

Tender Notice

Ref: Tender Notice published in 02(two) national dailies (New Age, Amader shomoy) dated 27.06.2023.

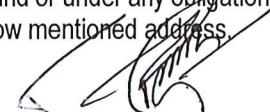
Sealed tenders hereby invited by Prime Bank Limited from reputed companies in the relevant field for providing below item :

SL	Name of Work	Period of Sale		Date of submission & Opening
		From	To	
1	Contact Center Solution for PRIME Bank Limited	02.07.2023	17.07.2023	17.07.2023
2	Pre-bid meeting	Time & Date: 11 am on 12.07.2023		

Eligibility and other conditions:

1. Interested bidders-
 - i. Having adequate experience in implementing CONTACT CENTER SOLUTION in minimum two renowned organizations / Multinational Companies / Banks with similar services will get added advantage.
 - ii. Should have valid Registration/ownership document, VAT & TIN Certificate, up-to-date Trade License and up-to-date Bank Solvency Certificate.
2. The interested bidder(s) shall submit an application addressing the undersigned for purchasing tender documents. The application should be accompanied by documentary evidence as per SL.1(i, ii).
3. Tender Schedule will be available from the Office of the undersigned on payment of BDT 2,000.00 (Two Thousand) only in the form of Payment Order (non-refundable) favoring Prime Bank Limited issued by any Scheduled Bank of Bangladesh during office hours on any working day as per mentioned period.
4. No tender schedule will be sold after last date of sale as mentioned above.
5. Interested Bidder must attend the Pre-bid meeting which will be held virtually as per above mentioned schedule. Meeting platform and user credential will be shared to the participated bidders later on.
6. Tender must be submitted in Two envelope system i.e. One Technical Proposal and another Financial Proposal. Each tender must be submitted in sealed envelope mentioning the name of work on top of the envelope within 3.00 pm on the above mentioned submission date. The Technical Proposals may be opened at 3.30 pm on the same date (tender submission date) by the Bank's Tender Committee or at a convenient time of the Tender Committee. To avoid mass gathering, bidders may not be invited during the opening. However, participants list will be shared among the bidders through email. Earnest money (refundable to the unsuccessful bidder) equivalent to 2.5% of the total quoted value of work in the form of Payment Order or Bank Guarantee in favor of "Prime Bank Limited." Issued by any Scheduled Bank of Bangladesh shall have to be submitted along with the tender documents (financial proposal), **without which the tender will be rejected outright.**
7. Submission of tender after the specified time shall not be acceptable under any circumstances.
8. The Authority reserves right to accept, modify or reject any or all the tenders or may divide the works amongst the participants without assigning any reason whatsoever. The Bank shall not be bound or under any obligation to accept the lowest quotation. For details information you may communicate with the below mentioned address.

Head Office, Prime Tower (10th Floor),
Plot # 8 & 35, Nikunjo-2,
Khilkhet, Airport Road, Dhaka-1219
Phone: +8809610990000 Ex.11003
www.primebank.com.bd


Vice President & Head
Facility Management Division