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Ministry of Information Technology
& Telecommunication
DIGITAL PAKISTAN

PAKISTAN SOFTWARE EXPORT BOARD (PSEB)

REQUEST FOR PROPOSAL

**FOR
CONTACT CENTER SERVICES TO FACILITATE
THE IT INDUSTRY (MARKAZ)
A(01)/PSEB/2026-15**

Pakistan Software Export Board (Guarantee) Limited invites bids from reputed firms, registered with Income Tax and Sales Tax department for Contact Center Services to facilitate the IT Industry (MARKAZ) as mentioned in the RFP.

1. The detailed selection criteria and bidding document is available at EPADS-PPRA <https://eprocure.gov.pk> and also on PSEB Official Website <https://tinyurl.com/mt4kv9nf>.
2. Single stage two envelop procedure will be followed and evaluation criteria is mentioned in detailed bidding document.
3. Bids should be submitted electronically ONLY through EPADS. For registration and training on EPADS or in case of any technical difficulty in using EPADS, prospective bidders may contact PPRA Team, Director MIS Room No.109, 1st Floor, FBC building Sector G-5/2, Islamabad. Contact Number 051-111-137-237.
4. The bids, prepared in accordance with the instructions in the bidding documents along with bid security instrument (Copy) in favor of Pakistan Software Export Board must be submitted through EPADS latest by **4th June, 2026 at 03:00PM**. Bids will be opened on the same date at **03:30 PM**.

Note: The original Bid Security instrument must be submitted to the undersigned before the closing time of bid submission, failure to comply shall result in rejection of bid.

Manager Procurement

Pakistan Software Export Board (G) Ltd.

Plot # 61, 06th Floor, New State Life Tower, Near Saudi Pak Tower, Jinnah Avenue, Blue Area, Islamabad

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