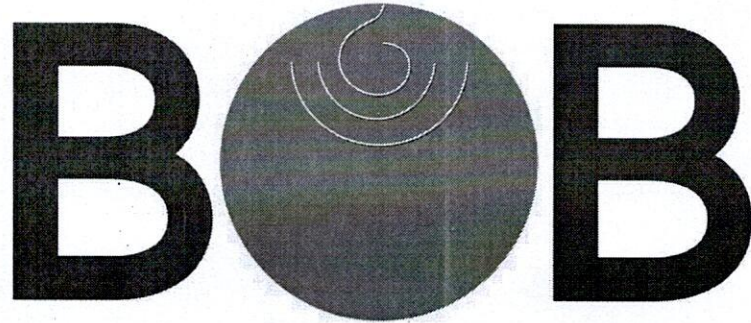


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BANK OF BHUTAN

A **dhil** Company

Banker to the Nation since 1968

**Expression of Interest (EOI)
For**

**Deployment of Integrated Contact Center Solution
for Bank of Bhutan**

EOI REF.: 000/BoB/EOI/2025/004

22 November 2025



Deployment of Integrated Contact Center Solution for Bank of Bhutan

DISCLAIMER

The information provided by the bidders in response to this EOI Document will become the property of the Bank and will not be returned. The Bank reserves the right to amend, rescind, or reissue this EOI Document, and all amendments will be advised to the bidders and such amendments will be binding on them. The Bank also reserves its right to accept or reject any or all the responses to this RFP Document without assigning any reason whatsoever.

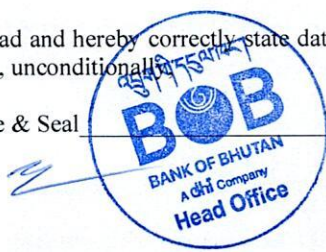
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While the document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by BANK OF BHUTAN or any of its employees, about the accuracy or completeness of this document, and any liability thereof is expressly disclaimed. The EOI is not an offer by the Bank of Bhutan, but an invitation for bidders' responses.

No contractual obligation on behalf of Bank of Bhutan, whatsoever, shall arise from the offer process unless and until a formal contract is signed and executed by duly authorized officials of Bank of Bhutan and the Bidder.

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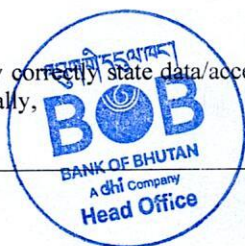
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Deployment of Integrated Contact Center Solution for Bank of Bhutan

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EOI DETAILS	
Date of commencement of release of the EOI	22 nd November 2025
The last date and time for submission	8 th December-2025 at 1500 Hours BST (Bhutan Standard Timing)
Date and time of Opening of Bid	8 th December-2025 at 1600 Hours BST (Bhutan Standard Timing)
Place of opening of EOI	Conference Hall, BoB Corporate Office, Norzin Lam, Thimphu (In the event of a change in venue, the Bank shall notify the registered bidders before the opening of the bids)
Address of communication	Procurement Office, Bank of Bhutan Limited, P.O Box No. 102, Thimphu Bhutan, PABX: +975- 02-334333 (Ext – 0023) (Attn: Tandin Wangchuk, Manager, Admin & Procurement Section)
Contact with Bidders	Interested Bidders are requested to send the e-mail to kinga.tshering2682@bob.bt or suman.tamang@bob.bt containing the following information: Name of company, contact person, Complete mailing address, Telephone No., e-mail address, and Mobile No.

Note:

- A. Vendors must strictly ensure that the EOI documents are delivered in any of the mediums listed below:
- By hand or,
 - Couriered or,
 - Electronic media such as email with password-protected documents

Any EOI document submitted electronically without a password will be rejected outright

- B. Any other means of EOI submission other than the 'means' mentioned in the EOI document will lead to disqualification of the bidder.
- C. The EOI document and further corrigendum, if any shall be shared through e-mail. EOI documents received after the closing of the bid shall be rejected without any reason.
- D. All supporting documents should be full.
- E. EOI documents and all supporting documents will be opened in physical/electronic form at the stipulated time and place specified in the EOI. The EOI documents will be opened in the presence of the vendor' representative who chooses to attend.

