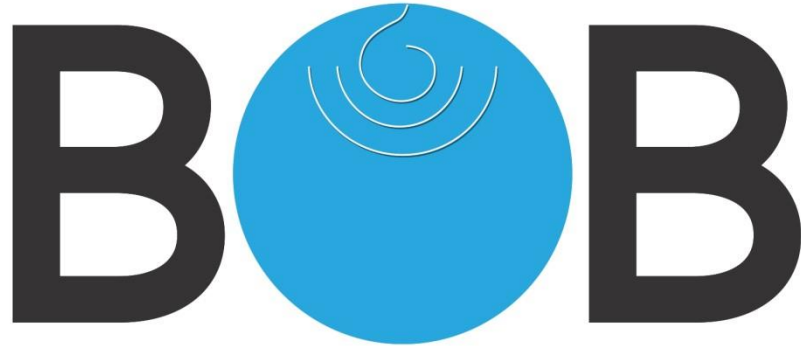


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**BANK OF BHUTAN**

A **dhi** Company

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Banker to the Nation since 1968

**EXPRESSION OF INTEREST  
FOR SELECTION OF A RECRUITMENT AGENCY FOR  
ENGAGEMENT OF SPECIALIST PROFESSIONALS**

EOI REF.: 000/BoB/EOI/2026/002

Date: 10 July 2026

### **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.

This document is prepared by Bank of Bhutan for the Deployment of Integrated Contact Center Solution for Bank of Bhutan. It should not be reused or copied, or used either partially or fully, in any form.

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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## EOI FOR SELECTION OF A RECRUITMENT AGENCY FOR ENGAGEMENT OF SPECIALIST PROFESSIONALS

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| EOI DETAILS                                |                                                                                                                                                                                                                                                                                                                                                       |
|--------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Date of commencement of release of the EOI | 10 <sup>th</sup> July 2026                                                                                                                                                                                                                                                                                                                            |
| The last date and time for submission      | 25 <sup>th</sup> July 2026 at 1500 Hours BST (Bhutan Standard Timing)                                                                                                                                                                                                                                                                                 |
| Date and time of Opening of Bid            | 25 <sup>th</sup> July 2026 at 1600 Hours BST (Bhutan Standard Timing)                                                                                                                                                                                                                                                                                 |
| Place of opening of EOI                    | Conference Hall, BoB Corporate Office, Norzin Lam, Thimphu                                                                                                                                                                                                                                                                                            |
| Address of communication                   | Procurement Office,<br>Bank of Bhutan Limited,<br>P.O Box No. 102,<br>Thimphu Bhutan,<br>PABX: +975- 02-334333 (Ext – 0023)<br>(Attn: Dupchen Lepcha, Manager, Admin & Procurement Section)                                                                                                                                                           |
| Contact with Bidders                       | Interested Bidders are requested to send the e-mail to <a href="mailto:kinga.tshering2682@bob.bt">kinga.tshering2682@bob.bt</a> or <a href="mailto:dupchen.lepcha@bob.bt">dupchen.lepcha@bob.bt</a> containing the following information:<br>Name of company, contact person, Complete mailing address, Telephone No., e-mail address, and Mobile No. |

## 1. INTRODUCTION

The Bank of Bhutan Limited (BoBL) invites Expressions of Interest (EOI) from reputed, experienced, and qualified recruitment agencies/firms for sourcing and facilitating the recruitment of specialists to support the Bank's strategic and technology initiatives.

### **Positions to be Recruited**

The selected recruitment agency along with one of the BoB officials shall undertake an end-to-end recruitment process, including identifying, shortlisting, and coordinating suitable candidates for the following positions:

1. CBS Techno-Functional Specialist
2. Cards & Payments Specialist

### **Scope of Services**

The recruitment agency shall be responsible for:

- Understanding the Bank's recruitment requirements, job descriptions, and position specifications. Sourcing qualified and experienced professionals. Please refer to Annexure I.
- Conducting preliminary screening and shortlisting of candidates.
- Conducting preliminary screening, assessment, and shortlisting of candidates based on the Bank's requirements.
- Coordinating interviews and communications between the Bank and shortlisted candidates.
- Verifying candidates' qualifications, professional credentials, employment history, and relevant experience.
- Coordinating and facilitating communication and interview scheduling between the Bank, recruitment agency and shortlisted candidates.
- Ensuring that at least one representative nominated by the Bank of Bhutan participates as a panel member during the candidate interview process.
- Providing end-to-end recruitment support until the successful selection of candidates.
- Engagement period for the specialist shall for the period 2-years and extendable based on the requirement of the bank.

