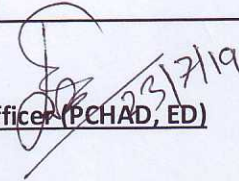


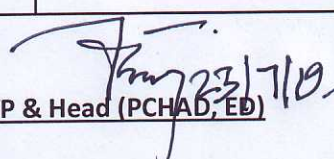
ISLAMI BANK BANGLADESH LIMITED
 OPERATIONS WING, ENGINEERING DIVISION
 PROCUREMENT OF COMPUTER HARDWARE
 AND ACCESSORIES DEPARTMENT (PCHAD)
 20, DILKUSHA C/A (9th Floor), DHAKA – 1000.

Amendment of some terms and conditions in the Tender document relating to Tender for Refreshment of current Hardware, Operating System (OS), User license and Related software for Contact Centre and IPT solution of the Bank.

Sl. No.	Page no & Clause no	Existing terms & conditions as per tender schedule	Amendment
1	Page- 18 & Annexure- III: Supply, installation, configuration, integration, testing, commissioning of Call and Screen Recording Software with License	Brand: Cisco WFO	Brand: Cisco WFO or any reputed Call and Screen Recording Software with License compatible with existing Contact Centre solution of the Bank
2	Page- 9 & Clause- 21.0: Delivery	The delivery period shall be maximum 60 (Sixty) days from the date of issue of award letter.	The delivery period shall be maximum 90 (Ninety) days from the date of issue of award letter.
3	Page- 21 & Annexure V: Financial offer (summary) to be submitted with Financial documents	1. Rack mounted Server for Telephony appliance provided by the same Contact Center OEM at DC & HDR (As per Annexure-I)- 02 unit 2. Rack mounted Server from the same OEM of Contact Center for Voice Recording and Screen Capturing software at DC (As per Annexure-II)- 1 unit 3. Call and Screen Recording Software with 65 License (As per Annexure-III)- 1 lot 4. Windows Server 2016 Standard Edition (As per Annexure-IV)- 4 unit 5. MS SQL Server (As per Annexure-IV)- 1 unit 6. Cisco Contact Center Express version 11.0 Premium Agent Seat License (Part number CCX-11-N-P-LIC)- 10 unit 7. Implementation, Configuration, Upgradation & integration of new Call and Screen Recording solution with existing Contact Center- 1 lot	1. Rack mounted Server for Telephony appliance provided by the same Contact Center OEM at DC & HDR (As per Annexure-I)- 02 unit 2. Rack mounted Server from the same OEM of Contact Center for Voice Recording and Screen Capturing software at DC (As per Annexure-II)- 1 unit 3. Call and Screen Recording Software with 65 License (As per Annexure-III)- 1 lot 4. Windows Server 2016 Standard Edition (As per Annexure-IV)- 4 unit 5. MS SQL Server (As per Annexure-IV)- 1 unit 6. Cisco Contact Center Express version 11.0 Premium Agent Seat License (Part number CCX-11-N-P-LIC)- 10 unit 7. Call Manager IP Phone with enhanced user connect License (Part number: LIC-CUCM-12X-ENH)- 10 units 8. Implementation, Configuration, Upgradation & integration of new Call and Screen Recording solution with existing Contact Center- 1 lot

 23/7/19
 Senior Officer (PCHAD, ED)

 23/7/19
 FAVP (PCHAD, ED)

 23/7/19
 FAVP & Head (PCHAD, ED)

 23/07/19
 SVP (ED)

ISLAMI BANK BANGLADESH LIMITED
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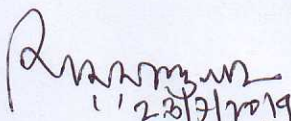
Amendment of some terms and conditions in the Tender document relating to Tender for Refreshment of current Hardware, Operating System (OS), User license and Related software for Contact Centre and IPT solution of the Bank.

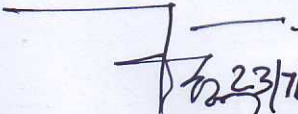
After Amendment the financial offer as below:


Annexure - V: Financial Offer (summary) to be submitted with Financial documents.

SI	Item	Qty (Unit)	Unit Price (Tk.)	Total (Tk.)
1	Rack mounted Server for Telephony appliance provided by the same Contact Center OEM at DC & HDR (As per Annexure-I)	2		
2	Rack mounted Server from the same OEM of Contact Center for Voice Recording and Screen Capturing software at DC (As per Annexure-II)	1		
3	Call and Screen Recording Software with 65 License (As per Annexure-III)	1 lot		
4	Windows Server 2016 Standard Edition (As per Annexure-IV)	04		
5	MS SQL Server (As per Annexure-IV)	01		
6	Cisco Contact Center Express version 11.0 Premium Agent Seat License (Part number CCX-11-N-P-LIC)	10		
7	Call Manager IP Phone with enhanced user connect License (Part number: LIC-CUCM-12X-ENH)	10		
8	Implementation, Configuration, Upgradation & integration of new Call and Screen Recording solution with existing Contact Center.	1 lot		
Grand Total (Tk.)=				
Earnest money (2.5% of Grand total price (Tk.)=				


 Senior Officer (PCHAD, ED)
 23/7/19


 FAVP (PCHAD, ED)
 23/7/19


 FAVP & Head (PCHAD, ED)
 23/7/19


 SVP (ED)
 23/07/19