

ISLAMI BANK BANGLADESH LIMITED
OPERATIONS WING
PROCUREMENT OF COMPUTER HARDWARE
AND ACCESSORIES DEPARTMENT (PCHAD)
HEAD OFFICE, YOUSUF CHAMBER (9TH FLOOR)
20, DILKUSHA C/A, DHAKA - 1000

Date: 26.10.2021

NOTICE: Re-Invitation of Tender to supply, installation and configuration of software licenses for contact center of IBBL.

Sealed Tenders are hereby invited by Islami Bank Bangladesh Limited from reputed Companies/ Distributors / Manufacturers / Local Agents/ Firms / Suppliers & Installers of internationally reputed/ branded software licenses providers under the following terms and conditions:

Name & Description of the required item:

SL	Name of the Software Licenses	Quantity
01	Call and Screen Recording Software	20
02	Cisco Contact Center Express Versions 12.0 Premium Agent Seat License	55
03	Call Manager IP Phone with enhanced user connects License	55

The detail specifications & quantity have been mentioned in the Tender document.

Terms and Conditions

01. The intending Bidders have to apply in their letter head pad and must submit documentary evidences like up-to-date Trade License, up to date Income TAX certificate, VAT certificate, Certificate of manufacturer/ Manufacturer Authorisation Form (MAF) of the mentioned software and certificates in support of their past experience and specialization in this field. On being satisfied with documents submitted by the applicant, Tender document will be sold to the intending Bidders **from PCHAD, (OW), HO, IBBL, Yousuf Chamber (9th Floor), 20 Dilkusha C/A, Dhaka-1000** during office hours from **27.10.2021 to 10.11.2021 upon payment of Tk.3,000/- (Three thousand) only in cash (non-refundable)**. No Tender document will be issued/ received by mail.
02. Tenders will be received at the office of the undersigned up to **3:00 PM on 11.11.2021 and Technical Offer(s) will be opened at 3:10 PM** on the same date at same place.
03. An equivalent amount **@ 2.5% (Two point five percent)** of the total Tender value must be submitted along with the financial offer of Tender as earnest money in favor of Islami Bank Bangladesh Limited in the form of Pay Order (PO)/ Demand Draft (DD)/ Bank Guaranty (BG) in case of BG must be valid up to minimum 06 months from any scheduled Bank of Bangladesh preferably from Islami Bank Bangladesh Limited without which the Tender shall be rejected outright.
04. Islami Bank Bangladesh Ltd. 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(s) from the lowest bidder.


Md. Monjurul Mowla
FAVP & Head of PCHAD