



TENDER NOTICE

HIRING OF CALL CENTER SERVICES UNDER FRAMEWORK AGREEMENT

Khyber Pakhtunkhwa Information Technology Board (KPITB) invites sealed bids along with 2% bid security of the total quoted price from reputed bidders registered with Income Tax and Sales Tax Departments and who are on Active Taxpayers List (ATL) of FBR & KPRA, for the Procurement of Hiring of Call Center Services under framework agreement.

Date & Time of Bid Submission	June 10, 2026 at 11: 30 AM
Date & Time of Bid Opening	June 10, 2026 at 12: 00 PM

All the bids prepared in accordance with the instructions stipulated in the Standard Bidding Document must be submitted electronically via E-PADS (<https://kp.eprocure.gov.pk>). Manual submissions of the bids will not be accepted.

The bids will be opened electronically on the same day at 12:00 PM, in the presence of bidders or their authorized representatives who wish to attend the bid opening meeting at the below-mentioned address.

All the required documents shall be scanned and uploaded along with the bid and CDR on E-PADS (<https://kp.eprocure.gov.pk>).

Detailed terms & conditions, specifications, and other relevant information are available in the Bid Solicitation Documents on the EPADS portal: kp.eprocure.gov.pk

**Deputy Director Procurement,
Khyber Pakhtunkhwa Information Technology Board,
Government of Khyber Pakhtunkhwa,
Peshawar, Pakistan.
Phone #: 091-9219505, 091-5891613**