



GOVERNMENT OF THE PEOPLES REPUBLIC OF BANGLADESH

Officer of the Director General,
Bangladesh Railway, Railbhaban, Dhaka.

INVITATION FOR e-TENDER

e-Tender Notice No-54.01.0000.007.18.018.25-370

Date: 09.07.2026.

e-Tender is Invited in National e-GP System Portal (<http://www.eprocure.gov.bd>) for the procurement of following Physical Service details are given below

SI No	Tender ID	Package No	Description of Services	Tender Document last selling date & time	Tender closing & opening date & time
1	1302551	e-Tender Notice No-54.01.0000.007.18.018.25 Jdgop_1 2026-2027	Purchase of Services (Design, Develop, Supply, Installation, Commission, Operation and Maintenance of Bangladesh Railway Integrated Call center (BRICC) with a complete end to end support process for the Citizen of Bangladesh to serve all their queries, receive complaints and complete resolution of the complaints etc).	03.08.2026 12.00	03.08.2026 14.00

This is an online Tender, Where only e-Tender will be accepted in the National e-GP portal and no offline/ hardcopies will be accepted to submit e-tender, registration in the National e-Gp system (<http://www.cprocure.gov.bd>) is required. This fees for downloading the e-Tender documents from the National e-GP System Portal have to be deposited online through any registered banks branches up to one hour before tender last selling time.

Further information and guidelines are available in the National e-Gp System Portal and from e-Gp help desk (helpdesk@eprocure.gov.bd)

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