

**BANGLADESH TELECOMMUNICATIONS COMPANY LIMITED**

Office of The General Manager (Procurement)
Telephone Revenue Bhaban, Sher-e-Bangla Nagar, Dhaka-1207.
www.btcl.gov.bd। বিটিসিএল. বাংলা

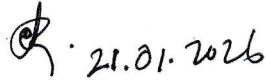
No: 14.33.0000.000.752.07.0009.25-145

Date: 21/01/2026 AD

Request for Expression of Interest (REOI) National

1	Ministry /Division	Posts & Telecommunications Division
2	Agency	Bangladesh Telecommunications Company Limited (BTCL)
3	Procuring Entity Name	Managing Director, BTCL represented by GM (Procurement), BTCL
4	Procuring Entity Code	-
5	Procuring Entity District	Dhaka
6	Expression of Interest for the Selection of	"The selection of consulting firm to determine the specifications of BTCL's ERP Software"
7	REOI Ref No	14.33.0000.000.752.07.0009.25-145
8	Date	21/01/2026 AD
Key Information		
9	Procurement Method	QCBS (Quality and Cost-Based Selection)
Funding Information		
10	Budget and Source of Funds	BTCL own fund (Development)
11	Development Partners	None
Particular Information		
12	Project / Programme Code	-
13	Project / Programme Name	"The selection of consulting firm to determine the specifications of BTCL's ERP Software"
14	EOI Closing Date and /time	10/02/2026 Time: 11:30 AM [Bangladesh Standard Time]
Information for Applicant		
16	Brief Description of Assignment	Bangladesh Telecommunication Company Limited is a leading telecommunications provider offering a wide range of services, including voice, through Land Line, data, internet, and enterprise solutions. To improve operational efficiency, service delivery, and customer satisfaction, the company is seeking to implement a comprehensive Enterprise Resource Planning (ERP) system. To ensure the ERP solution aligns with the organization's specific needs, we intend to engage experienced consultants to prepare a detailed User Specification Requirement (USR) document. This USR will form the basis for selecting and contracting a suitable ERP developer or implementation partner. Objectives of the Assignment The primary objective of this consultancy is to: - Identify and document detailed business processes and requirements. - Develop comprehensive User Specification Requirements (USR) for the ERP system. - Define functional and technical requirements that will guide the selection and engagement of an ERP developer or implementation partner. The scope of this consultancy includes, but is not limited to: - Conducting stakeholder engagement sessions to gather requirements from all relevant departments (e.g., Finance, HR, Procurement, Sales, Network Operations, Customer Service, etc.). - Reviewing existing systems, workflows, and data flows. - Analyzing gaps and inefficiencies in current processes. - Translating business needs into clear, actionable system requirements. - Defining both functional (e.g., modules, reports, dashboards) and non-functional requirements (e.g., scalability, performance, security). - Present findings and recommending best-fit ERP modules (e.g. Accounting, HR and Pay-Roll, Asset management, Inventory, Procurement, Sales, VAT and TAX, Network Operations, Customer Service, etc.) to BTCL management and system architecture tailored to a telecom environment. - Developing selection criteria for evaluating ERP vendors or implementation partners. - Ensure alignment with national and BTCL procurement policies. - Evaluate Technical feasibility of integration with existing OSS/BSS, Billing Platforms, NMS and NOC tools, Customer facing platforms (Portals, Mobile App's) - Prepare and Deliver a Tender Document According to PPA 2006, PPR 2025. - Prepare detailed cost projections for ERP development, Implementation and Licensing & propose a realistic , phase –wise time lime for deployment. - Provide technical assistance during the procurement evaluation phase if necessary.

17	Eligibility for Short Listing	Interested consulting firms must provide information indicating that they are qualified to perform the services. The short-listing criteria are: a) General experience of the firm b) Experience in similar task of compatible size, complexity and technical specialty in requires area c) Financial soundness of the firm d) Resources, key experts & support services of the firm Consultants are requested to submit the following supporting documents against the above mentioned criteria: (a) The Firm's Incorporation/Trade/Registration documents (if applicable); (b) JV agreement/letter of intent (if applicable); (c) Firm's Brochure; (d) Description of similar consultancy contracts, including the scope, contract amount, name of Client, period of the contract (date of contract signing to date of completion), location/country of the services, etc.; (e) Service experience record; (f) Short Biography of key Professional; (g) Company's Income Tax certificate/Income Tax registration certificate. (h) Audited Financial reports of the firm for the last 2 years. The experience of parent company, subsidiary company, group company or associates (whatever the names) of the Applicant shall not be considered in evaluation. The consulting firm will be recruited following existing procurement guidelines of Bangladesh.		
18	Other Details	Expression of Interest (EOI) shall be submitted in sealed envelope clearly bearing the name and address of the applicant, EOI number and be addressed to the authority issuing the EOI in 02 (two) hard copies- one marked as "Original" and the other as "Copy" and one soft copy in CD/Pen drive within the date and time stipulated above at the office of the Official inviting the EOI.		
19	Association with Consulting Firms	A consulting firm is allowed to submit the Expression of Interest (EOI) alone if it considers itself to be fully qualified on its own for the assignment, as it is not mandatory for consultants to associate with any other firm(s). Alternatively, if consultants themselves choose to associate to enhance their qualifications and capability for the assignment, then such associations may either be as a Joint Venture (i.e. all members of the joint venture shall be jointly and severally responsible) and/or Sub-consultants (i.e. the Consultant will be responsible, including for the services of the sub-consultant). In case of an association, the Consultants must explain in the EOI submission (a) the rationale for forming the association and (b) the anticipated role and relevant qualifications of each member of the Joint Venture and/or of each sub-consultant for carrying out the assignment, to justify the proposed inclusion of the JV members and/or sub-consultants in the association. Failure to provide the above explanation in the Expression of Interest may risk the association not being shortlisted for the assignment. However, the qualifications/experience of sub-consultants will not be considered by BTCL in the evaluation of Expressions of Interest for Shortlisting purposes.		
20	Phasing of services :	NOT APPLICABLE		
21	Name of Official Inviting EOI	S. WAZED ALI		
22	Designation of Official Inviting EOI	General Manager, BTCL, Sher-E-Bangla Nagar, Dhaka		
23	Address of Official Inviting EOI	Telephone Revenue Bhaban, Sher-e-Bangla Nagar, Dhaka-1207		
24	Contact details of Official Inviting EOI	Tel: (02) 58150500	Fax: (	email: gm.proc@btcl.gov.bd
25	The procuring entity reserves the right to accept or reject any or all EOI(s) without assigning any reason whatsoever.			


 (S. WAZED ALI)
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