

# BHUTAN NATIONAL BANK



## Open Tender

Supply, Installation, Implementation,  
Configuration, and Commissioning of an  
Integrated Contact Center with Ticketing System  
at the BNB Corporate Office, Thimphu, and DR Site,  
Phuntsholing



Content

**Section 1: Invitation of Bids..... 4**

**Section 2: Instruction to Bidders ..... 5**

2.1 Scope of the bid.....5

2.3 Fraud and Corruption .....5

2.4 Preparation of Bid.....6

2.5 Price Schedules .....7

2.6 Clarification and Amendment of Bids .....7

2.7 Period of validity of Bid .....8

2.8 Bid Security .....8

2.9 Submission of bid .....9

2.10 Deadline for submission of Bids.....10

2.11 Late Bid submission.....10

2.12 Withdrawal, Substitution, and Modifications of Bids .....10

2.13 Requests for information/clarification .....10

2.14 Bid Opening .....11

2.15 Evaluation and comparison of Bids .....11

2.15.1 Confidentiality .....11

2.15.2 Clarification of Bids .....11

2.15.3 Responsiveness of Bids.....12

2.15.4 Correction of errors in price bid:.....12

2.15.5 Submission of bid.....13

2.15.6 Preliminary Examination of Bids .....14

1.15.7 Evaluation Process.....15

2.15.8 Evaluation Criteria .....16

2.15.9 Banks right to accept or to reject any bid.....19



2.16 Award of Contract.....	19
<b>Section 3: Performance Security .....</b>	<b>20</b>
<b>Section 4: Service Delivery Penalty.....</b>	<b>21</b>
<b>Section 5: Force Majeure.....</b>	<b>21</b>
<b>Section 6: Terms of Payment.....</b>	<b>22</b>
<b>Section 7: Warranty .....</b>	<b>22</b>
<b>Section 8: Termination .....</b>	<b>22</b>
<b>Section 9: TERMS OF REFERENCES (TOR).....</b>	<b>23</b>
<b>Section 10: Bidding Forms .....</b>	<b>26</b>
Annexure I: Bid Submission Form .....	26
Annexure II: Bidder Identification Form .....	27
Annexure III: Bill of Materials (BOM).....	28
Annexure IV: Bill of Quantity (BOQ).....	33
Annexure V: Integrity Pact Statement (IPS) .....	34
Annexure-VI: Letter of Intent to Award the Contract .....	37
Annexure-VII: Letter to Unsuccessful Bidder(s) .....	39
Annexure VIII: Contract Agreement.....	40



**Section 1: Invitation of Bids**

Bhutan National Bank Ltd. (the Bank) invites sealed bids from eligible and qualified Bhutanese firms, as per the details provided below: -

Work Details	Supply, installation, implementation, configuration & commissioning of an integrated contact center solution with ticketing system at the BNBL Corporate Office in Thimphu, and DR site, Phuntsholing
Tender Ref. No.	BNBL/PO-Tender/TH-6/2026/751 dated 23 March 2026
Sale of Tender / Registration	23/03/2026 – 07/04/2026
Tender Fee (Non-refundable)	Nu. 500.00 (Cash Only)
Date & Time of Tender submission	07/04/2026 [9.00 - 11.00 AM]
Date & Time of Tender opening	07/04/2026 [11.30 AM]
Place of Bid submission & Bid Opening	Procurement Unit, HRA Department, 3 <sup>rd</sup> Floor, Level B, Corporate Office, BNBL, Thimphu
EMD/Bid Security	Nu. 100,000.00 (Lumpsum amount)
Availability of Tender Document	<p>Tender document can be purchased from the Procurement Unit, located on the 3<sup>rd</sup> floor, Level B of Corporate Office, BNBL, Thimphu on all working days from 9:00 AM to 5:00 PM (Monday - Friday).</p> <p>The tender document can also be downloaded from BNBL website: <a href="http://www.bnb.bt/announcement/">www.bnb.bt/announcement/</a>. However, the bidder(s) should register and deposit the tender fee on or before submission of the bid.</p>



## Section 2: Instruction to Bidders

### 2.1 Scope of the bid

- a) The BNBL Management plans to outsource the scope of work, as specified in **Section 9: TOR**, to eligible and qualified Bhutanese firm.
- b) The successful bidder(s) shall be fully responsible for carrying out the contract work in accordance with the terms and conditions outlined in this bidding document.
- c) In the event that the successful bidder(s) fail to fulfill the contractual obligations, they shall be subject to liquidated damages as specified in the bidding document.
- d) The contract shall be valid for a minimum of one (1) year from the date of signing the agreement or issuing the work/purchase order. The Bank reserves the right to extend the contract based on the bidder's performance or according to the Bank's evolving needs.

### 2.2 Timeline & Deliverables

Deliverables	Timeline
As per <b>Section 9: Terms of Reference (TOR)</b> .	Within <b>7 months</b> from the date the purchase order is issued.

### 2.3 Fraud and Corruption

- a) The Bank requires that a Bidder(s) and his/her employees, consultants & agents, shall observe the highest standards of ethics during the bidding process and execution of contracts.
- b) The Bank shall reject a Bid for award, if it determines that the Bidder(s) recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the Contract in question.
- c) The Bank requires that Bidder(s), as a condition of admission to eligibility, execute and attach to their Bids an Integrity Pact Statement as per Form: **Annexure V of Section 10**. Failure to provide a duly executed Integrity Pact Statement may result in rejection of the Bid.





