

September 26, 2022

Request for Quotation for Supply, Installation, Testing and Commissioning of Customer Support Center Solution for Bengal Commercial Bank Ltd.

Bengal Commercial Bank Limited (Hereinafter referred to as "the Bank") wishes to receive bids from the bonafide firms for Supply, Installation, Testing and Commissioning of Customer Support Center Solution for Bengal Commercial Bank Ltd. as per below mentioned specification and terms & conditions:

1.1 Technical Offer

Vendor should submit technical offer as per specification mentioned in Annexure-A.

1.2 Financial Offer

Vendor should submit financial offer as per prescript format mentioned in Annexure-B.

1.3 Bidder's qualification

- a) Bidder shall possess his own office and trained & experienced manpower to install, configure as well as 24/7 after sales service the supplied products.
- b) Bidder shall be assessed under Income Tax Department.
- c) Bidder should have the capacity for 24/7 support of the product within the AMC period based on the terms and condition of AMC agreement without any system interruption at the time of operation.
- d) Bidder should have the capacity to solve any support related issue occurred within the warranty and AMC period.
- e) The bidder must have at least three years' experience supplying same products or services at least one Banks/NBFIs.
- f) This invitation of proposal is open to all companies registered in Bangladesh.
- g) The Bidder should have at least 02 (two) solution related Certified Engineer/other information. All the professional certificates should be valid till date. Submission of supporting documents is mandatory.
- h) The Bidder should not offer any solution that EOL (end of Life) or EOS (End of sales/service) already declared within next 05 years.
- i) The Bidder should submit detail solution Information with required architecture, designs and detail, project plan, parameters, standard operational guideline & datasheets, complying as per OEM standard.
- j) The bidder should have to submit Support & Service Plan with support matrix for the proposed solution.
- k) The bidder should submit the details of Knowledge transfer/Training plan for participated solutions.
- l) The bidder should have capable for 24/7 Support, Services and Communication facility.

1.4 Documents comprising the bid

- a. Technical Description of the deliverables to demonstrate the specified technical requirement
- b. Schedule for financial proposal.
- c. Photocopy of following documents may be submitted with the offer:
 - i. Valid Trade License and Company Profile.
 - ii. E-TIN, BIN and VAT Certificate
 - iii. Name, contact number and e-mail address of the Contact person
 - iv. Proof of Experience
 - v. List of corporate clients.
 - vi. Proof Certificates as Authorized Reseller/ Authorized Dealer/Supplier from the manufacturer to be submitted.

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- d. All signed copy documents, brochure, data sheet, technical specification papers and RFQ of mentioned Products have to be provided by the bidder in the Technical Proposal.
- e. The bidder must provide BOQ, Technical Compliance and details project implantation plan of the proposed Customer Support Center Solution.
- f. The bidders must submit required certified engineer CV along with the proposal.
- g. All required documents needs to be provided as a proof of evidence to fulfill the need of supplier qualification.

1.4 Bid prices

Bidders shall quote the price excluding VAT and including Tax in Bangladeshi Taka (BDT) for the item. Relate VAT to be borne by the Bank. The quoted price include delivery, installation, configuration, testing, commissioning, training and any other charges thereof.

1.6 Bid validity

Bid shall remain valid for a period of 180 days from the date of opening of technical proposals. In exceptional circumstances, prior to expiry of the original bid validity period, the Bank may request the bidder to extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing. A bidder agreeing to the request will not be permitted to modify its bid.

1.7 Sealing and marking of bid

The envelope shall:

1. Be addressed to the Bank at the following address: **Head of GSD, Bengal Commercial Bank Ltd., Khandker Tower, Level-5, 94, Gulshan Avenue, Gulshan, Dhaka-1212.**
2. Bidder(s) should submit the financial and technical offer in separate envelope mentioning the name of the offer products and both envelopes must be submitted together in a single envelope.
3. In addition to the above requirements, the envelope shall indicate the name and address of the bidder to enable the bid to be returned unopened in case may be declared "late" pursuant to clause 1.8.
4. If the envelope is not sealed and marked as above, the Bank will assume no responsibility for the misplacement or premature opening of the bid.

