



Titas Gas Transmission and Distribution PLC

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

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

REQUEST FOR QUOTATION

for

Supply, Installation and Commissioning of Call Center Solution Software

RFQ No: 08/2024

Date: 24/12/2024

To

1. The **DGM, IT Infrastructure, 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 and, Design & Drawings 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 02 January, 2025 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: 02 January, 2025 12:10 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.
10. No public opening of Quotations received by the closing date shall be held.
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), Up-to-date Income TAX Certificate, VAT**

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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, installation and commissioning of Call Center Solution Software 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.

Rammy
24.12.2024

Signature of the official inviting Quotation
Name..... **Md. Kamal Hossain**
Designation..... **Deputy General Manager**
Date..... **Hardware Department**
T.T.T. Titas Gas T & D PLC

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.

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[Handwritten signature]

Rammy

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

RFQ No: 08/2024

Date: -----

To:

[Name and address of Procuring Entity]

I/We, the undersigned, offer to supply in conformity with the Terms and Conditions for delivery of the Goods and related services named [_____]

The total Price of my/our Quotation is BDT [_____]

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 [insert date]

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:

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Price Schedule for Goods and Related Services

RFQ NO. 08/2024

Date: _____

Sl no	Item no	Description of Items	Unit of Measurement	Quantity	Unit Rate or Price		Total Amount	Destination for Delivery of Goods
					In figure	In words	In figure In words	
1	2	3	4	5	6	7	8	9
01.	01.	Supply, Installation and Commissioning of Call Center Solution software for 5 seats per month.	month	8(Eight) months	08 (Eight) months			Head office of Titas Gas T&D PLC
Total Amount for Supply of Goods and related services (inclusive of VAT and all applicable taxes; see Note 2 below)					In figure			
					In words			
Goods to be supplied to			IT Infrastructure Department, 5 th Floor, Titas Gas Bhaban, 105, Kazi Nazrul Islam Avenue, Kawran Bazar, Dhaka					
Total Amount in Taka (in words)								
Delivery Offered								
Warranty Provided								

[insert number] number corrections made by me/us have been duly initiated in this Price Schedule. My/Our Offer is valid until dd/mm/yy [insert Quotation Validity date].

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.

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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
01.	01.	Call Center Solution Software for 05 (five) seats per month for total 08 (eight) months.	As per Annexure: 1		

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

Signature of Quotationer with Seal	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.

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Terms and Conditions
for
Supply of Goods and Payment

1. Terms and Conditions contained herein shall be binding upon both the Procuring Entity and the Supplier for the purpose of administration and management of this Contract.
2. Implementation and interpretation of these Terms and Conditions shall, in general, be under the purview of the Public Procurement Act, 2006 and the Public Procurement Rules, 2008.
3. The Supplier shall have to supply, installation and commissioning of Call Center Solution Software in all respects within **07** days of issuing the Purchase Order in conformity with the Terms and Conditions.
4. The Supplier shall be entitled to an extension of the Delivery Schedule if the Procuring Entity delays in receiving the Goods and related services or if Force Majeure situation occurs or for any other reasons acceptable to the Procuring Entity on justifiable grounds duly recorded.
5. All delivery under the Contract shall at all times be open to examination, inspection, measurements, testing, commissioning, and supervision of the Procuring Entity or his/her authorized representative.
6. The Procuring Entity shall check and verify the delivery made by the Supplier in conformity with the Technical Specifications and notify the Supplier of any Defects found.
7. If the Goods are found to be defective or otherwise not in accordance with the specifications, the Procuring Entity may reject the supplies by giving due notice to the Supplier, with reasons.
8. The Supplier shall be entirely responsible for payment of all taxes, duties, fees, and such other levies under the Applicable Law.
9. Notwithstanding any other practice, the payment shall be based on the actual delivery of service on a monthly basis in accordance with the Priced Schedule and Specifications. Payment for each month of service shall be paid after submission of bill and acceptance that the service was satisfactory..
10. The Supplier'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.
11. Monthly Contract Price is _____ Tk and the Total Contract Price for 8(Eight) months is _____ BDT _____ (In words: _____).
12. The service period of the supplies shall be **08 (Eight) months** starting from the date of completion of commissioning of software by the Supplier and acceptance by the Procuring Entity.

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13. The Supplier shall remain liable to fulfil the obligations pursuant to Rule 40 (5) of the Public Procurement Rules, 2008.
14. The Supplier shall keep the Procurement Entity harmless and indemnify from any claim, loss of property or life to himself/herself, his/her workmen or staff, any staff of the Procurement Entity or any third party while delivering the Goods and related services .
15. Any claim arising out of delivery of Goods and related services shall be settled by the Supplier at his/her own cost and responsibility.
16. Damage to the Goods during the Period shall be remedied by the Supplier at the Supplier's own cost, if the damage arises from the supply and installation by the Supplier.
17. No modification to Scope of Supply and no Variations to the quantities ordered shall be permissible under any circumstances.
- 18. The Procuring Entity contracting shall amend the Contract incorporating required approved changes subsequently introduced to the original Terms and Conditions in line with Rules, where necessary.**
19. The Procuring Entity may, by written Notice sent to the Supplier, terminate the Contract in whole or in part at any time, if the Supplier:
 - a. fails to deliver Goods and related services as per Delivery Schedule and Specifications.
 - b. in the judgement of the Procuring Entity, has engaged in any corrupt, fraudulent, collusive or coercive practices in competing for or in delivery of goods and related services.
 - c. fails to perform any other obligation(s) under the Contract.
20. The Procuring Entity and the Supplier shall use their best efforts to settle amicably all possible disputes arising out of or in connection with this Contract or its interpretation.
21. The Supplier shall be subject to, and aware of provision on corruption, fraudulence, collusion and coercion in Section 64 of the Public Procurement Act, 2006 and Rule 127 of the Public Procurement Rules, 2008.

<p>For the Purchaser:</p> <p>Signature of the Procuring Entity with name and Designation</p>	<p>For the Supplier:</p> <p>Signature of the Supplier with name Designation</p>
<p>Date</p>	<p>Date</p>

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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

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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

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