## 2.5 Price Schedules

- a) The price shall be converted in local currency (Ngultrum) inclusive of all taxes, duties and other service charges, except **GST. GST should be included only when raising the bill, along with the clear GSTIN/GST-registered TPN number or a copy of the GST registration certificate.**
- b) The price shall be firm and irrevocable and not subject to any change whatsoever even due to increase in the cost till the validity of the contract period.
- c) The Bank may contact the selected Bidder(s) for additional supply of enlisted items at the same quoted/approved price on a repeat order basis during the contract period.
- d) The bidder(s) are required to quote the price in the **BOQ –Annexure IV of Section 10** provided in this Bid.

## 2.6 Clarification and Amendment of Bids

- a) The Bank reserves the right to issue any amendment on the Bid document at any time prior to the last date of submission. This may be done either on the bank's own initiative or in response to a clarification request from a prospective bidder(s). Such amendment shall be notified to those bidder(s) who have purchased the tender document, in writing, including via electronic mode such as email, to the bidder(s).
- b) Likewise, bidder(s) may request for bid clarification from the Bank in writing including via email and the Bank shall, in the same manner, respond to the bidder in writing, via email (including explanations of the query but without revealing the source of inquiry). Should the Bank deem it necessary to amend the Bid document as a result of such clarifications, it shall do so after following the due procedure. Bidder(s) shall not be allowed to seek clarification of the bidding document in person or by telephone or other verbal means.
- c) A pre-bid meeting shall be conducted, if necessary, to clarify doubts and concerns of the bidder(s) prior to submission of bids. Minutes of the pre-bid meeting shall be circulated to all bidder(s) who have purchased the bidding document.



## 2.7 Period of validity of Bid

- a) The bid shall be valid for a minimum period of Ninety (90) calendar days from the date of submission. A Bid valid for a shorter period shall be rejected as non-responsive.
- b) Under exceptional or unavoidable circumstances, the Bank may request the Bidder(s), in writing, to extend the bid validity period prior to the expiry of the Bid validity. Bidder(s) may refuse to accept such requests without forfeiting the Bid Security. However, in such a case, the Bid shall not be considered for evaluation and award. Bidder(s) accepting to extend the bid validity shall be required to extend the validity of its Bid Security accordingly but shall not be required or permitted to modify its Bid.

## 2.8 Bid Security

- a) The Bid security (EMD) of Nu. 100,000/- (Ngultrum One Hundred Thousand only) shall be enclosed in the form of Demand Draft, Cash warrant or Bank Guarantee favoring “Bhutan National Bank Ltd., Thimphu” with a minimum validity period of ninety (90) calendar days from the date of bid submission.
- b) The bid submitted without bid security or EMD that does not comply with the above terms shall be disqualified or considered as non-responsive.
- c) Bid security (EMD) of “Responsive” but unsuccessful bidder(s) shall be returned after the signing of contract and receiving the performance security from the “successful bidder(s)”.
- d) Bid security (EMD) of “successful bidder(s)” shall be returned after signing the contract and deposit of performance security by the successful bidder(s).
- e) The bid security (EMD) shall be forfeited;
  - i. If the bidder(s) withdraw its bid as a whole or in part during the period of bid validity; or
  - ii. If bidder(s) does not accept the arithmetical corrections of its bid price as per clause 2.15.4, or
  - iii. If a bidder(s) have been found practicing corrupt, fraudulent, collusive or coercive practices during the bidding process, or



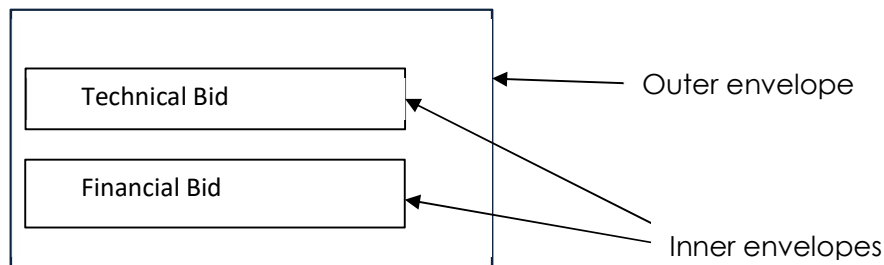
- iv. In case of successful bidder(s), if the bidder(s) fails to produce the performance security and sign the contract agreement within the prescribed time.

**2.9 Submission of bid**

- a) The sealed bids, containing both the Technical and Financial bids, can be submitted together in the same sheet addressed to:

The Procurement Officer,  
HRA Department,  
Bhutan National Bank Limited,  
3<sup>rd</sup> floor, Corporate Office,  
Thimphu

**Exhibit on how to seal the envelopes:**



- b) The envelope shall clearly state name and identification number of the contract.
- c) The envelope shall also include a warning indicating that it should be not be opened before the designated time and date for bid opening, specified in the bid document.
- d) Upon receipt, the Bank shall register the bid submission. Only complete submissions shall be registered.
- e) All submissions, including any supporting documents, shall become the property of the Bank. By submitting a bid response, the respondent grants the Bank a license to reproduce all or part of their submission for evaluation purposes, regardless of any copyright or intellectual property rights that may exist in the submission or accompanying materials.