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1. INTRODUCTION

The Bank of Bhutan (BoB), established in May 1968 by Royal Charter, is the oldest and largest commercial bank in Bhutan. With a network of 39 branches, 177 BoB Connect agents and 86 ATMs, the bank has continually evolved to meet the demands of its growing customer base. To enhance customer service and support, BoB established a Contact Center (CC) in 2012. Over the years, the CC has become the benchmark in service excellence in the country. However, with increasing customer interactions and the expansion of the bank's products and services, the need has emerged for a more integrated, intelligent, and scalable Contact Center solution.

2. EXECUTIVE SUMMARY

Bank of Bhutan invites qualified vendors to propose a comprehensive and robust on-premises Contact Center solution that integrates existing and new communication channels, enhances automation and efficiency, and supports artificial intelligence (AI)-based services. The solution is expected to be omnichannel, supporting voice, email, chat, mobile app, video banking, and social media platforms such as Facebook, WhatsApp, WeChat, etc., and delivers a seamless customer experience complying with industry standards.

3. Scope of Work

A. Comprehensive Integration:

- The selected vendor will be tasked with delivering a solution that seamlessly integrates all existing CC tools/applications into a unified User Interface (UI) with Single Sign-On (SSO) and Applications Monitoring. The solution must ensure seamless integration across all customer interaction channels, including social media, chatbots, mobile applications, and future digital platforms.

B. Robust CRM with below capabilities:

- Easy Case Management and detailed analysis.
- Detailed/Customizable Dashboard about the top complaints/queries via any platforms, trends, Contact Center performance, etc.
- Seamless integration with the bank's system.
- 360-degree view of the customer in terms of both financial and non-financial data in generating leads for marketing, etc.

C. Applications Monitoring:

- Screen recording, call recording/chat/emails monitoring abilities for quality purposes.
- Real-time chat and call distribution, handling and tracking.
- Log management and analysis for troubleshooting and security.
- The system should provide workforce management features, including agent scheduling, performance dashboards, and quality assurance scoring.

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D. Disaster Recovery Capability:

- Ensuring continuous availability and minimal downtime, the solution must be accessible from both the Data Center (DC) and Disaster Recovery (DR) locations. It should support replication and switchover during unforeseen events.

E. Cloud-Ready Design:

- The solution should be adaptable to cloud environments, providing advanced visualizations for efficient monitoring of applications. Future scalability and flexibility are paramount considerations.

F. Compliance:

- The selected solution must comply with the latest versions of ITIL, ISO 27001, and PCI-DSS, ensuring adherence to internationally recognized standards for IT service management, information security, and payment card data security.
- The solution must ensure data encryption in transit and at rest, multi-factor authentication for agents, and strict role-based access controls.

Vendors interested in participating in the selection process are required to submit their expressions of interest by 8th December 2025 at 15.00 Hours BST. Shortlisted vendors will be invited to present live demonstrations of their solutions.

4. OBJECTIVE/PURPOSE

The primary objective of this Expression of Interest (EOI) is to identify and engage qualified vendors capable of providing a comprehensive solution for Bank of Bhutan's Contact Center infrastructure, specifically in the areas of integration, automation, and data analytics. Through this EOI, the bank aims to identify vendors with the expertise to contribute to the development of a robust and forward-looking infrastructure that aligns with strategic goals and industry best practices.

5. VENDOR/BIDDER RELATED INFORMATION FOR EOI

To ensure a transparent and competitive selection process, vendors interested in participating in Bank of Bhutan's Expression of Interest (EOI) for the deployment of an integrated IT management solution must meet the following eligibility criteria:

A. Experience and Expertise:

- Vendors must have a proven track record in providing robust Contact center integration solutions, specifically in the areas of CRM and agent desktop, AI, CTI, and natural language IVR, etc.
- Minimum of 5 years of experience in successfully implementing similar solutions for financial institutions or organizations of comparable size and complexity.
- Vendors must outline their proposed project team structure, including designated project managers, technical leads, trainers, and support engineers.

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Deployment of Integrated Contact Center Solution for Bank of Bhutan

B. Technical Capability:

- Demonstrate technical expertise in deploying and integrating CRM and agent desktop, IVR solutions, and Applications Monitoring components seamlessly.
- Provide details on the technology stack, architecture, and compatibility with existing and future infrastructure.

C. Compliance and Certification:

- Vendors must be certified or compliant with industry standards, including but not limited to the latest versions of ITIL, ISO 27001, and PCI-DSS.
- Provide evidence of adherence to relevant compliance standards and certifications.

