

# INVITATION FOR TECHNICAL & FINANCIAL BIDS

## Up-gradation of BISP Call Centre

Benazir Income Support Programme (BISP) is a largest Social Safety Net at country level providing Cash Grants to eligible beneficiaries under the programme. In order to address grievances of the beneficiaries in an efficient manner, existing Call Centre is intended to be up-graded. BISP now invites sealed "Bids" from eligible companies/firms for "**Up-gradation of BISP's Call Centre - Fori Raabta**" on "**Turnkey Basis**".

Interested companies/firms registered with Taxation Authorities (Income & Sales Tax) having minimum of five (05) years experience in the relevant field may obtain the bidding documents from the office of Director (Procurement), BISP HQ Secretariat, F-Block, Pak. Secretariat, Islamabad on submission of written application on company/firm's letterhead, duly supported by copy of NTN & GST certificates and on payment of **non-refundable fee** in shape of pay order/demand draft/call deposit of Rs. 500/- (Rupees five hundred only) in the name of Director (Procurement), BISP. A copy of tender is also available on the websites of PPRA ([www.ppra.org.pk](http://www.ppra.org.pk)) & BISP ([www.bisp.gov.pk](http://www.bisp.gov.pk)).

Single stage – two envelopes procedure as per Public Procurement Rules, 2004 shall apply. "**Technical**" & "**Financial**" Bids in sealed and separate envelopes, should reach to the address given below on/or before 1100 hours by **30<sup>th</sup> April, 2015**. The "**Financial Bids**" must be supported with earnest money @2% of the total bid value, in the shape of pay order/demand draft/call deposit in the name of **Director (Procurement), BISP**. Electronic bidding shall not be permitted. Also, late bids will not be accepted.

A **Pre-bid Meeting** is scheduled on 17<sup>th</sup> April, 2015 at 1000 hours in the Conference Room, BISP HQ Secretariat, F-Block, Pak. Secretariat, Islamabad.

"Technical Bids" will be opened publically at 1130 hours on the due date, in the presence of the companies/firms' designated representatives, in the Conference Room, Benazir Income Support Programme, BISP Secretariat, F-Block, Pak. Secretariat, Islamabad. Whereas, the Financial Bids of technically qualified companies/firms shall be opened publically, lateron. A Sealed Bid Box is placed at reception counter of said premises.

**Director (Procurement)**  
Benazir Income Support Programme,  
BISP Secretariat, F – Block,  
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