



STATE LIFE
INSURANCE CORPORATION OF PAKISTAN

Principal Office
State Life Building No.9
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UAN No. 111-111-888

Date: 17-01-2019

TENDER NOTICE NO.01-2019

**HIRING OF CALL CENTER SERVICES FOR HEALTH AND ACCIDENT INSURANCE
DIVISION STATE LIFE INSURANCE CORPORATION OF PAKISTAN**

State Life Insurance Corporation of Pakistan intends to hire the services of a reputed Call Center based in Islamabad for providing services for a period of three year 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.

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 Call Center Services for Health and Accident Insurance Division State Life Insurance Corporation of Pakistan	1000/-	SLIC. H&AI/P&G S/01/2019	04-02-2019 Until 03:00p.m.	04-02-2019 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's letter head along with company profile.
- ii. Copy of valid registration certificate as call centre
- iii. 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. Last date for submission of bids is 04-02-2019 until 03.00 p.m. Technical bids will be opened on same day at 03.30 pm. in the office of the undersigned, in the presence of bidders or their representatives, who like to be present at the occasion.

No tender will be entertained without bid security.

State Life reserves the right to accept / reject all the proposals, of the respondents in accordance with PPRA rules.

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