



Pakistan Telecommunication Company Limited
HEADQUARTERS, G-8/4, ISLAMABAD

TENDER NOTICE

NO. PROC. 1-3/1/140519/2152

Hiring of Consultant for Complaint Handling Process Review

1. Sealed bids, in Pak Rupees on DDP basis, are invited for Hiring of Consultant for Complaint Handling Process Review in accordance with PTCL requirements.
2. Bids (marked as "Hiring of Consultant for Complaint Handling Process Review" on Supply basis", "RFQ #. PROC. 1-3/1/140519/2152" complete in all aspects and as per procedures laid down in the RFQ) shall be submitted latest by **30.05.2019** before 1400 hours.
3. Vendor registration is mandatory for all the vendors interested to supply materials/services to PTCL. It is essential to mention the Vendor Registration Code (VR Code) assigned by PTCL on Quotation/Bids submitted by Bidder(s). Unregistered vendors are required to get registered with PTCL for good/continuous business relationship. VR forms may be downloaded from the following link.

http://ptcl.com.pk/pd_content.php?pd_id=178

4. Bids received after the above deadline shall not be accepted and be returned unopened.
5. 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.
6. All correspondence on the subject may be addressed to the undersigned.

Senior Manager Procurement (Business Support)

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