

## BID EVALUATION REPORT

1. Name of Procuring Agency: **Dow University of Health Sciences, Karachi**
2. Tender Reference No: **NIT No: DUHS/P&D/2023/11401 Dated 15-April-2023,  
(Ref No: DUHS/W&S-NIT/112)**
3. Tender Description: **Hiring of Services for Managed Contact Center for  
DUHS Health Care Facilities and Labs.**
4. Method of Procurement: **Single Stage – Two Envelope, Clause 46(2) of SPPRA Rule  
2010 (Amended Up to Date)**
5. Tender Published: **a. DUHS and SPPRA websites NIT # T00573-22-0015  
b. Daily Dawn (English language newspaper)  
c. Daily Jang (Urdu language newspaper)  
d. Daily Awami Awaz (Sindhi language newspaper)  
on 17-April-2023 (Copies attached)**
6. Total Bid Documents Sold: **Two (02) Nos.**
7. Total Bids Received: **One (01) Nos.**
8. Technical Bid Opening date: **May 10, 2023 at 11:30 am.**
9. No. of Bid technically qualified: **One (01) Nos.**
10. Financial Bid Opening date: **June 10, 2023 at 10:00 am.**
11. Technical Evaluation Report **Attached Annexure-1**
12. Mandatory Criteria Report: **Attached Annexure-2**
13. Purchase Recommendation / Proposal Summary **Attached Annexure-3**

### Recommendations & Remarks:


In the light of entire evaluation results (Technical & Financial) the M/s. Catcos (Pvt) Ltd has accepted being most advantageous bid. Therefore it is recommended that contract may be awarded to M/s. Catcos (Pvt) Ltd for “Hiring of Services for Managed Contact Center for DUHS Health Care Facilities and Labs”

  
**Khaleel Ur Rehman**  
General Manager Finance  
Dow University Hospital  
Dow University of Health Sciences

**Mr. Khalil Ur Rehman (Member)**  
General Manager Finance,  
Dow University of Health Sciences

  
**Faisal Ghous**  
Manager Finance (Treasury)  
Dow University of Health Sciences

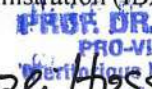
**Mr. Faisal Ghous (Member)**  
Manager Treasury Finance  
Dow University of Health Sciences

  
**Syed Sheraz Hussain**  
Senior Manager Finance  
Institute of Business Administration  
Karachi


**Mr. Syed Sheraz Hussain**  
(External Member)  
Senior Manager Finance, Institute of  
Business Administration (IBA) Karachi

  
**Pir Muzaffar Ali Shah**  
Director  
Planning & Development  
Dow University of Health Sciences

**Mr. Pir Muzaffar Ali Shah**  
(Secretary / Member)  
Director Planning & Development,  
Dow University of Health Sciences

  
**Prof. Dr. Nazli Hossain**  
PRO-VICE CHANCELLOR  
Dow University of Health Sciences

**Prof. Nazli Hossain (Chairperson)**  
Pro-Vice Chancellor,  
Dow University of Health Sciences

  
**Prof. Muhammad Saeed Quraishy**  
VICE CHANCELLOR  
Dow University of Health Sciences

## PURCHASE RECOMMENDATIONS / PROPOSAL

**Hiring of Services for Managed Contact Center for DUHS Health Care Facilities and Labs.**  
**NIT # DUHS/P&D/2023/11401 (REF NO: DUHS/W&S-NIT/112)**

**Technical Bid Opening Date: 10<sup>th</sup> May 2023**

**Financial Bid Opening Date: 10<sup>th</sup> June 2023**

Based on the detailed evaluation and findings, presented in bid evaluation report, the purchase recommendations / proposal for Hiring of Services for Managed Contact Center for DUHS Health Care Facilities and Labs., and is worked out as under:

S.No	Description of Service offering	Monthly services Charges inclusive of all applicable taxes	Required Quantity	Total Monthly Service Charges
1	2	3	4	5 (3 x 4)
1	Manager Contact Center (Per Person Charges 8 hours shift)	275,000	1	275,000
2	Shift In-Charge/ Supervisor (Per Person Charges 8 hours shift)	108,000	3	324,000
3	Contact Center Facilitators (Per Facilitator Charges 8 hours shift)	60,500	12	726,000
<b>Monthly Charges (IN PAK RS.) Including all taxes</b>				<b>1,325,000</b>
<b>Total Charges for 12 Months (IN PAK RS.) Including all taxes</b>				<b>15,900,000</b>

### Recommendations & Remarks:

It is recommended that Contract to be awarded to M/s. Catcos (Pvt) Ltd. at the total value of **PKR 15,900,000/-**. Therefore case is submitted to honorable Vice Chancellor, Dow University of Health Sciences for approval of purchase proposal and subsequently, issuance of Contract Award / Work Order, Signing of Contract Agreement with M/s. Catcos Pvt Ltd.

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**SYED SHERAZ HUSSAIN**  
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Dow University of Health Sciences

**Manager Finance (Treasury)**  
Dow University of Health Sciences

**Nazli Hossain**

**Prof. Nazli Hossain (Chairperson)**  
Pro-Vice Chancellor,  
Dow University of Health Sciences  
Meritorious Professor of Obstetrics  
& Gynecology  
Dow University of Health Sciences  
Karachi

**Prof. Muhammad Saeed Quraishy**  
VICE CHANCELLOR  
Dow University of Health Sciences

## MINUTES OF FINANCIAL BID OPENING MEETING

### Hiring of Services for Managed Contact Center for DUHS Health Care Facilities and Labs.

NIT # DUHS/P&D/2023/11401 (REF NO: DUHS/W&S-NIT/112)

Date & Time: 10<sup>th</sup> June , 2023 at 10:00 a.m.

