

## TENDER NOTICE

**Indian Visa Application Centre (IVAC)**, Bangladesh operations (managed by State Bank of India, Bangladesh Operations) invites sealed tenders from the reputed call center service providers of Bangladesh for managing IVAC's Call Centre service. Detail Terms and condition and documents required are enclosed in Annexure-1 and available in IVAC's & SBI's website (<https://www.ivacbd.com>, <https://bd.statebank>).

**Both Technical and financial bids along with all related papers may be submitted between 13.02.2022 (10:00 am) to 22.02.2022(6:00 pm) to Indian Visa Application Centre, Level-1, South Block, Jamuna Future Park, Pragati Sarani, Dhaka.**

Pre-Bid meeting Date: 16.02.2022 (5:00 PM) at above mentioned address.

## Annexure-I

Indian Visa Application Centre (Managed by State Bank of India, Bangladesh Operations) invites sealed tender from reputed Call Centre service providers of Bangladesh for managing its Call Centre Operation.

The Tender in the prescribed format along with technical and financial bid and the details of the information sought must be duly supported by relevant documents and be sent in a sealed cover, duly super scribed as "Tender for IVAC Call Centre Service", to this office on the given date & time on the address given as below.

**TENDER/REQUEST FOR PROPOSAL (RFP) TO BE SUBMITTED  
BETWEEN 13/02/2022 (1000 HOURS) TO 22/02/2022 (1800 HOURS)**

ADDRESSED TO:

CHIEF OPERATING OFFICER (IVAC)

Indian Visa Application Centre,

Level-1, South Block, Jamuna Future Park, Pragati Sarani, Dhaka.

IVAC or State Bank of India will not be liable for any delay arising out of any reason even in case of postal delay, while submitting the Tender application. In case if 22<sup>nd</sup> February, 2022 is declared a holiday, then the applications will be collected till 1800 hrs on the next working day.

A pre-Bid meeting will be conducted at Indian Visa Application Centre, Level-1, South Block, Jamuna Future Park, Pragati Sarani, Dhaka on 16/02/2022 at 5pm. Tentative date for tender evaluation and award of contract is on 23/02/2022 & 24/02/2022. IVAC reserves the right to reject any or all the offers without assigning any reasons whatsoever. IVAC will not entertain any further correspondence with the companies who are declared unsuccessful. For further clarification, if any, please contact the following:

Mr. Gaurab Chakraborty, Deputy Chief Operating Officer

E-mail [dcoo.bd@statebank.com](mailto:dcoo.bd@statebank.com)

### **Eligibility Criteria:**

- a. The Applicant Company should be in the business of Call Centre Service for the past minimum 3 years (Please attach certificates & testimonials). Preference will be given to those companies having prior experience of handling call centre operation of any Visa Operation. Company should be registered in Bangladesh under applicable laws.
- b. The company should have a minimum Annual Turnover of BDT 25 lakhs in the past three financial years i.e. 2018-19, 2019-20, 2020-21.
- c. The Company must have BTRC license to operate a call centre and all other statutory registration and Licenses for carrying out the job specified. Self-attested documentary proof of all the registrations & Licenses should also be provided. (Copies of relevant documents to be attached)
- d. The Company must have adequate physical and IT infrastructure.
- e. The Company must have adequate operators with excellent communication skill in both Bengali and English.
- f. The Company should also furnish a profile of its Managerial Staff along with age, qualifications and experience etc.
- g. The Call Centre must be located in Dhaka. (Office address to be provided)
- h. **Relevant documents duly signed by the company's authorized signatory should be attached for all of the above-mentioned criteria.**

### **Other Terms & Condition:**

- Financial Bid to be given Operator wise. Minimum 3 Operators will be engaged by IVAC, however IVAC may ask to engage more operators as and when required.
- Bidding company must have excellent Operation Manager and team of Engineers to provide uninterrupted support.
- Call Centre must remain Operational through human Operator from 9:00 am to 6:00 pm. from Sunday to Friday. An automatic answering system should be functional outside the above period including holidays.

- Bidding company to develop IVR System as per requirement of IVAC within 10 days of signing the agreement of contract. IVR system should be available 24x7.
- Bidding company should be ready to take over IPTSP numbers (096-12-333666 & 096-14-333666) from our existing service provider at their own cost if awarded with the contract. Maintenance of above IPTSP number will be the sole responsibility of the new selected service provider and all types of fixed and recurring cost regarding the same will be borne by the new Service Provider. The above IPTSP number will not be used for any other activities or purposes intentionally or unintentionally without written approval of IVAC.
- No caller must be made to wait for more than 8 minutes.
- Call Record details and other required reports will be provided to IVAC as and when demanded at specific periodicity.
- Bidding company should be ready to give free access to their office to IVAC/SBI and HCI officials.
- Bidding company should have excellent training facility for the Operators.

