

**Evaluation Reports**  
**As per Rule 35 of PP Rules, 2004**

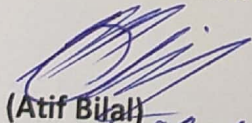
1. Name of Procuring Agency: Special Technology Zones Authority
2. Method of Procurement: Single Stage Two Envelope
3. Title of Procurement: RFP for Call Center Services for STZA
4. Tender Inquiry No.: T# 44/22-23
5. PPRA Ref No. TS504089E
6. Date and Time of Bid Closing: 14<sup>th</sup> March 2023 at 1000 hrs.
7. Date and Time of Bid Opening: 14<sup>th</sup> March 2023 at 1030 hrs.
8. No. of Bids Received: 1
9. Criteria of Bid Evaluation: As provided in the Tender Documents
10. Details of Bid Evaluation

Name of Bidder	Marks		Evaluated Cost (Per Unit)	Rule/ Regulation/SBD*/Policy/  Basis of Rejection/ Acceptance as per Rule 35 of PP Rules, 2004.
	Technical (If Applicable) Technical Requirements	Financial (If Applicable)		
M/s. Ufone	Responsive	Responsive	Table is as under	Lowest

Sr.	Description	Qty	Amount per Agent	Taxes	Total amount with taxes per month
1	Rate of contact center agent * per month	3	60,380	9,057	208,311
2	Outbound call charges (All local networks in Pakistan) - Per minute charge	As per actual	0.85/30 seconds	0.13	0.98/30 seconds
3	SMS charges (All local networks in Pakistan)	As per actual	1.10/SMS	0.17	0.98/SMS

\* Agent means one person in  
one shift.

11. Lowest Evaluation Responsive Bidder: M/s. Ufone

  
(Atif Bilal)

34-04-23  
Director Special Projects