

# **SPECIFIC PROCUREMENT NOTICE**

## **REQUEST FOR BIDS**

(One-Envelope Bidding Process)

### **Procurement of VOIP (Contact Center) Solution & IP Telephony for FBR**

**Country:** Pakistan  
**Project Title:** Pakistan Raises Revenue Program  
**Loan No./Credit No./ Grant No.:** 6435-PK  
**RFB Reference No.:** 2(2)/2024-Addl.Dir(P&F)/ PK-FBR-468943-GO-RFB  
**RFB Title:** Procurement of VOIP (Contact Center) Solution & IP Telephony for FBR  
**Bid Submission Date:** 11<sup>th</sup> February, 2025  
**Bid Submission Time:** 11:30 AM

1. The Federal Board of Revenue, Pakistan has received financing from the World Bank toward the cost of the Pakistan Raises Revenue Program (PPRP), and intends to apply part of the proceeds toward payments under the contract for VOIP (Contact Center) Solution & IP Telephony for FBR.
2. The Federal Board of Revenue, Pakistan now invites sealed Bids from eligible Bidders for Procurement of VOIP (Contact Center) Solution & IP Telephony for FBR as further detailed hereto.

<b>Sr.#</b>	<b>Item</b>	<b>Quantity</b>
1.	Contact Center Solution	75 Concurrent Agents
2.	IP PABX	200
3.	Voice Gateways	2
4.	Physical Servers	2
5.	Call Recording	75 Agents
6.	Training on OEM ebc	2

3. Bidding will be conducted through National competitive procurement using a Request for Bids (RFB) as specified in the World Bank’s “Procurement Regulations for IPF Borrowers” July 2016, revised November 2017 and August 2018 (“Procurement Regulations”), and is open to all eligible Bidders as defined in the Procurement Regulations.
4. Interested eligible Bidders may obtain further information from [adddirector.prr@fbr.gov.pk](mailto:adddirector.prr@fbr.gov.pk) and inspect the bidding document during office hours **10:00 AM – 3:00 PM (Business Days)** at the address given below, latest by seven (07) days till the deadline for bid submission date.
5. The bidding document in English may be downloaded from [www.fbr.gov.pk/tenders](http://www.fbr.gov.pk/tenders) without any fee(s)/ charge(s). Bidders opting to download the Procurement Document from any of the aforesaid website, shall inform the Federal Board of Revenue, in writing at the address given below failing which the Federal Board of Revenue shall not be responsible if they do not receive clarifications and amendments, if any from the Board. The bidders can request the office of undersign for documents in hard/ printed form through an official email or letter printed over official letterhead duly signed and stamped by the authorized signatory by submitting tender fee (non-refundable) in shape of Pay Order/ Demand Draft/ Call Deposit Receipt amounting to **PKR 15,000/-**.
6. A Pre-bid Meeting shall take place on the date, time and place as follows which may be attended either in person or virtually:

<b>Date:</b>	28 <sup>th</sup> January, 2025
<b>Time:</b>	1030 hours. (Pakistan Standard Time)
<b>Address:</b>	Conference Room, FBR House, Constitution Avenue, Islamabad, Pakistan
<b>Virtual Link:</b>	<a href="https://vlc.fbr.gov.pk/meeting/577577?secret=dIWQHqdvglBECQ66RLDdg">https://vlc.fbr.gov.pk/meeting/577577?secret=dIWQHqdvglBECQ66RLDdg</a>

7. Bids must be delivered to the address below on or before **11:30 AM** dated **11<sup>th</sup> February, 2025**. Electronic Bidding will not be permitted. Late Bids will be rejected. Bids will be publicly opened in the presence of the Bidders’ designated representatives and anyone who chooses to attend at the address below on i.e., **11<sup>th</sup> February, 2025** immediately after the bid submission deadline.
8. All Bids must be accompanied by a bid security in shape of “**Pay Order/ Demand Draft/ Call Deposit Receipt**” or “**Bank Guarantee**” of **PKR two (02) million** issued by a scheduled Bank located in Pakistan, as per the details/ requirements given at the respective section(s)/ clause(s).
9. Attention is drawn to the Procurement Regulations requiring the Borrower to disclose information on the successful bidder’s beneficial ownership, as part of the Contract Award Notice, using the Beneficial Ownership Disclosure Form as included in the bidding document.
10. The address(es) referred to above is (are):

**Additional Director (Procurement & Finance)**

Room No. 574, Fifth Floor  
 Federal Board of Revenue (FBR)  
 FBR House, Constitution Avenue  
 Islamabad, Pakistan  
 051-9215109 / 051-9219649  
[Adddirector.prr@fbr.gov.pk](mailto:Adddirector.prr@fbr.gov.pk)