D. Disaster Recovery and High Availability:

- Showcase experience in designing and implementing disaster recovery solutions for critical IT systems.
- Demonstrate the capability to ensure high availability through replication and switchover mechanisms.

E. Cloud Integration Capability:

- Provide evidence of successful integration of solutions into cloud environments.
- Detail the approach to making the proposed solution cloud-ready, with scalability and flexibility considerations.
- The vendor should demonstrate a clear training and knowledge-transfer plan for Bank of Bhutan staff to ensure self-sufficiency post-deployment.

F. Open-Source Platform Experience:

- Vendors with experience in working with open-source platforms for CRM Applications are encouraged to apply.
- Highlight successful projects or implementations using open-source technologies.
- Preference will be given to vendors with a local or regional support presence to ensure a timely response to issues.

G. Financial Stability:

- Provide evidence of financial stability, including audited financial statements for the recent past THREE Financial Years.
- Demonstrate the capacity to undertake and complete the proposed project without financial constraints.

H. References:

- Submit a minimum of THREE client references from organizations that have implemented solutions similar to the proposed solutions.
- Include contact details for reference checks.

I. Legal and Ethical Standards:

- Ensure compliance with all legal and ethical standards in the jurisdictions where the vendor operates.
- Disclose any history of legal disputes or ethical violations related to earlier deployments.

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J. Submission of Expression of Interest:

- Vendors must submit a comprehensive Expression of Interest (EOI) by the specified deadline, including details on their approach, technical capabilities, and pricing.
- Failure to comply with the submission requirements may result in disqualification.

Bank of Bhutan reserves the right to evaluate vendors based on the above criteria and select those that best align with the project's objectives and organizational requirements. Shortlisted vendors will be invited to participate in further stages of the selection process.

NOTE:

Interested applicants may suggest any alternate technology that is able to meet the above scope of work. The applicants may please note that the above parameters may be further elaborated, viz., more details may be included in the RFP document to be issued as a result of the evaluation process of EOIs.

Interested vendors are invited to submit detailed proposals outlining their approach, technical capabilities, and pricing. Shortlisted vendors will be invited for a live demonstration and presentation of their solutions. The selected vendor will be expected to provide ongoing support and maintenance following the deployment

6. METHODOLOGY

A. Needs Assessment:

- Conduct a thorough analysis of Bank of Bhutan's current Contact Center and infrastructure, identifying pain points, challenges, and opportunities for improvement.
- Engage key stakeholders to understand specific requirements, expectations, and strategic goals.

B. Solution Design:

- Develop a detailed solution design based on the identified needs.
- Ensure seamless integration and interoperability among the different modules.

C. Technology Evaluation:

- Evaluate available technologies, both proprietary and open-source, for each component of the integrated solution.
- Prioritize solutions that align with industry best practices, scalability, and compatibility with the bank's existing and future infrastructure.

D. Compliance Framework:

- Establish a compliance framework to ensure that the proposed solution adheres to the latest versions of ITIL, ISO 27001, and PCI-DSS standards.
- Develop a strategy for ongoing compliance monitoring and reporting.

E. Disaster Recovery Planning:

- Design a comprehensive disaster recovery plan, considering deployment in both Data Center (DC) and Disaster Recovery (DR) locations.

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Deployment of Integrated Contact Center Solution for Bank of Bhutan

