

MINUTES OF THE PROCUREMENT COMMITTEE HOLD ON 23.06.2017 AT 14:00 IN OFFICE OF THE ADDL:IGP/KHI OFFICE 4<sup>TH</sup> FLOOR  
KARACHI POLICE OFFICE FOR OPENING OF TECHNICAL BID PROPOSAL FOR PROCUREMENT OF PARTIALLY OUTSOURCE CALL CENTRE  
OF MCC-15 (POLICE HELP LINE) AT AIRPORT PS KARACHI, DURING FINANCIAL YEAR 2017-18.

the following Officers attended the subject meeting:-


1. DIGP/West Zone, Karachi. (Chairman)
2. SSP/Korangi, Karachi (Secretary)
3. SSP/East, Karachi (Member)
4. Rep: of Home Department Sindh (Member)
5. Rep: of Information Science & Technology Sindh: (Member)

The following firms participated and offered their bids for Partially Outsource Call Centre of MCC-15 (POLICE HELP LINE) at AirPort PS Karachi with sealed envelope containing sealed Technical as well as Financial proposals.

S.No	NAME OF Participated firms	RESULT	REMARKS
1	M/S. ABM Investment	Qualified	Accepted
1	M/S. CatCos	Dis-qualified	Rejected

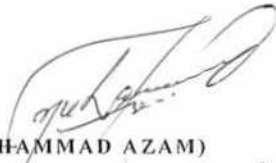
The sealed envelopes of technical proposals only were opened before the representatives of the firms and were duly signed by the chairman and members in presence of representatives of firms.

The committee will evaluate the proposed technical proposals as per criteria. Such report will be sent to the SPPRA for hoisting on the website and inform to the firms through official letter.

  
(Fahed Saeed Wani)

Member

Rep: of Information, Science & Technology Sindh

  
(MUHAMMAD AZAM)  
SO/Development

Member

Rep: of Home Department Sindh

  
Member

Sr. Superintendent of Police,  
District East, East Zone, Karachi

(Faisal Abdullah)

  
(NOMAN AHMED SIDDIQUI) PSP  
Secretary

Sr. Superintendent of Police,  
District Korangi, East Zone, Karachi

  
(ZULFIQAR ALI LARIK) PSP  
Chairman

Dy: Inspector General of Police,  
West Zone

**MINIUTES OF THE PROCUREMENT COMMITTEE'S MITTING CONVENED ON 03.07.2017 AT 15:00 IN OFFICE OF THE ADDL:IGP/KHI OFFICE 4<sup>TH</sup> FLOOR KARACHI POLICE OFFICE FOR OPENING OF FINANCIAL PROPOSAL FOR PROCUREMENT OF PARTIALLY OUTSOURCE CALL CENTRE FOR MCC-15 (POLICE HELP LINE) AT AIRPORT PS KARACHI, DURING FINANCIAL YEAR 2017-18.**

the following Officers attended the subject meeting:-

- |   |             |
|---|-------------|
| 1. DIGP/West Zone, Karachi.                         | (Chairman)  |
| 2. SSP/Korangi, Karachi                             | (Secretary) |
| 3. SSP/East, Karachi                                | (Member)    |
| 4. Rep: of Home Department Sindh                    | (Member)    |
| 5. Rep: of Information, Science & Technology Sindh: | (Member)    |

**Agenda:-**


1. To open the financial bids of technically qualified bidders.
2. To evaluate the bids for final acceptance / rejection.

**Discussion / Decisions:-**


1. After discussion in the light of SPPRA Rules, the financial bids of only technically qualified bidders were opened.
2. Bids of technically disqualified bidders were returned sealed to the concerned bidders.

