



National Pension Authority
Finance Division, Ministry of Finance
43 Kakrail, Dhaka-1000

Request for Quotation (RFQ)

RFQ No.: 07.04.0000.000.005.24.0001.25.03

Date: 15/09/2025

Subject: Outsourcing Call Center Service for National Pension Authority


To

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Dear Sir

1. The National Pension Authority has been allocated public funds and intends to apply a portion of the funds to eligible payments under the Contract for which this Quotation Document is issued.
2. Detailed Specifications and Design & Drawings for the intended Works and physical services are available in the office of the Procuring Entity for inspection during office hours on all working days.
3. Quotation is being requested on Unit-Rate basis.
4. Quotation shall be completed properly, duly signed and dated on each page by the authorized signatory and submitted by the date specified in Para 6 below.
5. No Securities such as Quotation Security (Earnest Money, Tender Security) or Performance Security shall be required for submission or execution of the Works (if awarded) respectively.
6. Quotation must be submitted in sealed envelope, by fax, or via electronic mail to the office of the undersigned on or before [25/09/2025] at 2:00 PM. The envelope must be clearly marked: "Quotation for Outsourcing Call Center Service for National Pension Authority and DO NOT OPEN before [25/09/2025] at 2:00 PM." Late submissions shall not be accepted.
7. Quotations received by fax or email shall be sealed and marked as stated in Para 6 above and forwarded to the Evaluation Committee without opening, by the same date of closing of Quotation.
8. The Procuring Entity may extend the submission deadline on justifiable grounds, subject to a maximum of 10 days, as per Rule 71(4) of the Public Procurement Rules, 2008.
9. Quotation shall be submitted as per the Bill of Quantities for Works and physical services.
10. All Quotations must be valid for a period of at least [30] days from the closing date of the Quotation.
11. No public opening of Quotations received by the closing date shall be held.

12. Quotationer's rates or prices shall be inclusive of profit and overhead and, all kinds of taxes, duties, fees, levies, and other charges to be paid under the Applicable Law, if the Contract is awarded.
13. Rates shall be quoted and, subsequent payments under this Contract shall be made in Taka currency. The price offered by the Quotationer, if accepted shall remain fixed for the duration of the Contract.
14. Quotationer shall have legal capacity to enter into Contract. Quotationer, in support of its qualification shall be required to submit certified photocopies of latest documents related to valid Trade License, Tax Identification Number (TIN), VAT Registration Number, Registration Certificate of Call Center (CC)/BPO from BTRC, Submission of Tax Return receipts/Acknowledgement, and Financial Solvency Certificate, from any scheduled Bank; without which the Quotation may be considered non-responsive.
15. Quotations shall be evaluated based on information and documents submitted with the Quotations, by the Evaluation Committee and, at least three (3) responsive Quotations will be required to determine the lowest evaluated responsive Quotations for award of the Contract.
16. In case of anomalies between unit rates or prices and the total amount quoted, in the quotation submitted on unit rate basis, the unit rates or prices shall prevail. In case of discrepancy between words and figures, the former will govern. In case of quotation submitted on Lump-sum basis, if anomalies found between figures and words, the words will prevail. Quotationer shall remain bound to accept the arithmetic corrections made by the Evaluation Committee.
17. The execution of Works and physical services shall be completed within [30] days from the date of commencement.
18. Letter inviting the successful Quotationer to sign the Contract shall be issued within [7] days of receipt of approval from the Approving Authority. The Contract shall have to be signed within [7] days of issuing such Letter of Invitation.
19. The Procuring Entity reserves the right to reject all the Quotations or annul the procurement proceedings.


15.09.25

Signature of the official requesting Quotation

Name: **Sirazam Munira**

Designation: Assistant General Manager (Deputy Secretary)

Address: National Pension Authority;

Phone No: +8802226663320

E-mail: agm-2@npa.gov.bd

Date: 15/09/2025

Distribution:

1. [Member, (Fund Management) & (Administration and Finance), National Pension Authority
2. [PS to Executive Chairman, National Pension Authority] for information and wide circulation.
3. [Mr/Miss-----] for posting in the Notice Board and websites of National Pension Authority.
4. Notice Board.
5. Office File.