

TECHNICAL EVALUATION REPORT

(As Per Rule 35 of PP Rules, 2004)

1. **Name of Procuring Agency** State Bank of Pakistan
2. **Method of Procurement** Quality & Cost Based Selection Method under Regulation 3(B) of Procurement of Consultancy Services Regulations, 2010
3. **Title of Procurement** External Assessment of Banking Industry's Ability in Responsiveness to Consumer Complaints
4. **REOI Inquiry No.** EOI No. GSD (Proc-II) /External Assessment of Banks' responsiveness/60656/2022
5. **PPRA Ref. No. (TSE)** TS493168E
6. **Date & Time of EOIs Closing** 07-11-2022 – 11:00 AM
7. **Date & Time of EOIs Opening** 07-11-2022 – 11:30 AM
8. **No. of EOIs Received** Three (03)
9. **Criteria for EOIs Evaluation** Compliance Based
10. **No. of EOIs Shortlisted** Three (03)
11. **Details of EOIs Evaluation**

Name of Participating Consultant	EOI Evaluation Status
1. M/s Pakistan Microfinance Network	Shortlisted
2. M/s IRIS Communication	Shortlisted
3. M/s UHY Hassan Naeem & Co. Chartered Accountants	Shortlisted

12. **RFP Reference No.** RFP No. GSD (Proc-II) /External Assessment of Banks' responsiveness/60656/2022
13. **Date & Time of Bid Closing** 05-01-2023 – 11:00 AM
14. **Date & Time of Bid Opening** 05-01-2023 – 11:30 AM
15. **No. of Proposals Received** Two (02)
16. **Criteria for Evaluation** Score Based
17. **Details of Proposal(s) Evaluation**

Name of Shortlisted Consultant*	Technical Score**	Technical Status
1. M/s Pakistan Microfinance Network	78.33/90	Responsive & Compliant
2. M/s IRIS Communication	63/90	Responsive & Compliant

*One of the shortlisted Consultants - M/s UHY Hassan Naeem & Co. Chartered Accountants didn't submit the response to RFP.
**Minimum Qualification Score: 63/90.

18. Any other additional / supporting information the procuring agency may like to share. **NA**

Signature:


AQSA ARSHAD
Officer
General Services Department
State Bank of Pakistan
SBP BSC (Bank)
Head Office, Karachi.

Official Stamp: