



State Bank of Pakistan (SBP BSC) Invitation for Bids (IFB)

IFB No. GSD (PROC I)/2094/Supply /CPD-Call Center /2016

Date: 10 May, 2016

1. The State Bank of Pakistan (SBP) intends to procure IP Based Call Contact Solution. Sealed bids are invited from all eligible Bidders that meet the following eligibility criteria:

- a) Bidders must be an original equipment manufacturer (OEM) or an authorized agent/partner of the OEM for the proposed solution in Pakistan. Agent/partner should be in possession of a valid OEM's authorization certificate for last 03 (three) consecutive years;*
- b) Bidders must be authorized by their OEM specifically for this procurement;*
- c) Bidders should have experience of at least 02 (two) similar assignments of IP based call contact solution of same OEM, during last 03 (three) years ;*
- d) Bidders must have technical strength of at least 02 (two) technical resources for proposed solution;*
- e) Annual Sales volume/Gross Turnover of the bidder firm should be at least Rs.20 million in any of the last 03 (three) years;*
- f) Bidders must be registered with Income Tax and Sales Tax Department.*

2. Bidding documents containing detailed terms and conditions, etc. are available for the interested bidders from the address given below on submission of a written application upon payment of a nonrefundable fee of **Rs.1000/-** (rupees one thousand only) through Bank Draft/Pay Order drawn in favor of SBP BSC (Bank).

3. The bids, prepared in accordance with the instructions in the bidding documents, must reach at office of the undersigned on or before **Tuesday, 07 June 2016, 11:00 am**. Bids will be opened same day at **11:30 am**, at Learning Resource Centre, State Bank of Pakistan, I.I Chundrigar Road, Karachi –Pakistan. This advertisement is also available on PPRA and SBP websites at <http://www.ppra.org.pk> and <http://www.sbp.org.pk>.

Senior Joint Director

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