



Date: 21-04-2026

Ref: SGMD/CS/70/26

The Deputy Director (Monitoring & Implementation)
Public Procurement Regulatory Authority,
Cabinet Secretariat,
Cabinet Division, Government of Pakistan,
Federal Bank for Cooperative Building, Sector G-5/2,
Islamabad.
Fax No. (051) 99224823

TECHNICAL EVALUATION REPORT
(As Per Rule 35 of PP Rules, 2004)
OUTSOURCING OF SNGPL CALL CENTRE
TENDER ENQUIRY No. SGMD/CS/70/26

Dear Sir,


In compliance to Rule 35 of Public Procurement Rules, 2004, we give hereunder evaluation result of bids received against tender enquiry having value of above Rs. 500,000/- issued from Sui Northern Gas Pipelines Ltd: -

- | | |
|----------------------------------|---|
| 1. Name of Procuring Agency | : Sui Northern Gas Pipelines Limited, |
| 2. Method of Procurement | : Single Stage Two Envelop System (ICB) |
| 3. Title of Procurement | : Outsourcing of SNGPL Call Centre |
| 4. Tender Enquiry No. | : SGMD/CS/70/26 |
| 5. PPRA Ref. No. (TSE) | : TS0000002574E |
| 6. Date & Time of Bid Closing | : 31-03-2026 at 1500 Hours |
| 7. Date & Time of Bid Opening | : 31-03-2026 at 1530 Hours |
| 8. No. of Bids Received | : 02 (Two) |
| 9. Criteria for Bid Evaluation | : As per tender documents |
| 10. Details of Bid(s) Evaluation | : As under: - |

Name of Bidder	Technical Evaluation (if applicable)	Rule/Regulation/SBD*/Policy/Basis for Technical Rejection/Acceptance as per Rule 35 of PP Rules, 2004
M/s Sybrid (Private) Limited	Responsive	Technical Proposal meets bid evaluation criteria
M/s Pak Telecom Mobile Limited (Ufone)	Responsive	Technical Proposal meets bid evaluation criteria

Accordingly, financial bid for technically responsive will be opened in due course of time. You are requested to upload these results on PPRA's official website.
Thanking you.

Yours faithfully,
SUI NORTHERN GAS PIPELINES LIMITED


(UMAR HAYAT)
General Manager (CS-North)
for MANAGING DIRECTOR

Copy by post: - The Deputy Director (Monitoring & Implementation), Islamabad.
Cc: GM (IT/MIS) - Kindly display the technical evaluation results on Company's official website.

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Call Center: Technical Evaluation for the period 2026-27				
	Category	Max. Marks	Marks obtained by M/s Sybrid (Pvt) Ltd	Marks obtained by M/s PTML (Ufone)
1	Bidder's Capability and Standing	25	19	17
1.1	Geographical Coverage	4	4	4
1.1.1	Number of Call Centers in Pakistan. 1=1, 2-3=2, >3 = 4	4	4	4
1.2	Company Size	4	4	4
1.2.1	Total number of full-time and part-time employees in Pakistan. 100 -200=2, >200 = 4	4	4	4
1.3	Company Finances	12	11	4
1.3.1	Latest Declared revenue (in Million PKR) 25-50 =1, 51-100 =2, >100 =4	4	4	4
1.3.2	Latest Declared Net Profit (in Million PKR) 5-10 = 1, 10-50= 2, >50 = 4	4	4	0
1.3.3	Debt Equity ratio: >50%<75% =1, <50% = 2	2	1	0
1.3.4	Current Ratio=Current assets/Current liability= 0.75~1=1, >1=2	2	2	0
1.4	ISO 9001:2008 or equivalent Certification	5	0	5
2	Bidder's Specific Experience	25	15	19
2.1	Years of experience in Call Center Business. 5 = 3, 6-7 = 4, >7 = 5	5	5	5
2.2	Number of similar assignments other than sister company/subsidiary in utility sector. 3- 4 = 3, 5- 6 = 4, >7 = 5	5	3	4
2.3	Project 1:	5	0	4
2.3.1	Call handling volume per day: 1000 - 3000 = 0.5, 3000 - 3500 = 1, > 3500 =1.5	1.5	0	1.5
2.3.2	Number of agents. 10-50 = 0.5, 50 - 100 = 1, > 100 = 1.5	1.5	0	1
2.3.3	Status of Project. Currently Continue = 0.5, Complete = 1	1	0	1
2.3.4	Value of Project: up to PKR 50 Million =0.5, > PKR 50 Million = 1	1	0	0.5
2.4	Project 2:	5	4	3.5
2.4.1	Call handling volume per day: 1000 - 3000 = 0.5, 3000 - 3500 = 1, > 3500 =1.5	1.5	1.5	1.5
2.4.2	Number of agents. 10-50 = 0.5, 50 - 100 = 1, > 100 = 1.5	1.5	1.5	1
2.4.3	Status of Project. Currently Continue = 0.5, Complete = 1	1	0.5	0.5
2.4.4	Value of Project: up to PKR 50 Million =0.5, > PKR 50 Million = 1	1	0.5	0.5
2.5	Project 3:	5	3	2.5
2.5.1	Call handling volume per day: 1000 - 3000 = 0.5, 3000 - 3500 = 1, > 3500 =1.5	1.5	0.5	1.5
2.5.2	Number of agents. 10-50 = 0.5, 50 - 100 = 1, > 100 = 1.5	1.5	1	0
2.5.3	Status of Project. Currently Continue = 0.5, Complete = 1	1	1	0.5
2.5.4	Value of Project: up to PKR 50 Million =0.5, > PKR 50 Million = 1	1	0.5	0.5


