



**GOVERNMENT OF KHYBER PAKHTUNKHWA
FOOD SAFETY & HALAL FOOD AUTHORITY**



Date: 27th April 2022

No. KPFS&HFA/Pro(Call Center)/04/2022-02

**OUTSOURCING OPERATIONS & MANAGEMENT OF TOLL-FREE COMPLAINT
MANAGEMENT CALL CENTER**

Sealed bids are invited under Single Stage-Two Envelope procedure from eligible bidders/firms/ companies for “**Operations & Management of Toll-Free Complaint Call Center**” of Khyber Pakhtunkhwa Food Safety & Halal Food Authority, complete details are provided in Bid Solicitation Documents.

Description of Items	Bid Security
Services of firm/ organization is required for Operations & Management of Toll-Free Complaint Management Call Center 07 days a week inbound Operations, dedicated & shared module, Inbound / Outbound calls. Service provider will use CRS portal provided by the procuring entity to register & forward complaints, Feedback report will be sent to complainer on resolution of complaints. Daily, Weekly & Monthly digitized report to be shared with procuring entity.	@2% of the total bid quoted in Shape of CDR from the account of bidder /firm who submits the bid in the name of Director General Khyber Pakhtunkhwa Food Safety & Halal Food Authority

Complete set of Bid Solicitation Documents can be obtained by submitting written request to krahim@kpfsa.gov.pk via email and can also be downloaded from the Procuring Entity's website www.kpfsa.gov.pk and KPPRA website www.kppra.gov.pk from the date of publishing in the newspaper till closing date.

Bids complete in all respects must reach to the Office of undersigned on bid closing time till **11:00 AM** date **17th May 2022**. All the bids received before closing time & date will be opened on the same day after one hour at **12:00 NOON** date **17th May 2022** in the presence of the bidders.

**Assistant Director (Procurement)
Khyber Pakhtunkhwa Food Safety & Halal Food Authority
Tel#: 091-9212959**