

View IFT /PQ / REOI / RFP / PSN Notice Details

Ministry :	Ministry of Energy, Power and Mineral Resources	Division :	Energy & Mineral Resources Division
Organization :	Titas Gas Transmission & Distribution PLC	Procuring Entity Name :	IT Infrastructure Department
Procuring Entity Code :		Procuring Entity District :	Dhaka
Procurement Nature :	Physical Services	Procurement Type :	NCT
Event Type :	PSN		
PSN for selection of PSN No. :	Consulting firm IT Infrastructure/Call Center Service/2025-26/08		
App ID :	216702	Tender/Proposal ID :	1223541

Key Information and Funding Information :

Procurement Method :	Open Tendering Method (OTM)	Budget Type :	Own Fund
Source of Funds :	Own Fund		

Particular Information :

Project Code :	Not applicable	Project Name :	Not applicable
Tender/Proposal Package No. and Description :	IT Infrastructure/Call Center Service/2025-26/08 Hiring of Call Center Service (Agent & Software) for TGTDPLC		
Category :	System maintenance and support services; Software programming and consultancy services;		
PSN Publication Date and Time :	03-Feb-2026 17:00	Document last selling / downloading Date and Time :	15-Feb-2026 17:00
Pre - Tender/Proposal meeting Start Date and Time :	03-Feb-2026 22:30	Pre - Tender/Proposal meeting End Date and Time :	03-Feb-2026 22:35
Closing Date and Time :	16-Feb-2026 12:00	Opening Date and Time :	16-Feb-2026 12:00
Last Date and Time for Tender/Proposal Security Submission :	16-Feb-2026 11:30		

Information for Tenderer/Consultant :

Eligibility of Consultant :	<ol style="list-style-type: none">1. The Tenderer/Consultant must be a legally registered firm/company/organization under the relevant laws and possess a valid trade license/registration.2. The Tenderer/Consultant must have a minimum of 10 years of proven experience in providing services similar in nature and scope to the assignment with a value of at least 45 lakh taka by minimum 2 contracts.3. The Tenderer/Consultant must demonstrate adequate technical capacity, including qualified personnel, expertise, and necessary resources.
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4. The Tenderer/Consultant must have sound financial capability and submit audited financial statements for the last 1 year.
5. The Tenderer/Consultant must be compliant with all applicable tax, VAT, and statutory obligations and provide valid supporting documents.
6. The Tenderer/Consultant must disclose any actual or potential conflict of interest and confirm the absence of conflicts that could affect the assignment.
7. The Tenderer/Consultant must have its own Call Center Management Software.
8. Instructions, specifications and standards and other information are attached in the drawing section.

Brief Description of assignment :

Hiring of Call Center Service (Agent & Software) for TGTDPLC

Experience, Resources and delivery capacity required :

Experience Requirements

1. Minimum 10 years of relevant experience in similar assignments.
2. Proven experience in successfully completing projects of comparable scope and complexity.
3. Demonstrated understanding of the subject matter and applicable industry standards.
4. Evidence of satisfactory performance in previous or ongoing contracts.

Resource Requirements

1. Availability of qualified and experienced professional staff with relevant academic and technical credentials. Must have own Call Center Management Software.
2. Access to necessary technical resources, equipment, tools, and facilities.
3. Adequate financial resources to support project implementation without disruption.
4. Established organizational structure and management capacity.

Delivery Capacity Requirements

1. Demonstrated ability to deliver services within the stipulated time frame.
2. Capacity to mobilize human and technical resources immediately after contract award.
3. Effective project management, coordination, and supervision mechanisms.
3. Quality assurance and control systems to ensure compliance with required standards.
4. Ability to meet all contractual milestones and performance targets.

Other details (if applicable) :

1. Compliance with Outsourcing Rules 2025 and all applicable laws, rules, and tender conditions.
2. Submission of complete and accurate tender documents within the deadline.
3. Acceptance of tender validity and payment terms.
4. Commitment to confidentiality and ethical standards.
5. Willingness to provide clarifications and additional information if required.

Association with foreign firm :

Not Encouraged

Evaluation Type :

Package wise

Document Fees :

Package wise

PSN Document Price (In BDT) :

2500

Mode of Payment :

Payment through Bank

PSN Security Amount (In BDT) :

230000

Passing Points :

7

Tender/Proposal 14-Jun-2026

Security Valid Up to :

Tender/Proposal Valid 17-May-2026

Up to :

Ref. No.	Phasing of service	Location	Indicative Start Date	Indicative Completion Date
1	Hiring of Call Center Service (Agent & Software) for TGTDPLC	13th floor	01-Mar-2026	01-Mar-2028

Procuring Entity Details:

Name of Official Inviting : MD. KAMAL HOSSAIN **Designation of Official Inviting :** DGM(Hardware)

Address of Official Inviting : **Address:** Titas Gas Bhaban, 105, Kazi Nazrul islam Avenue, Kawran Bazar C/A, Dhaka-1215
City : Dhaka
Thana : Dhaka North City Corporation
District : Dhaka - 1215
Country : Bangladesh

Contact details of Official Inviting : **Phone :** 02-55012693
No
Fax :
No

The procuring entity reserves the right to accept or reject all Tenders/Proposals / Pre-Qualifications / EOs

Note: Bank will update the payment transactions only at the end of the day, so the tenderers should make sure the securities and other payments are made at least one day before the submission date.