

Government of the people's Republic of Bangladesh
Bangladesh Railway, Railbhaban,
16 Abdul Gani Road,
Dhaka-1000

No: 54.01.2600.010.14.002.2018-214

Date: 22 november 2018

REQUEST FOR EXPRESSION OF INTEREST (EOI)

1.	Ministry/Division	Ministry Of Railways
2.	Agency	Bangladesh Railway (BR)
3.	Name of Procuring Entity	Additional Director General (Operation)
4.	Procuring Entity code	N/A
5.	Procuring Entity District	Dhaka
6.	Expression of Interest for Selection of	Consulting firm for Implementation of a Call Centre
7.	EOI Ref. No.	54.01.2600.010.14.002.2018
8.	Date (dd/mm/yyyy)	22/11/2018
KEY INFORMATION		
9.	Procurement sub-method	Quality and cost based selection (QCBS) : National
FUNDING INFORMATION		
10.	Source of funds	Revenue Budget, GoB
11.	Development Partner (if applicable)	N/A
PARTICULAR INFORMATION		
12.	Project/Programme Code (if applicable)	N/A
13.	Project/Programme Name (if applicable)	Implementation of a Call Centre
14.	EOI Closing Date and time	10/12/2018; 12.30 pm
INFORMATION FOR APPLICANT		
15.	Brief Description of the Assignment	<p>(A)General Part of vision 2021: Digital Bangladesh, Ministry of Railways has approved a program titled "Implementation of a Call Centre" to be implemented by the Bangladesh railway. Followings are the list of job has to be implemented under this program:</p> <ol style="list-style-type: none"> 1. Ensure that people can get customer service, information and advice for emergency needs 2. Rail service support, information and consulting services through relatively easy, convenient, and most used technology 3. Digitalization of the complaints related to service of Bangladesh Railway 4. Increase the quality of customer service through the implementation of e-services/ Call Center. <p>(B)Qualification, Experience, Resources & Delivery Capacity Required</p> <ol style="list-style-type: none"> 1. The bidder or one of the partners (in case of a consortium) should be a company registered in Bangladesh for operation of call centers from BTRC. 2. Details of the implementing Agency Services and required manpower will be mentioned in the TOR of the Request for Proposal (RFR) on this subject.

3. The bidder or one of the partners (in case of a consortium) shall have experience of at least three years of managing Call Center operations and have at least 20 seats (Agent positions) in Bangladesh.
4. The bidder (jointly in case of a consortium) should have an annual turnover of at least BDT 20 Lac in the last financial year.
5. The bidder or one of the partners in case of a consortium shall produce as past experience credential in similar project for government entity, at least one Purchase order/work order worth BDT. 10 Lac above in the preceding 02 financial years from the date of opening of the EOI proposals for a similar project.
6. Applicant has to apply using company letter- head along with the attested TIN certificate, latest income Tax certificate, updated trade license, valid VAT registration certificate, bank solvency certificate, financial audit report of last 2 years and experience certificate.
7. In Case of Terms and conditions of this tender document contradicts with the BTRC Rules and regulation, The BTRC Rules and regulation will stand valid

(C) Conditions

For participation in the short listing process; authenticated evidences shall have to be submitted by the proposers with the EOI in support of their experience and capability to demonstrate their effectiveness in implementation of a call center.

The EOI should specifically include, amongst others as reflected in the table below:

Table-1:

SL NO	Desired area for consideration
1.	Background of the proposers like as registration of the firm, age, area of expertise, available resources etc.
2.	General and overall experience of the proposers; Number of programme implemented by the proposer.
3.	Summary of experience of proposers in the required area of expertise: Number of call centre implemented by the proposer.
4.	Summary of similar projects undertaken in the country or region.
5.	Number of seats operated in call centre's implemented by the proposer.
6.	Nature, size, employer, location and type of input for contracts in hand.
7.	Summary of permanent professional employees with key qualifications like as manager, supervisor and call agent.
8.	Audited Financial reports of the proposers: For last 02(two) years.

		<p>EOI with supporting documents must be delivered before 12:30 Hrs. on 18 December 2018 in sealed envelop marked with “ Proposal for services for installation of a call centre” and be delivered to the addressed below:</p> <p>Mihir Kanti Guha Additional Director General (Operation) Bangladesh Railway, Railbhaban, Dhaka. E-mail: adgop@railway.gov.bd Phone: - 01711505310</p> <p>Late Submissions shall be rejected summarily. Local, competitive, bidding procedure will be conducted, and selection will be mailed by Quality and Cost-based Selection Procedure (QCBSP): National in accordance with Bangladesh Public Procurement Rules 2008. The request for proposal (RFP), to submit detail technical and financial proposal is expected to be issued to the short-listed proposers within time frame mentioned in PPR, 2008. The EA will not entertain any cost or expenses incurred by the proposers in connection with the preparation or delivery of the EOI.</p>
16.	Qualification, Experience, Resources & Delivery Capacity Required	As mentioned in 15 (c), Table-1 above
17.	Other Details (if applicable)	The interested firms may obtain further information at the address mentioned at serial 21.
PROCURING ENTITY DETAILS		
18.	Name of the Official Inviting EOI	Mihir Kanti Guha
19.	Designation of the Official Inviting EOI	Additional Director General (Operation)
20.	Address of the Official Inviting EOI	Bangladesh Railway, Railbhaban, 16 Abdul Gani Road, Dhaka-1000
21.	Contact Details of the Official Inviting EOI	Mobile no- 01711505310, E-mail-adgop@railway.gov.bd.
22.	The procuring entity reserves the right to reject all EOI's.	

Mihir Kanti Guha
Additional Director General (Operation)
Bangladesh Railway, Railbhaban, Dhaka.
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Phone: - 01711505310