### 2.10 Deadline for submission of Bids

- a) Bids shall be delivered by hand to the bank at the address and no later than the date and time indicated in the bidding document.
- b) The Bank may, at its discretion, extend the deadline for the submission of bids by amending the bidding document in accordance with clause 2.6 (a), in which case all rights and obligations of the Bank and the Bidder(s) previously subject to the deadline shall thereafter be subject to the deadline as extended.

### 2.11 Late Bid submission

- a) The Bank shall not consider any bid that is submitted after the deadline for submission of bids. Any bid received after the deadline for submission of bids shall be declared late, rejected, and returned unopened to the Bidder(s).
- b) The Bank has no liability to any respondent who lodges a late Bid submission for any reason whatsoever including Bid responses taken to be late only because of another condition of responding.

### 2.12 Withdrawal, Substitution, and Modifications of Bids

- a) No Bid may be withdrawn, substituted or modified in the interval between the deadline for submission of Bids and the expiry of the period of Bid validity specified in the bidding document.

### 2.13 Requests for information/clarification

- a) Bidder(s) are required to direct all communications related to this Bid to:

The Procurement Officer,  
HRA Department,  
3<sup>rd</sup> floor, Bhutan National Bank Ltd., Thimphu  
Contact No. 02-328588, IP: 1276  
Email: [procurement@bnb.bt](mailto:procurement@bnb.bt)

- b) All questions related to the Bid, technical or otherwise, shall be addressed to the above address, interpersonal communications shall not be entertained and the bidders shall be disqualified if they attempt to enter into such communications.
- c) Bank shall try to respond to all the valid and relevant queries raised by the bidder(s). However, Bank reserves the right of not responding to the query, if the Bank feels that the same is not required to be answered.







## 2.15.5 Submission of bid

### a) Technical Bid

The technical bid consists of following required documents. The bidders should submit all the specified documents in a technical bid envelope. Partial submission/ missing of any documents shall be considered as un-responsive bid.

Sl #	Requirement	Supporting Documents
1	Prequalification Eligibility	Bidder should submit all the mandatory prequalification documents specified under the preliminary examination clause 2.15.6
2	Bidder Capability	Bidder should submit all the supporting documents specified under Bidder Capability evaluation criteria clause 2.15.8 (a) (i).
3	Terms and Conditions	Completed and signed pages of all documents.
4	Technical specification Compliance Sheet	Bidders should submit signed and sealed technical specification compliance sheets (Annexure III: BOM).
5	Product or solution Datasheets	Bidder should submit data sheet/brochures from OEM for the proposed contact center solution

**Note:** Bidders should present a demo for the proposed System, if required.

### b) Submission of Proposal -Financial Bid

- a) Bidders must complete **Section 10-Annexure IV: BOQ** (in hard copy). The Financial Bid must contain a quotation in Ngultrums, listing down the services to be provided.
- b) Please consider the following information when completing the Pricing Form:
  - i. The OPEX Pricing Form, containing a detailed cost breakdown. All prices/rates for the Bid including all the applicable taxes and charges except **GST. GST should be included only when raising the bill, along with the clear GSTIN/GST-registered TPN number or a copy of the GST registration certificate.**
  - ii. The applicable unit of measure should be clearly indicated.
  - iii. Submit the Financial Bid in a separate envelope (BOQ) as per the instruction provided in the **ITB 2.9 (a)**.
  - iv. Quote separately for one year and three years integrated contact center solution with Ticketing System license.



### 2.15.6 Preliminary Examination of Bids

Prior to the evaluation of technical and financial bids, the tender evaluation team shall examine and determine the responsiveness of the bid as per the pre-qualification evaluation criteria. Failing to meet/submit the specified mandatory requirements or supporting documents shall be considered non-responsive.

PRE-QUALIFICATION EVALUATION CRITERIA		
SL #	MANDATORY REQUIREMENT	SUPPORTING DOCUMENT
1	The bidder must be an IT company/firm locally registered in Bhutan with the establishment of minimum three years and above. Bhutanese bidders may enter into a joint venture (JV) with the competent international vendor/system integrator with the establishment of a six-year minimum. Bidders opting for JV, should fulfill minimum establishment years requirement conditions for both Bhutanese firm and international partner.	1. Copy of valid Trade License for local bidder. 2. Business license from international company, if bidder opt for JV partner. 3. JV agreement
2	The Bidder must have a valid Tax Registration in Bhutan and the JV partner (if applicable)	1. Copy of Latest Valid Tax Clearance Certificate. 2. Tax clearance certificate from international company, if bidder opts for JV partner.
3	Bid Submission Form	Duly filled form: Annexure I
4	Bidder Identification Form	Duly filled form: Annexure II
5	Bid Security	Valid Bid security amount
6	Integrity Pact statement	Signed Integrity Pact Statement: Annexure V
7	The bidder should have a project team consisting of a minimum of 2 persons: Project Manager should have minimum of 5 years of experience in IT field/domains. Project Manager should have a minimum qualification of degree in IT.	Local vendor/JV should submit name of the proposed key personnel with their curriculum vitae, proof of employment and certificates



8	The local bidder should be an authorized partner of the proposed Solution in Bhutan.	Bidder should submit MAF from OEM to participate in this project.
9	The local bidder/ Partner company should have experience in Omni Channel Contact Center with CRM and Ticketing System configuration and deployment.	Copy of work orders/ Satisfactory Installation reports of similar works executed in the past
10	The local Bidder/ partner company should not be under corrupt or fraudulent practices or blacklisted with any of the Government/Corporate agencies.	Self-declaration by authorized signatory of the bidder, certifying the requirement.

