

## Tender Invitation

RTM International is seeking a capable organization to execute a comprehensive messaging and interactive voice response (IVR) services in close collaboration with engageSPARK platform (USA based organization) in Bangladesh. We are inviting interested organizations to review and provide proposals (with estimated budget) for providing the services as outlined in the scope of work below. Further details and technical specifications can be provided upon request.

Please see the below scope of works / process flow, download the information and Vendor Enlistment Form file from RTM International website. Fill-up this document and submit with the (Vendor Enlistment document link: <http://www.rtm-international.org/583/>) other documents.

### Scope of works Process flow

1. We will send Text messages to the participant's phone number (all Telco operators in Bangladesh).
  - Send all Text SMS messages through HTTP, APIs integrated into EngageSPARK web-based platform.
  - Text SMS are in the Unicode bangla phonetic
2. All Text SMS would be the masking (Like sender "Dr. Chobi Apa").
3. Applicant will take approval / permission from the BTRC and other organization to execute the related task.
4. Technical support: applicant will provide technical support to RTM for delivering the messages/contents.
5. Initial provisionary (piloting) contact will be for a period of three (3) months only and after satisfactory evaluation by RTMI the contract will be renewed on an annual basis.

### Terms and condition of the tender submission:

1. The interested company/organization may collect the scope of works / schedule and Vendor Information Form from RTM International website ( <http://www.rtm-international.org/583/> and serial no. 01) from 09 November 2023 to 19 November 2023.
2. The applicant also requested to send a soft copy of the tender to Email: [tenderrtmi@rtm-international.org](mailto:tenderrtmi@rtm-international.org) (indicating tender subject in the Subject line) on or before 19 November 2023 within official time or hard copy submitted to RTM International office at 581, Shewrapara, Mirpur, Dhaka-1216.
3. The participants must submit the legal papers/documents as mentioned in the schedule.
4. The applicant should also quote the unit price and the mode of payment in Bangladeshi Taka.
5. Standard VAT and TAX will be deducted as per GOB rules.
6. Any miss information or lack of sufficient document provider will be rejected from the bidding process.
7. Technical and financial schedule can be submitted in one envelope.
8. The technical team will evaluate the technical and financial schedule based on the committee's established criteria.
9. A Pre-bid meeting will be organized on 14 November 2023 at 11.00 am in RTM International, Level-2, 581 Shewrapara, Mirpur, Dhaka.



Director – Administration

RTM International

