

# Tender Notice

## **PROCUREMENT OF CALL CENTRE MANAGEMENT SERVICES FROM PRIVATE / PUBLIC LIMITED COMPANIES**

Sealed bids are invited for Call Centre Management Services as per details mentioned in the bidding documents.

Bidder (Private / Public Limited Company) should be enrolled with Pakistan Software Export Board (PSEB) for running call center operations in Pakistan. They should have valid registration certificate of PSEB, Sales Tax / Income Tax and enrolled in Active Tax Payer List (ATL) of FBR. All bidder have above qualification can obtain the Bidding Documents, containing details of above mentioned Call Centre Management Services and its operations with Terms and Conditions at Tender Cost of Rs.1,500/- in-shape of Payment Order (Non-refundable) in favour of National Bank of Pakistan from the office of SVP / Wing Head, Stationery Transport, Engineering Procurement Wing, Property & Procurement Division, 3<sup>rd</sup> Floor, Logistic Support Group, National Bank of Pakistan, Head Office, Karachi on any working day, during office time, upto **7<sup>th</sup> January, 2019**.

This is a "Single Stage, Two Envelope bidding Procedure" as per Rule 36(b) of PPRA 2004. The single package should contain two separate sealed envelopes. Each The First sealed envelope should contain separately the Technical Proposal and the Financial Proposal. The envelopes shall be marked as "Financial Proposal" and "Technical Proposal" in bold and legible letters. The Sealed bids completed in all aspects, duly signed and stamped by the authorized person, should be dropped in the Tender Box placed in the Conference Room of the Divisional Head, Property & Procurement Division, 3<sup>rd</sup> Floor, Logistic Support Group, National Bank of Pakistan, Head Office, Karachi on Tender opening date i.e. **8<sup>th</sup> January 2019 till 11:00 a.m.** In case office remains closed for some reason / holiday, proceeding of the tender will be conducted on next working day on same time.

As per PPRA Rules the Sealed Tender(s) for Technical Evaluation will be opened on same day i.e. **8<sup>th</sup> January 2019 at 11:30 a.m.** by the Tender Purchase Committee and in presence of representative of parties, who wish to be present at the time of tender opening.

Vendors are required to provide all documentation proof for Technical Evaluations with their respective Proposals. Failure to comply with the aforesaid requirement will result in their disqualification.

The Bank as per Rule 33 of PPR,2004 reserves the right to reject all bids or proposal at any time prior to acceptance of the same and shall incur no liability.

For more details please contact to the under-signed on following Telephone Numbers **021-99220540, 99220331, or Fax No.021-99220434.**

Please also visit on following websites: <http://www.nbp.com.pk>; <http://www.ppra.org.pk>

**(DIVISIONAL HEAD)**  
**Property & Procurement Division**  
**Logistic Support Group, 3<sup>rd</sup> Floor**  
**National Bank of Pakistan**  
**Head Office, Karachi**