



No. 1-162/Proc/Call-Centre/BISP/2023

GOVERNMENT OF PAKISTAN
BENAZIR INCOME SUPPORT PROGRAMME
F-BLOCK, PAK SECRETARIAT, ISLAMABAD

Islamabad, January 31, 2024

Reference No.: [ITB#1-162/Proc/Call-Centre/BISP/2023]

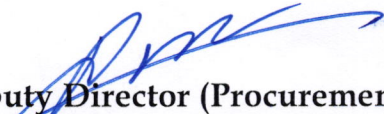
Stage of Activity: Technical Evaluation

Activity Title: OUTSOURCING OF BISP CALL CENTRE (MULTI-MODAL FULLY INTEGRATED WITH CRM/GMS SOLUTION)

CANCELLATION NOTICE

Reference ITB#1-162/Proc/Call-Centre/BISP/2023 Notice published in the national dailies "ROZNAMA DUNYA ISLAMABAD" and "BUSINESS RECORDER, ISLAMABAD" dated, **September 6, 2023** as well as uploaded on websites of BISP (www.bisp.gov.pk) and PPRA (www.ppra.org.pk).

2. It is to inform that Benazir Income Support Programme (BISP) has decided to cancel the procurement process for "**Outsourcing of BISP Call Centre (Multi-Modal Fully Integrated with CRM/GMS Solution)**" by invoking Rule 33 of Public Procurement Rules, 2004.
3. All the Bids which were **received on or before September, 25 2023** are hereby rejected by BISP Management on rational grounds.


Deputy Director (Procurement)
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