

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.

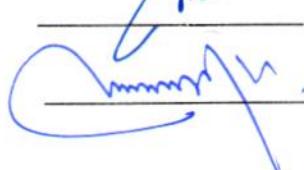
Members Signature- Procurement Committee

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

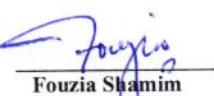
Bidder Name: Emma-Tech Solutions (Pvt) Ltd

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 /Cliential List to be attached/ Contract Award/PO to be attached.	Annexure "A"
			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"
				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"
				Less than 1 million per year		
4	Number of Offices in cities	10	5	5 and above	Give complete address along with PTCL landline numbers. No mobile number will be entertained.	Annexure "D"
				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"
				Less than 1000 interviews		
6	Number of branches/outlets/locations covered last three years	20	10	500 Branches or more	Award letters to be attached duly issued from each concerned company	Annexure "F"
				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


 Showzab Sodhro
 Acting Head SOD

Members Procurement Committee

1 CHIEF FINANCIAL OFFICER

2 HEAD OF ADMINISTRATION

3 DIRECTOR WORKS & SERVICES

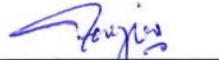

 Signature

<u>DISQUALIFICATION CONDITIONS</u>						Qualified / DisQualified
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)	
1	Envo-Tech Solutions (Pvt) Ltd	No	Yes	No	No	Qualified

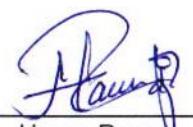
Members Signature- Evaluation Team



M. Athar Iqbal
Admin Division



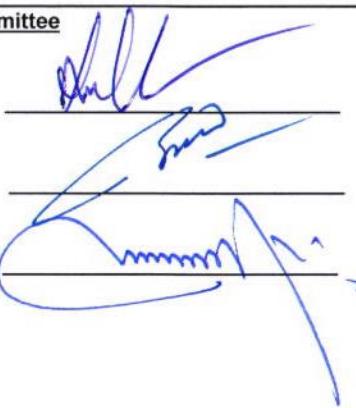
Fouzia Shamim
Operation Division



Hasan Raza
Finance Division

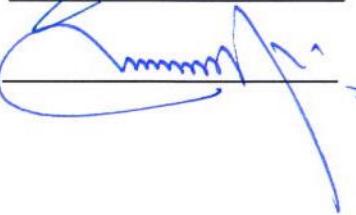
Members Signature- Procurement Committee

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

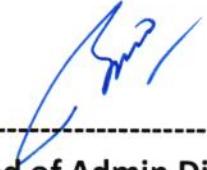
This is to certify that as only one bid was received against the tender, so Rule 48 has been complied with detail as follows:

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

Member Procurement Committee



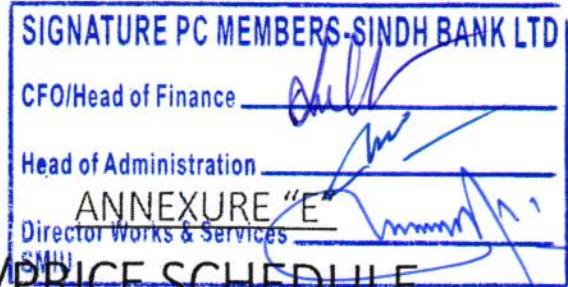
Head of Finance Division



Head of Admin Division



Director Works & Services (SMIU)



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	1,11,0000
2	Mystery Shopping, Visits to the branches Area wise breakup is attached as Annexure "M"	5602	132 Visits	739461
*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

1. 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.
2. 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.
3. 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.
4. 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.
5. 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.
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 holding 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





ATTENDANCE SHEET

ATTENDANCE SHEET
FOR SELECTION OF BID OPENING - Adhere to fair treatment Central theme Principle
on an ongoing basis and demonstrate how culture, Stakeholders
and Controls deliver fair treatment to its customer through
Date: 30 - 10 - 2021 PR France

Date: 30-10-2021

Signature –Procurement Committee Member

Chief Financial Officer

Head of Administration

Director Works & Service
Sindh Madressatul Islam University

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

TYPE OF PROCUREMENT

ADMIN / IT / CONSULTANT / MEDIA

TENDER NAME

Adheres to Fair treatment. Award them in a regular basis and demandable time, cutting, bidding and contract, debris 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

ATTENDANCE (REPS. OF BIDDERS)

NAME

—

FIRM

Enviotech

BID OFFERED

1,849,464/-

TOTAL BIDS ACCEPTED FOR EVALUATION

01

TO BIDS REJECTED

REMARKS

SIGNATURE PC MEMBERS-SINDH BANK LTD	
CFO/Head of Finance	<u>_____</u>
Head of Administration	<u>_____</u>
Director Works & Services SMIU	<u>_____</u>