



PR. 1-23/2020

Government of Pakistan
Ministry of Communications
HEADQUARTERS PAKISTAN POST G-8/4, ISLAMABAD

TENDER NOTICE

Sealed tenders are invited from well-established and reputed firms/software houses, registered with Sales Tax Department for:

- a) **Maintenance, operation, execution, application support (24/7), troubleshooting of already running Express Mail Track and Trace System (EMTTS) and International Postal System (IPS) and to keep both Systems integrated.**
 - b) **Maintenance, troubleshooting and integrating Mobile Delivery Updating System.**
 - c) **Maintenance and Management of Customer Care Call Center and Complaints Management System for Pakistan Post.**
2. The interested parties may obtain a copy of tender document from **Express Post Branch, Room No. 88, (051-9107224), of the Directorate General, Pakistan Post Office, G-8/4, Islamabad** during the working hours between 0900 hours to 1700 hours after depositing Rs. 1,000/- (Rupees One Thousand Only) in Post Office under “**Unclassified Receipts**”.
 3. **The bidding shall be on “Single Stage-Two envelope procedure” in line with Clause 36 (b) of Public Procurement Rules, 2004.**
 4. Sealed tender should reach the undersigned latest by 1100 hours on **16th July 2020**. **Technical Bids** will be opened the same day at **11:30 hours** in the presence of tenderers or their authorized representatives who wish to attend.
 5. The tender notice is also available on PPRA and Pakistan Post official websites at www.ppra.org.pk and www.pakpost.gov.pk.

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