



SUI NORTHERN GAS PIPELINES LIMITED

GAS HOUSE, 21 KASHMIR ROAD, P.O. BOX 56, LAHORE (PAKISTAN)

Ref: SGMD/CS/70

Date: 09-03-2022

The Deputy Director (Monitoring & Implementation)

Public Procurement Regulatory Authority,
Cabinet Secretariat, Cabinet Division, Government of Pakistan,
Federal Bank for Cooperative Building, Sector G-5/2,
Islamabad.

Fax No. (051) 99224823- 9219149

TECHNICAL EVALUATION REPORT
(As Per Rule 35 of PP Rules, 2004)
OUTSOURCING OF CALL CENTRE (1199)
TENDER ENQUIRY No. SGMD/CS/70

Dear Sir,

In compliance to Rule 35 of Public Procurement Rules, 2004, we give hereunder evaluation result of bids received against tender enquiry having value of above Rs. 500,000/- issued from Sui Northern Gas Pipelines Ltd:-

- | | |
|----------------------------------|---|
| 1. Name of Procuring Agency | : Sui Northern Gas Pipelines Limited, |
| 2. Method of Procurement | : Single Stage Two Envelop System (ICB) |
| 3. Title of Procurement | : Outsourcing of Call Centre (1199) |
| 4. Tender Enquiry No. | : SGMD/CS/70 |
| 5. PPRA Ref. No. (TSE) | : TS 467343E |
| 6. Date & Time of Bid Closing | : 10-01-2022 at 1500 Hours |
| 7. Date & Time of Bid Opening | : 10-01-2022 at 1530 Hours |
| 8. No. of Bids Received | : 05 (Five) |
| 9. Criteria for Bid Evaluation | : As per tender documents |
| 10. Details of Bid(s) Evaluation | : As under:- |

Name of Bidder	Technical Marks (if applicable)	Rule/Regulation/SBD*/Policy/Basis for Technical Rejection/Acceptance as per Rule 35 of PP Rules, 2004
M/s Pak Telecom Mobile Limited (Ufone)	Technically Responsive	Technical Proposal meets bid evaluation criteria
M/s Ovex Technologies Pakistan (Pvt) Ltd	Technically Responsive	Technical Proposal meets bid evaluation criteria
M/s Abacus Consulting Technology (Pvt) Limited	Technically Responsive	Technical Proposal meets bid evaluation criteria
M/s Systems Limited	Technically Responsive	Technical Proposal meets bid evaluation criteria

Telephones Exch: { + (92-42) 99082000
+ (92-42) 99082006

Telephones: {

Fax:

www.sngpl.com.pk





SUI NORTHERN GAS PIPELINES LIMITED

GAS HOUSE, 21 KASHMIR ROAD, P.O. BOX 56, LAHORE (PAKISTAN)

Ref: SGMD/CS/70

-2-


M/s Call Courier (Pvt) Limited	Technically Non-Responsive	Technically non-responsive on account of following :- 1) Technical proposal does not fulfill Sr. 5 of bid evaluation criteria. As per Sr. 5 of bid evaluation criteria, the bidder must have inbound call center experience with three references. The references provided by the bidder were not specific to call center services and details of projects provided by the bidder reveals that the bidder provides call services for their core business of courier/delivery. 2) Bidder was requested for provision of audited financial statements for last three years vide: email dated 18-02-2022 which was not provided. 3) Committee members visited their Call Center vicinity on 23-02-2022 and committee observed that their Call Center setup was operating in two shifts with a total of 52 No. call center agents which does not meet the requirement of 100 call center agents as per bid evaluation criteria (Sr. no 2).
--------------------------------	-------------------------------	---

11. Accordingly, financial bid for technically responsive will be opened in due course of time.

12. You are requested to upload these results on PPRA's official website.

Thanking you.

SUI NORTHERN GAS PIPELINES LIMITED


(NAVIED ASHRAF)
General Manager (CS-South)
for MANAGING DIRECTOR

SUI NORTHERN GAS PIPELINES LIMITED


(IKRAMULLAH KHAN)
General Manager (CS-North)
for MANAGING DIRECTOR

Copy by post: - The Deputy Director (Monitoring & Implementation), Islamabad.

Telephones Exch: { + (92-42) 99082000
+ (92-42) 99082006

Telephones: {

Fax:

www.sngpl.com.pk

