

TECHNICAL EVALUATION REPORT

(As Per Rule 35 of PP Rules, 2004)

1. Name of Procuring Agency: Pakistan Telecommunication Authority
2. Method of Procurement: Open Competitive bidding
3. Title of Procurement: Provision of Consumer Management Services Setup and Operator Call Centre 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: 18th November, 2022 11:00 A.M.
7. Date & Time of Bid Opening: 18th November, 2022 11:30 A.M.
8. No of Bids Received: Three
9. Criteria for Bid Evaluation: Annex-B of the bidding document
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.
Pak Telecom Mobile Ltd (Ufone)	100	Annex-B of the bidding document
Ovex Technologies Pakistan (Pvt) Ltd	Nil	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.
Pro Global (Pvt) Ltd	Nil	Disqualified for not meeting the requirement as per Clause A(2) of Annex-B of the bidding document

Waqas
20/12/22
Waqas Ahmad
Director (Consumer Protection)
Pakistan Telecommunication Authority