Venue: Held at VC Boardroom, 4<sup>th</sup> Floor Admin Block,  
Dow University of Health Sciences (DMC Campus), Near Civil Hospital Karachi

A meeting of the Procurement Committee Services was held on 10<sup>th</sup> June, 2023 at 10:00 a.m. to open and evaluate the financial bids for "Hiring of Services for Managed Contact Center for DUHS Health Care Facilities and Labs." NIT # DUHS/P&D/2023/11401

(REF NO: DUHS/W&S-NIT/112) Dated 15 April 2023

The participants include:

#### PROCUREMENT COMMITTEE (SERVICES):

**Prof. Nazli Hossain** (Chairperson)  
Pro-Vice Chancellor  
Dow University of Health Sciences

**Mr. Pir Muzaffar Ali Shah**  
(Secretary / Member)  
Director Planning & Development,  
Dow University of Health Sciences

**Mr. Khaleel Ur Rehman** (Member)  
General Manager Finance,  
Dow University of Health Sciences

**Mr. Faisal Ghous Shah** (Member)  
Manager Treasury Finance  
Dow University of Health Sciences

**Mr. Syed Sheraz Hussain**  
(External Member)  
Senior Manager Finance,  
Institute of Business Administration (IBA) Karachi.

**PROF. DR. NAZLI HOSSAIN**  
PRO-VICE CHANCELLOR  
Honorable Professor of Obstetrics  
& General  
Dow University of Health Sciences

*Nazli*

Meeting started with recitation from the Holy QURAN. Chair welcomed the participants and then commenced the proceedings. Only a Single (01) Firm who participated and has technically qualified in this bidding process. The Sealed Financial proposal of technically qualified firm were opened in the presence of their representative.

The rates quoted by the technically qualified bidder were read aloud along with amount of 1% of bid security pay order attached by the bidders. Each rate in the comparative statement was confirmed from the original bid by the committee and recommendations were made, which were documented in the Bid Evaluation Report (BER).

  
**Pir Muzaffar Ali Shah**  
Director  
Planning & Development  
Dow University of Health Sciences

  
**FAISAL GHOUS**  
Manager Finance (Treasury)  
Dow University of Health Sciences

**SYED SHERAZ HUSSAIN**  
Senior Manager Finance  
Institute of Business Administration  
Karachi

  
**KHALEEL UR REHMAN**  
General Manager Finance  
Dow University Hospital  
Dow University of Health Sciences

## Summary of Technical and Financial Evaluation:


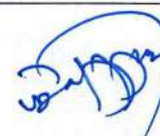



After combined Technical and Financial Evaluation of proposals, the results are as under:

S. No	Name of Company	Technical Marks (TM)	TM x (0.75) (75%)	Total Bid Amount	Bid Security (1%)	Name of Bank, Pay order # & Date	Financial Marks Lowest Price / Quoted Price x 25 (25%)	Total Marks (4+8)	Remarks
1	2	3	4	5	6	7	8	9	10
1	M/s. Catcos (Pvt) Ltd	82.5	61.87	Rs. 15,900,000/-	Rs. 196,020/-	Meezan Bank P.O # 04357570 Date 09-May-2023	25	86.87	Accepted being most Advantageous bid & Recommended for Award of Contract.

### Recommendations & Remarks:

In the light of entire evaluation results (Technical & Financial) the M/s. Catcos (Pvt) Ltd has accepted being most advantageous bid. Therefore it is recommended that contract may be awarded to M/s. Catcos (Pvt) Ltd for "Hiring of Services for Managed Contact Center for DUHS Health Care Facilities and Labs." for Dow University of Health Sciences.

Meeting ended with the vote of thanks to and from the chair.

1.	<b>Prof. Nazli Hossain</b> (Chairperson) Pro-Vice Chancellor Dow University of Health Sciences, Karachi.	 <b>PROF. DR. NAZLI HOSSAIN</b> PRO-VICE CHANCELLOR Meritorious Professor of Obstetrics & Gynecology Dow University of Health Sciences Karachi
2.	<b>Mr. Pir Muzaffar Ali Shah</b> (Secretary / Member) Director Planning & Development, Dow University of Health Sciences, Karachi.	 <b>Pir Muzaffar Ali Shah</b> Director Planning & Development Dow University of Health Sciences
3.	<b>Mr. Khaleel Ur Rehman</b> (Member) General Manager Finance, Dow University of Health Sciences	 <b>KHALEEL UR REHMAN</b> General Manager Finance Dow University Hospital Dow University of Health Sciences
4.	<b>Mr. Faisal Ghous Shah</b> (Member) Manager Treasury Finance Dow University of Health Sciences	 <b>FAISAL GHOUS</b> Manager Finance (Treasury) Dow University of Health Sciences
5.	<b>Mr. Syed Sheraz Hussain</b> (External Member) Senior Manager Finance, Institute of Business Administration (IBA) Karachi.	 <b>SYED SHERAZ HUSSAIN</b> Senior Manager Finance Institute of Business Administration Karachi



**DOW UNIVERSITY OF HEALTH SCIENCES, KARACHI**

**DATED 10-JUNE-2023**

**RECORD OF FINANCIAL BID OPENING**

**Hiring of Services for Managed Contact Center for DUHS Health Care Facilities and Labs.**

**NIT # DUHS/P&D/2023/11401 (REF NO: DUHS/W&S-NIT/112) Dated 15-April-2023**

Note :The following Bid(s) were received by the closing deadline fixed on 10-May-2023 at 11:00 a.m and publicly opened on 10-Jun-2023 at 10:00 a.m

**BIDDERS ATTENDANCE SHEET**

NO.	FIRM / COMPANY NAME	REPRESENTATIVE NAME	CONTACT NUMBERS	COMPANY'S EMAIL ADDRESS	SIGNATURE
1	CATCOS (Pvt) Ltd.	Dilshad Ikram	0332-3277752	dilshad@catcos.com	DIL

**KHALEEL UR REHMAN**  
General Manager Finance  
Dow University Hospital  
Dow University of Health Sciences

Mr. Khalil Ur Rehman  
(Member)  
General Manager Finance,  
Dow University of Health Sciences

**FAISAL GHOUS**  
Manager Finance (Treasury)  
Dow University of Health Sciences

Mr. Faisal Ghous Shah  
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Dow University of Health Sciences

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Senior Manager Finance  
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Karachi

Mr. Syed Sheraz Hussain  
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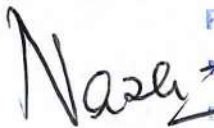



