

Date:

Bid Evaluation Report						
Supply & Installation of Contact Center Solution.						
1	Name of Procuring Agency	Sindh Bank Ltd.				
2	Tender Reference No.	SNDB/COK/ADMIN/TD/1388/2024				
3	Tender Description	Supply & Installation of Contact Center Solution				
4	Method of Procurement	Single Stage One Envelop Bidding Procedure				
5	Tender Published	SPPRA NIT ID: T00531-23-0021 Express Tribune, Sindh Express, Daily Express (03/07/2024) <i>Jeet</i>				
6	Total Bid Documents Sold	03				
7	Total Bids Received	03				
8	Technical / Financial Bid Opening Date	19/07/2024 Time: 1100 Hours Ext 26/7/2024 Time 1100 Hours				
9	No of Bid Technically Qualified	02 <i>Dr</i>				
10	Bid(s) Rejected	1 <i>Dr</i>				
S. No.	Name of Company	Cost Offered by Bidder	Ranking in Terms of Cost	Comparison with Estimated Cost Rs 21,650,800/-	Reason for Acceptance/ Rejection	Remarks
0	1	2	3	4	5	6
1	M/s Gerry's Information Technology	Rs 24,104,000/-	1st Lowest Qualified Bidder.	Rs 2,453,200 /- Above with the estimated cost	Accepted Being the Most Advantageous Bid	
2	M/s C Square Consulting PVT LTD.	Rs 47,981,360/-	2nd Bidder.	Rs 26,330,560/- Above with the estimated cost	2nd Bidder	
3	M/s Convex Interactive.	Rs 13,667,750/- <i>Dr</i>	Disqualified Bidder Eligibility Criteria not Full Filled.	Disqualified Bidder Eligibility Criteria not Full Filled.	Disqualified Bidder Eligibility Criteria not Full Filled. <i>Fw</i>	<i>Dr</i>

Note: Accordingly, going through the Technical/Financial evaluation criteria laid down in the tender document, M/s Gerry's Information Technology is the most advantageous bid and hence recommended for Supply & Installation of Contact Center Solution.

Members – Procurement Committee

(Mr. Dilshad Hussain Khan) Chief Financial Officer – EVP – Chairperson

(Mr. Arshad Abbas Soomro) Head of Administration-SVP-Member

(Mr. Syed Muhammad Aqeel) Chief Manager, IDBL, KHI –AVP – Member

Signature

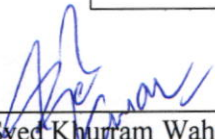
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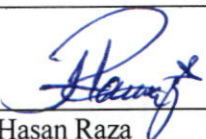
M/S Gerry's Information Technology.


Bidder/OEM Eligibility Criteria:

The contract will be awarded to the successful Bidder whose bid will be found technically compliant and has offered the lowest cost and emerged as most advantageous bid. Proposed Bidder must qualify following criteria:

S. No.	Requisite	Compliance / Proof	
		Yes	No
1	Bidder must be registered with the Income Tax and Sales Tax Department and must appear on the Active Taxpayer List of FBR.	✓ Yes	No
2	Bidder must either be a Manufacturer (OEM) or an authorized Partner of the OEM in Pakistan.	✓ Yes	No
3	Bidder must have an Annual Turnover of at least PKR 50 Million in the last Three (03) financial years. Audited Financial reports or Tax Statements to be submitted with the proposal.	✓ Yes	No
4	Bidder/OEM proposed solution must be deployed in at least One (01) commercial Banks during last three years.	✓ Yes	No
6	Bidder must have successfully done One (01) deployment Proposed Solution in commercial Banks last three years.	✓ Yes	No
7	Bidder must have a service and support office in at least three (03) major cities of Pakistan including Karachi.	✓ Yes	No
8	Bidder must not be blacklisted by any government, semi-government, or private organization.	✓ Yes	No
9	The bidder must submit an OEM authorization letter for this specific procurement.	✓ Yes	No
11	Bidder must be in relevant IT business for last Five (05) years.	✓ Yes	No
<i>Qualified / Disqualified</i>			


Syed Khuram Waheed
AVP-II IT Div


Hasan Raza
Finance Div


S. Zeeshan Ul Haq
IT Div


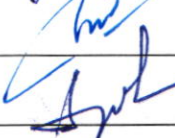

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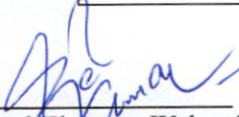




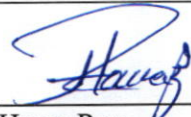
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
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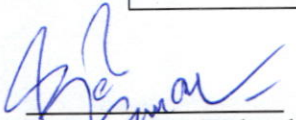


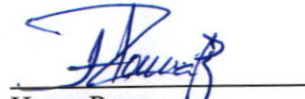

M/s Comrex Interactive


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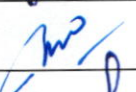
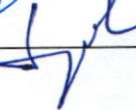
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Signature

OPENING OF BID
 FINANCIAL PROPOSALS

FOR SELECTION OF Supply & Installation of contact Center Solution
 Date: 26/07/24.

