

View IFT /PQ / REOI / RFP / PPS 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 :	PPS		
PPS for selection of	Consulting firm		
PPS No. :	IT Infrastructure/Call Center Service/2025-26/09		
App ID :	216702	Tender/Proposal ID :	1240906

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/2025-26/09 Hiring of Call Center Service (Software & Agent) for TGTDPLC		
Category :	Computer and related services; Hardware consultancy services; Software programming and consultancy services; Data services; Computer-related services; Hardware selection consultancy services; Hardware disaster-recovery consultancy services; Computer-site planning consultancy services; Computer hardware acceptance testing consultancy services; Computer audit consultancy and hardware consultancy services; Programming services of packaged software products; Systems and technical consultancy services; Custom software development services; Systems analysis and programming services; System maintenance and support services; Software-related services; Data-processing services; Database services; Computer-related management services; Computer support and consultancy services; Computer network services; Computer upgrade services; Computer audit services; Computer testing services; Computer back-up services; Computer catalogue conversion services; Computer-related professional services		
PPS Publication Date and Time :	05-Mar-2026 12:45	Document last selling / downloading Date and Time :	15-Mar-2026 16:00
Pre - Tender/Proposal meeting Start Date and Time :	05-Mar-2026 14:00	Pre - Tender/Proposal meeting End Date and Time :	05-Mar-2026 14:05
Closing Date and Time :	16-Mar-2026 11:00	Opening Date and Time :	16-Mar-2026 11:00
Last Date and Time for Tender/Proposal Security Submission :	16-Mar-2026 10:45		

Information for Tenderer/Consultant :

Eligibility of Consultant :	<ol style="list-style-type: none">1. Updated Income Tax Clearance Certificate (with TIN number).2. Updated valid BIN (Business Identification Number) Registration / License must be submitted.3. The tenderer must have at least 10 (ten) years of continuous experience in operating Call Center shifting/24-hour operations for Government / Semi-Government / Autonomous / Foreign Mission / International Organization / Multinational Company / Renowned Institutions. A satisfactory performance certificate from the client organization must be submitted with the tender. In this case, work order / contract agreement / notification of award alone will not be accepted. The tenderer must also submit experience certificates for at least 02 (two) completed works related to call center operations with a minimum service value of BDT 45,00,000 (Forty-five lakh taka) excluding VAT each.4. Financial capacity to execute work worth BDT 80,00,000 (Eighty lakh taka) must be supported by audited financial reports.5. Latest VAT return submission proof must be provided.6. The tenderer must be a member of Bangladesh Association of Contact Centre & Outsourcing (BACCO).7. The tenderer must possess a Call Center License issued by Bangladesh Telecommunication Regulatory Commission (BTRC).8. The tenderer must be a member of Bangladesh Association of Software and Information Services (BASIS).9. ISO 9001:2015 and ISO 27001 Certificates must be submitted.
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Brief Description of assignment :

Hiring of Call Center Service (Software & Agent) 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
 PPS Document Price (In BDT) : 2500
 Mode of Payment : Payment through Bank
 PPS Security Amount (In BDT) : 230000
 Tender/Proposal Security Valid Up to : 12-Jul-2026
 Tender/Proposal Valid Up to : 14-Jun-2026

Ref. No.	Phasing of service	Location	Indicative Start Date	Indicative Completion Date
1	Hiring of Call Center Service (Software & Agent) for TGDPLC	13th floor	01-Apr-2026	30-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 Contact details of Official Inviting : Phone No : 02-55012693 Fax No :
 City : Dhaka
 Thana : Dhaka North City Corporation
 District : Dhaka - 1215
 Country : Bangladesh

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

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.

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