

**INVITATION TO BID NOTICE FOR**  
**ESTABLISHMENT OF CENTRALIZED COMPLAINT CELL BY CALL CENTER**  
**SOLUTION**

1. Punjab Education Foundation (PEF) is an autonomous organization, established under the auspices of the Government of the Punjab, committed to the promotion of Quality Education through Public Private Partnership. Sealed Technical and Financial Proposals in accordance with Punjab Procurement Rules-2014 (Amended till date), Rule 38 (2) (a), “Single Stage - Two Envelope Bidding Procedure” are invited from interested bidders for Establishment of Centralized Compliant Cell by Call Center Solution as per following details:

| <b>Description</b>  | <b>Estimated Price (PkR)</b> | <b>Bid Security 2% of Estimated Price (PkR)</b> |
|---|------------------------------|---|
| Establishment of Centralized Complaint Cell by Call Center Solution | =2,000,000/-                 | =40,000/-                                       |

**Note:** Detailed specifications of the services required, eligibility criteria and terms and conditions are given in the relevant bidding document.

- Bidding Document would be immediately available for purchase after the publication of this notice. Detailed Eligibility Criteria, Bid Scope and Terms & Conditions can be found in the Bid Document which will be binding on bidders.
- Punjab Education Foundation reserves the right to reject all the proposals at any time prior to the acceptance of a bid or proposal.
- Interested eligible bidders may obtain bidding documents and further information from the office of Deputy Director (Procurement) only, on cash payment of Rs.500/- (nonrefundable).
- Sealed Bids must be delivered to the office of the Deputy Director (Procurement) at **or before 11:00 a.m. on June 16, 2021** and must be accompanied by a **bid security as per above table** which is 2% of the price of procurement estimated by PEF in the form of CDR, Pay Order, Demand Draft, or Banker’s Cheque from a Scheduled Bank of Pakistan.
- Bids will be opened in the presence of representatives of bidders who choose to attend at 11:30 a.m. in the Office of Punjab Education Foundation at 52 – L, Gulberg – III near Kalma Chowk, Lahore, on the date of tender submission.**
- Taxes will be deducted as per applicable government rules. NTN and Sales Tax registration certificate must be provided.

**Director (HR and Admin)**  
**Punjab Education Foundation**  
**52 – L, Gulberg – III near Kalma Chowk, Lahore.**  
**Ph. # 042-99232791**