or other instrument, be stand void at the discretion of the MUET.
- (d) Notwithstanding any right and remedies exercised by the MUET in this regard, company / firm / agency agrees to indemnify the MUET for any loss or damage incurred by it on account of its corrupt business practice & further pay compensation to the MUET in any amount equivalent to the loss of any commission, gratification, bribe, gifts, kickback given by the company / firm / supplier / agency / service provider as aforesaid for the purpose of obtaining or inducing procurement / work / service or other obligation or benefit in whatsoever from the MUET.

Note:

This integrity pact is mandatory requirement other than auxiliary services / works.

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It is hereby certified that the terms and conditions have been read, agreed upon and signed. Material Misstatement if found in the above provided information shall be grounds for disqualification from the tender proceedings and may lead to blacklisting of the firm / company.

Name of Representative _____

Contact Person _____

Address _____

Tel # _____ Fax _____

Mobile _____ email _____