2/- Final bid evaluation results are as under:-

S. No	Description	Total Cost	Name of Firm & Bidder	Amount	Remarks
1	2	3	4	5	6
1	PARTIALLY OUTSOURCE CALL CENTRE FOR MCC-15 (POLICE HELP LINE) AT PS AIRPORT	34,880,000/-	M/S. ABM Investment	23,880,000/-	Approved (Per Annum) Due to lowest Cost


  
(Fahad Saeed Wassi)

Member  
Rep: of Inforamtion, Science & Technology Sindh

  
(Faizullah Kosejo) PSP  
Member  
Sr. Superintendent of Police,  
District East, East Zone, Karachi

  
(MUHAMMAD AZAM)  
SO/Development  
Member

Rep: of Home Department Sindh

  
(NOMAN AHMED SIDDIQUI) PSP  
Secretary  
Sr. Superintendent of Police,  
District Korangi, East Zone, Karachi

  
(ZULFIQAR ALI LARIK) PSP  
Chairman

Dy: Inspector General of Police,  
West Zone



**OFFICE OF THE  
ADDL. INSPECTOR GENERAL OF POLICE,  
KARACHI RANGE**


**BID EVALUATION REPORT.**

01	Name of Procuring Agency	Addl.IGP/Karachi Range
02	Tender Reference No.	INF-KRY-2992/17
03	Tender description Name of Work / item	Partially Outsource Call Centre Madadgar-15 (Police Help Line) at Airport Police Station Karachi.
04	Method of procurement	Single Stage Two envelopment
05	Tender Published	Published to Daily Pak Sindh, Daily Dawn & Daily Jang "SPPRA Serial No. 33730 & Sindh Police Web Site"
06	Total Bid documents sold	04
07	Total Bid Received	02
08	Technical Bid Opening Dated (If applicable )	23-06-2017
09	No. of Bid Technically qualified (if applicable )	01
10	Bid(s) rejected	01
11	Financial Bid Opening Date	03-07-2017
12	Bid Evaluation Report	

S.	Name of Firm & Bidder	Cost offered by the bidder	Ranking in terms of cost	Comparison with estimated cost	Reason for acceptance ( reject)	Remarks
1	2	3	4	5	6	7
01	M/S. ABM Investment	23,880,000	1	Lowest then estimated cost	Approved Per Annum	Accepted.


  
( Fahad Saeed Warsi )


Member  
Rep: of Inforamtion, Science & Technology Sindh

  
( Faizullah Kabejo ) PSP  
Member  
Sr. Superintendent of Police,  
District East, East Zone, Karachi

  
(MUHAMMAD AZAM)  
SO/Development  
Member


Rep: of Home Department Sindh

  
(NOMAN AHMED SIDDIQUI) PSP  
Secretary  
Sr. Superintendent of Police,  
District Korangi, East Zone, Karachi

  
(ZULFIQAR ALI LARIK) PSP  
Chairman  
Dy: Inspector General of Police,  
West Zone

**COMPARATIVE STATEMENT**  
**PARTIALLY OUTSOURCE CALL CENTRE FOR MCC-15 (POLICE HELP LINE)**  
**AT PS AIRPORT KARACHI FOR THE YEAR 2017-18.**

S. No	Description	Total Cost	Name of Firm & Bidder	Amount	Remarks
1	2	3	4	5	6
1	PARTIALLY OUTSOURCE CALL CENTRE FOR MCC-15 (POLICE HELP LINE) AT PS AIRPORT	34,880,000/-	M/S. ABM Investment	23,880,000/-	Approved (Per Annum) Due to lowest Cost


  
(Fahad Saad Warsi)


Member  
Rep: of Inforamtion, Science & Technology Sindh

  
(Faizullah Korangi) PSP  
Member  
Sr. Superintendent of Police,  
District East, East Zone, Karachi

  
(MUHAMMAD AZAM)  
SO/Development  
Member

Rep: of Home Department Sindh

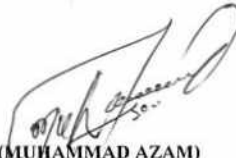
  
(NOMAN AHMED SIDDIQUI) PSP  
Secretary  
Sr. Superintendent of Police,  
District Korangi, East Zone, Karachi

  
(ZULFIQAR ALI LARIK) PSP  
Chairman  
Dy: Inspector General of Police,  
West Zone


