

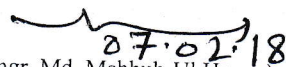


Pashchimanchal Gas Company Limited

(A Company of Petrobangla)
Head Office, Nalka, Sirajganj.

Invitation for Tenders

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| 1. | Ministry/Division | : | Energy and Mineral Resources Division |
| 2. | Agency | : | Petrobangla |
| 3. | Procuring Entity Name | : | Pashchimanchal Gas Company Limited (PGCL) |
| 4. | Procuring Entity District | : | Sirajganj |
| 5. | Invitation for | : | Installation, Testing & Commissioning of required Hardware & Software to implement Outsource based Call Center Service. |
| 6. | Invitation Ref No. & Date | : | Tender No: 77.MIS.Hot-line, Date: 07/02/2018 |
| 7. | Procurement Method | : | Open Tendering Method (OTM) |
| 8. | Source of Funds | : | Company Revenue Budget |
| 9. | Tender Selling Date | : | From 13/02/2018 to 26/02/2018 during office hour. |
| 10. | Name & address of the office(s) Selling Tender Document | : | Dhaka Liaison Office (DLO) PGCL, Petrocenter (Level-13) 3, Kawran Bazar C/A, Dhaka-1215 |
| 11. | Name & Address of the office Receiving Tenders | : | Dhaka Liaison Office (DLO) PGCL, Petrocenter (Level-13) 3, Kawran Bazar C/A, Dhaka-1215 |
| 12. | Name & Address of the office opening Tenders | : | Dhaka Liaison Office (DLO) PGCL, Petrocenter (Level-13) 3, Kawran Bazar C/A, Dhaka-1215 |
| 13. | Last Date and Time for Selling Tender Document | : | 26/02/2018 Within office time. |
| 14. | Last Date and Time for Submission of Tenders | : | 12:00 PM on 27/02/2018 |
| 15. | Date and Time for Opening of Tenders | : | 02:45 PM on 27/02/2018 |
| 16. | Eligibility of Tenderer | : | The Contractor shall have valid and latest certificate from BTRC for Hosted Call Center Service and as per the instruction of TDS in tender documents. |
| 17. | Brief Description of the works | : | Collection of gas leakage information, customer complain, customer opinion and supply of service related information to PGCL customers and other related services using short code (hot line number) allocated for PGCL by BTRC. |
| 18. | Time of work completion | : | 15 (Fifteen) days. |
| 19. | Price of Tender Document | : | BDT 2000/- (Two Thousand) Non-Refundable. |
| 20. | Tender Security | : | BDT 80,000/- (Eighty Thousand only). |
| 21. | Designation of Official Inviting Tender | : | General Manager, Planning & Development Division. |
| 22. | Address of Official Inviting Tender | : | PGCL, Head Office, Nalka, Sirajganj. |
| 23. | Contact Details of Official Inviting Tender | : | Tel: 0751-63818, Fax: 0751-63820 e-mail: ict.pgcl@gmail.com |
| 24. | Details terms & condition will be available in the Tender Document. | | |
| 25. | If it is not possible to receive/open the tender on the schedule date for any unavoidable circumstances, the same will be receive/open on the next working day at the same time and same venue. | | |
| 26. | During submission of Tender the bidders are requested to entry their proposal record in the respective register at the office.\ | | |
| 27. | For any false/incorrect or forged certificate, tender security money shall be forfeited and shall be declared informal. | | |
| 28. | The Procuring Entity reserves the right to accept or reject any or all tenders without assigning any reason. | | |


07.02.18
(Engr. Md. Mahbub-Ul Hoque)
General Manager, Planning & Development