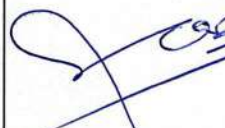


**DOW UNIVERSITY OF HEALTH SCIENCES, KARACHI**  
**ATTENDANCE SHEET**

**PROCUREMENT COMMITTEE-SERVICES**

**FINANCIAL BID OPENING DATE 10-JUN-2023 AT 10:00 A.M**

**Hiring of Services for Managed Contact Center for DUHS Health Care Facilities and Labs. NIT # DUHS/P&D/2023/11401 (REF NO: DUHS/W&S-NIT/112)**

S. NO	NAME OF MEMBERS	DESIGNATION	SIGNATURE
1	Prof. Nazli Hossain (Chairperson)	Pro-Vice Chancellor , Dow University of Health Sciences	 PROF. DR. NAZLI HOSSAIN PRO-VICE CHANCELLOR Dow University of Health Sciences Karachi
2	Mr. Pir Muzaffar Ali Shah (Secretary / Member)	Director Planning & Development, Dow University of Health Sciences	 Pir Muzaffar Ali Shah Director Planning & Development Dow University of Health Sciences
3	Mr. Khaleel Ur Rehman (Member)	General Manager Finance, Dow University of Health Sciences	 KHALEEL UR REHMAN General Manager Finance Dow University Hospital Dow University of Health Sciences
4	Mr. Faisal Ghous Shah (Member)	Manager Treasury Finance Dow University of Health Sciences	 FAISAL GHOUS Manager Finance (Treasury) Dow University of Health Sciences
5	Mr. Syed Sheraz Hussain (External Member)	Senior Manager Finance, Institute of Business Administration (IBA) Karachi.	 SYED SHERAZ HUSSAIN Senior Manager Finance Institute of Business Administration Karachi

ELIGIBILITY CRITERIA (MANDATORY REQUIREMENT)

S. no	Documentary evidence must be attached in respect thereof:	M/s. Catcos Pvt Ltd
1	Original Tender Purchase Receipt / Pay Order of Tender Fee.	Attached
2	Bidder should be based in Karachi or should have a branch in Karachi. Office details at Karachi and all provincial headquarters (if any) with Phone Numbers / Addresses.	Attached
3	Copy of CNIC of signatory of the Bid Forms.	Attached
4	Bidder must be available on 'List of Active Tax Payers' of FBR website (for Income Tax).	Attached
5	Bidder must be available on 'List of Active Tax Payers' SRB website (for Sales Tax).	Attached
6	Valid Professional Tax Certificate.	Attached
7	Valid registration with SECP / Registrar of Firms.	Attached
8	Duly signed and stamped General Compliance Certificate as per the format give at Annexure-B of this document.	Attached
9	Duly signed and stamped Compliance to Scope of Work as mentioned vide Annexure-C of this document.	Attached
10	Bidder / Company Profile / Details as per Annexure – D.	Attached
11	Average annual turnover in the preceding 3 years (on the closing of last fiscal year) should not be less than Rs. 40.000 million, demonstrated through Income Tax Returns (ITR – FBR), with audited statement of accounts details to be submitted as per Annexure-F	Attached
12	Valid Clients List as per specimen given at Annexure – F.	Attached
13	Duly signed and stamped Affidavit on Stamp Paper of Rs. 100/- as per Specimen at Appendix – 1.	Attached
14	Satisfactory Performance Certificates from current employer(s) on their official letter head duly signed and stamped by the competent authority, showing that bidder is providing the satisfactory call center Services	Attached
15	Valid documentary evidence in support of eligibility / qualification and evaluation criteria and conformity with required terms and conditions of Scope of Work / Services given in the Tender Document.	Attached
16	Bidder must have secured minimum 75 qualification marks in Technical Evaluation Criteria described at Clause 16.	Achieved More than 75 Marks.
17	Bidders' past experience for Call center Services. Original Satisfactory Performance certificate with agreement must be attached as an evidence	Attached
<b>Results</b>		<b>Technically Qualified</b>

  
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Senior Manager Finance  
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Karachi

  
**KNAAEEL UR REHMAN**  
General Manager Finance  
Dow University Hospital  
Dow University of Health Sciences

  
**PROF. DR. NAZLI HOSSAIN**  
PRO-VICE CHANCELLOR  
Meritorious Professor of Planning  
& Governance  
Dow University of Health Sciences  
Karachi

## Technical Evaluation Criteria

A minimum scoring of Technical Evaluation should be up to 75% to qualify for the Financial Bid evaluation.

S.#	Evaluation Parameter	Max Marks		M/s. Cateos (Pvt) Ltd
1	<b>Technical Proposal</b>	<b>100</b>		
1A	<b>Company Profile</b>	<b>25</b>		
	i. No. of Years in Call Centre Business	5	Full Marks if the Bidder proves 10 + years of experience in similar business offerings. Bidders with less than 10 years of experience will <b>not</b> get any marks.(Provide documents & proof e.g registrations, previous work orders, Performance certificates/work completion certificates & agreements along with invoices )	5
	ii. NTN Registration Certificate, Registration with Sales Tax, Income Tax	2	2 Marks each if Bidder has NTN Certificate & Sales Tax Certification (Provide documentary evidences). No marks in case of no registration.	2
	iii. Having an operational Call Center in the Company's name for the backup and disaster recovery plans	6	6 Full Marks if the company operates a Call Center within Karachi. (Provide documentary evidence, contact Nos of own call Centre property documents or any rental agreement space.) 2 Marks if the company does not operate a Call Center within Karachi but outside Karachi. (Provide documentary evidence, contact Nos of own call Centre property documents or any rental agreement space.)	6
	iv. Affidavit	2	2 Marks will be given to the bidder who provided an affidavit on stamp paper that the Bidder has not been blacklisted by (Private, Government, Semi Government, and Autonomous Body)	2
	v. Financial strength & references	10	The company can provide a Bank Account Maintenance letter & past three years of Audited Reports showing an average of the last three years' Turnover of Pak Rs. 150 to 200 million. 10 Marks = if turnover is Pak Rs.100 million to 150 million 5 Marks = if turnover is Pak Rs 50 million to 100 million	10
1B	Skill Set and Prospective Staff profiles	5	2.5 Marks if the Bidder can provide the resumes/salary slips of at least 20 staff ready to be inducted for Call Handling as per the scope of work. No marks if the bidder provides less than 20 resumes/salary slips (staff pay slips, bank statement appointment orders & CVs must be submitted) 2.5 Marks, if the Bidder has the Software team &	2.5