# TECHNICAL EVALUATION REPORT

## PARTIALLY OUTSOURCE CALL CENTRE MADADGAR-15 AT AIRPORT PS

S.#	NAME OF FIRM	REQUIRED CRITERIA FOR OUTSOURCING & EMERGENCY RESPONSE MANAGEMENT TOTAL MARKS (300)	FINANCIAL CAPABILITIES TOTAL MARKS (200)		RELEVANT EXPERIENCE TOTAL MARKS (200)	ALL DOCUMENTS ARE MANDATORY & MUST BE PROVIDED OTHERWISE THE BID WILL NOT BE CONSIDERED					TOTAL MARKS (700)	RESULT
		COMPLIANCE WITH REQUIRED SCOPE OF WORK FOR OUTSOURCING	BALANCE SHEET & DOCUMENTS TO SHOW NET WORTH / FINANCIAL STABILITY TO BE PROVIDED	ANNUAL TURN OVER FOR LAST 02 YEARS	BIDDER SHOULD PROVIDE WORK ORDERS RELATING TO WORK / SUPPLY MENTIONED IN THE TENDER	INCOME TAX CERTIFICATE	SALE TAX CERTIFICATE	COMPANY HISTORY YEARS IN BUSINESS	UNDERTAKING THAT FIRM IS NOT INVOLVED IN ANY LATIGATION	AFFIDAVIT THAT THE FIRM HAS NOT BEEN BLACKLISTED		
1	M/S. ABM Investment.	250	200	200	200	Yes	Yes	Yes	Yes	Yes	650	Pass
2	M/S. CATCOS (Pvt) Limited.	0	200	200	200	Yes	Yes	Yes	Yes	Yes	400	Fail

  
 (MUHAMMAD AZAM)  
 MEMBER

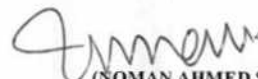
SO/DEVELOPMENT  
 Rep: HOME DEPARTMENT

  
 (FAIZULLAH KOREJO) RSP.  
 MEMBER  
 SR. SUPERINTENDENT OF POLICE  
 DISTRICT EAST, KARACHI

  
 (ZULFIQAR ALI LARIK) PSP  
 CHAIRMAN  
 DY: INSPECTOR GENERAL OF POLICE  
 WEST ZONE

  
 (FAHAD SAEED WARSI)  
 MEMBER

Rep: INFORMATION SCIENCE & TECHNOLOGY SINDH

  
 (NOMAN AHMED SIDDIQUI) PSP  
 SECRETARY  
 SR. SUPERINTENDENT OF POLICE  
 DISTRICT KORANGI, KARACHI



OFFICE OF THE  
ADDL. INSPECTOR GENERAL OF POLICE,  
KARACHI RANGE  
Telephone: (92-21) – 99225319.  
Dt: 03.07.2017

**FINANCIAL EVALUTION REPORT**

**PROCUREMENT COMMITTEE ATTENDANCE SHEET.**

**PARTIALLY OUTSOURCE CALL CENTRE MADADGAR-15 AT AIRPORT PS.**

S.#	Name of Officers	Contact No	Signature
1	Mr. Zulfiqar Ali Larik, PSP DIGP/West Zone Karachi, (Chairman)	0321-34261	[Signature]
2	Mr. Noman Ahmed Siddiqui, PSP SSP/District Korangi, (Secretary)	0321-225552	[Signature]
3	Mr. Faizullah Korejo, PSP SSP/District East, (Member)	0334. 3615579.	[Signature]
4	Mr. Fahad Saeed Warsi, Rep: of Information, Science & Technology Sindh (Member)	0333-3939011	[Signature]
5	Mr. Muhammad Azam, SO/Development, Rep: Home Department Sindh (Member)	0322. 2018690	[Signature]



OFFICE OF THE  
ADDL. INSPECTOR GENERAL OF POLICE,  
KARACHI RANGE  
Telephone: (92-21) – 99225319.  
Dt: 03.07.2017

**FINANCIAL EVALUTION REPORT**

CONTRACTOR / SUPPLIES ATTENDANCE SHEET.

