

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

**Notice: Inviting Tender for Refreshment of current Hardware, Operating System (OS), User license and Related software for Contact Centre and IPT solution of the Bank.**

Sealed Tenders are hereby invited by Islami Bank Bangladesh Limited from Manufacturers / Local Agents / Companies / Dealers / Distributors for Refreshment of current Hardware, Operating System (OS), User license and Related software for Contact Centre and IPT solution of the Bank under the following terms and conditions:

**Detailed of the work description with items is as under:**

Sl.	Description of works
1	Existing Contact Center Hardware (Cisco C210 M2 Rack server) has been announced End of Support. Bidders Shall offer the new supported hardware as per provided technical specification
2	The bidder shall migrate the existing appliance into the new hardware (to be supplied) with 3 years of support contract with OEM.
3	Bidder shall upgrade the existing version of Cisco Unified Contact Center Express (UCCX) which is 10.5 to newest version of UCCX 12.0. IBBL will provide the OEM support contract required for up gradation until the 4 <sup>th</sup> November 2019.
4	Migration of existing Cisco Agent Desktop (CAD) to Cisco Finesse Desktop including the workflow with all the available data those are currently being populated on CAD.
5	Existing third party applications also to be migrated to the new hardware.
6	Existing Contact Center IP Telephony Appliance (CUCM V 11.0) migration to new server as well as upgrade to version 12.0. OEM Support Contract will be provided by IBBL.
7	Existing Enterprise IP Telephony server should be migrated to new server as it is installed with CUCM version 11.0
8	Installation, configuration and integration of new Call and Screen Recording solution with existing Contact Center from same OEM. The required quantity and specification is mentioned in the technical specification.
9	A complete training for newly installed Contact Centre & IPT solution, Call and Screen Recording solution in the country with Cisco certified/OEM trainers to be provided by the bidders as follows: a) Admin and Supervisor training 2 days b) Agents Training 2 days.

Sl. No	Name of Items	Qty	Remarks
1	Rack mounted Server for Telephony appliance provided by the same Contact Center OEM at DC & HDR	2	<b>Detail specification is mentioned in the Tender document.</b>
2	Rack mounted Server from the same OEM of Contact Center for Voice Recording and Screen Capturing software at DC	1	
3	Call and Screen Recording Software with 65 License	1 lot	
4	Windows Server 2016 Standard Edition	04	
	MS SQL Server	01	
5	Cisco Contact Center Express version 11.0 Premium Agent Seat License (Part number CCX-11-N-P-LIC)	10	

### **Terms and Conditions:**

- 01.** The intending bidders have to apply in their letter head pad and must submit documentary evidence like VAT registration Certificate, Up to date Trade License & TIN Certificate, Authorized certificate for delivering of the item (if required), Certificate in support of their past experience and specialization in the field. On being satisfied with documents submitted by the applicant, Tender document will be sold to the intending bidders from Procurement of Computer Hardware and Accessories Department (PCHAD), ED at 9th floor of Yousuf Chamber, 20, Dilkusha C/A, Dhaka during Office hours from **10.07.2019 to 04.08.2019** upon payment of **Tk.5,000/- in cash (non refundable)**. No Tender document will be issued/ received by mail.
2. Tenders will be received at the office of the undersigned up to **02.30 PM on 05.08.2019** and Technical offer(s) will be opened at **3.00 PM** on the same date and same place at office of the undersigned in presence of the bidder(s) or their representative (who may like to attend). **A pre bid meeting in this regard will be held on 18.07.2019 at 11.00 AM** in PCHAD, ED at 9th floor of Yousuf Chamber, 20, Dilkusha C/A, Dhaka. After completion of technical evaluation, only the financial offer(s) of technically qualified bidder(s) will be opened through informing the same to technically qualified bidder(s).
3. 2.5% (two point five percent) of the total tender amount must be submitted along with the tender as bid security in favour of Islami Bank Bangladesh Limited in the form of Bank Draft/ Pay Order/ Bank guarantee from any scheduled Bank of Bangladesh preferably from Islami Bank Bangladesh Limited without which the Tender shall be rejected outright.
4. An original and one copy of the Offer duly marking "**Original Offer Technical**" and "**Copy of the Offer Technical**" in an envelope and "**Original Offer Financial**" and "**Copy of the Offer Financial**" in another envelope should be submitted separately 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.
5. 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.

**Senior Vice President**