**Note:** Bids disqualified in the preliminary examination shall not be considered for technical and financial evaluation.

### 1.15.7 Evaluation Process

A three-stage procedure is utilized in evaluating the bids. The bids will be evaluated as a **single package**.

- ✓ **First Stage (Pre-qualification Evaluation):** In this stage, bidders shall be evaluated against all the mandatory requirements listed in clause 2.15.6. Bidders should comply with all the requirements and provide supporting documents accordingly.
- ✓ **Second Stage (Technical Evaluation):** In this stage, bidders qualified in the first stage shall be evaluated for technical evaluation. In this this stage, the bidders' capability and the technical specifications of the solution/hardware/software components shall be evaluated with a weightage of 40%, using the comparison formula below.

$$\text{Technical Score} = \frac{\text{Technical score of that Bidder}}{\text{Score of the Bidder with the highest technical score}} \times 40$$

**Note: Technical specification should be hundred percent compliant.**

- ✓ **Third Stage (Financial Evaluation):** In this stage, financials will be evaluated at 60% weightage. The Price Schedule of Bidders will be compared as:

$$\text{Financial Score} = \frac{\text{Lowest Bid}}{\text{Bid being quoted}} \times 60$$



✓ **Total Score**

The total score for the Bidder will be the weighted sum of the technical score and financial score. The maximum total score is 100 points.

$\text{Total Score} = \text{Technical Score} + \text{Financial Score}$
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The overall formula for the computation of score is as follows:

a	Technical Evaluation	Bidder 1
	1 Bidder Capability	A
	2 Technical Evaluation i. Integrated Contact Center solution with Ticketing System	B
Total Technical Score (40%)		$C=(A+B)/200*40$
b	Total Financial Score (60%)	$D= \text{Lowest Bid}/\text{Bid Being Quoted}*60$
<b>Total Score</b>		<b>C+D</b>

After evaluating and ranking all responsive bids, BNBL will award a contract to the qualified Bidder with the highest combined score in the technical and financial proposals as the most responsive to the needs of BNBL, offering the best value for money. The contract will be awarded as a single package.

**2.15.8 Evaluation Criteria**

**a) Technical Evaluation**

The technical evaluation criteria are divided into two sections as shown in the below table. The total points obtained by each vendor will be converted into 40% to compute total points.

Technical points			Bidders			
Sl #	Evaluation Criteria	Max points	A	B	C	D
1	Bidder Capability	100				
2	Technical Specification	100				
	<b>Total Points</b>	<b>200</b>				



**i. Bidder Capability Evaluation Criteria**

This evaluation will be carried out based on the supporting documents listed below, and scores will be assigned accordingly. Missing any listed documents will result in a score of zero for that particular compliance row. Therefore, submission of the supporting documents as listed below are mandatory.

Sl #	Bidder Capability	Score	Supporting documents required	Bidders			
				A	B	C	D
<b>1</b>	<b>Bidder establishment-Local bidder (20)</b>						
1.1	5 years +	20	Local bidder's license copy				
1.2	4 to 5 Years	15					
1.3	3 to 4 Years	10					
<b>2</b>	<b>Work Experience in Omni Channel Contact Center with CRM and Ticketing System Solutions (20) – Local bidder/PARTNER</b>						
2.1	Executed 5+ projects	20	Name of Project and contact person with number				
2.2	Executed 3 to 5 projects	15					
2.3	Executed 1 to < 3 projects	10					
<b>3</b>	<b>Work experience and qualification of the proposed Key Personnel for the Omni Channel Contact Center with CRM and Ticketing System Project (50)</b>						
3.1	Professional services from OEM for implementation of the Omni Channel Contact Center with CRM and Ticketing System Solutions	5	Should provide required curriculum vitae of the personnel along with proof of employment from proposed solution				
3.2	Certified engineer in proposed Omni Channel Contact Center with CRM and Ticketing System	25	Certificates from proposed OEM and proof of employment from the bidder				
3.3	Experience of Project manager more than 10 year	20	Should provide required curriculum vitae of the Project				



			manager along with proof of employment				
4	<b>Approach/methodology (10)</b>						
4.1	Approach/methodology and project execution plan on the integration of the Omni Channel Contact Center with CRM and Ticketing System Solutions	10	Approach should be realistic, systematic, detailed and complete				
	<b>Total</b>	<b>100</b>					

**Important note:**

Deployment must be handled by the certified engineers named in the tender. These professional may be sourced either directly from the OEM or through authorized local vendors.

**ii. Technical Specifications**

Bidders must submit technical specifications according to the format provided in **Annexure III: Bill of Materials (BOM)**, indicating compliance with a "Y" for Yes and "N" for No in the compliance column of the bidding document. **Failure to submit or indicate compliance will be deemed non-responsive and will result in disqualification from the technical evaluation, and score for technical will be Zero.**

**b) Financial Evaluation**

Bidders must submit their financial bid according to the format provided in **Annexure IV: Bill of Quantity (BOQ)**, in compliance with the terms and conditions specified in clause 2.15.5 (b). Only one rate should be provided per item to qualify for financial evaluation.



### 2.15.9 Banks right to accept or to reject any bid

- a) The Bank reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the bidders.
- b) The Bank reserves the right to negotiate with bidder(s), if necessary. Such negotiations shall be held at the date, time and address intimated to the qualified and selected bidder(s). Representatives negotiating on behalf of the successful Bidder(s) should have written consent/ authority to do so and conclude a contract.