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			Network team for system integration with other systems of the DUHS or CRM or any other related solutions for service enhancements.(staff pay slips, bank statement, appointment orders & CVs must be submitted.)	
1C	List of Similar Projects in hand organizing and conducting Call Center Trainings	10	10 Marks will be given for Proven evidences of hand Managed Call Center. The Bidder has to attach evidences /proofs/ work order/performance certificates of similar nature of projects. Each project will be given 2 Marks Note: Extensions or extension of awarded works would be considered a single project	10
1D	Proof of ISO Certification	5	5 Marks (Provide documentary evidences)	5
1E	Presentation / Demonstration of proposal	30		
	1. Presentation	5	Presentation of Proposed Solution as per Scope of work.	5
	2. Design /Delivery Methodology	15	Design/Delivery methodology as per scope of work mentioning the services must be elaborated.	10
	3. Implementation/Execution Plan	10	Implementation /Execution Plan along with timelines.	10
1F	Having Technology Solution and Infrastructure to run Contact center.	5	In case of DUHS need can offer Technological Solution and Managed Call Center Services through their own Premises/Contact Center. (Provide documents of infrastructure & assets in the forms of land documents & GST Invoices for assets)	5
1G	Proven record of having a CRM having Complaint Management system, Order Management System and a Mobile based Health Management Audio/Video application that can be integrated and used in for different functions of the Contact Center. The CRM should have multi-level auto escalation process with ability to send out messages, emails, and notifications. The system must also have Android based application for Patient Management and taking Audio/Video calls. Bidder having Qualified system development team authorized to implement required changes, enhancements, system integration in the CRM. The team must also be capable to integrate CRM or similar solutions with DUHS systems within short notice.	20	5 Marks if the Bidder has requisite: <ul style="list-style-type: none"> <li>• Complaint management systems and</li> <li>• CRM solutions as mentioned in 1G and</li> <li>• Proof of qualified in-house team members for svstem enhancements, up-gradation and integration.</li> </ul> 10 Marks if the Bidder has required Health Management and Audio/Video IOS/Android based Mobile application. (Provide documentary evidences) 5 Marks if the Bidder has required staff to be able to make changes in the CRM if so desired by DUHS. (Provide Cvs, payroll slips etc)	10
<b>Total Marks</b>				<b>82.5</b>

  
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Karachi

  
**Khaleel Ur Rehman**  
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**MINUTES OF TECHNICAL BID OPENING MEETING**

**Hiring of Services for Managed Contact Center for DUHS  
Health Care Facilities and Labs.**

**NIT # DUHS/P&D/2023/11401 (REF NO: DUHS/W&S-NIT/112) Dated 15 April 2023**

**Held at VC Boardroom, 4<sup>th</sup> Floor Admin Block  
Dow University of Health Sciences (DMC Campus), Near Civil Hospital Karachi**

A meeting of the Procurement Committee was held on 10<sup>th</sup> May, 2023 at 11:30 a.m. to open and evaluate the Technical bids for the above said tender at DUHS, Karachi.

The participants include:

**PROCUREMENT COMMITTEE (SERVICES):**

**Prof. Nazli Hossain** (Chairperson)  
Pro-Vice Chancellor  
Dow University of Health Sciences

**Mr. Pir Muzaffar Ali Shah**  
(Secretary / Member)  
Director Planning & Development,  
Dow University of Health Sciences

**Mr. Khaleel Ur Rehman** (Member)  
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Manager Treasury Finance  
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**Mr. Syed Sheraz Hussain**  
(External Member)  
Senior Manager Finance,  
Institute of Business Administration (IBA) Karachi.

**PARTICIPANT BIDDERS WITH NAME OF REPRESENTATIVE**

1. Mr. Dilshad Ikram M/s. Catcos (Pvt) Ltd

Note: Only Single Bidder has submitted the bidding documents.

*Nazli*  
**PROF. DR. NAZLI HOSSAIN**  
PRO-VICE CHANCELLOR  
Meritorious Professor of Obstetrics  
& Gynecology  
Dow University of Health Sciences  
Karachi

*Pir Muzaffar Ali Shah*  
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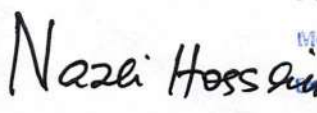



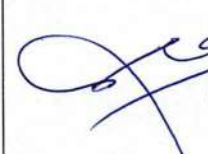
*Khaleel Ur Rehman*  
**Khaleel Ur Rehman**  
General Manager Finance  
Dow University Hospital  
Dow University of Health Sciences

Meeting started with recitation from the Holy QURAN. Chair welcomed the participants and then commenced the proceedings. Forum was apprising that the Notice Inviting Tender, NIT No: DUHS/P&D/2023/11401, dated 15-April-2023, (Ref No: DUHS/W&S-NIT/112), was hoisted on the DUHS, SPPRA websites NIT # T00573-22-0015 and the same was published in 3 widely circulated leading daily newspaper of English, Urdu and Sindhi languages viz. Daily Dawn, Daily Jang and Daily Awami Awaz on 17<sup>th</sup> April, 2023. The Submission of bids was closed at 11:00 a.m on 10<sup>th</sup> May 2023 as per scheduled date and time. There was only a single (01) bidder submitted their bid from the two (02) bidders who purchased the bidding documents.

It was briefed to the participant that initially, only Technical Bid / Proposal will be opened and evaluated in a manner prescribed in bidding documents, without reference to the price and reject any proposal which does not conform to the specified requirements. Financial Bid / Proposal of technically qualified bid shall be opened publicly at a time, date and venue announced and communicated to the bidder in advance. Financial Bid / Proposal found technically disqualified / non-responsive shall be returned un-opened to the respective bidder(s). Accordingly, prior to evaluate bid in depth, preliminary examination of the bid was made by the procurement committee.

