

**Acquisition of Call Center Personnel's Services**  
**TENDER ID: NBP/ITD/PW/24032012**

The National Bank of Pakistan (NBP) intends to acquire services of Personnel's (i.e. 50 Call Center Agents, 2 QA staff and 2 Project Managers) for its call center operations and invites sealed bids from tax registered eligible Bidders for "Acquisition of Call Center Personnel's Services". Bidding will be conducted using the Single-Stage Two Envelop Tendering procedures in accordance with Rule 36 (c) of Public Procurement Rules 2004 (PPR 2004) and is open to all eligible Bidders having valid NTN/STN, offices in major cities of Pakistan like Karachi, Lahore & Islamabad, stable financial outlook, not involved in any kind of lawsuits, experience of similar assignments and also meets the minimum qualification criteria mentioned in the Bidding documents.

Interested bidders may collect the bidding documents / RFP from undersigned on or before **2<sup>nd</sup> April, 2012** after submitting a Non-Disclosure Agreement valid for 5 years (specimen of NDA may be obtained from the undersigned office) along with Copy of CNIC and Authority Letter. Bids must be submitted accompanying all requisite documents on **9<sup>th</sup> April 2012** at 11:00 AM and will be opened in the presence of interested bidders on the same day at 11:30 AM. All bids must be accompanied by a bid security of not less than 2% of the total Bid Value, in currency of Pak Rupees. Photocopies of relevant documents / certificates should be submitted as proof of the claims made. NBP reserves the right to verify / evaluate the claims made by the bidders independently.

NBP reserves the right to cancel this tender at any stage. This advertisement is also available on NBP and PPRA websites.

**Head I.T Procurement**  
**Information Technology Division,**  
**National Bank of Pakistan,**  
**6<sup>th</sup> Floor, Jubilee Insurance House,**  
**I.I. Chundrigar Road, Karachi, Pakistan.**  
**Ph.: 021 - 99213198, 99212214, 99212100 - 50 Ext: 2509, 2319**