### 2.16 Award of Contract

- a) The Bank shall award the Contract to the Bidder(s) whose offer has been determined to be the lowest evaluated bid and is substantially responsive to the Bidding document.
- b) The Bank reserves the right to increase or decrease the quantity of works/ item(s) tendered, without any change in price or other terms and conditions.
- c) The Bank shall notify the successful bidder(s) of its intention to award the contract in writing, using the format provided in **Annexure-VI**, referred to as the **“Letter of intent to award the contract,”** ensuring compliance with all mandatory requirements. Simultaneously, unsuccessful bidders shall receive written notification using the format in **Annexure-VII**, referred to as the **“Letter for unsuccessful bid,”** informing them of the outcome. All bidders shall also be provided with information regarding the name and bid amount of the successful bidder(s). These notifications shall be sent on the same day, including via email.
- d) On receipt of the Bank’s notification [CLAUSE 2.16 (c)], an unsuccessful bidder has seven (7) calendar days to make a written complaint/request to the Bank for a debriefing. The bank shall provide a response/debriefing to all unsuccessful Bidder(s) whose request is received within this deadline.
- e) Where a complaint/request for debriefing is received within the deadline, the Bank shall provide a response/debriefing within five (5) calendar days.



- f) The Bank shall discuss only such bid but not the bids of other competitors. The response/debriefing shall not include:
  - i. Point-by-point comparisons with another bid; and
  - ii. Information that is confidential or commercially sensitive to other Bidder(s).
- g) The purpose of response/debriefing is to inform the aggrieved Bidder(s) of the reasons for lack of success, pointing out the specific shortcomings in its bid without disclosing contents of other bids.
- h) If two or more bidders quote the same L1 rates, fresh quotes for the same L1 rates shall be obtained from both the bidders after providing five (5) calendar days for resubmission of fresh rates. Bank's decision on such a timeline shall be final and binding for the bidder(s). Thereafter contract shall be awarded to L1 bidder(s) as per the fresh quotes.
- i) The successful bidder(s), on award of contract/order shall sign the contract/order acceptance in writing, within seven (7) calendar days of award of contract / order failing which the bid shall be rejected without any further notice.

### Section 3: Performance Security

- 3.1 The successful bidder(s) shall be required to furnish performance security equivalent to 10% of the quoted amount issued from any authorized financial institutions of Bhutan within seven (7) calendar days after the expiry of the compliance period specified in the letter of intent.
- 3.2 If the successful bidder(s) fails to provide the performance security within seven (7) calendar days of the issue of the work awarding letter, the bid shall be considered as invalid and the particular work shall be given to next lowest bidder(s).
- 3.3 The performance security shall be in the form of demand draft/cash warrant/bank guarantee and shall be valid for a minimum of six (6) months or twelve (12) months, depending on the specified warranty period in the bidding document and considering the typical six-month validity of Demand Drafts/Cash Warrants.
- 3.4 The Performance security shall be discharged with or without deductions (as applicable) to the successful bidder(s) upon completion of performance obligations, including warranty obligations, as described in the contract terms.





directed by the Bank in writing, the successful Bidder(s) shall continue to perform its obligation under the Contract.

### **Section 6: Terms of Payment**

- 6.1. Payment of the invoice shall be arranged by the Bank upon submission of original invoice and TPN number, against the actual works completed as listed in the contract agreement.
- 6.2. Payment shall be made within thirty (30) calendar days and upon successful completion of the works completed as per the contract agreement. The necessary deductions on account of income tax, service tax etc. shall be deducted at source, as applicable, as per Government Rules from the bills submitted by the successful Bidder(s) and necessary TDS certificate shall be issued.

### **Section 7: Warranty**

- 7.1. The successful Bidder(s) warrants that all Goods are new, unused, and of the most recent or current models or as specified in the bidding document. Unless specified in the bidding document, the warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to or accepted at the final destination. Any goods found defective or works below the required standard shall be replaced/redone by the successful Bidder(s) at no cost to the Bank, within fifteen (15) calendar days from the date notification. This is also applicable to the return of goods or works redone due to mismatch of provided specifications.
- 7.2. If the successful Bidder(s) fails to rectify or replace the defective goods/ works or parts thereof within the specified timeline as notified, the Bank shall cancel the particular items/ work and forfeit the performance security as applicable.

### **Section 8: Termination**

- 8.1. The Bank may, by written notice, terminate the contract in whole or in part at any time, as applicable;
  - a) If the Successful Bidder(s) fails to perform any tender terms and conditions.
  - b) If the Successful Bidder(s), in the judgment of the Bank, has engaged in any corrupt or fraudulent practices in competing for or in executing the tasks under this purchase order.



## Section 9: TERMS OF REFERENCES (TOR)

### Background

Bhutan National Bank is currently using Helpdesk Contact Center, which only provides basic call handling functions such as inbound and outbound calls. Beyond this, the system lacks advanced features including the omni-channels and CRM needed to manage customer interactions effectively. We are currently relying on an open-source solution. However, its limited features prevent us from efficiently addressing customer issues and delivering the level of services as expected.

To overcome these challenges, we propose adopting a comprehensive and integrated contact center solution with CRM and ticketing solutions. This solution would enable us to centralize and streamline customer interactions across multiple channels; voice, email, chat, and social media, while ensuring proper case management and resolution tracking. With such a platform, we can also integrate additional critical features such as automated workflows, analytics, and reporting dashboards.

