



SBP Banking Services Corporation Request for Proposal

GSD (PROC-I)/ 398665/ Cloud / Call Center /2026

Date: 07 April 2026

- a) SBP Pakistan Banking Services Corporation invites electronic bids (e-Bids) from eligible Cloud Service Providers, who are registered with PPRA for e-procurement on “e-Pak Acquisition and Disposal System (EPADS)”, having Income & Sales Tax registration and are on Active Taxpayers List (ATL) of FBR.
- b) The e-bidding documents for ***Deployment and Managed Operations of a Unified Cloud-Based Contact Center Solution on a Turnkey Basis*** as per regulations, containing detailed terms and conditions, specifications and requirements etc. are available for the registered bidders on EPADS at <https://www.eprocure.gov.pk/>.
- c) Procurement method shall be ‘Single Stage Two Envelope Procedure’ in line with Rule 36 (b) of the Public Procurement Rules 2004. All e-Bids must be accompanied by Bid Security amounting to **PKR2,200,000/-** in an acceptable form in favor of SBP Banking Services Corporation. The bidders shall upload scanned copy of Bid Security on EPADS. Original Bid Security must be submitted to the Procuring Agency on or before the closing date & time of e-bids submission, failing which the e-bid shall be rejected.
- d) The e-bids, must be submitted by using EPADS on or before **Tuesday, 05 May 2026, 11:00 AM**. Manual bids shall not be accepted. e-Bids will be opened on the same day at 11:30 AM on EPADS.

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