### **Eligibility Criteria**

Interested agencies/firms should:

- Be a legally registered entity authorized to provide recruitment or talent acquisition services.
- Sourcing qualified and experienced candidates through appropriate recruitment channels and professional networks.
- Have proven experience in recruiting specialist professionals for the banking, financial services, information technology (IT), digital banking, payments, cybersecurity, or related sectors.
- Demonstrate adequate organizational capacity, qualified recruitment consultants, and access to relevant professional networks and talent databases.
- Not have been blacklisted, suspended, or debarred by any government agency, regulatory authority, public sector organization, multilateral institution, or financial institution

Disclose any actual or potential conflict of interest that may affect the impartiality of the assignment.

- Agree to comply with all terms and conditions stipulated in this EOI.

### Submission Requirements

Interested agencies are requested to submit the following:

- Company Profile.
- Organizational and Legal Documents.
- Relevant Experiences and Client References.
- Proposed Recruitment Methodology and Approach.
- Team Composition and Key Personnel.
- Proposed Commercial Terms and Fee Structure.
- Any additional information demonstrating capability and expertise.

## 2. PROCESS FOR EVALUATION OF EOI BIDS

The evaluation process for selecting a vendor will be comprehensive. The following criteria will be used to assess the proposals received through the Expression of Interest (EOI) process:

| Main Evaluation Area                         | Weight (%) |
|----------------------------------------------|------------|
| 1. Technical Capability                      | 40%        |
| 2. Demonstration & Presentation (Subjective) | 60%        |

Note: A minimum of 80% is required to qualify for the RFP Round, any bidders who do not score a minimum of 80% shall be disqualified for the RFP round.

### Technical Evaluation:

| Sl. No. | Evaluation Criteria                    | Description                                                                                                                                                                                                   | Maximum Score |
|---------|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| 1       | <b>Relevant Experience</b>             | Experience in recruitment services; experience in recruiting for banking, financial institutions, fintech, cybersecurity, and IT sectors; details of similar assignments completed during the last 3–5 years. | <b>10</b>     |
| 2       | <b>Recruitment Methodology</b>         | Talent sourcing strategy; candidate screening and evaluation process; background verification process; interview coordination and candidate management approach.                                              | <b>2.5</b>    |
| 3       | <b>Proposed Work Plan and Timeline</b> | Proposed timeline for sourcing and shortlisting candidates; key milestones and deliverables.                                                                                                                  | <b>5</b>      |
| 4       | <b>Team Composition</b>                | Qualifications, experience, and roles of the key personnel assigned to the engagement.                                                                                                                        | <b>5</b>      |
| 5       | <b>Database and Network Strength</b>   | Access to professional networks and talent pools; experience in recruiting regional and international candidates.                                                                                             | <b>10</b>     |
| 6       | <b>Quality Assurance Measures</b>      | Candidate assessment methodology; reference checks and verification procedures; replacement policy, if applicable.                                                                                            | <b>2.5</b>    |
| 7       | <b>Client References</b>               | References from previous or current clients, preferably banks, financial institutions, or similar organizations.                                                                                              | <b>5</b>      |
|         | <b>Total</b>                           |                                                                                                                                                                                                               | <b>40</b>     |

### 3.PROCESS FOR SUBMISSION OF EOI BIDS

3.1 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 copy such as email with password-protected documents shall be accepted.
- Password will be ask during the opening of the EOI

**Any EOI document(s) submitted electronically without a password shall be considered non-responsive and shall be rejected.**

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

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

**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.**

### 3. OTHER DOCUMENTS TO BE SUBMITTED

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