By moving to this advanced system, the bank will significantly enhance its customer service capability, improve operational efficiency, and provide a seamless customer experience across all interaction points.

### Objective

The solution aims to strengthen service operations by enabling unified case and request management, intelligent ticket routing, omni-channel customer support, automated workflows, interactive AI bots, knowledge base-driven resolution, and real-time service analytics. The platform will enhance service quality, reduce turnaround times, improve customer satisfaction, and increase operational efficiency.

### The key business requirements include:

- 360-degree Customer View
- Service Request Handling
- Grievance and Complaint Management
- SLA and TAT Management
- Feedback Management
- Reports and Analytics, including Regulatory Reporting
- Omni-channel Communication
- Sentiment Analysis



## Scope of work

The selected vendor/system integrator should provide full proof project execution plan before implementing the solution. The project execution plan should be strictly guided by minimal disruption on the banking services.

The project should roll out as per execution plan upon approval from the BNBL management.

The scope of work shall include but not limited to the following:

1. Supply of integrated contact center solution along with CRM and omni-channel integration and ticketing system software to BNBL.
2. Proposed CRM and Omni Channel Contact Center with Ticketing System solution should be deployed in DC and DR (on premises).
3. The vendor should propose hardware sizing (such as processor and RAM requirements) based on the solutions.
4. Hands-on training to Bank's technical and contact center team of the proposed solutions and ensure the L1 & L2 support for three years.
5. The selected vendor should provide project completion report.
6. Preparation of Standard Operating Procedure (SOP), credentials, installation documents, and operational manual for the integrated Contact Center with CRM and Ticketing System solution.

## Deliverable

- i) **Installation and Configuration-** The bidder must install and configure the integrated contact center solution to align with the specific requirements. The system architecture should be set up to ensure compatibility with existing IT infrastructure and seamless integration with other applications.
- ii) **Customization-** The solution must be customized to fit the organization's unique workflows and business processes, including configuring modules, fields, and user interfaces. Customization should enhance functionality and optimize the user experience.
- iii) **Data Migration-** The vendor is responsible for migrating existing data into the new contact center solution, ensuring data integrity and accuracy. Comprehensive testing must be conducted to validate the success of the data migration process.
- iv) **Training and User Adoption-** The vendor must provide training sessions for end-users and administrators to ensure proficiency in using the solution.





## Section 10: Bidding Forms

### Annexure I: Bid Submission Form

Date: [DD/MM/YY]

To: Bhutan National Bank Limited  
Corporate Office  
Thimphu

Dear Sir/Madam,

The undersigned, having read the tender document, hereby offers to execute and complete the work in accordance with the terms and conditions set out or specified in the document.

I/We agree to abide by this Proposal/Bid for a period of Ninety (90) calendar days from the date for Bid submission in the tender, and the Bid shall remain binding upon us and may be accepted at any time before the expiration of that period.

If our proposal is accepted, we undertake to initiate the work specified in our proposal within the time frame that shall be stipulated in the work awarding letter and to comply with all the provisions of the Contract.

I/We certify that all information furnished by our firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your company/organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full performance security deposit, absolutely.

#### Best regards

* Signature and seal of the Bidder:	
* Name:	
* Title:	
* Telephone/ Mobile No.:	
* Email:	

**Footnote: /\* Compulsory field**



**Annexure II: Bidder Identification Form**

<b>1. Firm (s) Information</b>	
* Name and Address:	
Telephone/Mobile:	
Email address:	
* <b>Legal Representative:</b> Name/Surname/Position (if any)	
<b>2. Proprietor (s) Details</b>	
*Name:	
*CID Card No.	
*Telephone/Mobile No.	
*Email Address:	
<b>3. Contact details of persons that BNB may contact for requests for clarification during Bid evaluation:</b>	
* Name/Surname:	
* Telephone/Mobile:	
* Email address:	
<b>Be advised that this person must be available during the evaluation of the bids.</b>	
* Signature and stamp of the Bidder:	

Footnote: /\* Compulsory field



**Annexure III: Bill of Materials (BOM)**

Functional requirements/ Features	Mandatory/ Optional	Available (Y) Not Available (N)
Omnichannel routing and integration: Real-time intelligent routing, Integration with: <ul style="list-style-type: none"> <li>• SMS</li> <li>• WhatsApp</li> <li>• Facebook Messenger</li> <li>• WeChat</li> <li>• CRM software</li> </ul>	M	
Capture service requests / complaints from all integrated channels such as voice, email, WhatsApp, SMS, Facebook Messenger and WeChat	M	
Unique service request number for each request/ complaint	M	
Agent should be able to handle multiple customers simultaneously across various channels	M	
Users should be able to check queue levels and reassign agents between queues as necessary	M	
Universal queuing and routing to agents, including offsite and remote employees	M	
The Admin/ users should be able to view the performance of individual agents including the number of handled contacts, average talk time, average handle time, etc.	M	
Unified Customer 360° View- Provide a consolidated view of customer information including profile details, product holdings, interaction history and service requests through call recordings and chat transcripts	M	
Integration with third-party applications including leading CRM WFM/QA tools, Service Core Software	M	