PARTIALLY OUTSOURCE CALL CENTRE MADADGAR-15 AT AIRPORT PS.

S.#	Name of Firm	Representive Name	Signature Representative
1	M/S. ABM Investment.	S.A. HASAN NAQVI	
2	M/S. CATCOS (Pvt) Limited.	Dilgnad Ikram Chishti	

(FAHAD SAEED WARSI)

Member

Rep: of Inforamtion, Science & Technology Sindh

(MUHAMMAD AZAM)

Member

Rep: of Home Department Sindh

(FAIZULLAH KOREJO) PSP  
Member

Sr. Superintendent of Police,  
District East, East Zone, Karachi

(NOMAN AHMED SIDDIQUI) PSP  
Secretary

Sr. Superintendent of Police,  
District Korangi, East Zone, Karachi

(ZULFIQAR ALI LARIK) PSP

Chairman

Dy: Inspector General of Police,  
West Zone



OFFICE OF THE  
ADDL. INSPECTOR GENERAL OF POLICE,  
KARACHI RANGE  
Telephone: (92-21) – 99225319.  
Dt: 23.06.2017

CONTRACTOR / SUPPLIES ATTENDANCE SHEET.  
PARTIALLY OUTSOURCE CALL CENTRE MADADGAR-15 AT AIRPORT PS.

S.#	Name of Firm	Representative Name	Signature Representative
1	M/S. ABM Investment.	HASAN NAQVI	
2	M/S. CATCOS (Pvt) Limited.	AMAN UR REHMAN	

(Fahad Saeed Warsi)  
Member

Rep: of Information, Science & Technology Sindh

(MUHAMMAD AZAM)  
Member

Rep: of Home Department Sindh

(FAISAL ABDULLAH) PSP  
Member  
Sr. Superintendent of Police,  
District East, East Zone, Karachi

(NOMAN AHMED SIDDIQUI) PSP  
Secretary  
Sr. Superintendent of Police,  
District Korangi, East Zone, Karachi

(ZULFIQAR ALI LARIK) PSP  
Chairman  
Dy: Inspector General of Police,  
West Zone





OFFICE OF THE  
ADDL. INSPECTOR GENERAL OF POLICE,  
KARACHI RANGE  
Telephone: (92-21) – 99225319.  
Dt: 23.06.2017

**PROCUREMENT COMMITTEE ATTENDANCE SHEET.**  
**PARTIALLY OUTSOURCE CALL CENTRE MADADGAR-15 AT AIRPORT PS.**

S.#	Name of Officers	Contact No	Signature
1	Mr. Zulfiqar Ali Larik, PSP DIGP/West Zone Karachi, (Chairman)	0301-324260	
2	Mr. Noman Ahmed Siddiqui, PSP SSP/District Korangi, (Secretary)	0321-2295592	
3	Mr. Faisal Abdullah, PSP SSP/District East, (Member)		
4	Mr. Fahad Saeed Warsi Rep: of Information, Science & Technology Sindh, (Member)	0333-3939011	
5	Mr. MUHAMMAD AZAM S.O (Development) Rep: of Home Department Sindh, (Member)	0322-2018690	

## TENDER NOTICE 15 MADADGAR CALL CENTER

### SCOPE OF WORK:-

1. Karachi Police intends to outsource the Madadgar 15 response Call Centre. The idea is to bring efficiency and enhanced performance in the operations of response and rescue.
2. Sindh Police shall soon shift the entire call centre operations from the existing facility to a custom built facility at PS Airport.
3. Expression of interest are invited from reputed firms, for the following services.
  - A. Provide Qualified and Motivated Human Resources, round the clock, for the call centre which is being set up within the property of Sindh Police.
  - B. The firm shall also undertake to perform maintenance and upkeep of the call centre furniture, infrastructure and call centre equipment etc.
  - C. The firm shall be responsible for maintaining & updating the data for institutional memory purpose.
  - D. The firm shall undertake to provide further up-gradation of the Hardware/Software that is currently being used for 15 Madadgar Call Centre.
  - E. The firm shall make processes and system to provide progress reports on agreed KPI's on a real time basis on working and efficiency levels of call operations, which can also be made available to senior police officials via internet. Simultaneously weekly and monthly reports shall also be provided by the firm.
  - F. The firm shall be responsible for attendance, performance appraisal, replacements, leaves, absence etc of the provided HR.