Bidder was informed that the detailed technical evaluation will be carried-out and communicate, and there after Financial Bid will be opened in presence of the bidder's representative(s).

Meeting ended with the vote of thanks to and from the chair.

S. NO	NAME OF MEMBERS	SIGNATURE
1	<b>Prof. Nazli Hossain</b> (Chairperson) Pro-Vice Chancellor Dow University of Health Sciences	 <b>PROF. DR. NAZLI HOSSAIN</b> PRO-VICE CHANCELLOR Meritorious Professor of Obstetrics & Gynecology University of Health Sciences Karachi
2	<b>Mr. Pir Muzaffar Ali Shah</b> (Secretary / Member) Director Planning & Development, Dow University of Health Sciences	 <b>Pir Muzaffar Ali Shah</b> Director Planning & Development Dow University of Health Sciences
3	<b>Mr. Khaleel Ur Rehman</b> (Member) General Manager Finance, Dow University of Health Sciences	 <b>KHALEEL UR REHMAN</b> General Manager Finance Dow University Hospital Dow University of Health Sciences
4	<b>Mr. Faisal Ghous Shah</b> (Member) Manager Treasury Finance Dow University of Health Sciences	 <b>FAISAL GHOUS</b> Manager Finance (Treasury) Dow University of Health Sciences
5	<b>Mr. Syed Sheraz Hussain</b> (External Member) Senior Manager Finance, Institute of Business Administration (IBA) Karachi.	 <b>SYED SHERAZ HUSSAIN</b> Senior Manager Finance Institute of Business Administration Karachi



DOW UNIVERSITY OF HEALTH SCIENCES, KARACHI

DATED 10-MAY-2023

RECORD OF TECHNICAL BID OPENING

Hiring of Services for Managed Contact Center for DUHS Health Care Facilities and Labs.
NIT # DUHS/P&D/2023/11401 (REF NO: DUHS/W&S-NIT/112) Dated 15-April-2023

Note :The following Bid(s) were received by the closing deadline fixed on 10-May-2023 at 11:00 a.m and publicly opened on the same date at 11:30 a.m

BIDDERS ATTENDANCE SHEET

Table with 6 columns: NO., FIRM / COMPANY NAME, REPRESENTATIVE NAME, CONTACT NUMBERS, COMPANY'S EMAIL ADDRESS, SIGNATURE. Row 1 contains handwritten data for CARCOS Private Limited.

PROF. NAZKI HOSSAIN
PRO-VICE CHANCELLOR
Meritorious Professor of Obstetrics & Gynecology
Dow University of Health Sciences Karachi

FAISAL GHOUS
Manager Finance (Treasury)
Dow University of Health Sciences

Pir Muzaffar Ali Shah
Director
Planning & Development
Dow University of Health Sciences

SYED SHERAZ HUSSAIN
Senior Manager Finance
Institute of Business Administration
Karachi

KHALEEL UR REHMAN
General Manager Finance
Dow University Hospital
Dow University of Health Sciences



**DOW UNIVERSITY OF HEALTH SCIENCES, KARACHI**  
**ATTENDANCE SHEET**

**PROCUREMENT COMMITTEE-SERVICES**

**TECHNICAL BID OPENING DATE 10-MAY-2023 AT 11:30 A.M**

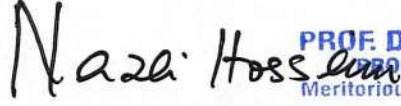




**Hiring of Services for Managed Contact Center for DUHS Health Care Facilities and Labs. NIT # DUHS/P&D/2023/11401 (REF NO: DUHS/W&S-NIT/112)**

S. NO	NAME OF MEMBERS	DESIGNATION	SIGNATURE
1	Prof. Sarah Kazi (Chairperson)	Pro-Vice Chancellor ,DUHS	
2	Mr. Pir Muzaffar Ali Shah (Secretary / Member)	Director Planning & Development, Dow University of Health Sciences	 Pir Muzaffar Ali Shah Director Planning & Development Dow University of Health Sciences
3	Mr.Khaleel Ur Rehman (Member)	General Manager Finance, Dow University of Health Sciences	 KHALEEL UR REHMAN General Manager Finance Dow University Hospital Dow University of Health Sciences
4	Mr. Faisal Ghous Shah (Member)	Manager Treasury Finance DUHS	 FAISAL GHOUS Manager Finance (Treasury) Dow University of Health Sciences
5	Mr.Syed Sheraz Hussain (External Member)	Senior Manager Finance, Institute of Business Administration (IBA) Karachi.	 SYED SHERAZ HUSSAIN Senior Manager Finance Institute of Business Administration Karachi

**Nazki**  
PR/PR/PL/NAZKI HUSSAIN  
PROVISE CHAIRPERSON  
MEMBERSHIP PROGRAMME & ASSISTANTS  
Dow University of Health Sciences  
Karachi

## CERTIFICATE

This is to certify that the prices are comparable with the Provision of market rates in respect of the technically qualified bids for the “**Hiring of Services for Managed Contact Center for DUHS Health Care Facilities and Labs.**” In respect of NIT # DUHS/P&D/2022/11401 (Ref No: DUHS/W&S-NIT/112) dated 15-April-2023 for which Technical bids were opened on 10-May, 2023 at 11:30 am and financial bids were opened on 10-June,2023 at 10:00 am.

