



Government of Pakistan  
PAKISTAN TELECOMMUNICATION AUTHORITY  
HEADQUARTERS F-5/1, ISLAMABAD

<http://www.pta.gov.pk>

**Final Evaluation Report**  
**(As per Rule 35 of PPRA Rule -2004)**

**Provision of Consumer Management Services**  
**Setup and Operator Call Center to PTA on Rental Basis**

Portal File No.PTA/Revenue Assurance/Consumer-Protection/Updation of CPD Complaint Database/Outsourcing of CRM-Call Center/83/2019/

1	Name of Procuring Agency	Pakistan Telecommunication Authority, Headquarters F-5/1, Islamabad
2	Method of Procurement	Invitation to Bid (Single Stage- Two Envelope)
3	Title of Procurement	Consumer Management Services Setup and Operator Call Center to PTA on Rental Basis
4	Tender Inquiry No	PTA/Revenue Assurance/Consumer-Protection/Updation of CPD Complaint Database/Outsourcing of CRM-Call Center/83/2019/
5	PPRA Ref. No. (TSE)	TS494309E
6	Date & Time of Bid Closing	18 <sup>th</sup> November, 2022 by 1100 hrs
7	Date & Time of Bid Opening of Technical Proposals	18 <sup>th</sup> November, 2022 by 1130 hrs
8	No of Bids Received	Three (3), One (1) qualified
9	Criteria for Bid Evaluation	Most advantageous bid as per Clause 4 (C) of the bidding document
10.	Details of Bid (s) Evaluation	Detail is as under

**Bid Evaluation Results:**

S.No	Name of bidder	Marks		Evaluated Cost (PKR)	Rule/Regulation Basis for Rejection / Acceptance as per Rule 35 of PP Rules, 2004.
		Technical	Financial		
1	Pak Telecom Mobile Ltd (Ufone)	100/100	N/A	27,149,878/-	Accepted being the most advantageous bid as per Clause 4 (C) of the bidding document.

*[Handwritten signatures and marks in blue ink]*

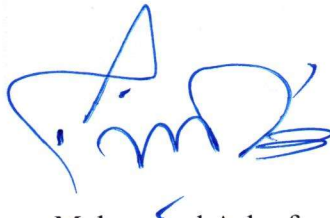
2	Ovex Technologies Pakistan (Pvt) Ltd	Disqualified	N/A	N/A	Technically disqualified in light of Clause 4(C) of Terms & Conditions of the bidding document for not meeting Clause 3 of the Term of Reference (Annexure-A) of the bidding document.
3	Pro Global (Pvt) Ltd	Disqualified	N/A	N/A	Technically disqualified for not meeting requirement as per Clause A(2) of the Annexure-B of the bidding document.

**Recommendations of PC-I:**

In view of the above, Pak Telecom Mobile Ltd (Ufone) is recommended being most advantageous bid, for award of contract for Provision of Consumer Management Services to PTA on Rental Basis for PTA HQs, at **Rs. 27,149,878/- (Rupees Twenty Seven Million One Hundred Forty Nine Thousand Eight Hundred Seventy Eight Only)** excluding GST for a period of three years, after approval of the Authority.



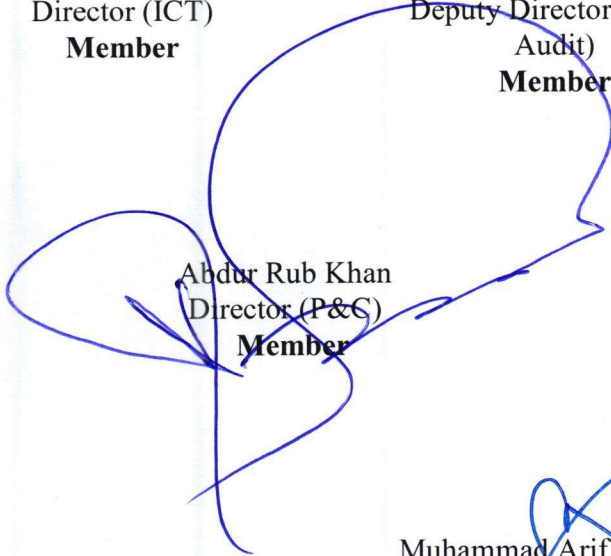
Muhammad Salman Zafar  
Director (ICT)  
**Member**



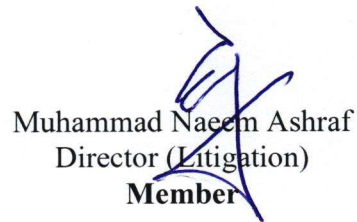
Muhammad Ashraf  
Deputy Director (Govt. Audit)  
**Member**



Sana Ullah  
Director (Administration)  
**Member**



Abdur Rub Khan  
Director (P&C)  
**Member**



Muhammad Naeem Ashraf  
Director (Litigation)  
**Member**



Muhammad Arif Sargana  
Director General (CA)  
**Convener**