

### Bid Evaluation Report

Adherence to Fair Treatment Central Themes / Principles on an ongoing basis and Demonstrate How Cultural, Strategies and Controls Deliver Fair Treatment to its Customers Through Fair Treatment Central (FTC) Framework

1	Name of Procuring Agency	Sindh Bank Limited
2	Tender Reference No.	SNDB/COK/ADMIN/TD/1480/2025
3	Tender Description	Adherence to Fair Treatment Central Themes / Principles on an ongoing basis and Demonstrate How Cultural, Strategies and Controls Deliver Fair Treatment to its Customers Through Fair Treatment Central (FTC) Framework
4	Method of Procurement	Single Stage One Envelope Bidding Procedure
5	Tender Published & SPPRA S. No.	SPPRA E-PADS -S-251095089 Notification (14/10/2025)
6	Total Bid Documents Sold	01
7	Total Bids Received	01
8	Technical / Financial Bid Opening Date & Time	30/10/2025 at 1100 Hrs.
9	No. of bids qualified	01
10	Bid(s) Rejected / Disqualified	00

Details on the above as given below:

S. No	Name of Firm or Bidder	Qualified / Disqualified in Technical / Eligibility Inspection/ Mandatory	Cost offered by the Bidder	Ranking in terms of cost	Comparison with Estimated cost (Rs.1,915,600/-)	Reasons for acceptance/ rejection	Remarks
1	2	3	4	5	6	7	
1.	M/s. Envo - Tech Solutions (Pvt) Ltd	Qualified	Rs.1,849,464/-	Only Bidder	Rs.66,136/- Below the estimated cost i.e.3.4524%	Only bidder as Most Advantageous Bid Accepted- Award of Contract	Rule 48 has been complied

Accordingly, going by the Technical/Financial Evaluation criteria laid down in the tender document, **M/s. Envo - Tech Solutions (Pvt) Ltd** is the most advantageous bid i.e. **Rs.1,849,464/-**, and their bid is also below the estimated cost, hence recommended for award of contract for **Adherence to Fair Treatment Central Themes / Principles on an ongoing basis and Demonstrate How Cultural, Strategies and Controls Deliver Fair Treatment to its Customers Through Fair Treatment Central (FTC) Framework for branches of Sindh Bank Ltd.**

Members Signature- Procurement Committee

Dilshad Hussain Khan  
Chief Financial Officer

Arshad Abbas Soomro  
Head of Administration

Parvez Bhutto -Director Works & Services  
(SMIU) Karachi

Date: 30/10/25

**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**


Serial No: 01

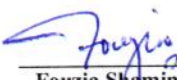
Bidder Name: Enmo-Tech Solutions (Pvt) Ltd

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	Client List for Similar Services/Projects	15		4 Clients & above (any service industry)	Project Completion Certificates from Client /Cliental List to be attached/ Contract Award/PO to be attached.	Annexure "A"
		7	7	Less than 4 Clients		
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 5 million and above per year	Audit Report / Tax Return	Annexure "C"
		10		Less than 1 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 branches/outlets/locations covered last three years	20		500 Branches or more	Award letters to be attached duly issued from each concerned company	Annexure "F"
		10	10	Less than 500 Branches		
Total Marks		100	77	Qualified / Disqualified		


**Acquiring of 70% marks is mandatory for qualification in evaluation criteria**

**Members Signatures- Evaluation Team**

  
Athar Iqbal  
Administration Division

  
Fouzia Shamim  
Operations Division

  
Hasan Raza  
Finance Division

  
Shouzeb Soomro  
Acting Head SPD

**Members Procurement Committee**

1 CHIEF FINANCIAL OFFICER

2 HEAD OF ADMINISTRATION

3 DIRECTOR WORKS & SERVICES

Signature  
  




**DISQUALIFICATION CONDITIONS**


**ADHERENCE TO FAIR TREATMENT CENTRAL THEMES/PRINCIPLES ON AN ONGOING BASIS AND DEMONSTRATE HOW CULTURAL STRATEGIES AND CONTROLS DELIVER FAIR TREATMENT TO ITS CUSTOMERS THROUGH FTC FRAMEWORK**

**Qualified  
/ DisQualified**

S.No	Bidders	Black Listing on SPPRA /SINDH BANK LTD (Yes/No)	FBR Registration/ Provincial Revenue Collecting Authority (Yes/No)	Alternate Bid Offered (Yes/No)	2 X Warning Letters issued by SNDB (Yes/No)	Qualified / DisQualified
1	Envo-Tech Solutions (Pvt) Ltd	No	Yes	No	No	Qualified

**Members Signature- Evaluation Team**

M. Athar Iqbal  
Admin Division



Fouzia Shamim  
Operation Division



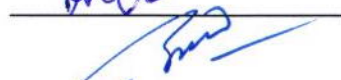
Hasan Raza  
Finance Division

**Members Signature- Procurement Committee**

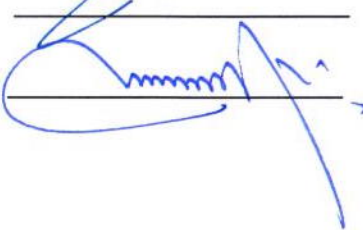
Dilshad Hussain Khan  
Chief Financial Officer



Arshad Abbas Soomro  
Chief Financial Officer



Parvaiz Ali Bhutto  
Director Works and Services (SMIU)



