



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 526412E                            |
| 6. Date & Time of Bid Closing    | : 21-12-2023 at 1530 Hours              |
| 7. Date & Time of Bid Opening    | : 21-12-2023 at 1600 Hours              |
| 8. No. of Bids Received          | : 03 (Three)                            |
| 9. Criteria for Bid Evaluation   | : As per tender documents               |
| 10. Details of Bid(s) Evaluation | : As under:-                            |

Name of Bidder	Technical Evaluation (if applicable)	Rule/Regulation/SBD*/Policy/Basis for Technical Rejection/Acceptance as per Rule 35 of PP Rules, 2004
M/s Ovex Technologies Pakistan (Pvt) Ltd	Responsive	Technical Proposal meets bid evaluation criteria
M/s Abacus Consulting Technology (Pvt) Limited	Responsive	Technical Proposal meets bid evaluation criteria
M/s Tricon Marketing (Pvt) LTD	Non-Responsive	Technically non-responsive on account of following: - 1) Technical proposal does not fulfill clause No. 2 of technical evaluation sheet, specifically at sub clause Nos. 2.2, 2.4 and 2.5 i.e. regarding Bidder's Specific experience including projects detail / experience. 2) Bidders did not provide requisite information as per sub clause No. 3.2 i.e. call center telephony solution PRIs of clause No.3 (Proposed Methodology and Plan).

Accordingly, financial bid for technically responsive will be opened in due course of time. 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**(ADIL NISAR KHAN)**General Manager (CS-North)  
for MANAGING DIRECTOR

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

CC: GM (IT/MIS) – Kindly display the technical evaluation results on Company's official website.