- Implement mechanisms for replication and switchover during unforeseen events to ensure continuous availability.
- F. Cloud Integration Strategy:
- Develop a strategy for making the solution cloud-ready, allowing for future scalability and flexibility.
 - Incorporate advanced visualizations specifically tailored for monitoring applications in a cloud environment.
- G. Open-Source Platform Exploration:
- Explore and assess the suitability of open-source platforms.
 - Consider factors such as community support, customization capabilities, and long-term sustainability.
- H. Proposal Submission:
- Prepare a detailed and comprehensive proposal in response to the Expression of Interest (EOI), outlining the methodology, technical approach, project timeline, and associated estimated costs.
 - Highlight how the proposed solution addresses the specific needs and objectives outlined by the Bank.
- I. Live Demonstration and Presentation:
- Shortlisted vendors will be invited to provide a live demonstration and presentation of their proposed solution.
 - Demonstrate the functionality, interoperability, and usability of the solution in a simulated environment.
 - Before full rollout, vendors must conduct a pilot implementation at Bank of Bhutan to validate functionality, performance, and user experience in a controlled environment.
- J. Evaluation and Vendor Selection:
- Evaluate proposals based on technical capabilities, alignment with requirements, compliance with standards, and overall cost-effectiveness.
 - Select the vendor(s) that best meet the bank's criteria for a robust, integrated IT management solution.
- K. Contract Negotiation and Finalization:
- Engage in contract negotiations with the selected vendor, addressing terms, conditions, and ongoing support and maintenance arrangements.
 - Finalize a comprehensive agreement outlining responsibilities, deliverables, and timelines.
- L. Implementation and Support:
- Execute the agreed-upon implementation plan, ensuring minimal disruption to ongoing operations.
 - Provide ongoing support and maintenance post-implementation, addressing any issues and optimizing the solution as needed.
 - The vendor must provide comprehensive change management support, including user training, communication plans, and knowledge-transfer sessions to Bank of Bhutan teams.

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Deployment of Integrated Contact Center Solution for Bank of Bhutan

This methodology aims to ensure a systematic and thorough approach to deploying an integrated Contact Center solution that aligns with the Bank of Bhutan's strategic goals and enhances operational efficiency.

7. PROCESS FOR EVALUATION OF EOI BIDS

The evaluation process for selecting a vendor for the Contact Center Solution Project at the Bank of Bhutan will be comprehensive. The following criteria will be used to assess the proposals received through the Expression of Interest (EOI) process:

Main Evaluation Area	Sub criteria	Weight (%)	Scoring *
1. Technical Capability	- Integration capability (SSO, omnichannel, monitoring) - CRM and application features - Social media channels integration - Integration with Bank's internal application like CBS, Mobile banking, Internet banking applications, CRM - Integration of Chatbot, IVR with omnichannel experience.	20%	A: 20 PA: 10 - 15 ND: 0
2. Disaster Recovery (DR) Capability	- DR architecture, replication, switchover features - Proof of prior DR implementations	5%	A: 5 PA: 1 - 2.5 ND: 0
3. Vendor Experience and References	- Similar project implementations (esp. banks) - Client references and testimonials	10%	A: 10 PA: 5- 9 ND: 0
4. Innovation and Features	- AI integration, analytics, monitoring dashboards - ChatBoT	15%	A: 15 PA: 8 - 14 ND: 0
6. Compliance and Security	- Compliance with ITIL, ISO 27001, PCI-DSS - Encryption, MFA, access control	10%	A: 10 PA: 5- 9 ND: 0
7. Scalability and Flexibility	- Cloud readiness - Modular and scalable architecture	10%	A: 10 PA: 5- 9 ND: 0
8. Support and Maintenance	- Local/regional support- SLA terms, escalation matrix - Training and handover plan	10%	A: 10 PA: 5- 9 ND: 0
9. Implementation Timeline	- Realistic delivery milestones - Readiness to deploy	5%	A - 20 PA - 10 - 15 ND - 0
10. Demonstration & Presentation (Subjective)	- Live demo clarity - Clear understanding of the Scope - Presentation professionalism - Ability to answer queries	15%	

*

A: Available

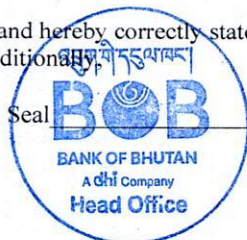
PA: Partially available

ND: Needs development

Note: Minium of 80% is required to qualify for the RFP Round, Any bidders who doesn't score more 80% or More will be disqualified for RFP round

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The evaluation team will score each proposal based on these criteria, and a combination of technical merit, vendor experience, and overall value will guide the final vendor selection process.

8. PROCESS FOR SUBMISSION OF EOI BIDS

Vendor/Bidder interested in providing the services detailed above may submit their response to the Expression of Interest as per the formats given in annexure (I to V) by 8th December 2025 at 16.00 hours BST. After the said date and time, no EOI will be entertained.

The responses will only be acceptable if the EOI documents are delivered in any of the ways listed below:

- By hand or,
- Couriered or,
- Electronic media such as email with password-protected documents

Any EOI document submitted electronically without a password will be rejected outright.

The bank reserves the right to examine/verify the supportive documents/reports furnished by the bidders by inspection/site visit by its officers and or a technical consultant appointed by the Bank.

