

Monitoring their Adherence to Fair Treatment (FTC) Central Themes/Principles on an ongoing basis and demonstrate how culture / strategies and controls deliver fair treatment to its customers through (FTC) Framework		
Bid Evaluation Report		
1	Name of Procuring Agency	Sindh Bank Ltd.
2	Tender Reference No.	SNDB/COK/ADMIN/TD/1338/2023
3	Tender Description	Monitoring their Adherence to Fair Treatment (FTC) Central Themes/Principles on an ongoing basis and demonstrate how culture / strategies and controls deliver fair treatment to its customers through (FTC) Framework
4	Method of Procurement	Single Stage One Envelope Bidding Procedure
5	Tender Published & SPPRA S.No.	T00531-22-0050. Express Tribune (English) , Daily Express (Urdu), Sobh (Sindhi) (31/07/2023)
6	Total Bid Documents Sold	01
7	Total Bids Received	01
8	Technical / Financial Bid Opening Date & Time	17/08/2023 at 1100 Hrs.
9	No. of bids qualified	01
10	Bid(s) Rejected	-

Details on the above as given below:

S. No.	Name of Firm or Bidder	Qualified / Disqualified in Technical/ Eligibility Inspection	Total Cost offered by the Bidder	Ranking in terms of cost	Comparison with Estimated cost (Rs.1,349,503/-)	Reasons for acceptance/ rejection	Remarks
0	1	2	3	4	5	6	7
01.	M/s. The Dynamics Research Consultants	Qualified in Evaluation Process	Rs.1,348,656/-	Only Lowest Bidder	Rs.847/- Below the estimated cost	Accepted as Most Advantageous Bid	Rule 48 has been complied with

Accordingly, going by the Technical/Financial Evaluation criteria laid down in the tender document, **M/s. The Dynamics Research Consultants** is the most advantageous bid i.e. Rs.1,348,656/- and their bid is also below the estimated cost, hence recommended for Monitoring their Adherence to Fair Treatment (FTC) Central Themes/Principles on an ongoing basis and demonstrate how culture / strategies and controls deliver fair treatment to its customers through (FTC) Framework to Sindh Bank Ltd.

Members Signature- Procurement Committee

Arshad Abbas Soomro
Head of Administration

Dilshad Hussain Khan
Chief Financial Officer

Syed Muhammad Aqeel
Chief Manager, IDBL Karachi

TENDER No: SNDB/ADMIN/TD/1338/2023

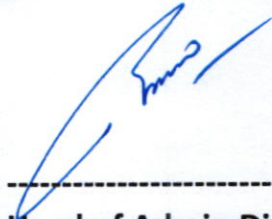
Dated: 29-08-2023

**Monitoring their Adherence to Fair Treatment (FTC) Central Themes/Principles
on an ongoing basis and demonstrate how culture / strategies and controls
deliver fair treatment to its customers through (FTC) Fra
Certificate in Compliance of Rule 48 of SPPRA**

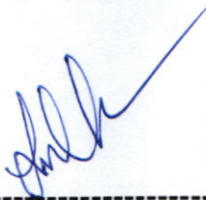
This is to certify that as only one bid was received against the tender, so Rule 48 has been complied with detail as follows:

S.No	Estimated Price.	Current tender Price
01	Rs.1,349,503/-	Rs.1,348,656/-

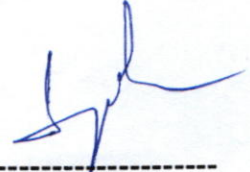
Member Procurement Committee



Head of Admin Division



Head of Finance Division



Member of IDBL



Social Dynamics Business Dynamics Market Dynamics Consumer Dynamics

THE DYNAMICS RESEARCH CONSULTANTS

Financial Proposal by M/s. The Dynamics Research Consultants Video Mystery Shopping & Customer Satisfaction Survey

PRICE SCHEDULE

(Applicable for the year 2023-2024)

Name of Bidder _____ The Dynamics Research Consultants _____

Email Address: maaz.ali@thedynamics.biz

Proposed Cost:

Module	Sample Size	Per Visit Cost	Total Cost
Video Mystery Shopping, Visits to the branches	132	Rs. 4058.0	Rs. 535,656/-
Computer Assisted Telephonic Interviews (CATI)	2,000	Rs. 406.5	Rs. 813,000/-
Total Cost (Inclusive of 13% GST)			Rs. 1,348,656/-

This amount will be considered as only the "Bid Offered". Whereas be apprised that the successful bidder will be the one whose "Evaluated Bid" is the lowest. (For further clarification refer Note 4. below)

Note

1. The cost must include all applicable taxes, Stamp duty (as applicable under Stamp Act 1989) including visit charges up to Sindh Bank Limited branches on countrywide basis.

2. Advance Payment. Bill will only be processed on the basis of following condition:-

Certificate of satisfaction from the Concerned Officer.

3. 5% of the Total Amount will be made the total sum of Bid Security to be deposited with the financial proposal in shape of Pay Order/Bank Guarantee in favor of Sindh Bank Limited.

4. Lowest Evaluated Bidder is going to be the criteria for award of contract rather than considering the lowest bid offered, encompassing the lowest whole sum cost which the Procuring Agency has to pay for the services/items during contract period. SPPRA Rule 49 may please be referred. As it is package tender, so no partial lowest cost will be considered for award of any work.