S. NO	NAME OF MEMBERS	SIGNATURE
1	<b>Prof. Nazli Hossain</b> (Chairperson) Pro-Vice Chancellor Dow University of Health Sciences	 <b>PROF. DR. NAZLI HOSSAIN</b> PRO-VICE CHANCELLOR Meritorious Professor of Obstetrics & Gynecology Dow University of Health Sciences Karachi
2	<b>Mr. Pir Muzaffar Ali Shah</b> (Secretary / Member) Director Planning & Development, Dow University of Health Sciences	 <b>Pir Muzaffar Ali Shah</b> Director Planning & Development Dow University of Health Sciences
3	<b>Mr. Khaleel Ur Rehman</b> (Member) General Manager Finance, Dow University of Health Sciences	 <b>KHALEEL UR REHMAN</b> General Manager Finance Dow University of Health Sciences
4	<b>Mr. Faisal Ghous Shah</b> (Member) Manager Treasury Finance Dow University of Health Sciences	 <b>FAISAL GHOUS</b> Manager Finance (Treasury) Dow University of Health Sciences
5	<b>Mr. Syed Sheraz Hussain</b> (External Member) Senior Manager Finance, Institute of Business Administration (IBA) Karachi.	 <b>SYED SHERAZ HUSSAIN</b> Senior Manager Finance Institute of Business Administration Karachi



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+ Create PQR

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List of Notices Inviting Tender (NIT)

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Action	NIT ID	Procurement Plan ID	Tender Title/Description	Reference No.	No. of Items/Schemes	Corrigendum	Status/Assignment	Action
	<a href="#">T00573-22-0015</a>	<a href="#">00573-22</a>	HIRING OF TRANSPORT SERVICES FOR RIVA WATER PLANT, HIRING OF SERVICES FOR MANAGED CONTACT CENTER FOR DUHS HEALTH CARE FACILITIES AND LABS, PROVISION OF LAUNDRY SERVICES & RE-TENDER - HIRING OF SERVICES OF HUMAN RESOURCE OUTSOURCING FIRMS (HR FIRMS)	DUHS/P&D/2023/11401, Dated: April 15, 2023	4		Posted	Unpaid
	<a href="#">T00573-22-0014</a>	<a href="#">00573-22</a>	HIRING OF SERVICES FOR THE MANAGEMENT SYSTEM LIBRARY MANAGEMENT SYSTEM SOFTWARE ,HIRING OF SERVICES FIXED ASSET REGISTER & TAGGING FIXED ASSETS & OPERATION OF POINT BUSES FOR PICK & DROP	DUHS/P&D/2023/11370, Dated: March 10, 2023	3	2	Posted	Unpaid
	<a href="#">T00573-22-0013</a>	<a href="#">00573-22</a>	HIRING OF SERVICES FOR THE LIBRARY MANAGEMENT SYSTEM SOFTWARE, HIRING OF SERVICES FOR FIXED ASSET REGISTER & TAGGING FIXED ASSETS & OPERATION OF POINT BUSES FOR PICK & DROP	No. DUHS/P&D/2023/11370 Dated: March 10, 2023			Initiated	Unpaid

**Pir Muzaffar Ali Shah**  
Director  
Planning & Development  
Dow University of Health Sciences

**SYED SHERAZ HUSSAIN**  
Senior Manager Finance  
Institute of Business Administration  
Karachi

**PROF. DR. NAZIR HUSSAIN**  
PROVICE CHAIRMAN  
Mentorship Professor of Obstetrics & Gynecology  
Dow University of Health Sciences

**Manager Finance (Treasury)**  
Dow University of Health Sciences

**Director**  
Planning & Development  
Dow University of Health Sciences

**General Manager Finance**  
Dow University Hospital  
Dow University of Health Sciences



## OFFICE OF THE DIRECTOR PLANNING & DEVELOPMENT DOW UNIVERSITY OF HEALTH SCIENCES

Baba-e-Urdu Road, Karachi-74200 Pakistan.  
Tel: 9215754-57 Ext: 5811 Website: [www.duhs.edu.pk](http://www.duhs.edu.pk)

No. DUHS/P&D/2023/11401

Dated: April 15, 2023

### ٹینڈر نوٹس

ڈاؤ یونیورسٹی آف ہیلتھ سائنسز (ڈی یو ایچ ایس)، کراچی جو سرکاری شعبے کی یونیورسٹی ہے کو اچھی شہرت کی حامل کمپنیوں اور بلڈرز سے جو ایف بی آر کی ویب سائٹ (برائے انکم ٹیکس) کی ایکٹیو ٹیکس سیکر کی لسٹ اور ایس آر بی (برائے سیلز ٹیکس) میں موجود ہوں درج ذیل خدمات کے لیے سربراہر پیشکشیں مطلوب ہیں۔

S. No.	NAME OF WORK	METHOD OF PROCUREMENT
1.	HIRING OF TRANSPORT SERVICES FOR RIVA WATER PLANT (REF NO: DUHS/W&S-NIT/111)	Single Stage – Single Envelope Procedure as per rule 46 sub rule-1 of SPP Rules 2010 (Amended upto date)
2.	HIRING OF SERVICES FOR MANAGED CONTACT CENTER FOR DUHS HEALTH CARE FACILITIES AND LABS (REF NO: DUHS/W&S-NIT/112)	Single Stage – Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)
3.	PROVISION OF LAUNDRY SERVICES (REF NO: DUHS/W&S-NIT/113)	Single Stage – Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)
4.	RE-TENDER - HIRING OF SERVICES OF HUMAN RESOURCE OUTSOURCING FIRMS (HR FIRMS) FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE (REF NO: DUHS/W&S-NIT/114)	Single Stage – Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)

ٹینڈر فیس	مبلغ - 2000/- روپے (دو ہزار روپے سرف)؛ قابل واپسی چیکل ہے آرڈر اور ایڈوانس ڈرافٹ تک ڈاؤ یونیورسٹی آف ہیلتھ سائنسز کراچی۔
بڈ سیکورٹی	بڈ سیکورٹی اور پورا قرض سیکورٹی ٹینڈر دستاویزات کے مطابق ہوگی۔
خریداری کی تاریخ اور وقت	اشتراک ہذا کی تاریخ اشاعت سے 09-05-2023 تک (دن 10 بجے سے شام 2 بجے تک)
پیشکشوں کی ڈیڈ لائن اور کھلنے کی تاریخ اور وقت	10-05-2023 کو دن 11:00 بجے اور دن 11:30 بجے

