

Bids Evaluation Report

Name of Procuring Agency:	Sindh Integrated Emergency & Health Services (SIEHS)
Tender Reference No.	Tender Document –T39/2023
Tender Description/Item/services	Expansion of Avaya ACCS for Regional Offices
Budget Available	Yes
Method of Procurement	Single Stage Two Envelopes Procedure
Tender Published in Newspapers	Newspapers (Dawn, Jang and Kawish)
Date of Publication	2 nd February 2023
Total Bids Received	03
Technical Bid Opening date by procurement committee	Friday, 24 th February 2023
Technical Evaluation completed by technical evaluation committee	3 rd March 2023
Bid(s) Rejected	None
Financial Bid Opening Date	28 th March 2023

Technical Evaluation Committee Report:

As per notification of SIEHS (copy attached) to establish technical evaluation committee, the following three staff nominated to perform technical evaluation of received bids:

Description	Nominated Staff Member
User/requester department (IT Department)	Mr. Aftab Ibrahim
Nominated staff member from Operations Department	Dr. Ali Kashan
Neutral Member from Neutral Department	Mr. Saad Hassan

Summary:

In result of publication of tender, three bids were received from the following bidders.

- (1) IP-Tel Technologies
- (2) Pronet Pvt. Ltd
- (3) Gerrys International Technology

The technical evaluation committee thoroughly reviewed the technical proposals of the bidders in light of the technical evaluation criteria defined in the tender document.

Result of Technical Evaluation (duly signed technical evaluation report is attached):

(59)







Bid(s) Qualified: M/s Pronet Pvt. Ltd & M/s. Gerrys Information Technology are **technically qualified** after meeting all aspects of eligibility criteria as defined in the tender document. The technical bids further acquired overall **52.5 and 55.5 marks respectively** in result of technical evaluation by the technical evaluation committee. However, the minimum marks for qualification is 52.5 described in tender document to consider technically qualified bidder.

Bid(s) Disqualified: M/s. IP Tel Technology bid has been **disqualified** as this bidder acquired 42 marks in result of technical evaluation done by the technical evaluation committee of SIEHS. However, the minimum marks for qualification is 52.5 described in tender document to consider technically qualified bidder.

Recommendation of Procurement Committee:

In light of the above-mentioned Technical Evaluation Committee results, the procurement committee recommends proceeding for opening the financial bid of technically qualified bidders
(1) M/s Pronet Pvt. Ltd and (2) M/s. Gerrys International Technology.

Signatures of Procurement Committee:


Dr. Muhammad Saeed Quraishy
VC, DUHS – Chairman
M. M. Ibrahim Memon,
Additional Secretary (PM&I),
Health Department, GoS -Member
Mr. Syed Salman Shah,
D.G. PDMA – Member
Dr. Ali Karman
Muhammad Afzal Ibrahim
Syed Saad Hassan.

Annexure - 1
Technical Evaluation Report

 Tender reference: Tender 39-2023

 Tender description / nature of work: Expansion of Avaya AGCS for Regional Offices

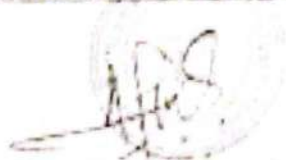
 Method of procurement: Single stage - Two Envelopes

 Total bid received: 03 (Three)

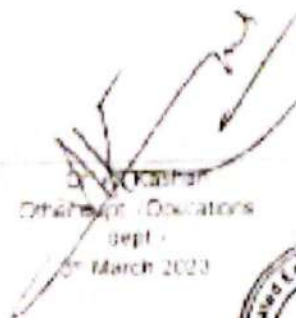
 Bid opening date: Friday, 24th February 2023

 Bid rejected: None

ELIGIBILITY CRITERIA FOR BIDDERS	IP Tel Technologies	Pronet Pvt Ltd	Gerrys Information Technology
Companies must be available on List of Active Tax Payers of FBR (for Income Tax) and GST / SRB (For Sales Tax) websites	Yes	Yes	Yes
For any existing or previous service / goods provider to Sindh Integrated Emergency and Health Services (SIEHS) or Aman Health Care Services (AHCS), the bidder needs to obtain a <u>'Satisfactory performance letter'</u> from SIEHS or AHCS. This letter can be obtained by a written request to SIEHS's procurement department or technical end-user department	Yes	Yes	N/A
Details of turn-over of at least last three years supported by income tax return document	Yes	Yes	Yes
Affidavit on Rs. 100 stamp paper that the firm is not blacklisted & involved in any active litigation with GoP or GoS	Yes	Yes	Yes
Tender Fee of Rs. 3,000 in shape of Pay order should be in favor of Sindh Integrated Emergency and Health Services (NTN# 4979065-0)	Yes	Yes	Yes

Technical committee members


 Afzal Ibrahim
 User Dept. (IT)
 31 March 2023



 Omair Khan
 Operations Dept.
 31 March 2023



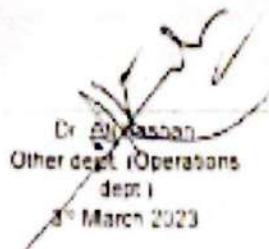
 Saad Hosen
 Technical Dept. (User Dept.)
 31 March 2023


