

EVALUATION CRITERIA & COMPARISON OF BIDS:

Bidders who have been qualified on the basis of the preliminary evaluation shall be eligible for a de-evaluation. The services will evaluate and compare the bid that have been determined to be substantial responsive. The evaluation will be performed assuming the contract will be awarded to the high evaluated bidder for the entire information system.

The following weights will be used in the evaluation of bids:-

Technical Evaluation: - 70%
 Financial Evaluation: - 30%] QCBS Method

The Technical Bids shall be evaluated on the basis of following parameters

Sr. No	Evaluation parameters	Total Marks	Brief	Remarks from bidder
Company Information:				
	Required Field	Marks		Documentary evidence attached or not
1.	No of Years in Business	25	200	25 Marks if the firm proves 05-years experience Yes () No ()
2.	Bank certificate	25		25 Marks if the Financial position is sound Yes () No ()
3.	NTN Registration Certificate	50		50 Marks if firm has NTN Certificate Yes () No ()
4.	Sales Tax Registration Certificate	50		50 Marks if Firm is registered with Sales Tax department Yes () No ()
5.	Chamber of commerce or its allied body	25		25 Marks if Firm is a member of any chamber Yes () No ()
6.	Affidavit	25		25 Marks will be given to the bidder who provided a affidavit on stamp paper that the firm has not been blacklisted by private, Govt, Semi Govt, and Autonomous Body) Yes () No ()
Technical Proposal:				
7.	Provide List of Similar Projects	50	125	50 Marks will be given for Proven expertise and experience of implementing similar initiatives to utilize SMS, Services, Robo Calls Service, Call Centre Services & CRM Development, Specifically to solicit proactive feedback. Yes () No ()
		25		25 Marks will be given who provide Extensive expertise and experience of working with the public sector in utilizing similar engagement methods for various Government Departments. Yes () No ()
		50		50 Marks will be given to that firm who able to facilitate and manage required processes, and comply with required reporting modules (web-based reporting via CRM) Yes () No ()



Support Capabilities:

	Catalogue evidence of Office Site/Building and Physical equipments installed	25	75	25 Marks if the firm has established its Office along with list of Physical Equipments installed	Yes () No ()
9.	List of Qualified/Certified /Web Developers/ Graphic Designers support team of Professionals	25		25 Marks if the firm has qualified/certified team or skilled professionals having experience of 10-years atleast.	Yes () No ()
10.	Customer feedback certificate	25		25 Marks if the firm has customer feedback certificate from customer	Yes () No ()

Financial Capabilities:

11.	Bank Credit Certificate	20	20	20 Marks on production of Bank Credit Certificate	Yes () No ()

Relevant Experience:

12.	Experience in field	100	100	100 Marks if the firm has attached proofs/work orders or completion certificates of similar projects. Minimum 10 proofs required.	Yes () No ()
-----	---------------------	-----	-----	---	-------------------

Note: The required field at Sr # 03, Sr # 04 should be provided by each & every interested firm and must get **350 Marks (out of 520)** in Technical Proposals for qualifying as per above mentioned criteria.





NO.F.D (TRY)/ 01 (13)/2013-2014
GOVERNMENT OF SINDH
FINANCE DEPARTMENT

Karachi dated the 13th August, 2014

Ph: 021-99222113

Mr. Asim Arman,
M/s. SATCOMM (Pvt) Ltd,
Address: 42-S, Block-6, PECHS,
Dr.Mehmood Hussain Road,
Karachi, Pakistan.
Tel: 021-34141027.

General Manager (Corporate Affairs),
M/s. CATCOS (Pvt) Ltd,
Address: Suite 308, IT Park, Tariq Centre,
Tariq Road Karachi-75500, Pakistan.
Tel: 021-3454-9291-2.

Mr. Adeel Israr,
Manager Business Development & Sales,
M/s. IBEX GLOBAL, Virtual World (Pvt) Ltd,
119, Arcadia Building 16th Street, Main Korangi Road,
DHA Phase-I, Karachi 75500, Pakistan.
Tel: 02135699225.