مفصل خصوصیات مذکورہ ٹینڈر دستاویزات میں بیج شراکتہ وضو اہل درج ہیں۔ پیشکش کی دستاویزات کو ایس بی آر کے ویب سائٹ یا ڈاؤ یونیورسٹی آف ہیلتھ سائنسز کی ویب سائٹ سے ڈاؤن لوڈ کیا جاسکتا ہے۔ مشروط پیشکشیں، بلینڈر ایک پیشکشیں، ایس پیشکشیں جن کے ہمراہ مطلوبہ رقم پر مشتمل بڈ سیکورٹی اور قارم نہیں ہوگا، ایسی پیشکشیں جو مقررہ تاریخ اور وقت کے بعد موصول ہوں گی اور بیک لسٹ ہونے والی فرموں کی پیشکشیں قابل قبول نہیں ہوں گی۔

کھلنے کی تاریخ کے روز کسی غیر متوقع صورت حال میں یا سرکاری تعطیل کی صورت میں دفتر کھلنا نہ ہونے کی صورت میں پیشکشیں ایکے کام کے روز مقررہ وقت پر بیج کرانی اکتھوئی جائیں گی۔ ڈاؤ یونیورسٹی آف ہیلتھ سائنسز کراچی (DUHS) ایس بی آر کے قواعد 2010 (مقررہ تاریخ تک ترمیم شدہ) کی رو سے کسی ایک یا تمام پیشکشوں کو مسترد کرنے کا حق محفوظ رکھتی ہے۔

پیشکشوں کی دستاویزات کی خریداری، بیج کرانے اور پیشکشوں کے کھلنے کا بیج:

آفس آف وی ڈائریکٹر پلاننگ اینڈ ڈیولپمنٹ، ڈاؤ یونیورسٹی آف ہیلتھ سائنسز (ڈی ایم سی کیسپس)، پانچویں منزل، ایڈمنسٹریشن بلاک، ایڈوانس اردو روڈ نزد رسول ہسپتال، کراچی۔

ڈائریکٹر  
پلاننگ اینڈ ڈیولپمنٹ  
ڈاؤ یونیورسٹی آف ہیلتھ سائنسز، کراچی

Pir Muzaffar Ali Shah  
Director  
Planning & Development  
Dow University of Health Sciences

FAISAL GHOUS  
Manager Finance (Treasury)  
Dow University of Health Sciences

SYED SHERAZ HUSSAIN  
Senior Manager Finance  
Institute of Business Administration  
Karachi

KHALEEL UR REHMAN  
General Manager Finance  
Dow University Hospital  
Dow University of Health Sciences





FOUNDED BY QAUID-I-AZAM MOHAMMAD ALI JINNAH



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## OFFICE OF THE DIRECTOR PLANNING & DEVELOPMENT DOW UNIVERSITY OF HEALTH SCIENCES

Haba-e-Urdu Road, Karachi-74200 Pakistan.  
Tel: 9215754-57 Ext: 5811 Website: [www.duhs.edu.pk](http://www.duhs.edu.pk)

No. DUHS/P&D/2023/H401

Dated: April 15, 2023

### TENDER NOTICE

Dow University of Health Sciences (DUHS), Karachi is a Public Sector University invites the sealed bids for following Services from well-reputed Companies / Bidders available on List of Active Tax Payers of FBR websites (for Income Tax) & SRB (for Sales Tax).

S. No.	NAME OF WORK	METHOD OF PROCUREMENT
1	BIDDING OF LEASING/REPAIR/MAINTENANCE SERVICES FOR RIVA WATER PLANT (REF NO. DUHS/W&S-N/1114)	Single Stage - Single Envelope Procedure as per rule-46 sub-rule-1 of SPP Rules 2010 (Amended upto date)
2	BIDDING OF SERVICES FOR MANAGED CONTRACT CENTER FOR DUHS HEALTH CARE FACILITIES AND CLINIC (REF NO. DUHS/W&S-N/1112)	Single Stage - Two Envelope Procedure as per rule-46 sub-rule-2 of SPP Rules 2010 (Amended upto date)
3	PROVISION OF LAUNDRY SERVICES (REF NO. DUHS/W&S-N/1113)	Single Stage - Two Envelope Procedure as per rule-46 sub-rule-2 of SPP Rules 2010 (Amended upto date)
4	RF-TENDER - BIDDING OF SERVICES OF HUMAN RESOURCE OUTSOURCING FIRMS (HRTHEMS) FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE (REF NO. DUHS/W&S-N/1114)	Single Stage - Two Envelope Procedure as per rule-46 sub-rule-2 of SPP Rules 2010 (Amended upto date)

Tender Fee	Rs. 2,000/- (Two Thousand Only) Non-refundable in shape of Pay Order / Demand Draft in favor of Dow University of Health Sciences, Karachi
Security	Bid Security and Performance Security as mentioned in the bidding document.
Purchasing Date & Time	From the date of publishing to 00-05-2023 (10 a.m to 02 p.m)
Bids Delivery & Opening Date & Time	00-05-2023 at 11:00 a.m & 11:30 a.m

Detailed Specification are mentioned in the prescribed tender documents alongwith terms and conditions. Bidding documents can be download from SPPRA website or Dow University of Health Sciences website. Conditional Bids, Telegraphic Bids, Bids not accompanied by Bid Security of required amount and form, bids received after specific date and time and bids of Black Listed firms will be rejected. In case of any unforeseen situation or government holiday resulting in closure of office on the date of opening, bids shall be submitted / opened on next working day at the given time. The Dow University of Health Sciences, Karachi (DUHS) reserves the right to reject any or all the bids subject to the relevant provisions of SPP Rules 2010 (Amended upto date).

