

Monitoring their Adherence to Fair Treatment (FTC) Central Themes/Principles on an ongoing basis and demonstrate how culture / strategies and controls deliver fair treatment to its customers through (FTC) Framework
Bid Evaluation Report

1	Name of Procuring Agency	Sindh Bank Ltd.
2	Tender Reference No.	SNDB/COK/ADMIN/TD/1201/2021
3	Tender Description	Monitoring their Adherence to Fair Treatment (FTC) Central Themes/Principles on an ongoing basis and demonstrate how culture / strategies and controls deliver fair treatment to its customers through (FTC) Framework
4	Method of Procurement	Single Stage One Envelope Bidding Procedure
5	Tender Published & SPPRA S.No.	T00531-20-0032.(Notification) (16/06/2021).
6	Total Bid Documents Sold	01
7	Total Bids Received	01
8	Technical / Financial Bid Opening Date & Time	06/07/2021 at 1100 Hrs.
9	No. of bids qualified	01
10	Bid(s) Rejected	-

Details on the above as given below:

S. No.	Name of Firm or Bidder	Qualified / Disqualified in Technical/ Eligibility Inspection	Total Cost offered by the Bidder	Ranking in terms of cost	Comparison with Estimated cost (Rs.1,200,000/-)	Reasons for acceptance/ rejection	Remarks
0	1	2	3	4	5	6	7
01.	M/s. The Dynamics Research Consultants	Qualified in Evaluation Process	Rs.1,155,493/-	Only Lowest Bidder	Rs.44,507/- Below the estimated cost	Accepted Only Qualified Evaluated Bidder	Rule 48 has been complied with

Accordingly, going by the Technical/Financial Evaluation criteria laid down in the tender document, M/s. The Dynamics Research Consultants is the lowest evaluated bidder and their bid is also below the estimated cost, hence recommended for Monitoring their Adherence to Fair Treatment (FTC) Central Themes/Principles on an ongoing basis and demonstrate how culture / strategies and controls deliver fair treatment to its customers through (FTC) Framework to Sindh Bank Ltd.

Members Signature- Procurement Committee

Lt. Col. (R) Shahzad Begg
 Chairperson-Head of Administration

Saeed Jamal
 Member-Chief Financial Officer

Syed Muhammad Aqeel
 Member- Chief Manager, IDBL Karachi



SIGNATURE MEMBERS PG-ADMIN

Head - Fin Div.

Social Dynamics Business Dynamics Market Dynamics Consumer Dynamics

THE DYNAMICS
RESEARCH CONSULTANTS

FINANCIAL PROPOSAL

PRICE SCHEDULE

(Applicable for the year 2021-2022)

Name of Bidder **THE DYNAMICS RESEARCH CONSULTANTS**

S.No	Item Description	Unit Cost	Qty	Amount
1	Computer Assisted Telephonic Interviews (CATI)	Rs. 348.04	2000 Calls	Rs. 696,080.00
2	Mystery Shopping, Visits to the branches Area wise breakup is attached as Annexure "M"	Rs. 3,480.40	132 Visits	Rs. 459,413.00
*Total Amount (inclusive of all taxes)				Rs. 1,155,493.00

* This amount will be considered as only the "Bid Offered" Whereas be apprised that the successful bidder will be the one whose "Evaluated Bid" is the lowest. (For further clarification refer Note 4. below)

Note

1. The cost must include all applicable taxes, Stamp duty (as applicable under Stamp Act 1989) including visit charges up to Sindh Bank Limited branches on countrywide basis.
2. No Advance Payment. Bill will only be processed on the basis of following condition; Certificate of satisfaction from the Concerned Officer.
3. **5% of the Total Amount will be made the total sum of Bid Security to be deposited with the financial proposal in shape of Pay Order/Bank Guarantee in favor of Sindh Bank Limited.**
4. Lowest Evaluated Bidder is going to be the criteria for award of contract rather than considering the lowest bid offered, encompassing the lowest whole sum cost which the Procuring Agency has to pay for the services/items during contract period. SPPRA Rule 49 may please be referred. As it is package tender, so no partial lowest cost will be considered for award of any work.
5. Qualified company will also be bound to sign a bond/undertaking that in case of any observation arising in respect of quality of the services, the company will be liable to address it at his own cost, non-compliance of the same will result into initiation of a case against the company for non-commitment.
6. All conditions in the contract agreement attached as Annexure G are part of this tender document.
7. The tender will be considered cancelled if the contract agreement/Performance Security after due signature are not submitted with Admin Office after 5 days of completion of bid evaluation report hoisting period (3 days) on SPPRA website.
8. The Tender will stand cancelled if the services are not provided within 3 months of issue of contract award.
9. The tender will stand cancelled if any of the given conditions of the tender is not met in strictly as per the requisite of the tender document.
10. In case the financial evaluation is the same, then the successful bidder will be the one who has acquired more marks in technical criteria.
11. If the company qualifies the eligibility criteria, the Bank will do inspection visit of the company site. The site inspection phase will be checked as per the Performa attached as Annexure N.

