



SBP Banking Services Corporation Invitation for Bids (IFB)

IFB No. GSD (PROC-I)/032568/VRS/2022

Date: 26 May 2022

1. The State Bank of Pakistan (SBP) intends to enhance its in-use Voice Recording Solution (*Cybertech Mynavoice*) with maintenance & technical support services. Sealed bids are invited from all eligible bidders that meet the following eligibility criteria:
 - a) Bidder must be OEM or OEM's Authorized Partner having currently valid OEM certificate;
 - b) Bidder must be authorized by their OEM specifically for this procurement;
 - c) Bidder must have experience of at least 03 (three) similar assignments of providing maintenance and technical support for VRS of same OEM (i.e. *Cybertech MynaVoice*) during last 03 (three) years;
 - d) Bidder must have technical strength of at least 02 (two) technical resources;
 - e) Bidder must have point of presence in Karachi;
 - f) Bidder must have Annual Sales Volume/Gross Turnover of at least Rs10 million (Rupees ten million) in any of last 03 (three) years;
 - g) Bidder must be registered with Income Tax and Sales Tax Department and must appear on active taxpayer list of FBR.
 - h) Bidder must not have been blacklisted or be in breach of performance with SBP or any Organization(s).
2. Bidding documents containing detailed terms and conditions, etc. are available free of cost for the interested bidders on submission of a written application from the address given below during office hours after publication of IFB till closing date thereof. This IFB is also uploaded for display on the websites <http://www.ppra.org.pk> and <http://www.sbp.org.pk>.
3. The bids, prepared in accordance with the instructions in the bidding documents, must reach at the office of the undersigned on or before **Friday, 24 June 2022, 11:00 am**. Bids will be opened same day at **11:30 am**, at Meeting Room, General Services Department (GSD) 4th Floor BSC House, State Bank of Pakistan, Banking Services Corporation (SBP BSC), I.I Chundrigar Road, Karachi –Pakistan.

Senior Joint Director

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