

# **INVITATION FOR TECHNICAL & FINANCIAL BIDS**

## **BENAZIR INCOME SUPPORT PROGRAMME**

### **Up-gradation of BISP Call Centre**

**IFB# 6(1)/DD(BS)/CC (RPTS)/2015**

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 hereby invites sealed "Bids" from interested bidders for "**Up-gradation of BISP's Call Centre**" against the requirements mentioned in the bidding document.

Interested bidders having valid **NTN/STRN** and placed at **Active Taxpayers List (ATL)** of FBR and having minimum of five (05) years' experience in the relevant field may obtain the bidding documents from the Room#236, BISP (HQ), 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.

Single stage – two envelopes procedure as per Public Procurement Rules, 2004 may apply. "**Technical**" & "**Financial**" Bids in sealed and separate envelopes, should reach the address given below on/or before 1100 hours by **9<sup>th</sup> May, 2018**. 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** will be held on **27<sup>th</sup> April, 2018** at **1130 hours** in the Conference Room, BISP HQ Secretariat, F-Block, Pak. Secretariat, Islamabad.

"**Technical Bids**" will be publically opened on **9<sup>th</sup> May, 2018** at **1130 hours**, in the presence of the bidders' designated representatives, at Benazir Income Support Programme, BISP Secretariat, F-Block, Secretariat, Islamabad. Whereas, the Financial Bids of technically qualified companies/firms shall be opened publically, later on. A Sealed Bid Box is placed at reception counter of said premises.

This advertisement is also available on PPRA & BISP Websites.

**Director (Procurement)**  
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