

# INVITATION FOR SEALED TENDER BIDS

First date of publication: 29th August 2025

NMB Bank Limited, Kathmandu, invites sealed tender bids from interested and eligible bidders for the **Call Center Services (Outsourcing of Activities)**.

Interested bidders may obtain the bid document upon payment of a non-refundable fee of NPR 2,000.00 (Nepalese Rupees Two Thousand Only), deposited in the account (Account Name: Bid Document Purchase Parking Account and Account Number: 00901371300114). To collect the bid document, bidders must submit a written application along with a copy of the deposit receipt to the Projects and Strategic Sourcing Department of the bank.

The tender must be submitted in a sealed envelope as specified in the Bid Documents/RFP Document, following the schedule outlined therein.

S.N.	Activity	Date/Venue
A.	Submission of Sealed Tender Bids	Duly completed BID/RFP documents must be submitted to the address below on or before 5:00 PM, 18th September 2025 (21st day from the date of publication of this notice). In case of a public holiday, submission will be accepted on the next working day.
B.	Opening of Sealed Tender Bids	Will be informed later

1. The bidder should be a local company/firm registered under their respective legislatures in Nepal with 1 year of relevant experience as per Scope of Services.
2. The bidder should have an established setup in Nepal. The Call Center Services and setup offered should be in Kathmandu Valley.
3. The Bidder should have worked as Call Center vendor for at least one service sector industry in Nepal for whom the bidder should have setup and currently running the Call Center Operations.
4. The Bidder must comply with all the documents outlined in the RFP Document. Non-compliance with any required document shall result in disqualification of the bid.
5. The Bank reserves the right to accept or reject any or all applications without assigning any reason whatsoever.
6. Interested Bidder/participant may contact the office of:

**Projects and Strategic Sourcing Department**

**NMB Bank Limited**

**Krishna Tower – 6th Floor, Bijuli Bazar**

**Ph No: 01-4217117, Ext - 1578**



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