

It is hereby notified that tenders are invited for **Provision of call centre services (Services)**.

The contract requires the tenderer to provide a proposal for provision of the Services to the Hong Kong Deposit Protection Board (HKDPB) for three years. The contract may be extended at the sole discretion of the HKDPB for another two years subject to the contractor's performance.

Tenderers must submit the completed tenders in two separate emails (one email of Technical Proposal in PDF format, and one email of Fee Proposal in PDF format). The submissions details can be found in the tender document.

One soft copy in response to this tender should be delivered by email no later than the closing time at 12.00 noon on Friday, 31 March 2023 (Hong Kong Time) to the following email address only:—

dps_tender@dps.org.hk

Late tenders will not be accepted.

The tender document in form of electronic copy will be provided *via* email upon request made to the following email address:—

its@dps.org.hk

Tenderers should provide the names of their companies and the contact information of the persons-in-charge in their request for the tender document.

If tropical cyclone signal No. 8 or above is hoisted, or black rainstorm warning signal or 'extreme conditions after super typhoons' announced by the Government is/are in force at any time between 9.00 a.m. and 12.00 noon (Hong Kong Time) on the tender closing date, the tender closing time will be postponed to 12.00 noon (Hong Kong Time) on the first working day after the tropical cyclone signal No. 8 is lowered, or the black rainstorm warning signal or the 'extreme conditions after super typhoons' announced by the Government has/have ceased to be in force.

Enquiries concerning the tender should be made to the following email address:—

its@dps.org.hk

This tender is covered by the Agreement on Government Procurement of the World Trade Organization.

The HKDPB does not bind itself to accept the lowest tender or any tender, and reserves the right to negotiate with any tenderer about the terms of the offer.

Details of the award of this contract will be published in the Government of the Hong Kong Special Administrative Region Gazette and made available on the websites of the *Gazette* (<https://www.gld.gov.hk/egazette>).

17 February 2023

Hong Kong Deposit Protection Board