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Ministry :	Ministry of Railways	Division :	
Organization :	Bangladesh Railway	Procuring Entity Name :	Office of the Joint Director General (Operation), Bangladesh Railway, Railbhaban.Dhaka
Procuring Entity Code :		Procuring Entity District :	Dhaka
Procurement Nature :	Physical Services	Procurement Type :	NCT
Event Type :	PPS		
PPS for selection of	Consulting firm		
PPS No. :	54.01.0000.007.18.018.25/1		
App ID :	226950	Tender/Proposal ID :	1302551

Key Information and Funding Information :

Procurement Method :	Open Tendering Method (OTM)	Budget Type :	Revenue
Source of Funds :	Government		

Particular Information :

Project Code :	Not applicable	Project Name :	Not applicable
Tender/Proposal Package No. and Description :	54.01.0000.007.18.018.25 Design, Develop, Supply, Installation, Commission, Operation and Maintenance of Bangladesh Railway Integrated Call Center (BRICC)		
Category :	Computer equipment and supplies; Office and computing machinery, equipment and supplies; Data-processing machines; Digital cartography equipment; Computer hardware; Software; Computer systems; Servers; Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment; Maintenance and repair of office machinery; Repair and maintenance services of personal computers; Maintenance services of telecommunications equipment; Repair and maintenance services of audio-visual and optical equipment; Miscellaneous repair and maintenance services; Repair, maintenance and installation services; Installation services; Software programming and consultancy services; Computer and related services; Data services; Computer-related services; Computer and related services; Miscellaneous services n.e.c.; Service Provider (Others); Miscellaneous services; Repair services of jewellery; Repair services of leather personal goods; Repair services of garments and textiles; Repair and maintenance services of weapons and weapon systems; Repair and maintenance services of furniture; Repair and maintenance services of musical instruments; Repair and maintenance services of playground equipment; Repair and maintenance services of hotel and restaurant equipment; Installation services of electrical and mechanical equipment; Installation services of equipment for measuring, checking, testing and navigating; Installation services of communications equipment; Installation services of medical and surgical equipment; Installation services of machinery and equipment; Installation services of computers and office equipment; Installation services of metal containers; Programming services of packaged software products; Systems and technical consultancy services; Custom software development services; Systems analysis and programming services; System maintenance and support services; Software-related services; Data-processing services; Database		

services;Computer-related management services;Computer support and consultancy services;Computer network services;Computer upgrade services;Computer audit services;Computer testing services;Computer back-up services;Computer catalogue conversion services;Computer-related professional services;Decommissioning services;Relocation services;Tailoring services;Upholstering services;Locksmith services

PPS Publication Date and Time :	12-Jul-2026 16:00	Document last selling / downloading Date and Time :	03-Aug-2026 12:00
Pre - Tender/Proposal meeting Start Date and Time :	12-Jul-2026 16:05	Pre - Tender/Proposal meeting End Date and Time :	26-Jul-2026 16:00
Closing Date and Time :	03-Aug-2026 14:00	Opening Date and Time :	03-Aug-2026 14:00
Last Date and Time for Tender/Proposal Security Submission :	03-Aug-2026 13:00		

Information for Tenderer/Consultant :

Eligibility of Consultant :	As per TDS
Brief Description of assignment :	Design, Develop, Supply, Installation, Commission, Operation and Maintenance of Bangladesh Railway Integrated Call center (BRICC) with a complete end to end support process for the Citizen of Bangladesh to serve all their queries, receive complaints and complete resolution of the complaints.
Experience, Resources and delivery capacity required :	As per TDS
Other details (if applicable) :	As per TDS
Association with foreign firm :	Not Encouraged
Evaluation Type :	Package wise
Document Fees :	Package wise
PPS Document Price (In BDT) :	5000
Mode of Payment :	Payment through Bank
PPS Security Amount (In BDT) :	3500000
Tender/Proposal Security Valid Up to :	28-Jan-2027
Tender/Proposal Valid Up to :	31-Dec-2026

Ref. No.	Phasing of service	Location	Indicative Start Date	Indicative Completion Date
54.01.0000.007.18.018.25/1	One	Dhaka	03-Nov-2026	02-Nov-2031

Procuring Entity Details:

Name of Official Inviting :	Md. Shahidul Islam	Designation of Official Inviting :	Joint Director General (Operation)
Address of Official Inviting :	Address: Room No.1125, 16 Abdul Gani Road, Railbhaban, Dhaka. City : Dhaka Thana : Dhaka South City Corporation District : Dhaka - 1000 Country : Bangladesh	Contact details of Official Inviting :	Phone: 017-1506118 No Fax : No

The procuring entity reserves the right to accept or reject all Tenders/Proposals / Pre-Qualifications / EOIs

Note: Bank will update the payment transactions only at the end of the day, so the tenderers should make sure the securities and other payments are made at least one day before the submission date.