#### **Selection Process:**

- a. Minimum Qualifying score for technical bid is 20 out of 50. The envelope containing the Price Bid(s) of only those Bidders, who are short-listed after technical evaluation, would be opened.
- b. All price bids which are higher than 20% of the lowest price bid amongst technically qualified Bidders will not be considered for further evaluation of TC1 Bidder.
- c. Bids will be evaluated as per Combined Quality Cum Cost Based System. The Technical bids will be allotted weightage of 60% while price bids will be allotted weightage of 40%. A combined score "Score (S)" will be arrived at after considering the price bid and the marks obtained in technical evaluation with relative weights of 40 % for Price bid and 60 % for Technical Bid according to the following formula:

$$\text{Combined Score of A} = 60 \times \frac{\text{Technical Bid Score of A}}{\text{Highest Technical Score}} + 40 \times \frac{\text{Lowest Price Bid}}{\text{Price Bid of A}}$$

- d. The company which will be selected for awarding contract will be intimated individually by post/e-mail. IVAC reserves the right to reject any or all the offers without assigning any reasons whatsoever. IVAC will not entertain any further correspondence with the companies who are declared unsuccessful.

### **Submission of Application:**

- a. Document / Application form for Tender can be downloaded from <https://www.ivacbd.com/> or <https://bd.statebank.com>
- b. All the documents shall be completed in all respects and duly signed and stamped by an authorized and empowered representatives of the bidding company. If the company comprises of a partnership firm, consortium or a joint venture then all the documents shall be signed by a duly authorized representative of each member of participant thereof.
- c. IAVC will not be liable for any delay arising out of any reason even in case of postal delay, while submitting the Tender application.
- d. The application for Tender must be submitted in a sealed envelope along with the given enclosures and super scribed "Tender for IVAC Call Centre Service" along with the company profile at the following address by **6:00 pm on or before 22<sup>nd</sup> February, 2022**. In case if 22<sup>nd</sup> February, 2022 is declared a holiday, then the applications will be collected till 1800 hrs on the next working day. Short listing of the firms will be done after scrutinizing/analysis of pre-qualification documents.

#### **ADDRESS:**

CHIEF OPERATING OFFICER (IVAC)  
Indian Visa Application Centre,  
Level-1, South Block, Jamuna Future Park, Pragati Sarani, Dhaka.

### **Documents Required:**

Documents required for submission of tender.

1. Company profile with management details
2. Company By-Laws (MOA, AOA, Certificate of Incorporation)
3. Valid Trade license
4. ETIN
5. Client List
6. Govt/BTRC Permission & License etc.
7. Last 3 Years Balance Sheet
8. Any other relevant documents

**Encl-1**

(On the Company letter head)

Date:

Letter No.

The Chief Operating Officer (India Visa Application Centre, Bangladesh)  
State Bank of India, Dhaka Branch  
1<sup>st</sup> Floor, Uday Tower,  
Gulshan, Dhaka – 1212

Dear Sir,

**APPLICATION FOR CALL CENTRE SERVICES**

With reference to your Tender advertisement for Call Centre Operation, for the captioned work, we enclose herewith for your kind consideration our company profile along with necessary supporting papers duly signed and sealed by the authorized signatory of the firm. A copy of the authorization letter is enclosed. We confirm that the details furnished by us are true and correct.

2. We undertake to produce the original of all the papers/documents attached herewith as and when asked for by the Bank and shall extend all assistance to the Bank Authorities for the purpose of empanelment.

3. We clearly understand & undertake that mere submission of application does not guarantee for our selection and SBI/IVAC's decision in this regard will be final and binding on us. We submit this application in token of our acceptance of the terms & conditions laid down in this advertisement.

Thanking you.

Yours faithfully,

(Name of Authorized Signatory)

(Seal of the Firm)

Encl-2

(On the Company letter head)

**INFORMATION SHEET FOR TECHNICAL BID**

Name of the Bidding Company:

<b>Parameters</b>	
Experience of Call Centre	Less than 3 years <input type="checkbox"/> 3 years to less than 5 years <input type="checkbox"/> 5 years to less than 10 years <input type="checkbox"/> Above 10 years <input type="checkbox"/>
No of clients handled till date	Less than 2 <input type="checkbox"/> 2 to 5 <input type="checkbox"/> 5 to 10 <input type="checkbox"/> More than 10 <input type="checkbox"/>
Average Annual Turnover in last 3 Financial Years	Less than 15 Lakh <input type="checkbox"/> 15 Lakh to less than 25 lakh <input type="checkbox"/> 25 Lakh to 50 lakh <input type="checkbox"/> More than 50 lakh <input type="checkbox"/>
Total Operator Strength (30)	Less than 5 <input type="checkbox"/> 5 to 20 <input type="checkbox"/> 20 to 30 <input type="checkbox"/> More than 30 <input type="checkbox"/>
No of Visa offices/embassy served	Less than 1 <input type="checkbox"/> 1 to 3 <input type="checkbox"/> More than 3 <input type="checkbox"/>