#### ADDRESS FOR PURCHASING OF BIDDING DOCUMENTS, SUBMISSION AND OPENING OF BIDS:

Office of the Director Planning & Development, Dow University of Health Sciences (DMC Campus), 5<sup>th</sup> Floor Administration Block, Haba-e-Urdu Road near Civil Hospital Karachi

**DIRECTOR**

Planning & Development

Dow University of Health Sciences, Karachi

**SYED SHERAZ HUSSAIN**

Senior Manager Finance

Institute of Business Administration  
Karachi

**SAJEED UR REHMAN**

General Manager Finance  
Dow University of Health Sciences

*(Signature)*  
**Pir Mudaffar Ali Shah**  
Director  
Planning & Development  
Dow University of Health Sciences

*(Signature)*  
**PROF DR. NAZLI HOSSAIN**  
PRO-VICE CHANCELLOR  
Professor of Obstetrics & Gynecology  
Dow University of Health Sciences  
Karachi

*(Signature)*  
**FAISAL GHOUS**  
Manager Finance (Treasury)  
Dow University of Health Sciences

**OFFICE OF THE DIRECTOR PLANNING & DEVELOPMENT**  
**DOW UNIVERSITY OF HEALTH SCIENCES**  
 Baba-e-Urdu Road, Karachi-74200 Pakistan.  
 Tel: 9215754-57 Fax: 5811 Website: www.duhs.edu.pk  
 No. DUHSP&D/2023/11401 Dated: April 15, 2023

**ٽينڊر نوٽيس**

ڊاٽو يونيورسٽي آف هيلٿ سائنسز (ڊي يو ايج ايس)، ڪراچي جيڪا سرڪاري شمسي جي يونيورسٽي آهي کي سٺي شهرت جي حامل ڪمپنن/بلڊرز کان جيڪي ايڏي سي آر جي ويب سائيت (پرا، انڪورپوريشن) جي موجوده انڪورپوريشن پيش ڪن ٿا، ايس آر سي (پرا، سٽر ٽيڪس) ۾ شامل ڪرڻ کان هيٺ ڏنل خدمتن جي لاء مهربند واڪ گهريل آهن.

S. No.	NAME OF WORK	METHOD OF PROCUREMENT
1	HIRING OF TRANSPORT SERVICES FOR RIVA WATER PLANT (REF NO. DUHSP&D/2023/11401)	Single Stage - Single Envelope Procedure as per rule 46 sub rule-1 of SPP Rules 2010 (Amended upto date)
2	HIRING OF SERVICES FOR MANAGED CONTACT CENTER FOR DUHS HEALTH CARE FACILITIES AND LABS (REF NO. DUHSP&D/2023/11401)	Single Stage - Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)
3	PROVISION OF LAUNDRY SERVICES (REF NO. DUHSP&D/2023/11401)	Single Stage - Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)
4	RE-TENDER - HIRING OF SERVICES OF HUMAN RESOURCE OUTSOURCING FIRMS (HR FIRMS) FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE (REF NO. DUHSP&D/2023/11401)	Single Stage - Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)

تینڈر نوٹس	مبلغ - 2000/- (ٻه هزار روپيا فقط) ناڪامل واپسي بصورت ۾ آرڊر / ڊيمانڊ
ٻه سيڪيورٽي	ٻه سيڪيورٽي واڪ دستاويزن ۾ درج ڪيل رقم جي تحت هوندي
خریداری جي تاریخ ۽ وقت	هن اشتهار جي اشاعت جي تاريخ کان 09.05.2023 تائين (صبح 10 وڳي کان پيھري 02 وڳي تائين)
واٽڪن جي واپسي ۽ ڪلڻ جي تاريخ ۽ وقت	10.05.2023 تي صبح 11.00 وڳي ۽ صبح 11.30 وڳي

ڊڪٽر ڪيبل ٽينڊر دستاويز ۾ تفصيلي سرانديون سان شرط ۽ ضابطو ڄاڻايل آهن. واڪ جا دستاويز SPPRA جي ويب سائيت يا ڊاٽو يونيورسٽي آف هيلٿ سائنسز جي ويب سائيت تان ڏٺون لوڊ ڪري سگهجن ٿا. شرط واڪ ٽيبلنگراف واڪ اهڙا واڪ جن سان گڏ گهريل رقم تي مشتمل ٻه سيڪيورٽي ۽ فارم نه هوندي اهڙا واڪ جيڪي مقرر ڪيل تاريخ ۽ وقت کانپوءِ وصول ٿيندا ۽ بلڪل لسٽ ٿيندڙ فرم جا واڪ قابل قبول نه هوندا. ٽينڊر ڪولڻ جي تاريخ تي ڪنهن غير متوقع صورتحال يا سرڪاري موڪل جي صورت ۾ اڳي ڪيل نه هوندي ته واڪ اڳتيهڻ ڪيو وڃي ڏينهن تي مقرر ڪيل وقت تي جمع ڪرايا/ ڪوليا ويندا. ڊاٽو يونيورسٽي آف هيلٿ سائنسز، ڪراچي (DUHS) ايس سي ۾ روز 2010 (مقرر تاريخ تائين ترجيح ٿيل) جي لاڳاپيل سٽ تحت ڪنهن هڪ يا سڀني واٽڪن کي رد ڪرڻ جو حق محفوظ رکي ٿي. ڪنهن هڪ يا سڀني واٽڪن جو پتو: واڪ دستاويز خريد ڪرڻ، جمع ڪرائڻ ۽ واڪ ڪولڻ جو پتو: آفيس آف ڊي ڊائريڪٽر پلاننگ اينڊ ڊيولپمينٽ، ڊاٽو يونيورسٽي آف هيلٿ سائنسز (ڊي يو ايس سي) ڪيمپس، پنجين ماڻ، ايڊمنسٽريشن بلاڪ، بابا، اردو روڊ، ويجهو سول اسپتال، ڪراچي

**ڊائريڪٽر پلاننگ اينڊ ڊيولپمينٽ**  
**ڊاٽو يونيورسٽي آف هيلٿ سائنسز ڪراچي**

**KHALEEL ULLAH REHMAN**  
 General Manager Finance  
 Dow University Hospital  
 Dow University of Health Sciences

**Naza**  
 Professor of Obstetrics & Gynecology  
 Dow University of Health Sciences  
 Karachi

**SYED SHERAZ HUSSAIN**  
 Senior Manager Finance  
 Institute of Business Administration  
 Karachi

**Pir Muzaffar Ali Shah**  
 Director  
 Planning & Development  
 Dow University of Health Sciences

**FAISAL GHOUSS**  
 Manager Finance (Treasury)  
 Dow University of Health Sciences