

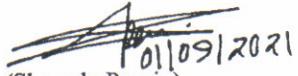
## Request for Expression of Interest

1	Ministry/Division	Post and Telecommunication Division
2	Agency	Bangladesh Telecommunication Regulatory Commission (BTRC)
3	Name of Procurement Entity	Director, Systems & Services Division (BTRC)
4	Procurement Entity Code	Not Applicable
5	Procurement Entity District	Dhaka
6	Expression of Interest for Selection of	Firm for Inbound Call Center Service for BTRC
7	EOI Ref No	14.32.0000.600.07.002.21.165
8	Date(dd/mm/yyyy)	01-09-2021
<b>KEY INFORMATION</b>		
9	Procurement Sub-Method	Quality and Cost Based Selection (QCBS)
<b>FUNDING INFORMATION</b>		
10	Budget and Source of Funds	Own Fund of BTRC
11	Development Partner (if Applicable)	Not Applicable
<b>PARTICULAR INFORMATION</b>		
12	Project/Programme Code/(if Applicable)	Not Applicable
13	Project/Programme Name/(if Applicable)	Not Applicable
14	EOI Dropping Location	BTRC, IEB Bhaban, 8 <sup>th</sup> Floor, Ramna, Dhaka-1000
15	EOI Closing Date & Time	19-09-2021; 02:00PM
16	EOI Opening Date & Time	19-09-2021; 03:00PM
<b>INFORMATION FOR APPLICANT</b>		
17	Brief Description of the Assignment	<p>The consultant's duties and responsibilities will include but not necessarily be limited to the following (Details are specified in the TOR)</p> <ul style="list-style-type: none"> <li>(a) Receiver user complaints about telecom services through inbound calls and emails.</li> <li>(b) Insight capture in CRM from Complaint box of BTRC web site</li> <li>(c) Escalate complaints from BTRC Web Box and Call Center to respective MNOs' through CRM.</li> <li>(d) Customer query, services and complaints management.</li> <li>(e) Social media and Website Chat Bot integration to redirect complaints to BTRC Complain Box.</li> <li>(f) IVR based Smart link for customers to register complaints through IVR and Complain Management box.</li> <li>(g) 24/7 Service Hour (Per Day):- Government Holidays- 63 Hours(08 Seat) &amp; General day-78 Hours(10 Seats).</li> <li>(h) Delivery of report on a daily, weekly, monthly, Quarterly &amp; yearly basis as per the requirements and prescribed formats of BTRC. The formats may be changed from time to time.</li> </ul>



18	Experience, Resources & Delivery Capacity Required	<p>(a) The firm should have minimum Five (8) years of experience in call center and BPO-industry, operating with local and global clients.</p> <p>(b) The firm should have experience of 24 hours call center operations.</p> <p>(c) The firm should have call center license (both local and international) issued from BTRC.</p> <p>(d) The firm must have an experience in working with at least Two (2) Government call center process during last 02 (two) years.</p> <p>(e) The firm should have working experience in call center operations with BTRC License telecom operators at least 02(two) years.</p> <p>(f) Management need to have a proven experience with call center for at least 12 years.</p> <p>(g) Have minimum 100 seats capacity</p> <p>(h) Have minimum 80 seats in current call center operations.</p> <p>(i) Have an experience in both inbound and outbound operations.</p> <p>(j) Have own platform development team for call center operations (Customer relationship management/ Workforce management). Need to have proven expertise in integrating any external platform through API connectivity.</p> <p>(k) Have SMS and IVR supports for call center operations.</p> <p>(l) Must need to be general members at Bangladesh Association of Call Center &amp; Outsourcing (BACCO) and Bangladesh Association of Software and Information Services (BASIS) for at least last 5 years.</p> <p>(m) Must have to be Quality Management System (ISO 9001:2015) certified.</p> <p>(n) Have strong quality control and reporting wing to maintain standard as per Quality Standards Definition Document (QSDD).</p>			
19	Other Details (if applicable)	<p>(a) Eligibility criteria &amp; Experience with necessary document to be submitted along with EOI both in (i) <a href="http://www.mygov.bd">www.mygov.bd</a> &amp; (ii) hard copy 03(three) set with CD/Pendrive delivery /by post to the address below</p> <p>(b) Please mark clearly on the envelope "Expression of Interest for the Inbound Call Center Service for BTRC"</p> <p>(c) Copy of the Indicative TOR may be collected from the office of the Director, System &amp; Services Division, BTRC or from the website of BTRC( <a href="http://www.btrc.gov.bd">www.btrc.gov.bd</a>)</p> <p>(d) Late submission will be rejected.</p>			
20	Association with foreign firms is	Not Encouraged			
	Ref No	Phasing of Services	Location	Indicative Start Data	Indicative Completion Date
21	S1	All Works	Dhaka	From contract award	15(Fifteen) Days
<b>PROCURING ENTITY DETAILS</b>					
22	Name of the Official Inviting EOI	Shazeda Parvin			
23	Designation of the Official Inviting EOI	Director, Systems and Services Division			
24	Address of the Official Inviting EOI	BTRC, IEB Bhaban (8 <sup>th</sup> Floor), Ramna, Dhaka			
25	Contact Details of the Official Inviting EOI	Tel-029553708, E-mail:- shazeda@btrc.gov.bd			

The Procurement entity reserves the right to accepts or rejects all EOI's

  
(Shazeda Parvin)  
Director  
Systems and Services Division  
BTRC