

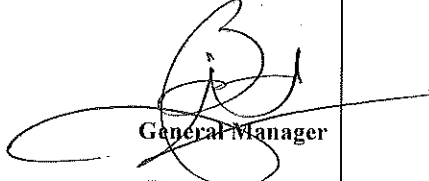


UTTARA BANK PLC.

PURCHASE & PROCUREMENT DEPARTMENT (12TH FLOOR)
HEAD OFFICE, 47, SHAHID BIR UTTAM ASFAQUS SAMAD SARAK,
MOTIJHEEL C/A, DHAKA-1000

INVITATION FOR TENDER

01.	Procuring Entity	Uttara Bank PLC, Purchase & Procurement Department, Head Office, 47, Shahid Bir Uttam Asfaqus Samad Sarak, Motijheel C/A, Dhaka-1000.
02.	Tender Name	Tender for Contact Centre Solution having interfaces with all the Modern Delivery Channels
03.	Procurement Method	Open Tendering Method.
04.	Eligibility of Bidders	<ol style="list-style-type: none">Valid Trade License.GIR/TIN certificate.Experience Certificate to the effect that the bidder has supplied the same kind of hardware & software at least 2 (Two) Banks and maintaining the same successfully,List of Corporate Clients along with the name of contact person & telephone number.Certificates of Reseller/Authorized Dealer/Supplier from the Manufacturer to participate in this Tender.
05.	Price of Tender Document	Non-refundable Tk. 5,000/- (Five Thousand) only in the form of Pay order favouring 'Uttara Bank PLC' for the tender schedule.
06.	Selling & Dropping of Tender Documents	Uttara Bank PLC, Purchase & Procurement Department, 12 th floor, Head Office, 47, Shahid Bir Uttam Asfaqus Samad Sarak, Motijheel C/A, Dhaka-1000.
07.	Earnest Money/Bid Security	2.5% of the total quoted amount (BDT) in the form of Pay order favouring 'Uttara Bank PLC' for each tender.
08.	Last date & time for selling Tender Document	On or before 15 /07/2024 during office hours.
09.	Last date & time for Tender submission	On 16 /07/2024 before 2:00 p.m.
10.	Date and time for Tender opening	On 16 /07/2024 at 2:30 p.m. in presence of bidders or their representatives (if any).
11.	Special Instructions	<ul style="list-style-type: none">The authority reserves the right to relax, change, or drop any of the terms and conditions of the schedule without any further notice.Uttara Bank PLC reserves the right not to accept the lowest quotation and to reject any Tender or part thereof or all Tender without assigning any reason whatsoever.


General Manager

MD. RAFIQUUL ISLAM KHAN
General Manager
Purchase & Procurement Department
Uttara Bank PLC.
Head Office, Dhaka.