Subject: **EXTENSION OF BID VALIDITY TIME PERIOD**

I am directed to refer to the subject noted above and to state that due to non-availability of members of Procurement Committee and with the approval of Competent Authority, this department has decided that Bid validity period has to be extended for a period of 90-days for which your valuable consent is required.

It is therefore requested to kindly give your consent in positive within 03-days enabling department to extend the Bid Validity Period for a period of 90-days.

(AAMIR ZIA ISRAN)
SECTION OFFICER (TREASUR)

Copy for information to:

1. R.O to Secretary to Government of Sindh, Finance Department, Karachi.
2. P.S to SFS (Res), Finance Department, Government of Sindh, Karachi.
3. The Additional Finance Secretary (Resource), Finance Department, Government of Sindh, Karachi.
4. The Deputy Secretary (Res-I), Finance Department, Government of Sindh, Karachi.
5. All Procurement Committee Members.
6. The Director, Sindh Public Procurement Regulatory Authority, Karachi.
7. Office Concerned Copy.

SECTION OFFICER (TREASUR)

Address: Room No. 28, Section Officer (Try), 02nd Floor Finance Department, Government of

Date: 18 / 08 / 2014

No Objection Certificate

Dear Concerned,

Please refer to you letter reference no. FD (TR) 01 (13) / 2013 -2014 dated 13 / 08 /2014, we are pleased to extend the validity of our submitted proposal against TENDER INQUIRY NO. FD (TR) 01 (13) / 2013-2014; by ninety days. Consequently the validity of the bid money is also extended by ninety days.

Sincerely,



Adeel Israr
Manager Business Development & Sales

August 18, 2014

Aamir Zia Isran
Section Officer (Treasury)
Finance Department, Government of Sindh
Room No. 28, 02nd Floor, Building No. 06, A.K Lodhi Block,
Sindh Secretariat, Shakra-e-Kamal Attaturk, Karachi.

BID VALIDITY EXTENSION - TENDER FOR HIRING OF CALL CENTER SERVICES -
TENDER NO. FD (TR) 01 (13) / 2013-2014 - INF-KRY No. 1925/14

Dear Mr. Aamir Zia Isran,

With reference to the letter dated August 13, 2014 pertaining to the consent for bid validity extension of the tender for hiring of call center services - TENDER NO. FD (TR) 01 (13) / 2013-2014, INF-KRY No. 1925/14, we would like to inform you that since the bid evaluation is still under process therefore, we are extending the bid validity for further ninety (90) days.

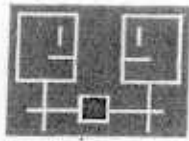
Thank you and regards,



Asif Amin, General Manager (Corporate Affairs).
CATCOS Private Limited
M: 0333-2105114 E: asif@catcos.com

CATCOS (Pvt) Limited

Suite 308, IT Park, Tariq Center, Tariq Road, Karachi-75500, Tel # (021) 3454-9291-2
www.catcos.com



satcomm.
PRIVATE LIMITED

19th August, 2014

To,

Mr. Aamir Zia Isran,
Section Officer (Treasury),
Government of Sindh,
Finance Department, A.K Lodhi Block, Building No. 06,
Karachi, Pakistan.

Subject: EXTENSION IN BID VALIDITY PERIOD-TENDER REGARDING HIRING CALL CENTRE SERVICES

Dear Sir,

With reference to your letter no. FD (TRY)/01(13)/2013-2014 dated August 13-2014, wherein requested you to give our consent regarding the extension in Bid Validity Period, we would like to inform you that bid evaluation is still in process, hence, we are agree to extend the Bid Validity period for further (90) ninety days as per rules & regulations prescribed in SPPRA-2010.