Signature of Bidder

THE DYNAMICS
RESEARCH CONSULTANTS

Suit No: 501, Park Avenue, PECHS Block 6, Shara-e-Faisal Karachi. Pakistan.
Tel: +92 21 3431 1989, Fax: +92 213431 1988
Email: info@thedynamics.biz

www.thedynamics.biz

TENDER No: SNDB/COK/ADMIN/TD/1201/2021


Date: 03/08/2021

**Monitoring their Adherence to Fair Treatment (FTC) Central Themes/Principles
on an ongoing basis and demonstrate how culture / strategies and controls
deliver fair treatment to its customers through (FTC) Framework
Certificate in Compliance of Rule 48 of SPPRA**

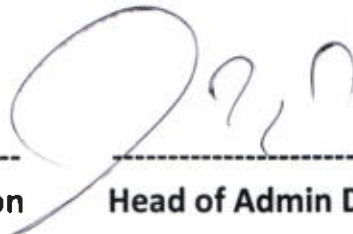
This is to certify that as only one bid was received against the tender, so Rule 48 has been complied with detail as follows:

S.No	Market Price.	Estimated Price	Current tender Price
01	Rs.1,494,000/-	Rs.1,200,000/-	Rs.1,155,493/-

Member Procurement Committee



Head of Finance Division



Head of Admin Division



Member of IDBL



PRICE SCHEDULE

(Applicable for the year 2021-2022)

Name of Bidder **THE ISOURCE**

S.No	Item Description	Unit Cost	Qty	Amount
1	Computer Assisted Telephonic Interviews (CATI)	Rs. 450	2000 Calls	Rs. 900,000.00
2	Mystery Shopping, Visits to the branches Area wise breakup is attached as Annexure "M"	Rs. 4,500.00	132 Visits	Rs. 594,000.00
*Total Amount (inclusive of all taxes)				Rs. 1,494,000.00

Timeline: - This Project Work Process 16-week.

Within this project we will be conducting CATI Calling and Mystery Shopping by visiting branches area wise all over Pakistan.

The Isource

Proprietor

Signature: _____

Evaluation Performa

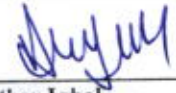
Serial No: 01

Bidder Name: The Dynamics Research Consultants

SNDB shall evaluate proposals using the following eligibility criteria

S. No.	Requisite	Total Marks	Marks Obtained	Remarks	Attachment of relevant evidence in each case is mandatory. In case of non-compliance no mark will be awarded	Evidence attached as
1	Banks on Cliental List for providing the same service. (For counting of each bank services to at least 10 branches are mandatory)	15	15	5 Banks and above	Award letters to be attached duly issued from each concerned Bank	Annexure "A"
		7		Less than 5 Banks		
2	Years in Business in relevant field	15	15	5 Years and above	NTN Certificate / Letter of Incorporation / Company Registration Letter / Letter or Declaration of Commencement of Business with evidence is required to be enclosed	Annexure "B"
		7		3 Years and Above		
3	Average Yearly Turn Over in Last 3 Years (In PKR)	20	20	On an average of 24 million and above per year	Audit Report / Tax Return	Annexure "C"
		10		Less than 24 million per year		
4	Number of Offices in cities	10		5 and above	Give complete address along with PTCL landline numbers. No mobile number will be entertained.	Annexure "D"
		5	5	Less than 5		
5	Total Number of Successful interviews VIA CATI per month	20	20	1000 interviews or more	Details of Successful interview to be attached.	Annexure "E"
		10		Less than 1000 interviews		
6	Number of Bank Branches covered last three years	20	20	500 Branches or more	Award letters to be attached duly issued from each concerned Bank	Annexure "F"
		10		Less than 500 Branches		
Total Marks		100	95	Qualified / Disqualified		