Reporting & Performance Analytics: Provide configurable dashboards and reports to monitor customer interactions, service performance, and agent productivity. <ul style="list-style-type: none"> <li>• Real-time monitoring</li> <li>• Comprehensive dashboards</li> <li>• Analytics tools</li> <li>• CRM tools</li> </ul>	M	
The dashboard should include a 'Wallboard View' suitable for big-screen monitors and wallboards	M	
Interaction channels: Call (inbound and outbound), Email, Chat (including video chat), SMS, Messaging apps like WhatsApp, Facebook Messenger, WeChat	M	
Supervisor can: <ul style="list-style-type: none"> <li>• comment, correct or advise agents any time, during live interactions</li> <li>• Monitor task deadlines to meet service commitments made by agents</li> <li>• Comprehensively track the performance of agents</li> </ul>	M	
Via telephone- voicemail, call recordings, Outbound campaigns & predictive dialing, Scheduled callbacks	M	
Customer Insights- Conversation statistics, Post call surveys, Chat transcripts	M	
Auto escalation mechanism, configuration of escalation matrix for service request and complaints based on different category	M	
Auto-compute the SLA/TAT and planned end date based on pre-defined business rules	M	
Customers should be able to use a launchpad widget to initiate chat/video/SMS/email/messaging app conversations with BNBL- widget embedded on the	M	



website that lets website visitors launch conversations from their desktops or mobile browsers		
Option to add document /scanned image/pdf for customers along with the query/ complaint.	M	
Users should be able to check queue levels and reassign agents between queues as necessary	M	
Option of assigning and manual tagging the request/ complaint to identified agent/ team (based on priority level and escalation)	M	
Service request/complaint journey status view with log (flow with drill down options at every stage)	M	
Classify and segregate complaints based on nature, product type or any other classification.	M	
Route / auto assign queries/ complaints to internal departments and teams (escalation).	M	
There should be scripts for the standard queries/ complaints, e.g., greetings. Call scripts should guide agents through complex or unfamiliar processes, helping improve accuracy and consistency.	M	
Conversation details should be displayed for all communication channels showing both active and past conversations	M	
Call script responses should be automatically saved to the System database and can be viewed in the reports	M	
Ability to include all inter-departmental communications / responses within the solution.	M	
Agents should be able to search/ sort/ filter any interaction/ conversation using search criteria including: <ul style="list-style-type: none"> <li>• Conversation type</li> </ul>		



<ul style="list-style-type: none"> <li>• Status (queuing, pending, in process, handled, resolved, etc.)</li> <li>• Agent Name</li> </ul>	M	
OS notifications: This should alert agents of a new service request. Clicking the notification should bring communication panel to the forefront (in case the agent has minimized the screen or is handling multiple customers)	M	
Routing strategy- Round robin (default option), meaning agent with the longest idle time receives the next conversation	M	
Skills based routing- Routing conversations to agents based on their skills, like language, product knowledge, domain expertise and routing based on priority like identifying and attending VIP callers first	M	
Call recording- Can be enabled or disabled. Mono or stereo recording.	M	
Call transfers- “warm/assisted transfer” where the first agent initiates a conference call with a second agent and introduces the customer to the second agent before the first agent drops off the call. Optionally, the first agent can remain on the call, creating a three-way conference call.	M	
Call backs- Should support both immediate call back and scheduled call back.	M	
Chat Bots- A native chatbot platform integrated with the Contact Center solution for automation of services that allows to create, train, and deploy state-of-the-art intelligent chatbots	M	
<p>Following details should be available as part of 360° view:</p> <ol style="list-style-type: none"> <li>1. Case Summary Details including past interactions</li> <li>2. Agent performance summary</li> <li>3. Attachments</li> <li>4. Personal and demographic information (name, gender, age, DOB, address etc.)</li> <li>6. Financial Information (occupation, branch, income)</li> <li>7. Service Quality Feedback: post-call satisfaction survey or NPS Score</li> </ol>	M	



8. Product holdings		
License/ user: Should support minimum of 15 agents and 1 supervisor user license	M	



**Annexure IV: Bill of Quantity (BOQ)**

<b>Bill of Quantity</b>					
<b>SL #</b>	<b>ITEMS</b>	<b>UNIT</b>	<b>QTY</b>	<b>UNIT PRICE (BTN)</b>	<b>TOTAL AMOUNT</b>
1	Omni Channel Contact Center with CRM and Ticketing System	LOT	1		
2	Renewal License Fee	YEAR	1		
3	AMC after the warranty period	YEAR	1		
<b>Grand Total</b>					



**Annexure V: Integrity Pact Statement (IPS)**

1. General:

Whereas, the Chief Executive Officer, representing Bhutan National Bank Limited, hereinafter referred to as the “Employer” on one part, and ..... (Name or Designation) representing M/s. .... (Name of firm), hereinafter referred to as the “Bidder” on the other part hereby execute this agreement as follows:

**This agreement shall be a part of the standard bidding document, which shall be signed by both the parties at the time of purchase of bidding documents and submitted along with the tender document.**

2. Objectives:

Whereas, the Employer and the Bidder agree to enter into this agreement, hereinafter referred to as IP, to avoid all forms of corruption or deceptive practice by following a system that is fair, transparent and free from any influence/unprejudiced dealings in the bidding process and contract administration, with a view to:

- a. Enabling the Employer to obtain the desired contract at a reasonable and competitive price in conformity to the defined specifications of the works or goods or services; and
- b. Enabling bidders to abstain from bribing or any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also refrain from bribing and other corrupt practices.

3. Scope:

The validity of this Tender shall cover the bidding process and contract administration period.

