

**Government of the People's Republic of Bangladesh**  
**Bangladesh Post Office**  
**Postal Directorate**  
**Dhaka-1000**

**REQUEST OF EXPRESSION OF INTEREST (EOI) – 2<sup>nd</sup> CALL**

1)	Procuring Entity Name :	Bangladesh Post Office Postal Directorate, Dak Bhaban, Dhaka-1000.
2)	Expression of interest For:	“Installation and Maintenance of International Call Centre Training Institute and providing required hardware, software, machineries, furniture's, equipments, staff and others related services
3)	EOI Ref. no. & Date:	DT/CCTI./2010 ; Dated:01/08/2010
4)	Procurement Method:	RFP Method
5)	Budget and Source of Fund:	Partnership/Revenue Sharing
6)	Development Partners (If applicable) :	Not Applicable
7)	EOI Closing Date and Time :	21-10-2010 at 1:00PM
8)	EOI Opening Date and Time :	21-10-2010 at 2.30 PM
9)	Name & Address of the Office ( Receiving and opening EOI) :	Additional Director General ( Postal Service) Room No: 303, Dak Bhaban (2 <sup>nd</sup> Floor), Dhaka-1000.
10)	Brief Description of Assignment:	Bangladesh Post Office wants to install an International Call Centre Training Institute to fulfill its own, domestic and International demand. In order to install this Call Centre Bangladesh Post office has enough accommodation. Bangladesh Post Office seeks of EOI from qualified Firms-who can manage the Call Centre Training Institute deploying own manpower,(stuff, trainers etc.) hardware, software, machineries, furniture's, equipments, and others related services.
11)	a) Terms & Conditions	The proposed Firm should have the following featured and capabilities: 1. Responding Firm must be supply required machineries, furniture's, equipments & software, trainers, manpower for the desired Call Centre. The firm should have also responsible about the administrative and related all other managements. 2. The responding firm has to carry of the expenses about marketing, publicity and advertisements. 4. The Training Centre shall be setup in post office premises and has to be directed by the name of Bangladesh Post Office. 5. In association with Bangladeshi organizations the applications of foreign organization will be acceptable. In that case all over responsibilities will be carried on Bangladeshi

		<p>organization</p> <p>6. Receipt of income from the desired Call Centre Training Institute should be fixed up between post office and the responding firm according to the request for proposals.</p> <p>7. Initially the project will be for a period of 5 years from the date of commencement (extendable).</p>
	b) General Experience :	1. The responding firm shall have at least 3 (three) years practical experience in maintenance Call Centre operations.
	c) Resources:	To be submitted 50 (fifty) lacks taka of Bank solvency certificate, capabilities for buying all the furniture's of call centre training institute, equipments, required software & hardware, etc.
	d) Delivery period :	The offered system (Furniture, Equipments, Hardware, Software, Installation etc.) Should be delivered and the total project should be implemented within 1 month from the date of contract signing.
	e) Information to be Supplied:	Interested consulting firm should submit: <ul style="list-style-type: none"> <li>- Company profile/Brochure</li> <li>- CV's of working staff</li> <li>- Bank solvency certificate</li> <li>- Experience certificate/ Proof of experience</li> <li>- Others</li> </ul>
	f) Other	For further enquiry, interested firms may contact with Postal Directorate (Room-313 & 314), Dak Bhaban, Dhaka-1000,
12)	Name of official inviting EOI	Md. Altafur Rahman
13)	Designation of the official inviting EOI	Project Manager & Principal Postal Training Centre, Zirani , Gazipur
14)	Address of official inviting EOI	Postal Directorate, Dak Bhaban, Dhaka-1000.
15)	Contact details of official inviting EOI	Tel No: + 88 02 7789818 & + 88 02 7790203 Mobile No.+88 01715228187 E-mail: <a href="mailto:altafbpo@yahoo.com">altafbpo@yahoo.com</a>
16)	Special instruction	The Procuring entity reserves the right to accept or reject any or all EOI.

(Md. Altafur Rahman)  
Project Manager  
Principal  
Postal Trainig Centre