



Technical Requirement for Short Call Parking, Basic Call Center and Miss Call Service

1. Short Code Parking:

Item no	Description of Items	MRC
1	Primary Vendor for One (1) Short Code Parking (16302) with route to all mobile operators including BTCL with 20 concurrent channel and Ten (10) long code Number as desire by bank.	
3	Secondary Vendor for 10 long Code number with route to all mobile operators including BTCL with 20 concurrent channel.	

2. Call & SMS Tariff:

Item no	Description of Items	Amount per Minute/SMS
1	Local call tariff for all mobile operator's & BTCL	
2	Other IP phone Call Tariff	
3	SMS Charge	

3. Miss Call Solution:

Item no	Description of Items	Amount per Minute/SMS
1	One Hunting number (09XXX X16302) for miss call service with 10 concurrent channels.	Please Mention
2	Hosted service solution for Missed Call Service at the vendor end: <ul style="list-style-type: none"> Bank clients initiate the process by giving a missed call to a specific hunting number provided by the vendor. The vendor disconnects the call after the first ring and forwards the client's number to the bank server for further processing. Entire Solution will be hosted at vendor end. 	
3	SMS rate, if available.	



4. Data Connectivity

Item No	Description of Items	MRC
1	Redundant Data Connectivity with 30 concurrent channels. Vendor must provide One connectivity through F@H building solution of bank with a backup connection on a different path for redundancy.	Please mention

Vendor Information and Requirements:

1. The vendor must have a valid IPTSP license from the competent authority. Please submit a copy of the license.
2. The vendor must have at least 3 years of experience with similar projects.
3. Provide a list of existing clients.
4. Submit a list of related manpower.
5. Provide details of the IPTSP infrastructure with redundancy.
6. The vendor will assist in transferring Short Call Parking from the existing vendor.