1.8 Deadline of bid

The bidder must submit the bids in original (sealed), duly marking the envelope as addressed at the following no later than **3:00 p.m. on October 06, 2022.**

1.9 Late Bids

Any bid received by the Bank after the deadline for submission of bid prescribed in clause 1.8 may be rejected and returned unopened to the bidder.

1.10 Evaluation of proposals

The Bank will choose the offer that will be more comprehensive and that conform the relevant required product. Information relating to the examination, clarification, evaluation and comparison of bids and recommendations for the award of a contract shall not be disclosed to bidders or any persons not officially concerned with such process until the award to the successful bidder has been announced.

1.11 Award of Contract

Subject to Clause 1.10, the Bank will award the Contract to the successful bidder.

1.12 Bank's right to accept any bid and to reject any or all bids

Notwithstanding Clause 1.11, the Bank reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the Bank's action.



1.13 Notification of Award/Work Order

Prior to expiration of the period of bid validity prescribed by the Bank and after successful negotiations (if any), the Bank will notify/issue work order in favor of the successful bidder that his bid has been accepted. The notification of award/work order may constitute the updated terms and conditions and basic formation of the Contract.

1.14 Product Delivery

The successful bidder must complete the Customer Support Center Solution implementation project (installation, configuration, system integration and training) within 30 (Thirty) day's from the date of issuance of work order.

1.16 Security Money

An amount equivalent to 10 % of total work order/product value will be considered as security money. Security money amount will be deducted from the bill (vendor(s) may also submit unconditional Bank Guarantee) and retained up to the warranty period of the products. Security money will be returned after the warranty periods of the products. Security money may be forfeited in case of violation of support or any other agreed issues within the subscription period.

1.17 Penalty

In case of failure or any kind of delay regarding delivery of the product within due time mentioned in clause 1.14, vendor will be liable to pay 1% of the total work order value, as penalty, to the Bank for delaying each week after the due date. Upon reaching the penalty to 5% of total Work Order/Contract value, the performance security as well as the Work Order may be forfeited on sending a letter to the vendor.

However, Bank must be informed for any foreseeable delay due to uncontrolled situation prior to exceed the delivery deadline mentioned in clause 1.14 which may be considered by the Bank if situation justify such delay and the decision of purchase committee of the Bank will be final.

1.18 Payment

Payment will be made after successful supply, install and commissioning of the product. The performance security will be returned along with the final payment. The successful bidder will sign Service Level Agreement (SLA) before disbursement of payment from Bengal Commercial Bank Ltd.

1.19 Hardware Requirement

The bidder will have to submit details specification of required physical server, PC/Laptop and OS along with technical offer as per Annexure-C. Price of all other third party tools and training as well as required additional tools/software must include with the offer. Bank will provide/arrange the physical servers and OS only.

1.20 Support Response during Warranty/AMC Period

The bidder should have ensure 24/7 support services within the warranty (subscription) period as well as AMC period.

1.21 Withholding Sales Tax

The bidder is hereby informed that the Bank shall deduct Tax at the rate prescribed under the Tax Laws of Bangladesh, from all payments for services rendered by any bidder who signs a contract with the Bank. The bidder will be responsible for all Taxes on transactions and/or income, which may be levied by the Bank. If bidder is exempted from any specific VAT & Taxes, then it is requested to provide the relevant documents with the proposal.



1.22 Modification of Proposal

A proposal that is in the possession of the Bank may be altered by letter bearing the signature or name of the authorized person, provided it is received PRIOR to the date and time of the opening. FAX, telephone, or verbal alterations will not be accepted. Mentionable here that, after opening of the proposal no modification/alter in Technical Specification will be acceptable without prior approval of the Bank authority.

