

EVALUATION REPORT
(As Per Rule 35 of PP Rules, 2004)

1. Name of Procuring Agency: State Bank of Pakistan
2. Method of Procurement: Rule 36 (b) of PPR 2004
3. Title of Procurement: Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis
4. Tender Inquiry No.: GSD (PROC-I)/ 398665 / Cloud / Call Center /2026
5. PPRA Ref. No. (TSE): TS0000004503E
6. Date & Time of Bid Closing: 05-05-2026 – 11:00 AM
7. Date & Time of Bid Opening: 05-05-2026 – 11:30 AM
8. No of Bids Received: 05 (five)
9. Criteria for Bid Evaluation: Compliance Based
10. Details of Bid(s) Evaluation:

#	Bidder	Minimum Eligibility /Qualification	Technical Requirement	Bid Amount	Evaluated Bid Amount	*Equivalent PKR Amount	Remarks
1	M/s Commtel	Eligible	Compliant	USD 463,631.70 + PKR 206,681,198	USD 463,632 + PKR 206,689,476	Rs.335,833,622	Eligible & Compliant
2	M/s DWP Technologies Pvt. Ltd.	Eligible	Compliant	USD 498,395.52 + PKR 206,802,360.47	USD 498,396 + PKR 206,782,736	Rs.345,610,310	Eligible & Compliant
3	M/s CMPak Ltd.	Ineligible	-	-	-	-	In-eligible (Due to non-conformity with point 'a', 'c', 'f' & 'h' of Form T12 of Section VI of Bidding Documents)
4	M/s C Square Consulting Pvt. Ltd.	Ineligible	-	-	-	-	In-eligible (Due to non-conformity with point 'a', 'b', 'c' & 'f' of Form T12 of Section VI of Bidding Documents)
5	M/s Convex Interactive Pvt. Ltd.	Ineligible	-	-	-	-	Ineligible (Due to non-conformity point 'c' & 'e' of Form T12 of Section VI of Bidding Documents)

* For evaluation purpose, after applying selling Exchange Rate of USD 278.5490 on the date of Financial Bid Opening Date i.e. 08-06-2026.

Most Advantageous Bid: M/s Commtel

11. Any other additional / supporting information, the procuring agency may like to share.

Signature:

Official Stamp:

