

**OUTSOURCING OF CALL CENTRE MANAGEMENT SERVICES****EVALUATION REPORT****(As Per Rule 35 of PPP Rules, 2004)**

1. Name of Procuring Agency: National Bank of Pakistan
2. Method of Procurement: Single Stage – two envelopes
3. Title of Procurement: Outsourcing of Call Centre Management Services
4. Tender ID: NT-08/03/2012-1
5. Date & Time of Bid Closing & Opening: 25.08.2012
6. Date & Time of Financial Bid Opening: 14.11.2012
7. No of Proposals Received: 6
8. Criteria for Bid Evaluation: as mentioned in RFP/bidding documents

Name of Bidder	Fate of the Proposals /Bids
M/s Arwen Tech Pvt. Ltd	Upon initial screening, it was found that the firm failed to submit high priority requirement Annexure III (Technical Requirement Sheet) along-with their proposal, therefore, their technical proposals has not been evaluated further and <b>considered as rejected.</b>
M/s Telecard E-Solutions Pvt. Ltd.	Upon initial screening, it was found that the firm failed to submit high priority requirement Annexure III (Technical Requirement Sheet) along-with their proposal, therefore, their technical proposals has not been evaluated further and <b>considered as rejected.</b>
M/s Teradata Pakistan (Pvt.) Ltd.	Upon initial screening, it was found that the firm failed to submit high priority requirement Annexure III (Technical Requirement Sheet) along-with their proposal, therefore, as per the evaluation criteria the technical evaluation of Teradata Pakistan has not been performed and its bid has been <b>considered as rejected.</b>
M/s GCS (Pvt.) Ltd.	The bidder failed to submit high priority documents (similar experience with three organizations, three years audited financials etc.) and proposed the joint venture/sub-contracting with Htech Solutions (Pvt.) Ltd. which was not allowed as per Policy, hence <b>proposal rejected.</b>
M/s Apollo Telecom (Pvt.) Ltd.	The bidder submitted incomplete proposal; experience shown was irrelevant and failed to meet certain high priority requirements of RFP Document, hence, <b>rejected.</b>
M/s Virtual World (Pvt.) Ltd.	Virtual World (Pvt.) Limited fully owned subsidiary of TRG International Limited. TRG Pakistan operates Call Centre Operations through Virtual World (Private) Limited (VWPLPL) and TRG (Private) Limited. The principal activity of these companies is to provide Business Process Outsourcing services through satellite communication links, offshore accounting services and information technology services. The bidder been short listed as they submitted technical proposal in accordance with the RFPD and <b>fulfilled the Technical requirements.</b> The Financial Bid of only pre-qualified bidder M/s Virtual World Pvt. Ltd. was opened on November 14, 2012 which found Rs. 1,145,832/- per month.

The Operation's Committee, based on the recommendations of the Outsourcing Committee accorded approval for the selection of M/s Virtual World (Pvt.) Ltd. as service provider for Call Centre Services.

**Signature**

**Official Stamp**