



EMPLOYEES' OLD-AGE BENEFITS INSTITUTION

Ministry of Overseas Pakistanis & Human Resource Development
Government of Pakistan

Head Office: EOBI House 190/1/B, Block-2, P.E.C.H.S., Karachi
Phone PABX: 021-34328050-59, Website: www.eobi.gov.pk
Free Helpline: 08000-3624

REQUEST FOR EXPRESSION OF INTEREST

EOBI TRANSFORMATION INITIATIVE (ETI)

1. **Employees' Old-Age Benefits Institution (EOBI)** under the control of Ministry of Overseas Pakistanis and Human Resource Development, was created under the EOBI Act 1976 to achieve the objective of Article 38 (C) of the Constitution, by providing for compulsory social insurance. It extends various benefits to insured persons or their survivors through a) Old Age Pension; b) Survivors Pension; c) Invalidity Pension; d) Old Age Grant.

EOBI invites Expressions of Interest (EOI) for the "EOBI Transformation Initiative" (ETI) with the aim to radically changing the focus from claims based to service oriented model. This initiative is to enable innovative, flexible, mobile & multi-channel capabilities to provide the maximum customer service capabilities to EOBI stakeholders which interalia improve contributors experience with EOBI, EOBI data quality & data leveraging at EOBI. The core objective is to ensure that ETI is benchmarked for quality service delivery capabilities in the Government Sector.

2. The bidder shall be a private or public owned legal entity (Company/Firm/), or any combination of them in the form of association(s) including Joint Venture (JV) having previous experience in large scale Govt. Projects/ Initiatives and should be registered with Income Tax and Sales Tax departments. Prequalification documents, containing detailed terms and conditions are available free of cost from:

Mr. Ali Muttaqi Shah

Deputy Director

(Operations / Project Manager ETI)

8th floor, EOBI Head Office,

190/1/B, Block-2, PECHS, Karachi -Pakistan

Telephone No: 92-21-34328040

Facsimile: 92-21-34327845 Cell No. 03468209460

Prequalification documents can also be downloaded from www.eobi.gov.pk

3. The proposals, prepared and completed in accordance with the instructions provided in the prequalification documents, must reach at **EOBI Head Office 190/1/B Block-2 PECHS, Karachi** under sealed envelope bearing the heading of EOBI Transformation Initiative (ETI) Project on or before **24-10-2019**. Proposals will be opened the same day at **12:30 PM**. This advertisement is also available on EOBI website at www.eobi.gov.pk & PPRA website at www.ppra.org.pk

EOBI may, at its discretion, extend the deadline for the submission of applications.