

## FINAL EVALUATION REPORT

(As Per Rule 35 of PP Rules, 2004)

1. Name of Procuring Agency: Pakistan Single Window.
2. Method of Procurement: Single Stage-Two Envelope.
3. Title of Procurement: Provision of Customer Relationship Management (CRM)/Call Centre Solution Services
4. Tender Inquiry No.: PSW/PROC/OPS-181/24-25
5. PPRA Ref. No. (TSE): TS549376E
6. Date & Time of Bid Closing: 21<sup>st</sup> October 2024, 1500 Hrs.
7. Date & Time of Bid Opening: 21<sup>st</sup> October 2024, 1530 Hrs.
8. No of Bids Received: Two (02)
9. Criteria for Bid Evaluation: As Provided in Tender Documents.
10. Details of Bid(s) Evaluation:

<u>Name of Bidder</u>	<u>Technical Scoring</u>	<u>Evaluated Monthly Cost (Inclusive of all taxes &amp; out of pocket expenses)</u>	<u>Rule/Regulation/SBD*/Policy/ Basis for Rejection / Acceptance as per Rule 35 of PP Rules, 2004.</u>
M/s PTML Ufone	N/A	N/A	Dis-Qualified – Didn't meet the mandatory requirements
M/s Sybrid Pvt. Ltd.	88/100	Option 1: Including HR Rs. 2,121,750/-	Most Advantageous Bidder
		Option 2: Excluding HR Rs. 552,000/-	

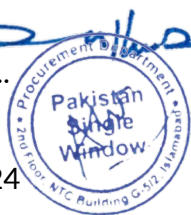
SUCCESSFUL BIDDER: M/s Sybrid Pvt. Ltd.

11. Any other additional / supporting information, the procuring agency may like to share. N/A.

Signature:

Official Stamp: .....

Dated: 10<sup>th</sup> December, 2024



Standard Bidding Documents (SBD).