Handwritten notes and signatures on the right margin, including 'S.S.3' and other illegible marks.

Category		Max. Marks	Marks obtained by M/s Sybrid (Pvt) Ltd	Marks obtained by M/s PTML (Ufone)
3	Proposed Methodology and Plan	35	35	35
3.1	Telephony / Call Center IT infrastructure hosted in Tier 3 or Higher Certified Data Center Tier: 1-2= 5, >2 =7	7	7	7
3.2	Call Center telephony solution PRIs: 2-3 =5, >3 = 7	7	7	7
3.3	Artificial Intelligence/Precision Routing	6	6	6
3.4	Agents Scalability: 35-90 = 4, >90 = 6	6	6	6
3.5	DR plan (2nd site in same city = 3, in other city= 6)	6	6	6
3.6	Additional features proposed without extra cost.	3	3	3
4	Project Organization and Team	15	15	15
4.1	Detail Organization Structure. (Detail organization structure (with Organogram) showing technical, non-technical and networking strengths of the company): Not provided=0, Provided=2	2	2	2
4.2	Key professional staff's qualification and competence for the project	13	13	13
4.2.1	Designation (Manager)	7	7	7
	Qualification: BS/Bcom/Eqv= 1, MS/MBA/Eqv or higher=3	3	3	3
	Related Experience: 3-4yrs=2, >4 yrs=4;	4	4	4
4.2.2	Designation (Floor Supervisors)	6	6	6
	Qualification: BS/Bcom/Eqv= 1, MS/MBA/Eqv or higher=3	3	3	3
	Related Experience: 1-2 yr = 1, >2yr =3	3	3	3
Total		100	84	86



(Shaaf Amjad)


Engineer (CS-North)



(Muhammad Nabeel)
Sr. Engineer (MC-D)



(Omar Maqsood Malik)

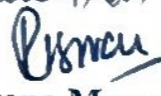
Officer (Procurement)


(Ms. Tabinda Zia)
Sr. Accountant (Finance)
Based on evaluation
criteria # 1.3

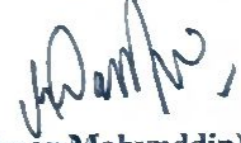

(Shahid Siddique)
Executive Officer (CS-South)


(Qutab Jahan Zaib)
Dy. Chief Officer
(IT/MIS)
Evaluated Sr#3


(Farhan Mughal)
Executive Accountant
(Accounts)

For evaluation criteria 1.3.

(Rizwana Mansoor)
Dy. Chief Officer
(CS Lahore-East)


(Babar Rafique)
Dy. Chief Engineer (LPG/LNG)


(Omar Mohyuddin)
Chief Engineer (CS-South)

Sr#3
