



## **Request For Proposal**

### **Hiring for Providing Consultancy Services for Need Base Analysis of Existing and Extended I.T Services**

Single Stage – one envelope Sealed bids/ Proposals are invited from the Pakistan based reputed Firms/entities for the Consultancy services on the cited subject. This institution entertains complaint from customers, borrowers, banks or from any concerned corporate body or organization against commercial banks in Pakistan. The bidder should be on Active Tax Payer's list of FBR and with latest Professional Tax Certificate should provide their registration number with Income tax and Sales Tax Departments, along with a list of three / four names of their clients where the said services have been previously provided by them for reference purpose, who may be contacted for reference, if required.

#### **OBJECTIVES**

Qualified firm are expected to submit bid for the following services assessment (details may be seen in tender document):

#### **Lot-1**

- A. Online complaint registering via portal access using web or/and mobile app.
- B. Revamping of existing BMP website.
- C. Revamping and upgradation of in-house complaint processing and monitoring software.
- D. Secured access and communication with third party (Banks).

#### **Lot -2**

- E. Virtual connectivity with BMP's regional offices.
- F. Establishment of online Video Conferencing facility, head office & regional offices.
1. Interested parties or firms may submit their bids for above mentioned assignment on prescribed Bid form personally or through mail / courier on or before tender closing date 1st October, 2020 up to 02:30 p.m. The bids would be opened at our Karachi Secretariat on the same day at 04:00 p.m. in the presence of the authorized representatives of the bidders who wish to attend. Single Stage – One Envelope Procedure will be followed as per PPRA rule 36 (a).
2. Earnest money, amounting 5% of the Bid value in favor of Banking Mohtasib Pakistan, should be enclosed with Bid in the form of Pay Order / Demand Draft / Banker's Cheque. Earnest money of the unsuccessful bidders will be refunded after completion of bidding process.
3. The vender is responsible for delivery of services at the designated premises of Banking Mohtasib Pakistan without charging any cost such as cost of Travel, Transportation etc. within the city or across the country, if desired.
4. The BMP reserves the right to tender acceptance or rejection of any or all tenders as per PPRA Rules without assigning any reason thereof.
5. For Tender documents, interested parties can visit Banking Mohtasib Pakistan's website i.e. [www.bankingmohtasib.gov.pk](http://www.bankingmohtasib.gov.pk). For further queries, interested firm's authorized representative can visit or contact Banking Mohtasib Pakistan Secretariat, Karachi from Monday to Thursday during 10:00am to 4:00pm with prior intimation.

#### **Assistant Director (Coordination)**

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