



**Titas Gas Transmission and Distribution PLC**

**Request for Quotation Document  
For Procurement of Goods  
[Request for Quotation Method]**

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[DGM, Hardware, ICT Division, Titas Gas Transmission and Distribution PLC]

**REQUEST FOR QUOTATION**

for

**Supply, Installation and Commissioning of Call Center Solution Software.**

**RFQ No: Call Center Solution/02/2024**

**Date: 02/06/2024**

To

1. The **DGM, Hardware, ICT Division, Titas Gas Transmission and Distribution PLC** has been allocated company's own 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 for the intended Goods and related services shall be available in **Annxure:1.**
3. Quotation shall be prepared and submitted using the 'Quotation Document'.
4. Quotation shall be completed properly, duly signed-dated each page by the authorized signatory and submitted by the date to the office as specified in **Para 6** below.
5. No Securities such as Quotation Security (i.e. the traditionally termed Earnest Money, Tender Security) and Performance Security shall be required for submission of the Quotation and delivery of the Goods (if awarded) respectively.
6. Quotation in a sealed envelope or by fax or through electronic mail shall be submitted to the office of the undersigned **on or before 05 June,2024 12:00 PM.** The envelope containing the Quotation must be clearly marked "Quotation for Supply, Installation and Commissioning of Call Center Solution Software. **Opening time: 05 June,2024 12:30 PM.** Quotations received later than the time specified herein shall not be accepted.
7. Quotations received by fax or through electronic mail shall be sealed-enveloped by the Procuring Entity duly marked as stated in **Para 6** above and, all Quotations thus received shall be sent to the Evaluation Committee for evaluation, without opening, by the same date of closing the Quotation.
8. The Procuring Entity may extend the deadline for submission of Quotations on justifiably acceptable grounds duly recorded subject to threshold of ten (10) days pursuant to Rule 71 (4) of the Public Procurement Rules, 2008.
9. All Quotations must be valid for a period of at least **30 days** from the closing date of the Quotation.

11. 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.
12. 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.
13. 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 and Bank Solvency Certificate**; without which the Quotation may be considered non-responsive.
14. 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.
15. In case of anomalies between unit rates or prices and the total amount quoted, the unit rates or prices shall prevail. In case of discrepancy between words and figures the former will govern. Quotationer shall remain bound to accept the arithmetic corrections made by the Evaluation Committee.
16. The supply of Goods and related services shall be completed within **07 (seven)** days from the date of issuing the Purchase Order.
17. The Purchase Order that constitutes the Contract binding upon the Supplier and the Procuring Entity shall be issued within **07 (seven)** days of receipt of approval from the Approving Authority.
18. The Procuring Entity reserves the right to reject all the Quotations or annul the procurement proceedings.

  
24/28

Signature of the official inviting Quotation

Name..... প্রকৌ. মোহাম্মদ সিরাজুল ইসলাম

Designation... উপমহাব্যবস্থাপক (অঃ সঃ).

Date..... হার্ডওয়্যার বিভাগ

Address: 105, Kazi Nazrul Islam Avenue, Karwan Bazar, Dhaka

Phone No: +880255012693, e-mail : dgm.hardware@titasgas.org.bd

**Distribution:**

1. Notice board.
2. Website
3. Office File.



**Quotation Submission Letter (Sample)**  
**[Use Letter-head Pad]**

RFQ No: **Call Center Solution/02/2024**

Date: \_\_\_\_\_

To:  
**DGM, Hardware, ICT Division,**  
**Titas Gas Transmission and Distribution PLC**

I/We, the undersigned, offer to supply in conformity with the Terms and Conditions for delivery of the Goods and related services named Supply, Installation and Commissioning of Call Center Solution Software.

The total Price of my/our Quotation is BDT ----- (In Word:-----  
-----).

My/Our Quotation shall remain valid for the period stated in the RFQ Document and it shall remain binding upon us and, may be accepted at any time prior to the expiration of its validity period.

I/We declare that I/we have the legal capacity to enter into a contract with you, and have not been declared ineligible by the Government of Bangladesh on charges of engaging in corrupt, fraudulent, collusive or coercive practices. Furthermore, I/we am/are aware of Para 21(b) of the Terms and Conditions and pledge not to indulge in such practices in competing for or completion of delivery of Goods.

I/We am/are not submitting more than one Quotation in this RFQ process in my/our own name or other name or in different names. I/We understand that the Purchase Order issued by you shall constitute the Contract and will be binding upon me/us.

