

Expression of Interest (EOI)

1.	Ministry/Division	Bangladesh Election Commission (BEC)								
2.	Agency	Election Commission Secretariat								
3.	Name of the Procuring Entity	Project Director, Identification System for Enhancing Access to Services (IDEA) 2 nd Phase								
4.	Title of Service	Voice BoT & Chat BoT Solution for Call Centre Integrating Artificial Intelligence (AI) Technology								
5.	Procuring Entity District	Dhaka								
6.	Expression of Interest for Selection of	Consulting Firm								
7.	EOI Ref. No.	17.14.0000.240.07.159.2024-581								
8.	Date (dd/mm/yyyy)	20.02.2024								
Key Information										
9.	Procurement Method	Quality and Cost Based Selection (QCBS)								
Funding Information										
10.	Budget and Source of Funds	GoB (Development Budget)								
Particular Information										
11.	Project Code	224331200								
12.	Project Name	Identification System for Enhancing Access to Services (IDEA) 2 nd phase								
13.	EOI Closing Date and Time	10.03.2024; 12.30 PM								
Information for Applicant										
14.	Brief description of the Assignment	<p>The perspective plan (PP2041) emphasized to modernize communications and provide an enabling environment for the expansion of communication services, knowledge and information sharing. Bangladesh Election Commission (BEC) is planning to ride over the technology, innovation and digital opportunities, like artificial intelligence (AI), robotics, etc. to facilitate and upgrade continuously its voter engagement and data management process. It is to be mentioned that Bangladesh Election Commission (BEC) maintains a nation-wide Identification system, building a robust and dynamic database with voter list, and also providing verification services to core public and private services. Bangladesh Election Commission (BEC) has now initiated to enrich the database covering the information of all the Bangladeshi citizens living abroad worldwide and integrating citizens' information communicating, interacting, status tracking, educating the users through establishment of voice bot and chat bot with BD Election Commission CALL CENTER-105 under the IDEA Project 2nd phase. Building awareness about the importance of NID among the citizens of Bangladesh in home and abroad should also be one of the important features of the Chat bot and Voice bot. To develop such a communication strategy, engagement of an IT firm is gravely felt to develop and validate the voice bot and chatbot solution. The outline of the assignment is as follows:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">Serial</th> <th style="width: 15%;">Package No.</th> <th style="width: 30%;">Task</th> <th style="width: 45%;">Description</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">PS-19</td> <td>Voice BoT & Chat BoT Solution</td> <td>Voice BoT & Chat BoT Solution for Call Centre Integrating Artificial Intelligence (AI) Technology.</td> </tr> </tbody> </table>	Serial	Package No.	Task	Description	1	PS-19	Voice BoT & Chat BoT Solution	Voice BoT & Chat BoT Solution for Call Centre Integrating Artificial Intelligence (AI) Technology.
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1	PS-19	Voice BoT & Chat BoT Solution	Voice BoT & Chat BoT Solution for Call Centre Integrating Artificial Intelligence (AI) Technology.							
15.	Eligibility Criteria	<p>a) Minimum 10 years of experience in ICT business as a registered company/entity and certificate of incorporation (if applicable).</p> <p>b) Must have valid and up-to-date Trade license TIN certificate, VAT Identification Number and Updated Income Tax Payment Certificate. & Voice bot</p> <p>c) Experience in Similar assignment of services assistance at least one component in Government organization. Data Management, Data Analysis and proving support (please provide a prototype along with a documentation)</p> <p>d) Professionals with a mixed set of skills, educational background, and experience in the relevant fields that included in the field assignment, list of relevant professional staff with mentioning their qualification and experience.</p> <p>e) The whole system/solution must be hosted in Bangladesh premises/cloud. All AI voice, knowledge, Text to Speech (TTS) should not have a third-party dependency. No external API is to be used.</p> <p>f) Must have a minimum average annual turnover of BDT 2.8 crore in the last 2 years. Please submit the last 2 years audited financial statement.</p> <p>g) Must have a minimum liquid asset of BDT 1.8 crore in last 2 years in form of credit line or working capital.</p> <p>h) Joint venture is allowed. Multiple companies having technical, financial or Legal competency for developing such products can submit jointly but they must have legal agreement among them where one company need to be lead. A joint-venture agreement needs to have clear identification about each responsibility matrix. All firms must be Bangladeshi firm.</p>								
Procuring Entity Details										
16.	Name of the Official inviting EOI	Brigadier General Abul Hasnat Mohammad Sayem								
17.	Designation of the Official inviting EOI	Project Director								
18.	Address of the Official inviting EOI	Identification System for Enhancing Access to Services (IDEA) Project (2nd Phase), Nirbachan Bhaban (Floor-8), Agargaon, Dhaka-1207.								
19.	Contact Details of the Official inviting EOI	Ph. 02-55007594, e-mail: pd.idea2.bd@gmail.com								
The Procuring Entity reserves the right to accept or reject all EOIs.										


 (Brigadier General Abul Hasnat Mohammad Sayem)
 Project Director
 IDEA (2nd Phase) Project
 Election Commission Secretariat
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