1.23 Addendum to the RFP

The Bank reserves the right to amend the RFP prior to the date for proposal submission. Addendums will be sent to all bidders that are on the RFP mailing list.

1.24 Misrepresentation of Information

Misrepresentation of a bidder's status, experience, or capability in the proposal may result in disqualification of that bidder from the selection process. Discovery of litigation or investigations in a similar area of endeavor may, at the discretion of the Bank and after consultation with the Procurement Services Section, preclude the bidder from the selection process.

1.25 Contact Person(s)

For any query regarding proposal please communicate with following officials:


For technical proposal related queries

Mr. Fazle Rabbi
Card Operations Department
Mob. 01917838502

For financial proposal related queries

Mr. Golam Mostafizur Rahman
General Services Division
Mob. 01717768454

Thanking You.



K M Zakir Hassan
In Charge
Card Operations Department



Md. Monzur-A-Moula
Head of General Services Division



Engr. Md. Rafiqul Islam
DMD & CTO



Technical Specification of Customer support Center Solution:

Option 1: In House Customer Support Center

Bank required Specification	Vendor Response
Prime features:	
Inbound/Outbound/Blended call campaign	
Multi campaign support	
Integrated call recording	
Predictive dialing.	
Multi IVR menu, Time Based IVR	
Scheduled Callbacks: Agent-Only and Anyone	
Web-configurable IVRs and Voicemail boxes	
Ability for an agent to call clients in succession from a database through a web-client	
Ability to broadcast dial to customers with a pre-recorded message.	
Customized Report.	
Basic Features:	
Lead management	
Account & contact management	
Customer support & service	
Campaign management	
Email integration and extensions	
Performance reporting	
Opportunity prioritization	
Automatic lead capture	
FAQ creation	
Teams and access control (User privilege)	
Additional Features:	
Ability to park the customer with custom music per campaign	
Ability to send a dropped call to a voicemail box, queue or extension per campaign if no agent is available	
Ability to start and stop recording an agent's calls at any time	
Automatically dial unlimited alternate numbers per customer until you get an answer	
Ability to schedule a callback with a customer as either any-agent or agent-specific	
Definable Agent Wrap-up-time per campaign	
Ability to add custom call dispositions per campaign	
Ability to use custom database queries in campaign dialing	
Recycling of specified status calls at a specified interval without resetting a list	
Lead import web-based API	
Web-based administration	
Supervisor Features:	
Ability for managers to listen-in on agent conversations	
Ability for managers to enter conversations with agents and customers	
All calls are logged and statuses of calls are logged as well as agent time breakdowns	
Ability for managers to change the selected queues for an agent	

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Bank required Specification	Vendor Response
Web-based data export utilities	
Separate Time-clock application to track user work time	
Several real-time and summary reports available	
Real-time campaign display screens	
Skills-based ranking and call routing per inbound group(queues) and campaign	
Queue Prioritization per campaign and inbound group	
Single agent call queuing	
Ability to set user levels and permissions for certain features and campaigns	
Agent shift enforcement by day and time, defined per user group	
<u>Agent Features:</u>	
Custom Music-On-Hold and agent alert sound for inbound calls	
Ability for agents to select a Pause Code when they are not active	
Ability for agents to control volume levels and mute themselves	
Ability for agents to view the statuses of other agents on the system	
Ability for agents to view details for calls in queue that the agent is selected to take calls from	
Ability for agents to select and click to take calls in queue from their agent screen	
Multi-function web-based agent API allowing for control of agent sessions including click-to-dial outside of the agent screen.	
<u>Support Ticket System:</u>	
Email ticketing	
Reusable replies with canned responses	
Automatic email notifications	
Ticket views	
Assign ticket to responsible person	
Add watchers to a ticket	
Send outbound email	
Export tickets	
Time tracking	
Logs of entire ticket	
Ticket management features will be available for up to 100 users	
Customized group assignment (with email notification)	
Customized list of ticket statuses (e.g. Open, In Progress, etc.)	
Option to export ticketing log to Excel	
<u>IP PBX Installation & Configuration:</u>	
Configure the IP PBX, IVR wise extensions, call recording feature etc.	
Install & Register the IP Phone with extension Number.	
Flexible and configurable IVR	
Hunting Number.	
Call distribute according to the service category/Agent wise	
Agent extension or mobile.	
If specific Agent is busy/unreachable call can be forward to another	

