

## FINAL EVALUATION REPORT

(As Per Rule 35 of PP Rules, 2004)

1. Name of Procuring Agency: M/S Pakistan Software Export Board (PSEB)
2. Method of Procurement: Single Stage Two Envelop Procedure
3. Title of Procurement: Provisioning of Contact Centre Services
4. Tender Inquiry No.: A (01)/PSEB/2024-26
5. PPRA Ref. No. (TSE): TS-539594E
6. Date & Time of Bid Closing: 03<sup>rd</sup> June, 2024 at 03:00pm
7. Date & Time of Bid Opening: 03<sup>rd</sup> June, 2024 at 03:30pm
8. No of Bids Received: 02 (1. M/S Ovex Tech and 2. M/S Sybrid)
9. Criteria for Bid Evaluation: Quality and Cost Based Selection Method
10. Details of Bid(s) Evaluation: 70% or more marks will be considered as technically responsive and selected for financial bid opening

Name of Bidder	Marks		Total Marks	Evaluated Cost "Total Cost per annum inclusive of all applicable taxes per agent"	Rule/Regulation/SBD*/ Policy/ Basis for Rejection / Acceptance as per Rule 35 of PP Rules, 2004.
	Technical (if applicable)	Financial (if applicable)			
M/S Ovex Tech	64.40	30.00	94.40	Option 1:- Rs. 1,016,160/- Option 2: Rs. 723,840/-	Most Advantageous Bid
M/S Sybrid	65.10	14.44	79.54	Option 1:- Rs. 1,470,880/- Option 2: Rs. 1,503,360/-	

**Most Advantageous Bidder:** M/S Ovex Tech in both the options (i.e. Option 1 and Option 2)

11. Any other additional / supporting information, the procuring agency may like to share.

Signature:-



**Rao Muhammad Arif Khan**  
Manager Administration  
Pakistan Software Export Board (G) Limited  
Ministry of Information Technology &  
Telecommunication Government of Pakistan

Official Stamp:-

*\*Standard Bidding Documents (SBD).*

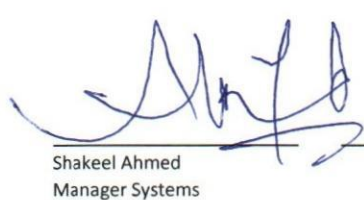
**Technical & Financial Score Calculations**  
**Tender Notice A (01)/PSEB/2024-26 against " Provisioning of Contact Center Services"**

Option 1: (In this model, the vendor will manage all resources, IT infrastructure, hardware, and location.)	Apples-to-Apples Comparison by PSEB	
	Item Description	Ovex
No. of Agents	1	1
Proposed Service charges per agent per shift	73,000	79,000
Proposed Setup Cost/ OTC including taxes	0	371,200
Total Cost per month inclusive all applicable taxes	84,680	91,640
Total Cost per annum inclusive all applicable taxes & incidentals	1,016,160	1,099,680
Total cost including OTC	1,016,160	1,470,880
<b>Ranking Lowest Bidder</b>	<b>1</b>	<b>2</b>
Financial Score (30% Weightage)	30.00	20.73
Technical Score (70% Weightage)	64.40	65.10
<b>Total Score as per RFP Criteria</b>	<b>94.40</b>	<b>85.83</b>
<b>Advantageous Bidder (Option-1)</b>	<b>Ovex</b>	
Option 2: (In this model, the vendor will only supply trained resources, while PSEB will provide the remaining IT infrastructure, hardware, and location.)		
No. of Agents	1	1
Proposed Service charges per agent per shift	52,000	72,000
Proposed Setup Cost/ OTC including taxes	0	501,120
Total Cost per month inclusive all applicable taxes	60,320	83,520
Total Cost per annum inclusive all applicable taxes & incidentals	723,840	1,002,240
Total cost including OTC	723,840	1,503,360
<b>Ranking Lowest Bidder</b>	<b>1</b>	<b>2</b>
Financial Score (30% Weightage)	30.00	14.44
Technical Score (70% Weightage)	64.40	65.10
<b>Total Score as per RFP Criteria</b>	<b>94.40</b>	<b>79.54</b>
<b>Advantageous Bidder (Option-2)</b>	<b>Ovex</b>	

**Evaluation Committee Remarks**

1. The Evaluation Committee has scrutinized all the two (02) financial proposals of technically qualified vendors received against provisioning of contact center services to PSEB
2. M/s Ovex has proposed 13 number of agents, while M/s Sybrid has proposed 06 number of agents against the call/complaint volume mentioned in the RFP document.
3. According to published RFP, PSEB management can increase or decrease the number of agents according to its requirements. So for Apples-to-Apple comparison, cost of single agent has been taken of both vendors.
4. As per final evaluation in accordance with the criteria mentioned in RFP, M/s Ovex have achieved the highest score in both Option-1 & Option-2 solution.
5. The report is submitted to the procurement committee to further decide to either go with Option-1 or Option-2 solution along with the required No. of agents.

  
 Rao Mohammad Arif  
 Manager Administration

  
 Shakeel Ahmed  
 Manager Systems

  
 Shahbaz Khan  
 Manager Finance