


# **PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA)**

## **CONTRACT AWARD PROFORMA – I**

(As per Rule 47 of PP Rules, 2004)

*(To Be Filled And Uploaded On PPRA Website in Respect of All Public Contracts of Works, Services and Goods)*

Name of the organization/deptt.	State Bank of Pakistan
Federal / provincial govt/other	Other
Title of contract	Maintenance, Technical Support Services and Subscription for Avaya Based Call Contact Solution
Tender number	GSD (PROC-I)/019474/SLA/CPD-CALL CENTER/2022
Brief description of contract	Maintenance Support and SLA inclusive of Subscription and OEM Support for the entire IP Based Call Center system with 03 Years SLA charges in its existing Call center hardware and software.
Tender value	PKR 5,000,000/-
Engineer's estimate (for civil works only)	N/A
Estimated completion period	03 Years
Whether the procurement was included in annual procurement plan? (yes/no)	Yes
Advertisement:  PPRA website (yes/no) ( if yes give date and ppra's tender number)	Yes  TS476919E dated 30-03-2022
Newspapers (yes/no) (if yes give names of newspapers and dates)	Yes  i. Dawn dated 31-03-2022 ii. Jehan Pakistan dated 31-03-2022
Tender opened on (date & time)	25-04-2022 at 11:30 am
Nature of purchase (local / international)	Local
Extension in due date (if any) (yes/no)	No
Number of tender documents sold (attach list of buyers)	Five (05)  i. M/s Jazz ii. M/s GCS Pvt Ltd iii. M/s IP Tel Technologies (pvt) Ltd iv. M/s PTCL v. M/s Silicon ST
Whether qualification criteria was included in bidding/tender documents (yes/no) (if yes enclose a copy)	Yes
Whether Bid Evaluation Criteria was included in bidding/tender documents? (if yes enclose a copy)	Yes
Which method of procurement was used:  A) single stage – one envelope procedure B) single stage - two envelope procedure C) two stage bidding procedure D) two stage – two envelope bidding procedure	Single Stage – two envelope procedure.  

Please specify if any other method of procurement was adopted with brief reasons (i.e. emergency, direct contracting, negotiated tendering etc.)	
Who is the approving authority?	IT Procurement Sub Committee (ITPC), SBP
Whether approval of competent authority was obtained for using a method other than open competitive bidding.	N/A (open competitive bidding procedure was used)
Number of bids received	One (01) i. M/s IP Tel Technologies (Pvt) Ltd
Whether the successful bidder was lowest bidder (yes/no)	Yes
Whether integrity pact was signed (yes/no)	Yes



# **PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA)**

## **CONTRACT AWARD PROFORMA – II**

(As per Rule 47 of PP Rules, 2004)

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Number of bidders present at the time of opening of bids	One (01)
Name and address of the successful bidder	M/s IP-TEL Technologies (Pvt) Ltd. Bungalow # 8-N, Block # 6, PECHS, Shahrah-e-Faisal, Karachi
Ranking of successful bidder in evaluation report (i.e. 1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> evaluated bid).	1 <sup>st</sup> (Lowest Evaluated Bidder)
Need analysis (why the procurement was necessary?)	CPD Call Center of SBP facilitates all banks and DFIs for the proper resolution of public complaints and grievances. To continue support, SLA renewal on maintenance and support services for its existing in-use IP based Call Center were required.
In case extension was made in response time, what were the reasons (briefly describe)	N/A
Whether names of the bidders and their prices were read out at the time of opening of bids	Yes
Date of contract signing (attach a copy of agreement)	29-August-2022
Contract award price	PKR 4,708,017/-
Whether copy of evaluation report given to all bidders (yes/no) (attach copy of the bid evaluation report)	Yes (Uploaded on PPRA & SBP websites) PPRA Reference: EV41680
Any complaints received (if yes result thereof)	No
Any deviation from specifications given in the tender notice/documents (yes/no) (if yes give details)	No
Deviation from qualification criteria (yes/no) (if yes give details)	No
Special conditions, if any (give brief description)	N/A

