



Principal Office
 State Life Building No.9
 Dr. Ziauddin Ahmed Road
 Karachi –75530
 Phone : 9202800-9 Lines
 Fax No. 92-91-9202845
 UAN No. 111-111-888

Date: 09-01-2017

TENDER NOTICE NO.02/ 2017

Request for proposal for HIRING OF SERVICES of Call Center for Health Insurance Schemes of State Life Insurance Corporation of Pakistan

State Life Insurance Corporation of Pakistan intends to hire the services of a reputed Call Center for providing services of call center, initially for a period of two years for its health insurance schemes. The selected Call Center Company (Contractor) will manage interaction with State Life beneficiaries through assigned mediums of communication i.e. 0800-number which has already been acquired by State Life. The call center will also be employed for short term telephonic survey in addition to complaint redressal, dissemination of information and facilitation of beneficiaries.

In this regard sealed Technical & Financial proposals are invited in accordance with PPRA rules, under “Single Stage-Two Envelopes Procedure” from Call Centre , registered with Income Tax/Sales Tax Department, having own offices and phone / Fax numbers.

| S# | Description of the job. | Tender Fee (Rs.) | Tender Enquiry No. | Closing date and time for Submission of Bids | Date and Time of Opening of Technical Bids |
|----|---|------------------|-----------------------------------|--|--|
| 1 | HIRING OF SERVICES of Call Center For Health Insurance Schemes of State Life Insurance Corporation Of Pakistan | 1000/- | GS/PO/H&AI 02/2017 | 26-01-2017 Until 03:00p.m. | 26-01-2017 at 03:30 p.m. |

The Call Centres are also required to furnish along with their application for issuance of Bidding Documents, the following information/ documentary evidence;

- i. Written request/ application on company letter head along with company profile.
- ii. Copy of Income Tax and Sales Tax Registration Certificate.

Bid document with complete specifications can be obtained at a cost of Rs.1,000/= (non-refundable) in the shape of pay order/ bank Draft in favour of State Life Insurance Corporation of Pakistan, from the office of undersigned during working days (Monday to Friday) from 9:00 am to 5:30 pm. Other details of the tender may be seen in the tender / bid document. Last date for submission of bids is 26.01.2017 until 03.00 p.m. Technical bids will be opened on same day at 03.30 pm. in the office of the undersigned, at State Life Principal Office, 2nd floor, State Life Building No.9, Dr. Ziauddin Ahmed Road, Karachi, in the presence of bidders or their representatives, who like to be present at the occasion.

No tender will be entertained without bid security.

Competent Authority reserves the right to reject all bids or proposals at any time prior to the acceptance of a bid or proposal. However, State Life shall upon request communicate to any supplier / bidder who submitted a bid or proposal, the grounds for its rejection of all bids or proposals.

(Mahmood Alam)
Departmental Head-GS
State Life Insurance Corporation
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Dr. Ziauddin Ahmed Road, Karachi.
Phone: 021-99204521