

BID EVALUATION REPORT FOR PROCUREMENT OF SERVICES FOR ESTABLISHMENT OF A RAPID RESPONSE 24/7 CALL CENTER FOR COVID-19 & OTHER SERVICES

S.No	1	3	4	5	6	7	8	9	10	11							12
Firm Evaluation Parameters																	
	Firm Name	Technical approach (excellent = 15 marks, good = 10 marks, fair = 5 marks)	Qualification Staff qualification (academics plus experience)	Number of running and /or completed individual projects = 10 marks (two marks will be awarded for a single project up to a maximum of 10 marks for not more than 5 projects only). a. Projects worth Rs. 50 to Rs. 99 M = 1 mark per project and b. Projects worth Rs. 100 M and above = 2 marks per	Current calling agent capacity = 10 marks. 100 number of calling agents will have a score of 5. Each additional increment of 50 number of calling agents shall carry 1 mark. The maximum marks will be 10 duly endorsed will relevant proof.	No of corporate/Multinational clients = 10 marks. Each national level client will carry 1 mark each. Each international level client will carry 2 marks each	No of public sector clients = 10 marks. Those having 2 such clients will have 5 marks. Each additional client will carry 1 mark	Annual financial turnover volume = 15 marks. Annual turnover of Rs. 50 M will have 5 marks. Each additional Rs. 10 M annual turnover will carry an additional mark of 1 up to a maximum of 10 additional marks	Health care projects = 20 marks. Initial 2 number of such projects will carry 5 marks each. Any additional project in health care shall carry 2 marks each up to a maximum of 10 marks	Technical Marks out of 100	Total Technical Score out of 80	Quoted Price Rs. Per call center agent	Lowest Price	Total Financial marks	Financial marks of the firm out of 20	Technical + Financial	
		15	10	10	10	10	10	15	20	100	80				20	100	
1	M/S Orel Vision Peshawar	0	0	0	0	0	0	0	0	0							Non Responsive: due to non fulfilment of mandatory parameter as per advertise RFP.
2	M/S Sybrid (Pvt) Limited, Islamabad	10	10	10	10	10	10	15	13	88	70.4	49349	49349	20	20	90.4	
2	M/S Sybrid (Pvt) Limited, Islamabad	10	10	10	10	10	10	15	13	88	70.4	38500	38500	20	20	90.4	<p>Health Department will be responsible for the following areas: Complete Physical Infrastrucure Readiness. Complete Technological Infrastrucure Readiness Utility Expenses, Power Back-Up 2 Redundant Dedicated Internet Connections, Repair & Maintenance of Building, Repair & Maintenance of Generator & UPS along with diesel for Generator , Electrician & Office boy to maintain cleanliness & generator & UPS up time Any other on-ground requirements of physical or technical infrastrucure which may require to run the operations Health Department will be responsible for the following areas: Complete Physical Infrastrucure Readiness. Complete Technological Infrastrucure Readiness Utility Expenses, Power Back-Up 2 Redundant Dedicated Internet Connections, Repair & Maintenance of Building, Repair & Maintenance of Generator & UPS along with diesel for Generator , Electrician & Office boy to maintain cleanliness & generator & UPS up time Any other on-ground requirements of physical or technical infrastrucure which may require to run the operations Approx Capex Rs.18-23 Million, Approx Monthly Expenses Rs.170K.</p>