

Islami Bank Bangladesh Limited
Information and Communication Technology Wing
Alternative Delivery Division
75, Dilkusha C/A, Dhaka-1000

Notice for engagement of 10 (ten) manpower through outsourcing basis for Contact Center of the Bank.

Sealed Tenders are hereby invited by Islami Bank Bangladesh Limited from reputed vendors/Agencies/Service Provider for providing 10 (ten) manpower on outsourcing basis at ‘**Contact Center**’ of Islami Bank Bangladesh limited under the following terms and conditions:

Brief specification of the items is as under:

Sl No.	Position	Rates To Be Furnished For	Experiences
1	Team Leader	1 No.	- 2/3 years Experience in relevant field. - Should be well conversant in English, Bengali language - Should have Leadership quality, pleasant personality and good behavior/ etiquettes & good communication skill along with good command in the field of expertise.
2	Customer Service Representative	09 No.	- 1/2 years in relevant field. - Should be well conversant in English, Bengali language - Should have pleasant personality and good behavior/ etiquettes & good communication skill along with good command in the field of Expertise.

Detail specification is mentioned in the Tender document.

Terms and Conditions:

- 01.** The intending Bidders have to apply in their letter head pad for purchasing tender document for providing manpower on outsourcing basis at ‘**Contact Center**’ of Islami Bank Bangladesh limited as mentioned above and the tender document will be sold upon payment of **Tk. 3,000.00 only in cash (non refundable)** from **16.07.2018 to 23.07.2018** during office hours. No Tender document will be issued/ received by mail. Any vendor can participate for delivery of any item of any package.
- 02.** Tenders will be received at the office of the undersigned up to 3.00 PM on 23.07.2018 and only Technical offers will be opened at 3.15 PM on the same date and same place that is in the office of the undersigned in presence of the bidders who may like to attend to the tender opening meeting. After completion of technical evaluation, financial offer of the technically qualified bidders will be opened through informing the same to technically qualified bidders.
- 03.** An Earnest Money Deposit (EMD) should be submitted in the Technical bid of the tender, without which the tender shall be invalid. The amount of EMD will be **Tk. 200,000/-** (Two lac only) payable in the form of Demand Draft issued by a nationalized/scheduled commercial bank, drawn in favor of “**Islami Bank Bangladesh Limited**” Payable at Dhaka. In case of unsuccessful bidder, the EMD will be refunded to them against written application without any profit accrued thereon at the earliest and after the acceptance of the

contract by the successful bidder. In case of successful bidder, after acceptance of the work order, the EMD shall be refunded on receipt of the Performance Bank Guarantee (PBG) of amount equivalent to EMD from any nationalized/scheduled commercial bank, drawn in favor of **“Islami Bank Bangladesh Limited”** enforceable at Dhaka for safeguarding the interest in all respects. The PBG shall remain valid for the period of the contract with additional **30 days** for claim lodgment. The PBG will be forfeited in case of non-fulfillment of any of the terms & conditions of the contract and for compensating any loss suffered.

- 04.** An original and one copy of the Offer duly marking **“Original Offer_Technical”** and **“Copy of the Offer_Technical”** and **“Original Offer_Financial”** and **“Copy of the Offer_Financial”** should be submitted at the time of tender submission with authentication by the Tenderers. **Combination of Technical and Financial Offer will be disqualified.** The bid form must be filled in through computer printer or in typing without overwriting and without any erasing and modifications and when completed shall contain all the required information.
- 05.** Islami Bank Bangladesh Limited reserves the right to accept any tender and reject any or all tenders without assigning any reason whatsoever. Islami Bank Bangladesh Limited is not bound to purchase the item from the lowest bidder.

Executive Vice President