S.No	Company Name	Total Bid Offered		Signature of Company Representative	Remarks
		Announced	Evaluated		
①	M/S Convex Interactive		Rs 13,667,750/=		By Drop.
②	Gerry's Information Technology		Rs 24,104,000/=		
③	C Square Consulting PVT LTD.	US\$	330,366/=		
		RS	47,981,360/=		

Signature –Procurement Committee Members

Head of Administration

on leave

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 Supply & Installation of contact center solution

TYPE OF TENDER SINGLE STAGE-ONE ENVELOPE / SINGLE STAGE-TWO ENVELOPE / TWO STAGE / TWO STAGE-TWO ENVELOPE

OPENING DATE 26/07/24

OPENING TIME 11:00 Hh

ATTENDANCE (MEMBER PC)

	<u>NAME</u>	<u>FIRM</u>
ATTENDANCE (REPS. OF BIDDERS)	<u>Comex Interactive</u>	<u>Rs 13,667,750/-</u>
	<u>Gemy's Information</u>	<u>Rs 24,104,000/-</u>
	<u>C Square Consulting</u>	<u>us\$ 330,360</u>
	<u>PVT LTD.</u>	<u>Rs 47,981,360/-</u>
	<u>_____</u>	<u>_____</u>
	<u>_____</u>	<u>_____</u>
TOTAL BIDS ACCEPTED FOR EVALUATION	<u>#03</u>	
TOTAL BIDS REJECTED	<u>_____</u>	
REMARKS	<u>_____</u>	

SIGNATURE MEMBERS PC-ADMIN

Head - Fin Div. [Signature]

Head - Admin Div. [Signature] on leave

Member-IDBL [Signature]

Date: _____



3. FINANCIAL PROPOSAL

PRICE SCHEDULE

Name of Bidder: Gerry's Information Technology

S.No	Item	Unit Cost	Total Amount (including Taxes)
1-	Supply & Installation of Contact Center Solution	PKR 20,960,000	PKR 24,104,000
2-	*2 nd Year Support Cost (12%)	PKR 2,490,000	PKR 2,863,500
3-	*3 rd Year Support Cost (12%)	PKR 2,490,000	PKR 2,863,500
	Total Amount	PKR 25,940,000	PKR 29,831,000

*The AMC is applied on the actual license cost (before discount) without including any professional services fee

VALUE ADD TO THE BUSINESS:

We would like to offer a complimentary service of a resident engineer for six months starting from the date of launching the Contact Center Solution. The resource would be a certified support engineer residing on-site to support the business operations and providing Tier-1 application support.

SIGNATURE MEMBERS PC-ADMIN

Head - Fin Div. _____

Head - Admin Div. _____

Member-IDBL. _____

Date: _____

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2. FINANCIAL PROPOSAL

Price Schedule

(Applicable for the year 2024 – 2025)

Name of Bidder: Convex Interactive Pvt Ltd

S. No	Item	Unit Cost (PKR)	Total amount with all taxes (PKR)
	SUPPLY AND INSTALLATION OF CONTACT CENTER SOLUTION (INCLUDING HARDWARE)	11,885,000	13,667,750
	2 nd year subscription and/or Support Cost	3,600,000	4,140,000
	3 rd year subscription and/or Support Cost	3,600,000	4,140,000
	*Total Amount	19,085,000	21,947,750

* To secure a fixed rate, Sindh Bank need to know the pricing for the second and third years.
 *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. 6 below).

Signature & Stamp of Bidder _____



SIGNATURE MEMBERS PC-ADMIN

Head - Fin Div. _____

Head - Admin Div. _____

Member-IDBL. _____

Date: _____

FINANCIAL PROPOSAL

PRICE SCHEDULE

(Applicable for the year 2024-2025)

Name of Bidder: C Square Pvt. Ltd

S. No	Item	Unit Cost	Total amount with all taxes
01	SUPPLY AND INSTALLATION OF CONTACTCENTER SOLUTION (Genesys Annual Subscription, Annual Maintenance – PS, Avantage CRM)	\$149,010	\$171,362
02	2 nd year subscription and/or Support Cost	\$65,840	\$75,716
03	3 rd year subscription and/or Support Cost	\$72,424	\$83,288
*Total Amount		\$287,274	\$330,366

Payment Terms:

- 100% advance Genesys licensing fees and Professional Services of Avantage CRM
- Professional Services for Genesys Deployment
 - Advance - 40%
 - UAT – 40%
 - Go-Live – 20%

*Prices subject to change, if any fluctuation of exchange rates of \$ in interbank and/or government taxes and regulations.

Executive Summary:

This proposal is presented to Sindh Bank for the deployment of Genesys Contact Centre Solution (On-Premises) including Avantage CRM.

FEATURES:

- IVR
- Voice - Inbound Calls Handling Platform
- Interaction Recording Platform
- Quality Management Platform
- Realtime & Historical Reporting
- Knowledge Manger
- Survey Feedback
- Email/Chat solutions
- C-Square Professional services for said deployment

SIGNATURE MEMBERS PC-ADMIN

Head - Fin Div. _____

Head - Admin Div. _____

Member-IDBL. _____

Date: _____

GENESYS BOQ Details:

Genesys Solution	Qty
Genesys Engage On Premise Base Package NR	30
v8.5 - HA - Genesys Voice Platform - SUB	30
v8.5 - HA - Interaction Rec. - Voice - SUB	30
v8.5 - Interaction Rec. - Voice - SUB	30
v8.5 - Quality Management - SUB	30
v9.0 - Genesys Voice Platform (incl add'l capability) - SUB	30
3 rd Party Knowledge Manager	1