DOCUMENTS CHECKLIST

List of Documents	IP Tel Technologies	Pronot Pvt Ltd	Gerrys Information Technology
Copy of NTN / Income Tax Registration Certificate / Sales Tax Registration Certificate / On line verification of Active Tax Payer for Sales Tax	Yes	657 present	Yes
Minimum 3 years income tax return	Yes	Yes	Yes
Copy of CNIC of signatory of the Bid Form	Yes	Yes	Yes
Audited Financial Statement of the bidder for last three years (if available)	Yes	Yes	Yes
1. Affidavit on Rs 100 stamp paper / e-stamp paper that			
a. the bidding company is neither blacklisted nor suspended by any National / International, including Provincial and Federal Government.	Yes	Yes	Yes
b. the bidder has submitted the correct and complete information along with the bid/offer. If any document/information is found forged/engineered /fake/bogus at any stage, the bidder may be declared as Blacklisted in accordance with law and the bid security, performance guarantee and payment, if any may be forfeited.	Yes	6. NO	Yes

Technical committee members


 Afzal Ibrahim
 User dept (IT)
 31 March 2023



 Dr. Ali Hassan
 Other dept. (Operations dept.)
 31 March 2023



 Saad Hasan
 Neutral dept. (Admin dept.)
 31 March 2023


Evaluation Criteria

* Qualified bidder will require 70% marks in technical criteria to qualify for financial evaluation.

Sr#	Description	Requirements	Allocated Marks	IP Tel Technologies	Pronet Pvt Ltd	Gettrys Information Technology
1	Head / Regional office in Karachi	Documentary proof / undertaking	5	5	5	5
2	Authorization from DEM	Letter from DEM	5	2	5	2
		Top level partner = 5 points				
		Mid-level partner = 2 points				
		Below = 0 points				
	On-site Customer Support (Karachi, Hyderabad, Sukkur)	Customer support Mechanism	10	5	5	10
		Availability on same day = 10 points				
		Availability on NBD = 5 points				
After Sales Service		Replacement of parts on Next Business Day = 10	10	10	7.5	5.5
		Replacement of parts within one week = 7				
		Replacement of parts more than one week = 5				
Bidder Technical Qualification		3 certified resource of Avaya Contact Center Select = 10	10	0	10	10
		2 certified resource of Avaya Contact Center Select = 5				
		Below 2 certified resource of Avaya Contact Center Select = 0				
Extended Warranties		Standard Warranty = 5	10	0.5	0.5	0.5
		Points for each extended year = 5				
Compliance		Compliance match with minimum specifications (15 Marks)	25	15	15	15
		Compliance match over & above the specifications (25 Marks)				
				42	52.5	55.5



FINANCIAL BIDS EVALUATION REPORT

Bidders' Name	Proposed Pricing for Avaya Call Center Hyderabad, Sindh	Proposed Pricing for Avaya Call Center Sukkur, Sindh	Total Pricing inclusive of taxes	Total score/marks obtained out of 100 in result of technical evaluation and financial scores	Recommended to Award the contract/ agreement
M/s. Gerrys Information Technology	PKR 4,023,384	PKR 4,023,384	PKR 8,046,768	Total: 80.50 [Tech: 55.50+ Fin: 25]	Yes By considering the most advantageous bidder
M/s. Pronet Private Limited	PKR 10,826,132.98	PKR 4,887,227.86	PKR 15,713,360.84	Total: 65.30 [Tech: 52.5+ Fin: 12.8]	No, due to overall low score and higher prices

* The following formula is used to calculate the above mentioned financial scores/marks for the bidders:

= [Lowest quoted price of the items/services ÷ Next higher proposed Prices of the competing items] X Total allocable financial score/marks.

Rationale, Analysis & Recommendations: In accordance with the clause "Bid Evaluation Criteria – 100 Marks (Technical: 75 and Financial: 25)". The bids shall be evaluated on most advantageous bid basis. The bidder which attains the highest combined weighted technical and financial score shall be selected to award the contract/agreement.


The bidder M/s. Gerrys Information Technology is obtained highest combined marks 80.50 out of 100 marks (technical: 55.50 + financial: 25), however the bidder M/s. Pronet Private Limited obtained combined marks 65.3 out of 100 marks (technical: 52.50 + financial: 12.80). Further, M/s. Pronet Private Limited received less marks/score during technical evaluation as compared with M/s. Gerrys Information Technology. Moreover, the proposed pricing of M/s Pronet Private Limited is found 51% higher than M/s. Gerrys Information Technology. It is to be noted that the scope of work of the tender document was explained in details to the both bidders during pre- bid meeting and all technical questions were answered to the both bidders. The signed technical evaluation reports are enclosed with this financial bid evaluation report.

In light of the above rationale and analysis, M/s. Gerrys Information Technology is found most advantageous bidder and the following committees recommend to award the contract/agreement to M/s. Gerrys Information Technology with the contract value of PKR 8,046,768/- as per the scope of work and terms of the tender document.

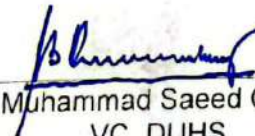
Signature of Technical Evaluation Committee:

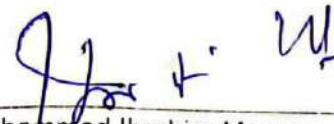

 Aftab Ibrahim
 Information Technology
 Department



 Dr. Ali Kashan Malick
 Operations Department


 Saad Hasan
 Administration Department

Signatures of Procurement Committee:


 Dr. Muhammad Saeed Quraishy
 VC, DUHS
 (Chairman)


 Mr. Mohammad Ibrahim Memon
 Additional Secretary (PM&I)
 Health Department, GoS –
 Member


 Mr. Syed Salman Shah
 D.G. PDMA
 (Member)