

Contact Center and CRM Solution

Technical and financial bids on "Single Stage-Two Envelope Basis Bidding Procedures" are invited from the well reputed organizations/companies for **Contact Center and CRM Solution** as per following details:-

1. Bid documents are available immediately after publication and may be obtained free of cost against written request through email at procurement@bop.com.pk on any working day (Monday to Friday) between 09:00 AM to 05:00PM till **29-01-2018**.
2. The Bid must be addressed to Head Centralized Procurement Department and should be received at CPD, Head Office, 1st Floor, BOP Tower, 10-B, Block E/II, Main Boulevard, Gulberg III, Lahore on or before **30-01-2018** (till 11:00AM).
3. The words "**Technical bid**" & "**Financial bid**" should be clearly marked on each envelope.
4. Technical Bids will be opened by a Committee on the same day i.e. **30-01-2018** at 11:30 AM, in the presence of bidders or their authorized representatives who wish to attend the bid opening process. Financial Bids of only technically qualified bidders shall be opened on a date/time to be announced subsequently. Financial bids of bidders which do not qualify technically shall be returned unopened.
5. The bid security, minimum 2% of the estimated cost must be submitted with Technical Bid in the form of Call Deposit (CDR) in favor of The Bank of Punjab.
6. Incomplete/conditional bids and bids bearing cutting/over writing without authentication will not be considered.
7. Prices must be quoted inclusive of all taxes.
8. Valid NTN / GST Registration Certificates required with the bid.
9. This Advertisement is also uploaded on the websites of PPRA (www.ppra.punjab.gov.pk) and BOP (www.bop.com.pk).
10. Bank will not be responsible for any cost incurred in submission of documents.

**Head Centralized Procurement
The Bank of Punjab
1st Floor, Head Office BOP Tower,
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Ph: 042-35783717
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