
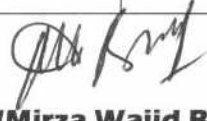



Bid Evaluation Report

1. Name of Procuring Agency: Sindh Revenue Board
2. Tender Reference No: SRB/Admin/CCS/2017/70
3. Tender Description/Name of work/item: Notice Inviting Tender (NIT) for Procurement of VoIP system/ Call Center Solution
4. Method of Procurement: National Competitive Bidding (Single Stage- Two Envelope Procedure)
5. Tender Published: Daily Kawish, Daily Jung and Daily Dawn on 25th May, 2017 SPPRA ID 33583
6. Total Bid documents Sold; 05
7. Total Bids Received: 02
8. Technical Bid Opening date: (if applicable) 9th June 2017
9. No. of Bid technically qualified (if applicable): 01
10. Bid(s) Rejected: 01
11. Financial Bid Opening date: 12th June, 2017
12. Bid Evaluation Report: The Detail item wise Technical and Financial Report is attached as Annex-A

S No	Name of Firm or Bidder	Cost offered by the Bidder in PKR	Ranking in terms of cost	Comparison with Estimated cost (Estd Cost: PKR 2 million)	Reasons for acceptance/rejection	Remarks
0	1	2	3	4	5	6
1.	M/s. CATCOS (PVT) Ltd	1,418,986	1	29.09% lower than the estimated cost	Lowest evaluated Bidder	Technically qualified and compliant bidder


(Fahad Saeed Warsi)
Video Conferencing Engineer
Information Science &
Technology Department (IS&T)
Govt. of Sindh
Member


(Mirza Wajid Baig)
System Support Engineer,
SRB, Govt. of Sindh
Member/Secretary


(Mr. Shahid-ul-Ghani)
Deputy Commissioner (IT)
SRB, Govt. of Sindh
Chairman



SINDH REVENUE BOARD
GOVERNMENT OF SINDH



SUBJECT :- MINUTES OF TECHNICAL BID OPENING OF THE PROCUREMENT COMMITTEE FOR THE PROCUREMENT OF VoIP/ CALL CENTER SOLUTION FOR SRB

A meeting of the Procurement Committee for the procurement of VoIP/ Call Center Solution was held on Monday 9th June 2017 at 03:15 pm under the Chairmanship of Deputy Commissioner (DC) (IT) Sindh Revenue Board (SRB), Government of Sindh in the committee room SRB office Karachi for opening of technical proposals submitted by the bidders. The following members attended the meeting (**Annexure-I**): -

1. DC(IT), SRB, Govt. of Sindh. **Chairman**
2. Video Conferencing Engineer, Information Science & Technology Department, Govt. of Sindh **Member**
3. System Support Engineer, SRB, Govt. of Sindh **Member**

2. The technical bids were submitted by the following two bidders as per following details before the deadline for submitting the proposals:

S.No	Name of the Bidder
1	M/s CATCOS Pvt Ltd.
2	M/s AMFCO International

3. Out of the aforementioned two bidders M/s CATCOS Pvt Ltd. found eligible as per the eligibility criteria mentioned in the bidding documents issued for the purpose (**Annex II**):

VoIP (Call center Solution for SRB) Eligibility Criteria Report for the Bidders			
S#	Eligibility Criteria	CATCOS (PVT)LTD	AMFCO
1	Valid Registration with tax authorities like SRB, FBR. (Copy of the Tax Registration Certificate by FBR and SRB)	YES	* Yes
2	Average Annual turnover of PKR 15 Million and above for the last three years (Audited Financial Statement and income tax return for the last 03 years).	YES	NO
3	Bidder must have done 3 similar projects for the past 5 years (copy of the purchase order must be attached).	YES	NO
4	Valid Authorized Dealership Certificate of the proposed Brand(s) (Copy of the certificate required)	YES	YES
5	Bidder must be PTA approved (Valid Proof would be required).	YES	NO
6	Affidavit that firm has never been black listed.	YES	NO

M/s AMFCO International was found ineligible as per aforementioned details.

4. The only eligible bidder was also found technically qualified as per following details (**Annex II**):

(Handwritten signatures)



SINDH REVENUE BOARD
GOVERNMENT OF SINDH



BID OPENING (TENDER)

ATTENDANCE SHEET

VoIP/ CALL CENTER SOLUTION FOR SINDH REVENUE BOARD
BIDDING COMPANIES

Dated: 09 June, 2017 at 03:15 pm

<u>S#</u>	<u>Name</u>	<u>Designation</u>	<u>Company/Organization</u>	<u>Signature</u>
1	Syed Iqbal Hussain	ACCOUNT DIRECTOR	ANDCO INTERNATIONAL	J.A.
2	Shahnoor Nusrat	Sr. Tech Support	u	m. Javed
3	Dilshad Ikram Chishti	Manager BD	CATCOS	G-IL
4				
5				
6				
7				
8				
9				
10				


11

VoIP (Call center Solution for SRB) Eligibility Criteria Report for the Bidders


Eligibility Criteria		CATCOS (PVT)LTD	AMFCO
1	Valid Registration with tax authorities like SRB, FBR. (Copy of the Tax Registration Certificate by FBR and SRB)	YES	* Yes
2	Average Annual turnover of PKR 15 Million and above for the last three years (Audited Financial Statement and income tax return for the last 03 years).	YES	NO
3	Bidder must have done 3 similar projects for the past 5 years (copy of the purchase order must be attached).	YES	NO
4	Valid Authorized Dealership Certificate of the proposed Brand(s) (Copy of the certificate required)	YES	YES
5	Bidder must be PTA approved (Valid Proof would be required).	YES	NO
6	Affidavit that firm has never been black listed.	YES	NO

