



PAKISTAN TELECOMMUNICATION COMPANY LTD.
HEADQUARTERS, G-8/4, ISLAMABAD

E-TENDER NOTICE

NO. PROC. 3-2/2/021018/2018

Subject: Design, Supply, Installation and Implementation of Consolidated Contact Centre by Migrating PTML IPCC Based Services and Infrastructure to PTCL on Turnkey Basis

1. Sealed bids are invited from manufacturers or their authorized firms/dealers on DDP-PKR basis (inclusive of all applicable taxes) for the Design, Supply, Installation and Implementation of Consolidated Contact Centre by Migrating PTML IPCC Based Services and Infrastructure to PTCL on Turnkey Basis in accordance with PTCL requirement/Technical Specifications.
2. Soft/Electronic copies of bids shall be uploaded via web portal eProcurement and hard copies shall be submitted in the office of undersigned as per instructions provided in Tender Documents on or before **12:00 Hours on October 22, 2018**.
3. Tender documents can be purchased from the undersigned on payment of **PKR 2500/-** (non-refundable) through Demand Draft/pay order in favor of Pakistan Telecommunication Company Limited, H/Qs G-8/4, Islamabad.
4. Commercial bids must be accompanied by a bid security of two percent (2%) of the total value of the quoted price and undertaking confirming the same must be part of Technical Bids. **In case of non-compliance, the bids will be disqualified from further processing.**
5. Bids received after the above deadline shall not be accepted and be returned unopened. Bids through Email/Fax/Courier shall not be accepted.
6. PTCL reserves the right to reject bids and to annul the bidding process at any time, without thereby incurring any liability to the affected bidder or any obligations to inform the affected bidder of the grounds for PTCL action.
7. Bidder must mention their Bidder Registration code on offer. In case Bidder is not registered, then registration must be done before the issuance of Letter of Award/Intent. Bidder Registration form can be downloaded from PTCL website: <https://www.ptcl.com.pk/Info/Vendor-Registration-Form>
8. All correspondence on the subject may be addressed to the undersigned and Bids shall be submitted on the address given below.

SM Procurement (Business Support)
Room# 10, 4th Floor, Old Building
PTCL H/Qs, G-8/4, Islamabad
Email: Syed.Mohsin@ptcl.net.pk
Tel: +92-2283056