### ELIGIBILITY:-

- A. Legal status of the Organization including registration in GST/Income Tax/Sindh Revenue Board.
- B. Profile of the organization/firm.
- C. Availability/Adequate knowledge of technology and Human Resource for Call Centre.
- D. Five years experience in emergency response either with Private or Public Sector.
- E. Company should have CVAS (Class Value Added Services) License will be preferable.
- F. The company should have/be affiliated with a company having license/authorization from interior Ministry/Home Department.
- G. Company should have ability to take over the police 15 and run it on agreed specification/terms and PKIs to deliver information quickly to emergency responders and monitor how well the responders has met the target, meaning also be following up on each call/issue/emergency.
- H. Company to have proven track record of solving issues with Public/Corporate Sector will be preferred.
- I. Financial Capacity: annual turnover in rupees Rs. 13,500,000/- (Thirteen Million Five Hundred Thousand) only/- of the firm.

The interested bidders may visit the new location at airport between 09:00 hours to 17:00 hours and the existing facility at CPO Between xx time.

Contact No: (1) SP-Madagar-15 Javed Zameeruddin Farooqi Off# 99218791

(2) I/c Ops Naeem Shah Khan Off# 99225316

ISSUANCE OF BIDDING DOCUMENTS:

From the date of publication to 22-06-2017.

BID SUBMISSION DEADLINE:

23-06-2017 at 13:00 hours.

BID OPENING:

23-06-2017 at 14:00 hours.

BID SUBMISSION & OPENING ADDRESS:

Karachi Police Office (KPO) Saddar Complex, Saddar PS, Shahrah-e-Faisal Karachi.

BID SUBMISSION & OPENING ADDRESS:

The bidding documents shall be available in Addl: IGP Karachi Office (Account Branch) or download from following websites:-

[www.spprasindh.gov.pk](http://www.spprasindh.gov.pk)  
[additionaligpkarachi@gmail.com](mailto:additionaligpkarachi@gmail.com).

GENERAL INSTRUCTIONS:-

- A. Sealed proposal containing above information are required to be submitted at the office of the Karachi Police Office (KPO) Saddar Complex, Saddar PS, Shahrah-e-Faisal Karachi.
- B. No proposal will be accepted after due date.
- C. Sindh Police reserves the right to accept or reject any or all proposals subject to relevant provision of SPPRA rules.
- D. The interested firm may obtain the bidding documents alongwith the specification of work from Account Branch of office of the DIGP/Administration Karachi Range by submitting an application on their letterhead from the date of publication till 22-06-2017.
- E. The firm organization will submit their technical and financial proposal in separate sealed envelopes up to 23-06-2017, at 13:00 hours.
- F. The rates quoted must remain valid for a period of (90) days after opening of the bid, the bid security **2%** in the form of pay order/Bank Draft/Drawn in favour of the DIGP/Administration Karachi Range, must be accompanied by financial proposal in sealed envelope.
- G. Committee will open sealed envelope of proposal in the presence of representative of the applying firms/organization on 23-06-2017 at 14:00 hours in Karachi Police Office (KPO) Saddar Complex, Saddar PS, Shahrah-e-Faisal Karachi.
- H. Only short listed proposals will be called for further process.
- I. Procedure/Method of procurement single stage two envelope.



**(DR. GHULAM SARWAR JAMALI) PSP, PPM**  
DIGP/Administration,  
For Addl: Inspector General of Police,  
Karachi Range