

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 Property & Procurement Division, 3rd Floor, Logistic Support Group, National Bank of Pakistan, Head Office, Karachi on any working day, during office time, upto **27th August, 2018**.

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 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, 3rd Floor, Logistic Support Group, National Bank of Pakistan, Head Office, Karachi on Tender opening date i.e. **28th August 2018 till 11:00 a.m.**

As per PPRA Rules the Sealed Tender(s) for Technical Evaluation will be opened on same day i.e. **28th August 2018 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, 3rd Floor

National Bank of Pakistan

Head Office, Karachi