4. Commitments of the Employer:

The Employer commits itself to the following: -

- a. The Employer hereby undertakes that no officials of the Employer, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favor or any material or immaterial benefit or any other advantage from the Bidder, either for themselves or for any person, organization or third



party related to the contract in exchange for an advantage in the bidding process and contract administration.

- b. The Employer further confirms that its officials shall not favor any prospective bidder in any form that could afford an undue advantage to that particular bidder in the bidding process and contract administration and will treat all Bidders alike.
  - c. Officials of the Employer, who may have observed or noticed or have reasonable suspicion shall report to the head of the employing agency or an appropriate government office for any violation or attempted violation of clauses 4.1 and 4.2.
  - d. Following report on violation of clauses 4.1 and 4.2 by official (s), through any source, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings shall be initiated by the Employer and such a person shall be debarred from further dealings related to the bidding process and contract administration.
5. Commitments of Bidders

The Bidder commits himself/herself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of the bidding process and contract administration in order to secure the contract or in furtherance to secure it and in particular commits himself/herself to the following: -

- a. The Bidder shall not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Employer, connected directly or indirectly with the bidding process and contract administration, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding process and contract administration.
- b. The Bidder shall not collude with other parties interested in the contract to manipulate in whatsoever form or manner, the bidding process and contract administration.
- c. If the bidder(s) have observed or noticed or have reasonable suspicion that the provisions of the IP have been violated by the procuring agency or other bidders, the bidder shall report such violations to the head of the procuring agency.

6. Sanctions for Violation:



The breach of any of the aforesaid provisions shall result in administrative charges or penal actions as per the relevant rules and laws.

- a. The breach of the IP or commission of any offence (forgery, providing false information, misrepresentation, providing false/fake documents, bid rigging, bid steering or coercion) by the Bidder, or any one employed by him, or acting on his/her behalf (whether with or without the knowledge of the Bidder), shall be dealt with as per the terms and conditions of the contract and other provisions of the relevant laws, including Debarment Rules.
- b. The breach of the IP or commission of any offence by the officials of the procuring agency shall be dealt with as per the rules and laws of the land in vogue.

7. Monitoring and Administration:

- a. The respective procuring agency shall be responsible for administration and monitoring of the IP as per the relevant laws.
- b. The bidder shall have the right to appeal as per the arbitration mechanism contained in the relevant rules.

We hereby declare that we have read and understood the clauses of this agreement and shall abide by it.

The parties hereby sign this Integrity Pact at *(place)* \_\_\_\_\_ on *(date)* \_\_\_\_\_

Affix
Legal
Stamp

Affix
Legal
Stamp

**EMPLOYER/BANK**

**BIDDER/REPRESENTATIVE**

**CID:** .....

**CID:** .....

**Witness:** .....

**Witness:** .....

**Name:** .....

**Name:** .....

**CID:** .....

**CID:** .....





Important Notes:

1. If a complaint is received within the specified period, we will notify you promptly. We will then review and address the complaint before providing further instructions.
2. This letter does not constitute a binding agreement until the seven-day period has passed without any objections and the formalities outlined in points 2. (a) & (b) are completed.
3. Please arrange to collect the EMD deposited with us once the formalities outlined in points 2. (a) & (b) are completed.
4. Please note that if you do not complete the required formalities within the specified timeframe, your selection may be revoked, and the EMD may be forfeited in accordance with bidding terms and conditions.

We appreciate your patience and understanding throughout the process. We look forward to a successful partnership on this project. For any further clarifications, please feel free to contact us at [contact details].

Thanking you.

Yours Sincerely,

[Name of Authorized Official]

[Designation & Name of Department]

Cc:

- The Procurement In-charge/Officer, HRA Department, Corporate Office, BNBL, Thimphu:  
for information and necessary compliance.



**Annexure-VII: Letter to Unsuccessful Bidder(s)**

[Bidder's Firm Name]

[Bidder's Address]

[City, State]

Subject: Unsuccessful Bid for [Project/Tender Title]

Tender reference No.....

Sir/Madam,

We regret to inform you that your bid for [Project/Tender Name] has not been selected due to the following reasons:

1. ....
2. ....

We sincerely appreciate the effort and time you dedicated to preparing and submitting your bid. Please arrange to collect your EMD from our office after the signing of the contract and receipt of the performance security deposit from the successful bidder, or after fourteen (14) calendar days of the compliant period and completion of formalities by the successful bidder, whichever comes first or is more convenient.

If you have any concerns or wish to raise a complaint regarding the bid process, you are required to submit your concerns to the procurement unit within seven (7) calendar days from the date of this letter, as outlined in the bid document. If no formal complaint is received within this period, it will be considered that you have no objections, and we will proceed with awarding the contract to the successful bidder according to the bidding terms and conditions. We thank you for your participation and look forward to your participation in future bidding opportunities.

Thanking you.  
Yours Sincerely,

[Name of Authorized Official]  
[Designation & Name of  
Department]

Cc:

- The Procurement In-charge/Officer, HRA Department, Corporate Office, BNBL, Thimphu: for information and necessary compliance.





Standard Bidding Document

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of Bhutan on the day, month and year indicated above.

For and on behalf of the bank

For and on behalf of the bidder

( \_\_\_\_\_ )  
[Insert title & designation]

( \_\_\_\_\_ )  
[Insert title & designation]

Witnessed by: \_\_\_\_\_  
[Insert identification of official witness]

Witnessed by: \_\_\_\_\_  
[Insert identification of official witness]

