



**Punjab Central Business District
Development Authority**
Government of The Punjab



MINUTES OF THE MEETING
OPENING OF BIDS / PROPOSALS – HIRING OF CALL CENTER SERVICES FOR PCBDDA

S. No	Agenda	Decision															
1	<p>Meeting of the Evaluation Committee constituted vide Office Order No. PCBDDA/PRO/CEO/208 dated 05th June 2023, was held on December 19, 2023, at 04:00 PM for the opening of bids / proposals against Tender for Hiring of Call Center Services for PCBDDA. The Bidding Document with incorporated Evaluation Criteria was approved the Competent Authority against approved estimated cost of PKR 2.94 million. The Tender was floated on PCBDDA Website as per Regulation 13(1) of PCBDDA Procurement Regulations (Amended) 2021 under Single Stage One Envelope Bidding Procedure as per Regulation 39(1) of PCBDDA Procurement Regulations (Amended), 2021, on December 04, 2023, with the closing date & time of December 19, 2023, 11:00 AM. The Bidding Documents were purchased by three (03) bidders. The following attended the meeting:</p> <p>PCBDDA:</p> <ol style="list-style-type: none">1) Muhammad Jawad Ahmed, Director Procurement2) Waseem Siddiq, Director Marketing3) Syed Mohammad Omer, Deputy Director Finance <p>Bidders:</p> <ol style="list-style-type: none">1) M/s V2H Communications2) M/s Adage Communications Pvt. Ltd.3) M/s Sami Services <p>Total 03 bids were received for the said Procurement within closing time of bid submission. The Procurement Committee checked the bid securities of the firms The Proposals were evaluated by the Committee (Evaluation Report Attached) wherein M/s Adage Communications Pvt. Ltd. & M/s Sami Services was technically non - compliant and M/s V2H Communications was technically compliant. The Quoted Rates are as following:</p> <table border="1"><thead><tr><th>Sr. No.</th><th>Service Description</th><th>M/s V2H Communications</th><th>M/s Adage Communications Pvt. Ltd.</th><th>M/s Sami Services</th></tr><tr><td></td><td></td><th>Quoted Rate</th><th>Quoted Rate</th><th>Quoted Rate</th></tr></thead><tbody><tr><td>1</td><td>Call Center Services for 06 Months</td><td>PKR 2,949,000/-</td><td>PKR 4,776,564/-</td><td>PKR 3,855,546/-</td></tr></tbody></table>	Sr. No.	Service Description	M/s V2H Communications	M/s Adage Communications Pvt. Ltd.	M/s Sami Services			Quoted Rate	Quoted Rate	Quoted Rate	1	Call Center Services for 06 Months	PKR 2,949,000/-	PKR 4,776,564/-	PKR 3,855,546/-	<p>Procurement Evaluation Committee recommended to award the work to M/s V2H Communications for Hiring of Call Center Services for PCBDDA at the monthly rate of PKR 491,500/- & total of PKR 2,949,000/- for a period of six months (Extendable). Further, the committee recommended to upload the results as per Regulation 38 of PCBDDA Procurement Regulations (Amended), 2021 after approval of Competent Authority.</p>
Sr. No.	Service Description	M/s V2H Communications	M/s Adage Communications Pvt. Ltd.	M/s Sami Services													
		Quoted Rate	Quoted Rate	Quoted Rate													
1	Call Center Services for 06 Months	PKR 2,949,000/-	PKR 4,776,564/-	PKR 3,855,546/-													

Deputy Director Finance, PCBDDA

Director Marketing, PCBDDA

Director Procurement, PCBDDA



PUNJAB CENTRAL BUSINESS DISTRICT DEVELOPMENT AUTHORITY
Hiring of Call Center Services for PCBDDA
Mandatory / Technical Evaluation Criteria



Sr. No.	Technical Requirements	M/s V2H Communications	M/s Addage Communications Pvt. Ltd.	M/s Sami Services
1	Requisite Bid Security	Attached	Attached	Attached
2	Registration with FBR with ATL	NTN no. 3518078-1	NTN no. 5426673-6	NTN no. 3527569-8
3	Registration with PRA with ATL	Registered	Registered	Registered
4	Bidder must have at least 05 (five) years of existence. The existence shall be calculated from the date of incorporation/registration of the bidder.	Registered with FBR 14-03-2010 13 Years	Registered with SECP 03-06-2019 04 Years	Registered with FBR 14-03-2010 13 Years
5	Affidavit on company letterhead declaring and ensuring that a replacement for any representative will be made within 06 hours due to any reasons.	Attached	Attached	No Evidence Attached
6	List of at least 05 Government / Semi Government / Corporate Sector Clients for CSR or Brand Activation Services. (Attach Work Orders/Contracts/Performance Certificates)	05 Work Orders attached	No Evidence Attached	No Evidence Attached
7	Affidavit to the effect that:- <ul style="list-style-type: none">• Bidder is neither blacklisted from any government department nor is any litigation pending in this regard.• The documents/photocopies provided with Bid are authentic. In case of any fake/bogus document found at any stage, the Bidder shall be blacklisted as per Law/ Rules.• The provided information is correct.	Attached Stamp no. PB-LHR- DF688CF3F992FAE1	Attached Stamp No. PB-LHR- A187324518B5EF97	Attached Stamp No. PB-LHR- 6236EFA18CF6DF8A
Status		Technically Compliant	Technically Non-Compliant	Technically Non-Compliant

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PUNJAB CENTRAL BUSINESS DISTRICT DEVELOPMENT AUTHORITY

Hiring of Call Center Services for PCBDDA



Financial Evaluation

Sr.	Service Description	Months	M/s V2H Communication		M/s Adage Communications Pvt. Ltd.		M/s Sami Services	
			Quoted Rates Incl. of all taxes					
			Monthly Rate	Total Rate	Monthly Rate	Total Rate	Monthly Rate	Total Rate
1	Call Center Services for PCBDDA for a period of 06 months	6	491,500	2,949,000	796,094	4,776,564	642,591	3,855,546
Remarks			1st Lowest		3rd Lowest		2nd Lowest	

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