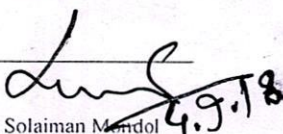


EOI
GOVERNMENT OF THE PEOPLES REPUBLIC OF BANGLADESH

01	Ministry/Division	Information & Communication Technology Division		
02	Agency	Department of Information & Communication Technology (DoICT)		
03	Procuring Entity	Project Director, She Power Project: Sustainable Development for Women through ICT.		
04	Procuring Entity Code	5400		
05	Procuring Entity District	Dhaka		
06	Expression of Interest for Selection of	Vendors for Training and internship: Women Call Center Agent (Package-3) Chittagong-Sylhet (Lot-2) level 1, 2, 3.		
07	EOI Reference No.	56.04.0000.017.014.069.18-398		
08	Date	04/09/2018		
KEY INFORMATION				
09	Procuring Method	QCBS (Quality and Cost Based Selection)		
FUNDING INFORMATION				
10	Budget and Source of Fund	Budget of She Power Project: Sustainable Development for Women through ICT, Fund: GOB		
11	Development Partner	N/A		
PARTICULAR INFORMATION				
12	Project/Program Code	2-2412-5400		
13	Project Name	She Power Project : Sustainable Development for Women through ICT		
14	EOI Closing Date and Time	Date: 19/09/2018 Time:2.30 PM		
INFORMATION FOR APPLICANT				
15	Brief Description of the assignment	<p>Selection of Vendors for training of: <u>Women Call Center Agent:</u></p> <p><u>Level-1:</u> No. of trainees per batch = 16, No. of batches = 38 Duration of course =72 days, Course hour = 6 hour per day, 4 Session per day, Trainers = 2 Nos. Per day. After qualifying level-1, practical assignment (internship) for two months of the trainees.</p> <p><u>Level-2</u> NO. of trainees per batch = 16, No of batches = 30 Duration of course = 24 days, Course hour = 6 hour per day, 4 Session per day, Trainers = 2 Nos. per day. After qualifying level-2 practical assignment (internee) for two months of the trainees.</p> <p><u>Level-3</u> No. of trainees per batch =16, No. of batches = 23 Duration of course =12 days, Course hour = 6 hour per day, 4 Session per day, Trainers =2 Nos. per day.</p>		
16	Experience, Resources and Delivery Capacity Required	<ul style="list-style-type: none"> • Minimum 3 (Three) years of experience in conducting call center Agent training; • Availability of key professional staff; • Managerial and trainer strength; • Turnover of the Firm for the last 3 (Three) years; • List of offices, equipment's, logistic supports, etc. • Vendor should have sufficient call center training lab facilities and infrastructure ; • Training management plan and scheduling; • Other relevant information (Trade License, VAT/IT Certificate, Company Registration, etc.) • Vendor have to submit a training module and curriculum regarding the training; • Vendor should have the capability to run the training in the selected areas/districts. 		
17	Other Details	<ul style="list-style-type: none"> • Tender may be submitted as a single or joint venture. • One Vendor may associate with other Vendors to enhance their capability to carry out the assignment. The association may be either in the form of Joint Venture or Sub-Consultancy (Legal documentary evidence must be submitted). In case of a Joint Venture, all members of such association should have real and well defined inputs to the assignment and it is preferable to limit the total number of Vendors in the association to a maximum of three. • Vendor or Joint Venture who already selected in any of three component of training in She Power Project need not to apply. • All EOIs (One original and one copy) must be submitted in a sealed envelope clearly marked "Expression of Interest for Selection of Vendor for Training of Women Call Center Agent- level 1,2,3" to the undersigned by hand, /courier service/guaranteed express service through the post office. No EOI will be received through e-mail. Any EOI received after the deadline will not be accepted. Any attempts to unduly persuade the procuring entity by any applicant will be ground for disqualification. The authority reserves the right to accept or reject any or all the EOIs without assigning any reason whatsoever. The EOI notice will also be available in the websites www.doict.gov.bd and CPTU website. 		
18	Association with Foreign firms is	N/A		
19	Package No.	Location	Indicative start date	Indicative completion date
	Vendor for Training Women in ICT	Chittagong ,Sylhet, Comilla, Noakhali, Rangamati (Lot-2)	05/09/2018	19/09/2018
PROCURING ENTITY DETAILS				
20	Name of Official Inviting EOI	Md. Solaiman Mondol		
21	Designation of Official Inviting EOI	Project Director.		
22	Address of Official Inviting EOI	She Power Project: Sustainable Development for Women through ICT, ICT Tower (8 th Floor), E-14/x, Agargaon, Sher-e-Banglanagar, Dhaka-1207.		
23	Contact details of Official Inviting EOI	88-02-55006876		

The procuring entity reserves the right to accept or reject any or all EOIs.


 Md. Solaiman Mondol
 Project Director
 She Power Project