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Bank required Specification	Vendor Response
Agent can receive calls and able to transfer call to another Agent/Supervisor if necessary.	
All Extension Calls Recording Facilities or specific extension's call recording.	
Call Conference.	
Support for ring groups.	
Web-based operator panel.	
Billing and consumption report.	
Extension wise Call Details of all Extensions.	
Advanced Call Features:	
ADSI On-Screen Menu System	
Alarm Receiver	
Append Message	
Authentication	
Automated Attendant	
Blacklists	
Blind Transfer	
Call Detail Records	
Call Forward on Busy	
Call Forward on No Answer	
Call Forward Variable	
Call Monitoring	
Call Parking	
Call Queuing	
Call Recording	
Call Retrieval	
Call Routing (DID & ANI)	
Call Snooping	
Call Transfer	
Call Waiting	
Caller ID	
Caller ID Blocking	
Caller ID on Call Waiting	
Calling Cards	
Conference Bridging	
Database Store / Retrieve	
Database Integration	
Dial by Name	
Direct Inward System Access	
Distinctive Ring	
Do Not Disturb	
Integration	
Integration of Contact Center Solution with CBS, CMS, CRM, etc.	

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Option 2: Out Source Customer Support Center:

Bank required Specification	Vendor Response
All specification and features mention in option 01	
Setting arrangement of Agent and Supervisor in separate/dedicated space/room for Bengal Commercial Bank Ltd.	
Common Dashboard for supervision	
Facility to monitor dashboard remotely from Bank End.	
Customized Reporting	



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Annexure-B

Format for Financial Offer:

A. Contact Center Solution:

• **Option 1: In House Customer Support Center:**

SL	Particulars	Total price in BDT excluding VAT & including Tax	Remarks
1	Customer Support Center Solution as per Technical Specification along with 3 (Three) years 24/7 support and Maintenance. Minimum number of Agent: 10, Minimum number of Supervisor: 02		
2	AMC after three years warranty period		
3	Price for additional agent if required in future		
4	Price for additional Supervisor if required in future		
5	Head Set along with Noise cancellation ability. Total 3 (Three) Sets		

• **Option 2: Out Source Customer Support Center:**

SL	Particulars	Price per person excluding VAT and including Tax	Remark
1	Agent		
2	Supervisor		

*** Note: Manpower consideration based on standard labor hours & per seat.

Vendor are allowed to participate both and or any of option 1 & 2.

B. Monthly Recurring Charge for SIP Trunk, Short Code Parking & Data Bandwidth:

SL	Particulars	Monthly Recurring Charge(MRC) in BDT excluding VAT & including Tax	Remarks
1	<ul style="list-style-type: none"> • SIP Trunk for 10 Channel • 2 mbps data Bandwidth • Short Code Parking • Premium long code matching with short code 		
2	Short code routing with all mobile operator & IPTSP	Complementary	
3	Price for additional channel		

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C. Call Tariff:

Particulars	Description	Price/Min excluding VAT & including Tax	Remark
Outgoing call	Own IPTSP		1 sec pulse
	Other IPTSP		1 sec pulse
	Other Mobile / PSTN Operator		1 sec pulse
	International Destination		1 sec pulse
Incoming Call	All incoming Call	free	

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Annexure-C

Specification of required hardware & Operating System:

SL	Particulars	Technical Specification	Qty	Budgeted Price excluding VAT & including Tax
1	Server			
2	Desktop Computer/ Laptop			
3	Operating System			
4	Other required Hardware or software			

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