



Bangladesh Telecommunication Regulatory Commission

Agargaon, Sher-E-Bangla Nagar, Dhaka-1207

www.btrc.gov.bd

Ref:14.32.0000.400.07.0008.25.1779

Dated: 28 December 2025

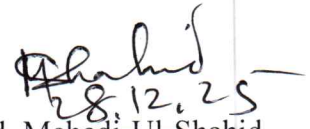
Addendum of the Request for Proposal

This is for kind information of all concerned Tenderers that the following amendments has been made to the RFP document for **“The Selection of a Firm to provide Inbound and Outbound Call Center Services for BTRC, in order to address Subscriber Complaints Regarding Telecommunication Services”** for Bangladesh Telecommunication Regulatory Commission (BTRC), Vide issue No. 14.32.0000.400.07.1595, Date: 02 December 2025.

RFP Ref.	As in Document	Amendment
Section 2. Proposal Data Sheet 19.11	The total estimated number of professional staff-months required for the assignment is: 60 Man-Month.	The total estimated number of professional staff-months required for the assignment is: 468 Man-Month.
Section 2. Proposal Data Sheet 19.13	Quality Analyst -No. of Resources -02 Trainer- No. of Resources -02	Quality Analyst -No. of Resources -01 Trainer- No. of Resources -01
Section 4. Particular Conditions of Contract 1.1 (c), (f), (k), (n)	The Intended Completion period is 90 (ninety) days from the date of contract signing.	The Intended Completion period is 50 (Fifty) days from the date of contract signing.
Section 4. Particular Conditions of Contract GCC 53.1	Payment amount for Call Center service through 03 (Three) equal instalments at the end of each operational year within forty-five (45) days after receipt of invoice.	Payment for Call Center services for a period of thirty-six (36) months shall be made on a quarterly basis in a total of 12 equal installments.

Note:

1. This Amendment shall be an integral part of the RFP Document.
2. All other terms & conditions of the Invitation for Proposal for the Selection of a Firm to provide Inbound and Outbound Call Center Services for BTRC, in order to address Subscriber Complaints Regarding Telecommunication Services.


28.12.25

Md. Mehedi-Ul-Shahid

Director General (Joint Secretary)

Administration Division, BTRC.

E-mail: dgadmin@btrc.gov.bd