

**FINAL EVALUATION REPORT
 (As Per Rule 35 of PP Rules-2004)**

1. Name of Procuring Agency: National Bank of Pakistan
2. Method of Procurement: 36 (b) - Single Stage Two Envelope Procedure,2004
3. Title of Procurement: Procurement of WhatsApp Business API Services
4. Tender Inquiry No.: NT-06/04/2024-1
5. PPRA Ref. No. TSE: TS541227E
6. Date & Time of Bid Submission: 28th June 2024 at 03:00 pm
7. Date & Time of Bid Opening: 28th June 2024 at 03:30 pm
8. Date & Time Financial Bid Opening: 07th Nov 2024 at 12:00 PM
9. Number of Bids Received: One (01)
10. Criteria for Bid Evaluation: Mention in standard Bidding document.
11. Details of Bid(s) Evaluation: As follows

Name of Bidder	Technical (If Applicable)	As Per Rule 35 of PP Rules-2004
M/s. Eocean Private Limited	Technically Qualified	Most Advantageous Bid

CAPEX – Fixed Cost Over 3 Years

One-time Setup & Deployment - (USD)	Recurring - WhatsApp API Support (3 years) - (USD)	Recurring - User/Agent Licenses Model (3 years)	
		Approx No. of Agent Licenses	Fixed Cost USD
		30	34
11,000	3,300	36,720	

Mandatory OPEX – Core Operating Expenses

Per Conversation Charges: 24-Hour Validity - (USD)	Monthly Active User (MAU) Charges - (PKR)	Platform Support & Managed Services (SaaS): Usage-Based Charges - (USD)	Reporting Portal - (USD)	User-Initiated Conversion – Chatbot Per Message - (USD)
0.003	2.00	3,500	Waived	Waived

Optional OPEX – Additional Services (Utility, OTP, Marketing Messages)

Utility: Per Message (Optional) - (USD)	Authentication OTP: Per OTP (Optional) - (USD)	Marketing Messages: Per Message (Optional) - (USD)
0.008	0.026	0.053

Pricing is inclusive of all applicable taxes.

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