



Procurement Division

**Jamuna Bank PLC., Extended Corporate office, Reliance Insurance Tower
Plot No. 11, Block-CWS(C), Bir Uttam A.K. Khandokar Road, Gulshan-1
Dhaka-1212, Tel: 16742 (Ext: 5146)**

Request for Proposal (RFP) for Onboarding New Outsourcing Firms for Call Center Agent Recruitment

Jamuna Bank PLC. invites sealed proposals from qualified, experienced, and reputable manpower outsourcing firms to provide recruitment, payroll administration, and manpower management services for Call Center Agents (Customer Service Executives) for a period of three (3) years. Necessary RFP/Tender documents containing detailed scope of work, technical evaluation criteria and approved financial structure may be collected from the above-mentioned address on all working days during office hours by applying through letterhead pad on payment of Tk.2,000.00 (Two Thousand) only per schedule (cash, non-refundable).

Quotations must be dropped in the Tender Box kept at the above address on or before 3:00 PM till August 03, 2026, and shall be opened at 3:30 PM on the same day in the presence of the representative of the bidder(s) (if any).

VP & Head of Procurement Division