Members Signatures- Evaluation Team


 Athar Iqbal
 Administration Division


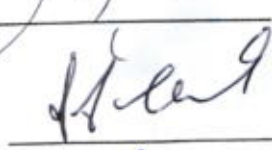


 Fouzia Shamim
 Operations Division


 Taimoor Ghausi
 Finance Division

Members - Procurement Committee

- 1 HEAD OF ADMIN
- 2 CHIEF FINANCIAL OFFICER
- 3 CHIEF MANAGER, IDBL

Signature

Circular

SNDB/CO/ADMIN/BIDDING/CIRC/1201/2021

Date: 06-07-2021

Opening of Tender for Selection of Monitoring their adherence to FIC themes/ Principles on an ongoing Basis.

Bidders have been called upon to participate for the subject purpose. Members of the procurement committee are requested to attend the event as per the given schedule:

Bid Opening Date: 06-07-2021

Bid Opening Time: 11:00 hours

Venue : Board Room



Ather Iqbal
Incharge Procurement

Signature –Procurement Committee Members

Head of Administration

Chief Financial Officer

Chief Manager (IDBL)



ATTENDANCE SHEET
 BID OPENING -

on an ongoing Basis.

FOR SELECTION OF Monitoring their adherence to FTC Rules / Principles

Date: 04-07-2021

S.No	Company Name	Name of Company Representative	Contact No.	Company Address	Signature
01	The Dynamic Research Consultant	By our son			

Signature –Procurement Committee Members

Head of Administration

Chief Financial Officer

Chief Manager (IDBL)



OPENING OF BID
 FINANCIAL PROPOSALS

on an ongoing Basis.

FOR SELECTION OF Monitoring their adherence to FIC themes/Principles

Date: 16-07-2021

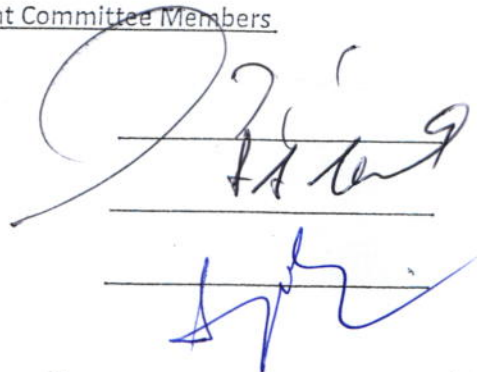
S.No	Company Name	Total Bid Offered		Signature of Company Representative	Remarks
		Announced	Evaluated		
01	The Dynamic Research consultant	Rs 1,155,493/-			

Signature –Procurement Committee Members

Head of Administration

Chief Financial Officer

Chief Manager (IDBL)



MINUTES OF THE OPENING OF THE TENDER (TECHNICAL / FINANCIAL PHASE)

TYPE OF PROCUREMENT

ADMIN / IT / CONSULTANT / MEDIA

TENDER NAME

Monitoring their adherence to FIC Memos / Principles
on an ongoing Basis

TYPE OF TENDER

SINGLE STAGE-ONE ENVELOPE / SINGLE STAGE-TWO ENVELOPE / TWO STAGE / TWO STAGE-TWO ENVELOPE

OPENING DATE

06-07-21

OPENING TIME

1100 Hours

ATTENDANCE (MEMBER PC)

NAME

FIRM

ATTENDANCE (REPS. OF BIDDERS)

① The Dynamic Research consultant.

<u>NAME</u>	<u>FIRM</u>
<u>① The Dynamic Research consultant.</u>	
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

TOTAL BIDS ACCEPTED FOR EVALUATION

#01

TOTAL BIDS REJECTED

REMARKS

SIGNATURE MEMBERS PC-ADMIN

Head - Fin Div. [Signature]

Head - Admin Div. [Signature]

Member-DBL [Signature]

Date: _____