**TENDER No: SNDB/ADMIN/TD/1480/2025**


**Dated: 30-10-2025**


Adherence to Fair Treatment Central Themes / Principles on an ongoing basis and Demonstrate How Cultural, Strategies and Controls Deliver Fair Treatment to its Customers through Fair Treatment Central (FTC) Framework Certificate in Compliance of Rule 48 of SPPRA

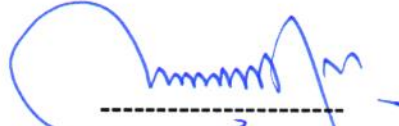
This is to certify that as only one bid was received against the tender, so Rule 48 has been complied with detail as follows:

S.No	Estimated Cost	Current Tender Price
01	Rs.1,849,464/-	Rs.1,915,600/-

**Member Procurement Committee**

  
-----  
Head of Finance Division

  
-----  
Head of Admin Division

  
-----  
Director Works &  
Services (SMIU)



ENVO-TECH  
SOLUTIONS

SIGNATURE PC MEMBERS-SINDH BANK LTD

CFO/Head of Finance \_\_\_\_\_

Head of Administration \_\_\_\_\_

ANNEXURE "E"

Director Works & Services \_\_\_\_\_

SMU

## 7.5 FINANCIAL BID FORM/PRICE SCHEDULE

**[To be signed & stamped by the Bidder and reproduced on the letter head. To be attached with Financial Bid]**

### PRICE SCHEDULE

(Applicable for the year 2025-2026)

S.No	Item Description	Unit Cost	Qty	Amount
1	Computer Assisted Telephonic Interviews (CATI)	555	2000 Calls	111,000.00
2	Mystery Shopping, Visits to the branches Area wise breakup is attached as Annexure "M"	5602	132 Visits	739464
*Total Amount				1,849,464 /-

**\* Total Amount:**

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 5. below)

**Note**

- The cost which will valid for one year (no conditions attached) must include all applicable taxes, stamp duty (as applicable under Stamp Act 1989) duly stamped on the contract agreement, commissioning, transportation and labour charges.
- No advance payment will be made, bills are only be processed for necessary payment on receipt of certificate of delivery/satisfaction from the concerned officer.
- Calculation of bid security. 5% of the \*(Estimated Cost) = (5% of Rs. 1,915,600/- = Rs. 95,780/-) will be submitted with the tender document as bid security in shape of Pay Order /Bank Guarantee in favour of Sindh Bank Ltd.
- In case of over writing/cutting/use of Blanco is found in the Financial Bid document, the bid will be taken as null & void however if the figures are readable and are also duly signed only then, bid will be accepted.
- Most Advantageous Bid 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. The successful bidder will be the one whose total sum of cost is the lowest. As it is package tender, so no partial lowest cost will be considered for award of any work.
- All conditions in the contract agreement attached as Annexure G are part of this tender document.
- 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 holting period (3 days) on SPPRA website.

**We, hereby accept all the terms and conditions as given above.**

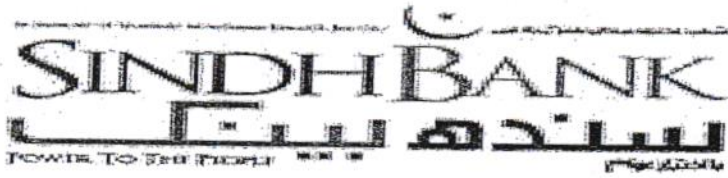
(Signature of bidder with name, Designation and Company Seal)

Dated: 30/10/25



Tel: +92 21 32563928 | Email: info@envotechsolutions.com | Web: www.envotechsolutions.com  
Address: Z-5, Manghopir Road, S.I.T.E., Karachi-Pakistan.





# ATTENDANCE SHEET

BID OPENING -

FOR SELECTION OF

Adherence to fair treatment Central theme / Principle  
On an ongoing basis and demonstrate How culture strategies  
and controls deliver fair treatment to all customers through  
Date: 30-10-2021 PRK/Amend

S.No	Company Name	Name of Company Representative	Contact No.	Company Address	Signature
01	ENVOTECH SOLUTION	By ERADS			

Signature –Procurement Committee Member

Chief Financial Officer

Head of Administration

Director Works & Service

Sindh Madressatul Islam University

*(Handwritten signatures and initials over the signature lines)*

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

TYPE OF PROCUREMENT

ADMIN / IT / CONSULTANT / MEDIA

TENDER NAME

*Adherence to Fair treatment- Central theme of principles  
on an ongoing basis and demonstrate how culture, strategies  
and controls deliver fair treatment to the customer*

TYPE OF TENDER

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

OPENING DATE

*30-10-2017*

*Through FTR Manual*

OPENING TIME

*11:00 AM*

ATTENDANCE (MEMBER PC)

Chief Financial Officer

Head of Administration

Director Works & Service  
Sindh Madressatul Islam University

NAME

FIRM

BID OFFERED

ATTENDANCE (REPS. OF BIDDERS)

*-*

*EnviroTech*

*1,849,464/-*

TOTAL BIDS ACCEPTED FOR EVALUATION

*01*

TOTAL BIDS REJECTED

REMARKS

SIGNATURE PC MEMBERS-SINDH BANK LTD

CFO/Head of Finance

Head of Administration

Director Works & Services

SMIU