

Technical Evaluation Reference Sheet										
RFP NO: PITC/G-224(31)052019/CCMS										
Clause Reference	Description	Companies	Systems Limited		Ufone		Mega Plus		Ovex Technologies	
		Points	Provisional	Comments	Provisional	Comments	Provisional	Comments	Provisional	Comments
1	<b>Average Turnover of the Bidder in each of the last three financial years in similar nature of works only</b> (as per certificate and audited balance sheets)	15	15			15		15		15
	More than 25 million – up to 50 million - 10									
	More than 50 million - 15									
2	<b>Number of years of experience of the Bidder</b> , as on date in which this Tender is issued. ( as per supporting documents submitted)	20	20			20		20		20
	More than 1 years – up to 3 years - 5									
	More than 3 years – up to 5 years - 10									
	More than 5 years – up to 7 years - 15									
3 (a)	<b>Previous work as a Call Center Operations</b>	15	5			15		5		15
	Work done as a Call Center operations with at least one company (100 call agents) in the last 3 years only - 5									
	Work done as a Call Center operations with more than one utility sector company/Telecom in last 3 years - 10									
3 (b)	Single work order for Call Center agency between 10 to 25 million in last three years	15	15			15		15		15
	Single work order for Call Center agency between 25 to 50 million in last three years only - 10									
	Single work order for Call Center agency more than 50 million in last three years only -									
4	<b>Experience of bidder's proposed HR for in bound customer handling</b>	5	5			5		5		5
	Upto 1 year 2 marks									
	1 to 3 years 3 marks									
5	<b>Experience of bidder's proposed HR for Service Request Registration</b>	5	5			5		2		5
	Upto 1 year 2 marks									
	1 to 3 years 3 marks									
6	<b>Experience of bidder's proposed HR for Complaint Registration</b>	5	5			5		5		5
	Upto 1 year 2 marks									
	1 to 3 years 3 marks									
7	<b>Experience of bidder's proposed HR for Complaint Resolution</b>	5	5			5		3		5
	Upto 1 year 2 marks									
	1 to 3 years 3 marks									
8	<b>Experience of bidder's proposed HR for Outbound Customer Handling</b>	5	5			5		5		5
	Upto 1 year 2 marks									
	1 to 3 years 3 marks									
9	<b>Experience of bidder's proposed HR for Data verification</b>	5	5			5		2		5
	Upto 1 year 2 marks									
	1 to 3 years 3 marks									
10	<b>Experience of bidder's proposed HR for Customer Satisfaction survey</b>	5	5			5		2		5
	Upto 1 year 2 marks									
	1 to 3 years 3 marks									
<b>Total</b>		<b>100</b>	<b>90</b>			<b>100</b>		<b>79</b>		<b>100</b>

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