Thank You,

For **SATCOMM (PVT) LIMITED,**

Asim Arman,
Manager Finance



NO.F.D (TRY)/ 01 (13)/2013-2014
GOVERNMENT OF SINDH
FINANCE DEPARTMENT

Karachi dated the 19th August, 2014

PH NO: 021-99222113

EXTENSION IN BID VALIDITY PERIOD

With the Approval of Competent Authority and after obtained No Objection Certificate from the respective Bidders i.e. 1) M/s. CATCOS (Pvt) Ltd; 2) M/s. IBEX Global Virtual World (Pvt) Ltd; 3) M/s. SATCOMM (Pvt) Ltd vide Dated 18th August, 2014, this Department has extend the Bid Validity for additional period of Ninety (90) days of the NIT No: INF-KRY: 1925/2014 with effect from 13th September, 2014.



dc
(AAMIR ZIA ISRAN)
SECTION OFFICER (TREASURY)

is forwarded for information to:

1. M/s. SATCOMM (Pvt) Ltd, Address: 42-S, Block-6, PECHS, Dr.Mehmood Hussain Road, Karachi, Pakistan.Tel: 021-34141027.
2. M/s. CATCOS (Pvt) Ltd, Address: Suite 308, IT Park, Tariq Centre, Tariq Road Karachi-75500, Pakistan. Tel: 021-3454-9291-2.
3. M/s. IBEX GLOBAL, Virtual World (Pvt) Ltd, 119, Arcadia Building 16th Street, Main Korangi Road, DHA Phase-I, Karachi 75500, Pakistan. Tel: 02135699225.
4. The Director (Enforcement-II), Sindh Public Procurement Regulatory Authority, Government of Sindh, Karachi.

3
GPIs
Received
19/8/14

dc
SECTION OFFICER (TREASURY)



Bid Evaluation Report

1. Name of Procuring Agency: Finance Department Government of Sindh
2. Tender Reference No: No. FD (TRY) 01 (13) / 2013-2014
3. Tender Description/Name of work/item: Hiring of Call Centre Services
4. Method of Procurement: Single Stage Two Envelopes Procedure
5. Tender Published: Daily Dawn English, dt: 28-05-2014, Daily Urdu Express, dt: 28-05-2014 & Daily Sindhi Express, dt: 28-05-2014 vide Advertisement no. INF/KRY/1925/14.
6. Total Bid documents Sold: Five (05 Nos)
7. Total Bids Received: Three (03 Nos)
8. Technical Bid Opening date: 16th June, 2014
9. No. of Bid technically qualified: Three (03-Nos)
10. Bid(s) Rejected: NIL
11. Financial Bid Opening date: 11th August, 2014

[Handwritten signatures and marks]

12. Bid Evaluation Report:

S No	Name of Firm or Bidder	Cost offered by the Bidder	Ranking in terms of Cost	Reasons for acceptance/rejection	Remarks
0	1	2	3	4	5
1.	M/s. CATCOS (Pvt) Ltd	Rs. 2,275,648/-	01 st Lowest	Technically sound but not attained the highest combined weighted technical and financial score as per the QC Based selection method. Hence Rejected.	Total Score Attained 94.88 % (2 nd Highest Scorer)
2.	M/s. IBEX Global (A TRG Company)	Rs. 2,570,000/-	02 nd Lowest	Technically sound and attained the highest combined weighted technical and financial score as per the QC Based selection method. Hence Proposed to award a Contract.	Total Score Attained 96.56 % (1 st Highest Scorer)
3.	M/s. SATCOMM (Pvt) Ltd	Rs. 19,250,000/-	03 rd Lowest	Technically sound but not attained the highest combined weighted technical and financial score as per the QC Based selection method. Hence Rejected.	Total Score Attained 65.07 % (3 rd Highest Scorer)


 Deputy Secretary (Admn)
 P & D Department
 Govt of Sindh
 (Member)


 Section Officer (Try)
 Finance Department
 Govt of Sindh
 (Member)


 Additional Finance Secretary (Res)
 Finance Department
 Govt of Sindh
 (Member)


 Deputy Secretary (Budget)
 SGA & C Department
 Govt of Sindh
 (Member)

~~(and Training)~~
 Special Finance Secretary (Res)
 Finance Department
 Govt of Sindh
 (Chairman)

X