Government of the People’s Republic of Bangladesh

Ministry of Finance

Internal Resources Division

National Board of Revenue

VAT Online Project

IDEB Bhaban (7th Floor)

160/A, Kakrail, Dhaka-1000.

www.nbr.gov.bd

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File No.-08.01.0000.068.11.005.12(70)2015 Dated: 04.10.2015

**Request for Expressions of Interest (International)**

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| Ministry/Division | Ministry of Finance/Internal Resources Division |
| Agency | National Board of Revenue (NBR) |
| Procuring Entity Name | Project Director, VAT Online Project, NBR |
| Procuring Entity Code | N/A |
| Procuring Entity District | Dhaka |
| EOI for Selection of | Consulting Firm (Lump-sum) |
| Title | Consultancy Services for **CONTACT CENTER AND CENTRAL PROCESSING CENTER SERVICES** |
| EOI Ref No: | 08.01.0000.068.11.005.12(70)2015  |
| Date: | 04.10.2015 |
| Key Information |
| Procurement Method | Quality and Cost-Based Selection (QCBS) |
| Funding Information |
| Budget and Source of Funds | Development Budget, GoB |
| Development Partner | World Bank |
| Particular Information |
| Project/Program Name | VAT and Supplementary Duty Act, 2012 Implementation(VAT Online) Project |
| EOI Closing Date and Time | 28.10.2015, 03:00 pm BST |
| Information for Applicant |
| Brief Description of Assignment | Contract Package No. SD3Scope of services under the proposed assignment includes but is not limited to the following:* Managed services for the Taxpayers Contact Centre (i.e. a taxpayer care facility) to answer queries from taxpayers regarding the new VAT law and providing a centralized point of contact for taxpayers who require either general information about their obligations under the new VAT law or who have specific enquiries concerning their VAT compliance.
* Answering queries on resolving any difficulty in using the VAT Online System (IVAS-Integrated VAT Administration System) including VAT registration and return submission.
* Meeting Service Level Agreements (SLA) on Call Center service benchmarks based on performance objectives of call attempts to connection ratio, call waiting times, periodic caller satisfaction surveys etc.
* Increasing (or decreasing) the number of hours, days and shifts, number of agents according to call volumes and workloads.
* Ensuring at own costs all provisions of the Contact Center including physical space, servers, CRM software, PCs, networks, internet bandwidth, power backup, computer telephony integration (CTI), hunting numbers, etc. NBR shall provide a single Bangladesh-wide short code telephone number for use by the Contact Center.
* Providing monthly, quarterly and periodic reports to NBR on call statistics, query/complaint resolution rate, types of queries, etc.
* Managed services for a Central Processing Centre (CPC) for data capture of registration forms, monthly VAT/Excise/SD returns and other forms/returns filed on paper in VAT offices; and sent to the CPC on a continuing basis.
* Ensuring at own costs all provisions of the Central Processing Center including physical space, servers, CRM software, PCs, scanners, networks, internet bandwidth, power backup and collection of manually submitted forms/returns from field offices, etc.
* Workloads for the CPC are derived from expected 200,000 VAT registrations and 60,000 monthly returns, of which initially a substantial portion shall be filed manually and gradually decreasing over time as taxpayers move to online filing.
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| Experience, Resources and Delivery Capacity Required | Interested eligible firms should provide information demonstrating that they have the required qualifications and relevant experience to perform the services. The short-listing criteria are:1. General experience of the firm(s);
2. Experience in projects of similar size, complexity and technical specialty;
3. Financial soundness of the firm;
4. Staffing and logistics of the firm;
5. While indicating information related to (b), it shall be made clear whether responsibility of the firm was in capacity of a principal firm (lead partner) or as an associated firm (sub-consultant/JV partner).

Consultants are required to meet the following:* The minimum Average Annual Service Turnover of last three (3) years shall be USD 0.5 Million.
* The minimum specific experience as a Lead Contractor in providing Call/Contact Center and Data Capture/Processing Center Services of at least two (2) contracts of similar nature, complexity and methods/technology executed in the last five (5) years.
* The minimum amount of working capital i.e. liquid assets and/or credit facilities net of other contractual commitments of the successful Firm, specific to this procurement, shall be USD 0.25 million.
* The essential equipment to be made available for the Contract by the successful Firm shall be as follows:

Office space and equipment and physical Infrastructure for the Centers ICT related hardware and software as required by the Firm’s solution, approach and methodology. All such property and equipment will remain the property and responsibility of the Firm. Consultants are requested to submit the following supporting documents against the above-mentioned criteria:1. Registration paper of the Firm(s);
2. JV agreement/letter of intent (if applicable);
3. Firm’s brochure;
4. Audited financial reports for last three (3) years;
5. Service experience record (including nature, total cost, total input in terms of person-month, employer, location of service, etc.
* Maximum number of partners in the JV shall be three(3).
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| Other details (if applicable) | * VAT Online Project has engaged a supplier for its Integrated VAT Administration System (IVAS) to automate the VAT management system of Bangladesh. IVAS will provide application software and data connectivity facilities that the Contact Center and Central Processing Center will use for tax-payers enquiry.
* The provision of these services is complementary and critical to the successful launch of VAT Online facilities. The Contact Center and Central Processing Center services are expected to commence in April 2016.
* Service tenure: 48 (forty-eight) months from the date of commencement of service which may be extended upon mutual consent.
* The central assignment location will be in Dhaka; occasional trips to the field offices may be required.
* The professionals required for Contact Center:

1) Contract Manager 2) Hardware engineer3) Training Coordinator 4) Software engineer 5) Operation Manager 6) IT Support Executive 7) Trained AgentsThe Firm shall engage sufficient number of above professionals and other staff as required for meeting the SLA benchmarks set by the VAT Online Project. * The professionals required for Central Processing Center:

1) Contract Manager 2) Hardware engineer 3) Training Coordinator 4) Software engineer 5) Operation Manager 6) IT Support Executive 7) Data capture operatorsThe Firm shall engage sufficient number of above professionals and other staff as required to meet the performance requirements set by the VAT Online Project.Short-listing will be made in accordance with the “Rule-115 of Public Procurement Rules (PPR)-2008” applicable in Bangladesh available at www.cptu.gov.bd.Interested Firms may submit EOI in person, by courier or by e-mail within the time mentioned above. |
| Association with foreign firms  | Encouraged but not essential |
| Procuring entity details | VAT Online Project, IDEB Bhaban (7th Floor), 160/A Kakrail, Dhaka-1000. |
| Name of Official Inviting EOI: | Md. Rezaul Hasan |
| Designation of Official Inviting EOI | Project Director, VAT Online Project, NBR |
| Contacting Details of Official Inviting EOI | Tel:Off: 00 88 02 8322306Fax : 00 88 02 9348514e-mail: pdvatonline@gmail.com; rezaul.hasan@nbr.gov.bd;roufcus@yahoo.com |
| The Procuring Entity reserves the right to reject any or all of the EOIs without assigning any reason. |

 Md. Rezaul Hasan

 Project Director