



**Technical Evaluation Report of Call Centre Services for Rural Ambulance Service 2019-21
under IRMNCH & Nutrition Program, Punjab dated 15.03.2019**



Sr.	Item Name	Firm Name	Commercial Evaluation				Vendor Evaluation					Sample Specification Evaluation	Product Evaluation													Result	Remarks
			1	2	3	4	1	2	3	4	5	1	1	2	3	4	5	6	7	8	9	10	11	12	13		
			Complete item with accessories and optional	Affidavit of non blacklisting	Bid Validity	Delivery Period	Valid Authorization / JV	Technical & Engineering capability (As defined for the specific tender in specifications)	IT Equipping / furnishing of the Servicing Lab	The performance of the quoted model in local Environment	Compliance of Warranty as per tender	Specification Compliance	Valid NTN	Valid GST Registration	Minimum Three years' experience	Audited Balance Sheet for the last three years	Satisfactory Planning Operational Strategy	Sufficient Technical & Managerial Staff	Valid ISO or any other QMS Certification	Satisfactory past performance	Any Black Listing History	Relevant Software Development Experience	Relevant Car Tracking Experience	Working Experience of Providing Call Centre Services to Public Sector Organizations	Relevant Car Tracking Experience		
1	Call Response Centre for Rural Ambulance Service	Management Services Proponent (Pvt) Ltd	No	Yes	Yes	No	No	No	N/A	N/A	N/A	Yes	No	No	No	No	No	No	No	Yes	No	No	No	No	No	Non Responsive	Audit balance 2015-16 & 2016-17 not attached
2	Call Response Centre for Rural Ambulance	Pak Telecom Mobile Limited	Yes	Yes	Yes	Yes	N/A	Yes	Yes	N/A	N/A	N/A	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Responsive	