If any information or document provided in the response to this EOI is found to be wrong/incomplete, the bid will be disqualified.

Bids will be opened in the presence of the vendor/bidders' representative who chooses to attend.

Queries will not be entertained up to the EOI Submission date. However, queries, if any, may be raised by the bidder until 3rd December 2025

Presentations will be held tentatively within 1 week of the closure of the bid.

Disclaimer: The Bank may reject any or all the responses received without assigning any reason whatsoever. The Bank reserves the right to cancel the entire process at any stage.

9. OTHER DOCUMENTS TO BE SUBMITTED

- Board Resolution in favor of the authorized person.
- Power of Attorney in case the authorized person delegates authority to another person of the company to sign the Bid documents.

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FORMAT FOR RESPONSE TO EOI

List of annexures and enclosures submitted

Annexure / Documents submitted	Page from	Page To
Annexure I		
Annexure II		
Annexure III		
Annexure IV		
Annexure V		
Annexure VI		
Annexure VII		
Annexure VIII		
Any other details/documents/ information		

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Deployment of Integrated Contact Center Solution for Bank of Bhutan

ANNEXURE I – RESPONSE to VENDOR/BIDDER CRITERIA:

- Submit required documents as mentioned in Point 4 VENDOR/BIDDER RELATED INFORMATION FOR EOI

ANNEXURE II - Details of Company/ Firm

SN	Particulars	Details of Company/Firm
A	Company Name	
B	Date of incorporation	
C	Company Head Office Address	
D	Registered office address	
E	Details of at least 2 Contact persons, address, telephone number, mobile number, Fax Number, and email ID.	
F	Name, Designation, Tel No, email of the authorized official submitting the EOI	
G	Whether the company has been blacklisted for service deficiency in the last 3 years. If yes, details thereof	

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ANNEXURE III - Details of implementations of this solution in other banks:

Number of Implementation

Details of earlier implementations/setup:

Name of the Bank/Institution

Facilities provided

Details of hardware/software implemented

Maintenance services have been offered for several Years

ANNEXURE IV - Technical details of design, products offered:

Technical details of design, products offered:

Whether this supports all the requirements given in the EOI document. List the deviations if any.

Design & Layout details; Hardware system details; Operating System details

Application details

Database details

Functionalities supported

Message formats supported

Interfaces supported

Any other additional information

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ANNEXURE V - Details of technical support centers

Details of technical support centers

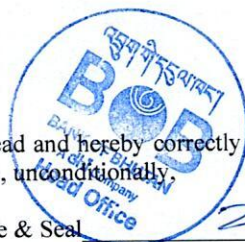
Location of Centers

Area of operation of each center

Number of engineers at each center

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ANNEXURE VI - Delivery plan:

Delivery plan:

Time required for Design, installation, operationalization, commissioning, and maintenance for the site, devices, services, interfaces, etc., as given in the EOI document.

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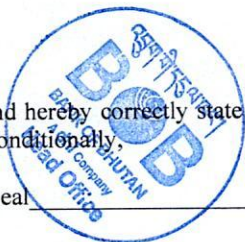
ANNEXURE VII - customer references with the following details:

Provide customer references with the following details:

Name
Bank/Institution
Address
Phone
Email id

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ANNEXURE VII – Letter of acceptance by the bidder:

To
The Manager, Admin & Procurement Section
Bank of Bhutan Limited
P.O. Box No. 102
Thimphu Bhutan

Sir,

Sub: Our bid for Expression of Interest (EOI) for Deployment of Integrated CC Solution for Bank of Bhutan

We submit our EOI Document herewith.

We understand that

- You are not bound to accept all or any EOI Documents received by you, and you may reject all or any bid.
- It is the Bank's discretion to select the EOI Document based on the responses submitted by us, and the Bank shall not be liable in any court of Justice.
- We understand that mere participation in EOI does not imply that we shall be selected in further Evaluation processes.

Yours faithfully

Dated on _____ this _____ day of 20 _____

For: _____

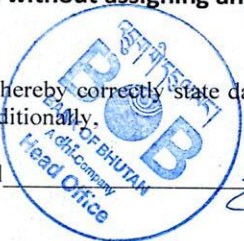
Signature: _____

Name: _____

The Bank reserves the right to accept/reject any or all offers submitted in response to this advertisement without assigning any reason whatsoever.

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~~~~~ END ~~~~~



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