THE DYNAMICS
RESEARCH CONSULTANTS

Suit No 501, Park Avenue PECHS Block 6, Sharah-e-Faisal, Karachi
Tel: +92 21 3431 1989 | +92 34 370777
Email: info@thedynamics.biz

www.thedynamics.biz



Social Dynamics Business Dynamics Market Dynamics Consumer Dynamics

THE DYNAMICS RESEARCH CONSULTANTS

5. Qualified company will also be bound to sign a bond/undertaking that in case of any observation arising in respect of quality of the services, the company will be liable to address it at his own cost, non-compliance of the same will result into initiation of a case against the company for non-commitment.
6. All conditions in the contract agreement attached as Annexure G are part of this tender document.
7. The tender will be considered cancelled if the contract agreement/Performance Security after due signature are not submitted with Admin Office after 5 days of completion of bid evaluation report hoisting period (3 days) on SPPRA website.
8. The Tender will stand cancelled if the services are not provided within 3 months of issue of contract award.
9. The tender will stand cancelled if any of the given conditions of the tender in not met in strictly as per the requisite of the tender document.
10. In case the financial evaluation are the same, then the successful bidder will be the one who has acquired more marks in technical criteria.
11. If the company qualifies the eligibility criteria, the Bank will do inspection visit of the company site. The site inspection phase will be checked as per the performa attached as Annexure N.
12. Attached of CNIC of the owner of company is mandatory.

We, hereby accept all terms and conditions as given above.

THE DYNAMICS
RESEARCH CONSULTANTS

Signature of Bidder with Name, Designation & Company stamp Dated: 17-08-2023

Muhammad Saad
Director

ATTENDANCE SHEET
 BID OPENING -

Central News

FOR SELECTION OF Monitoring Their Adherence to Fair Treatment (FTU)

Date: 17-08-2023

S.No	Company Name	Name of Company Representative	Contact No.	Company Address	Signature
01	The Dynamics Recent Consultants	By Muz Bona			

Signature –Procurement Committee Members

Head of Administration

Chief Financial Officer

Chief Manager (IDBL)





MINUTES OF THE OPENING OF THE TENDER (TECHNICAL /FINANCIAL PHASE)

TYPE OF PROCUREMENT

ADMIN / IT / CONSULTANT / MEDIA

TENDER NAME

Monitoring Herx Adherence for Treatment (PIL)

TYPE OF TENDER

SINGLE STAGE-ONE ENVELOPE / SINGLE STAGE-TWO ENVELOPE / TWO STAGE / TWO STAGE-TWO ENVELOPE

Central Remedies

OPENING DATE

12/8/23

OPENING TIME

11:00 hrs

ATTENDANCE (MEMBER PC)

TV

TEA

VP

NAME

FIRM

BID OFFERED

ATTENDANCE (REPS. OF BIDDERS)

ATT

1) The Dynamics Research Consult. Ps. 1,348,656/-

VP

VP

VP

VP

TOTAL BIDS ACCEPTED FOR EVALUATION

TOTAL BIDS REJECTED

REMARKS

SIGNATURE MEMBERS PC-ADMIN

Head - Fin Div. _____

Head - Admin Div. _____

Member-DBL. _____

Date: _____

Date: 12/8/23

MONITORING THEIR ADHERENCE TO FAIR TREATMENT (FTC) CENTRAL THEMES


Serial No: 01


Bidder Name: The Dynamics Research Consultants


SNDB shall evaluate proposals using the following eligibility criteria

S. No.	Requisite	Total Marks	Marks Obtained	Remarks	Attachment of relevant evidence in each case is mandatory. In case of non-compliance no mark will be awarded	Evidence attached as
1	Banks on Cliental List for providing the same service. (For counting of each bank services to at least 10 branches are mandatory)	15	15	5 Banks and above	Award letters to be attached duly issued from each concerned Bank	Annexure "A"
		7		Less than 5 Banks		
2	Years in Business in relevant field	15	15	5 Years and above	NTN Certificate / Letter of Incorporation / Company Registration Letter / Letter or Declaration of Commencement of Business with evidence is required to be enclosed	Annexure "B"
		7		3 Years and Above		
3	Average Yearly Turn Over in Last 3 Years (In PKR)	20		On an average of 24 million and above per year	Audit Report / Tax Return	Annexure "C"
		10	10	Less than 24 million per year		
4	Number of Offices in cities	10	10	5 and above	Give complete address along with PTCL landline numbers. No mobile number will be entertained.	Annexure "D"
		5		Less than 5		
5	Total Number of Successful interviews VIA CATI per month	20	20	1000 interviews or more	Details of Successful interview to be attached.	Annexure "E"
		10		Less than 1000 interviews		
6	Number of Bank Branches covered last three years	20	20	500 Branches or more	Award letters to be attached duly issued from each concerned Bank	Annexure "F"
		10		Less than 500 Branches		
Total Marks		100	90	Qualified / Disqualified		

Members Signatures- Evaluation Team


Athar Iqbal
Administration Division


Fouzia Shannin
Operations Division


Hasan Raza
Finance Division

Members - Procurement Committee

13. HEAD OF ADMIN
14. CHIEF FINANCIAL OFFICER
15. CHIEF MANAGER, IDBL

Signature



