



SBP Banking Services Corporation

Invitation for Bids (IFB)

IFB No. GSD (PROC-I)/019474/SLA/CPD-Call Center/2022

Date: 24 March 2022

1. The State Bank of Pakistan (SBP) intends to acquire maintenance and technical support services for its existing Avaya IP based Call Contact Center. Sealed bids are invited from all eligible bidders that meet the following eligibility criteria:
 - a) Bidder must be a manufacturer (OEM) or an authorized partner of the manufacturer in Pakistan with a currently valid authorization certificate of OEM;
 - b) Bidder must have experience of at least 02 (Two) similar assignments of providing maintenance and technical support to different organizations in Pakistan in last (5) five years;
 - c) Bidder must have at least two (02) OEM Certified /Trained resources;
 - d) Bidder must have Annual Sales volume/Gross Turnover of at least Rs.10 (ten) million in any of last three 3 (three) years;
 - e) Bidder must be registered with Income Tax and Sales Tax Department and must appear on active taxpayer list of FBR;
 - f) 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 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 office of the undersigned on or before **Monday, 25 April, 2022, 11:00 am**. Bids will be opened same day at **11:30 am**, at Meeting Room, General Services Department 4th Floor BSC House, State Bank of Pakistan Banking Services Corporation, I.I Chundrigar Road, Karachi –Pakistan.

Senior Joint Director

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