



No. 7/196/2024 (RFI)/Adm

**SECRETARIAT**  
**PROVINCIAL OMBUDSMAN (MOHTASIB)**  
**SINDH**  
Shahrah-e-Kamal Ataturk, Opp: Sindh Secretariat, Karachi

Karachi, dated the: 21-03-25

**MINUTES OF MEETING REGARDING OPENING OF FINANCIAL BID FOR**  
**PROCUREMENT OF DEVELOPMENT AND IMPLEMENTATION OF COMPLAINT**  
**MANAGEMENT SYSTEM (CMS)**

The Procurement Committee convened a **technical evaluation meeting on March 11th, 2025**, to thoroughly review the technical proposals submitted by bidders for the development and implementation of the Complaint Management System (CMS). The evaluation results were subsequently uploaded to the EPADS on **March 17th, 2025**.

2/. Following the **technical evaluation**, the Procurement Committee met on **March 19th, 2025**, to open and evaluate the **financial bids** of the technically qualified bidders. The meeting took place at 2:00 p.m. under the chairmanship of Director General, Provincial Ombudsman Secretariat Sindh/Chairman, Procurement Committee, with all Committee Members and Representative(s) of the bidders in attendance.

3/. The financial bids of technically qualified bidders were downloaded and reviewed via the EPADS. The financial bids quoted by the technically qualified bidders were noted, and the financial proposals were signed by all the Committee Members. Following are the financial bid(s) details submitted by the bidders:

S.No.	Name of Bidder(s)	Offered Price (PKR)	Security Required (PKR)	Security Deposited (PKR)	Pay Order Details
i.	M/S DD Global Private Limited (Digital Dividend), Karachi	Rs.55,000,000/-	Rs.1,100,000/-	Rs.1,165,800/-	Habib Metro Bank LTD Gulshan Chowrangi Branch. PO number 17072896 Dated 20-02-25
ii.	M/S DPL Pvt. Ltd, Islamabad	Rs.18,982,181/-	Rs.379,644/-	Rs.379,644/-	Habib Metro Bank LTD I-10 Markaz Branch. PO number 17854079 Dated 25-02-25



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**COMBINED EVALUATION (Financial & Technical) RESULTS:**

4/. The financial proposals were evaluated in accordance with the rules and weightages outlined in the **Request for Bidding (RFB)** document, adhering to the procedures specified under the **Single Stage-Two Envelope Procedure as per Rule 46(2) of the Sindh Public Procurement Rules 2010 (SPPRA)**. The evaluation considered both technical and financial scores to determine the final combined ranking of the bidders.

Sr. No	Name of Company	Technical Evaluation			Financial Evaluation			Combined Evaluation	Combined Rank
		Technical Scores S (I)	Weighted Scores S(t) x 0.8	Technical Rank	Financial Bid (PKR)	Financial Scores S(f)	Weighted Scores S(f) x 0.2		
I.	M/S DPL Pvt. Ltd, Islamabad	87	69.6	2	18,982,181-00	100	20	89.6	1st
II.	M/S DD Global Private Limited (Digital Dividend), Karachi	92	73.6	1	55,000,000-00	34.5	6.9	80.5	2nd

5/. **SUMMARY OF THE EVALUATION:**

(i) **M/S DPL Pvt. Ltd, Islamabad:**

- Achieved the highest combined score of **89.6**, with a competitive financial bid of **Rs.18, 982, 181**, making it the top-ranked bidder.

• Technical proposal by the DPL demonstrates that it shall deliver the customized technical solution, tailored made for Provincial Ombudsman Secretariat Sindh along with the onsite technical assessment, compliance, infrastructure and post deployment support/maintenance required as provided in RFB, delivering scalable and secure solution with best industry practice. The pricing positioned them as the most advantageous bidder under the SPPRA rules.

(ii) **M/S DD Global Private Limited (Digital Dividend):**

- Achieved the highest technical score of 92 showcasing strong tailored solution aligned with requirements of the Provincial Ombudsman Secretariat Sindh. Their innovative approach and robust implementation highlight their capability. As per evaluation they offer best technical coverages as per RFB, but they scored **80.5** with high financial bid of **Rs.55,000,000** hence, less competitive.



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6/.

**RECOMMENDATION**

Karachi, dated the: \_\_\_\_\_

- The Procurement Committee evaluated financial bids of both technically qualified bidders and found that M/S DPL Pvt. Ltd, Islamabad, achieved the second highest technical score of 87 and highest combined score of 89.6, with a competitive financial bid of Rs.18, 982, 181, making it the top-ranked bidder. Whereas, M/S DD Global Private Limited (Digital Dividend) achieved the highest technical score of 92 but its combined score is 80.5 with high financial bid of Rs.55,000,000 hence, less competitive.
- Accordingly, M/S DPL Pvt. Ltd, Islamabad is declared as most advantageous bidder under Rule-2 (1) (x) of the SPPRA Rules 2010 (updated 2024) and it is recommended to the competent authority for the award of contract to M/S DPL Pvt. Ltd, Islamabad under Rule-8 of SPPRA Rules 2010 (updated 2024).

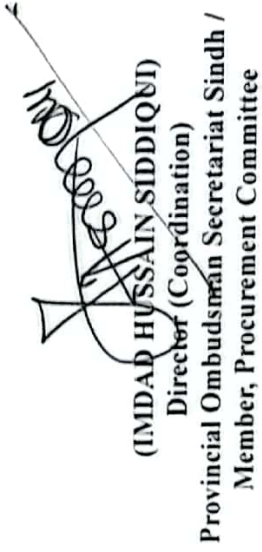
  
21/05/2025

(MUHAMMAD RIAZ GILL)  
DIRECTOR (ADMN)  
Provincial Ombudsman Secretariat  
Sindh / Member/Secretary,  
Procurement Committee

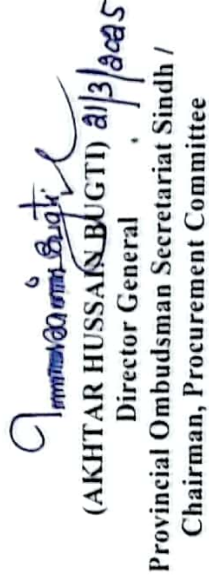
  
22/13/25

(MASOOD ISHRAT)  
REGISTRAR  
Provincial Ombudsman Secretariat Sindh /  
Member, Procurement Committee

(JAVED MANGI)  
Deputy Director  
Information Science & Tech:  
Department/  
Member, Procurement Committee

  
21/05/25

(IMDAD HUSSAIN SIDDIQUI)  
Director (Coordination)  
Provincial Ombudsman Secretariat Sindh /  
Member, Procurement Committee

  
21/05/25

(AKHTAR HUSSAIN BUGTI) a/b/a/c/s  
Director General  
Provincial Ombudsman Secretariat Sindh /  
Chairman, Procurement Committee