VoIP (Call center Solution for SRB) Technical Evaluation Report for the Bidders

SH	Specification	CATCOS (PVT)LTD	AMFCO
1	As per Power rating requirements & compatibility, the system should be able to work under operating temperature between 5 C to 40 C without any additional need of forced cooling.	Full compliance	Full compliance
2	The Proposed solution must be support maximum participants in conference	Full compliance	Full compliance
3	The proposed solution must support multisite resiliency	Full compliance	Full compliance
4	The proposed solution must not have announced End of Sale/Life date from manufacturer.	Full compliance	Full compliance
5	The proposed solution must support CTI & TAPI for third party application integration & Compatible with C	Full compliance	Partial compliance
6	Single vendor solution for software, hardware, trunk interfaces, and telephones simplifies supp	Full compliance	Full compliance
7	Plug and Play [®] Devices/Apps	Full compliance	Partial compliance
8	Automated directory: Automatically connect to an extension by name	Full compliance	Full compliance
9	Conferencing	Full compliance	Full compliance
10	Call park	Full compliance	Full compliance
11	Call Pick up	Full compliance	Full compliance
12	Call Pick up groups	Full compliance	Full compliance
13	Call Transfer	Full compliance	Full compliance
14	Call waiting Consultation	Full compliance	Full compliance
15	Forwarding Conditional: immediate forwarding	Full compliance	Full compliance
16	Park Call/Retrieve	Full compliance	Full compliance
17	Music on hold (Internal & External)	Full compliance	Full compliance
18	Information available on multi languages on IVR.	Full compliance	Full compliance
19	IVR Based Solution.	Full compliance	Full compliance
20	Call Queuing	Full compliance	Full compliance
21	Customer Feedback on IVR	Full compliance	Full compliance
22	Capability of manual drag & drop Manual Shuffling in IVR	Full compliance	Full compliance
23	Integration with other SRB Other applications.	Full compliance	Partial compliance
24	Customize reports	Full compliance	Partial compliance
25	Agents performance report	Full compliance	Full compliance
26	Critical incident analysis.	Full compliance	Partial compliance
27	Comprehensive central reports	Full compliance	Full compliance
28	Dash Board facility.	Full compliance	Full compliance
29	One year comprehensive support with backup.	Full compliance	Full compliance


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 SRB, Govt. of Sindh.
 Chairman


(Mirza Wajid Baig)
 System Support Engineer,
 SRB, Govt. of Sindh
 Member/Secretary



SUBJECT :- MINUTES OF FINANCIAL BID OPENING OF THE PROCUREMENT COMMITTEE FOR THE PROCUREMENT OF VoIP/ CALL CENTER SOLUTION FOR SRB

Third meeting of the Procurement Committee for Health Insurance Policy, was held on Monday **12th JUNE 2017** at **12:15 PM** under the Chairmanship of Deputy Commissioner (IT) Sindh Revenue Board (SRB), Government of Sindh in the Committee Room at Shaheen Complex Karachi for opening of financial proposals submitted by the bidders. The following members attended the meeting (**Annexure-I**): -

1. DC(IT), SRB, Govt. of Sindh.	Chairman
2. Video Conferencing Engineer, Information Science & Technology Department, Govt. of Sindh	Member
3. System Support Engineer, SRB, Govt. of Sindh	Member

2. Following two qualified bidders were present during the Meeting:

S.No	Name of the Bidder
1	M/s CATCOS Pvt Ltd.
2	M/s AMFCO International

3. Technical Evaluation results were announced by the Committee in presence of the aforementioned bidders.

5. Financial Bid of the only qualified bidder was announced as per the following details (**Annex-II**):



SINDH REVENUE BOARD
GOVERNMENT OF SINDH



**FINANCIAL BID OPENING
ATTENDANCE SHEET
VoIP/ CALL CENTER SOLUTION FOR SINDH REVENUE BOARD
BIDDING COMPANIES
Dated: 12TH JUNE, 2017 at 12:15 pm**

S#	Name	Designation	Company/Organization	Signature
1	Shahnawal Nusrat	Sr. Tech Support	AMPco	
2	Dilshad Ikram Cheshti	Manager Bd	CATCOS	



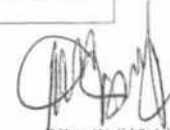
Sindh Revenue Board
Financial Bids Evaluation Report



S.No	CATCOS (Pvt) Ltd	Item	CATCOS (Pvt) Ltd Description	CATCOS (Pvt) Ltd Country of Origin	CATCOS (Pvt) Ltd Quantity	CATCOS (Pvt) Ltd Unit Price DDP named Karachi	CATCOS (Pvt) Ltd Total DDP per Item	Unit Price of delivered (DDP) to final destination plus price of other incidental plus price of other incidental services
1		Hardware requirement IP PBX, (soft switch) ACD, IVR & recording	IP PBX	USA	2	174,330	348,660	N/A
2		Agents Desk top Phones and head Gears	Hard phones & Head Gears	USA/Taiwan	8	17,082	136,656	N/A
3		Agent License	EZ Call Manager		8	Included	Included	N/A
4		Complaints Management System, reporting system, Integration, Configuration, commissioning & testing	EZ Call Manager, Comprehensive complaint management system and customer support system with auto escalation process with built in conversation recorder, CRM and impromptu reporting	Canada, USA, Pakistan	1	640,000	640,000	N/A
5		System Training	For operators & Administrator	N/A	N/A	Included	Included	N/A
6		Cost of 1 E1 and 8 ports Analogue card	Sangoma PRI and Analogue card	Canada	2	122,265	244,530	N/A
7		Wall Board	Samsung 40"	Korea	1	49,140	49,140	N/A
8		Support for the initial 12 month from the date of deployment	Support	N/A	Included	Included	Included	N/A
		TOTAL					1,418,986	


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