I/We have examined and have no reservations to the RFQ Document issued by you on -----.

I/We understand that you reserve the right to reject all the Quotations or annul the procurement proceedings without incurring any liability to me/us.

Signature of Quotationer with Seal

Date:



## Price Schedule for Goods and Related Services

RFQ NO. Call Center Solution/02/2024 Date: \_\_\_\_\_

Sl no	Item no	Description of Items	Unit of Measurement	Quantity	Unit Rate or Price per month		Total Amount	Destination for Delivery of Goods
					In figure	In words		
1	2	3	4	5	6	7	8	9
		Supply, Installation and Commissioning Call Center Solution Software for 5seats per month	month	8 (Eight) months				Head Office of Titas Gas T&D PLC
<b>Total Amount for Supply of Goods and related services (inclusive of VAT and all applicable taxes; see Note 2 below)</b>						In figure		
						In words		
Goods to be supplied to			Hardware Department, 5 <sup>th</sup> Floor, Titas Gas Bhaban, 105, Kazi Nazrul Islam Avenue, Dhaka.					
Total Amount in Taka (in words)								
Delivery Offered								
Warranty Provided								

[insert number] number corrections made by me/us have been duly initialed in this Price Schedule.  
My/Our Offer is valid Until-----.

Signature of Quotationer with Seal  Name of Quotationer	Date: _____
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**Note:**

1. Col. 1, 2, 3, 4, 5 and 9 to be filled in by the Procuring Entity and Col. 6, 7 & 8 by the Quotationer.
2. Rates or Prices shall include profit and overhead and, all kinds of taxes, duties, fees, levies, and other charges earlier paid or to be paid under the Applicable Law, if the Contract is awarded; including transportation, insurance etc. whatsoever up to the point of delivery of Goods and related services in all respects to the satisfaction of the Procuring Entity.

### Technical Specification of the Goods Required

Sl no	Item no	Description of Items	Full Technical Specification and Standards	Country of Origin	Make and Model
1	2	3	4	5	6
		<i>Call Center Solution Software for 5seats per month for total 8(eight) months</i>	<i>As per Annexure: 1</i>		

I/We declare to supply Goods and related services offered by me/us fully in compliance with the Technical Specifications and Standards mentioned hereinabove

<b>Signature of Quotationer with Seal</b>	Date: -----
Name of Quotationer	

**Note:**

1. Col. 1, 2, 3 & 4 to be filled in by the Procuring Entity and Col. 5 & 6 by the Quotationer.
2. Specifications are to be filled in by the Procuring Entity. A set of precise and clear specifications is a pre-requisite for Quotations to respond realistically and competitively to the requirements of the Procuring Entity. In the context of competitive Quotations, the specifications shall be prepared to permit the widest possible competition and, at the same time, present a clear statement of the required standards of workmanship, materials, and performance of the Goods and related services to be procured. The specifications should require that all items, materials and accessories to be included or incorporated in the Goods be new, unused and of most recent or current models, and that they include or incorporate all recent improvements in design and materials.
3. Technical Specifications of the Goods and related services shall be in compliance with the requirements of the Procuring Entity specified in this document. Quotationer is required to mention make / model (as applicable) of the Goods offered and must attach the appropriate original printed (if not available copied) literature / brochures for the listed items.




## Specification of Call Center Solution

1. Call Center Solution should provide the following types voice calling facilities:
  - Call Waiting Signal and Call Hang up Visibility
  - Predictive Dialer
  - Call Transfer
  - Call Conference
  - Call Recording
  - Agent Call Back
  - Hold option
  - Dialed Number Identification Service (DNIS) View
  - Voice Logger
  - Voice Mail
  - Don't Call Management (DCN)
2. Automatic Call Distributor (ACD)
3. After Call Work (ACW)
4. Previous Call Detail
5. Complaint Ticket Open
6. Log In/Log out Option with Aux Time Count
7. Desktop Dialer
8. Web Based Management
9. Admin & Management Portal
10. Agent Screen
11. IVR and Voicemail Box
12. Campaign Management
13. Remote operation
14. Computer Telephony Integration (CTI)
15. Integrated call recording
16. Contact center social media
17. Complaint Dispatch Management Features



18. Complaint Dispatch Management Modules
19. Service receiver Profiling
20. Report and Dashboard:
21. Complain and query
22. Back-office Module
  - a. Manual
  - b. Automated
23. Admin Module
24. Complaint Dispatch/Ticket management Module
25. Integration Facilities

*awr*

*[Signature]*