## AICB

**APPENDIX B** 

## Implementation, Maintenance and Support Services for Call Centre Automation

## **RFP Acknowledgement Form**

| From (Tenderer)    | : |                    |
|--------------------|---|--------------------|
| То                 | : |                    |
| Attention          | : | Tender Secretariat |
| Email Address      | : |                    |
| Tender Procurement | : |                    |

Please confirm the following statement with a tick ( $\sqrt{}$ ).

| Α. | Submission of Proposal   |
|----|--|
|    | We intend to submit a bona fide proposal by the date and time stated in your RFP document.   |
|    | With reference to the RFP, we hereby enclose our offer for the implementation of the Call Centre Automation.   |
|    | We undertake to provide all the services prescribed in the RFP to be entered with AICB and comply within the timeframe specified therein if AICB's accepts our offer |
|    | We confirm that our offer is made in compliance with the RFP and shall remain valid for 6 months from the closing date of the RFP.                                   |
| В. | Compliance Clauses   |
|    | Declaration of Compliance with anti-bribery and corruption policy (refer to Appendix A, section 4).  |
|    | Personal Data Protection (refer to Appendix A, section 5)  |

Please indicate the no. of attendees for the Pre-Proposal Briefing, if any.

| C.  | Attendees                                |                                 |                       |  |  |  |
|-----|--|---------------------------------|-----------------------|--|--|--|
| No. | Name                                     | Designation                     | Contact Number        |  |  |  |
| 1   |  |                                 |                       |  |  |  |
| 2   |  |                                 |                       |  |  |  |
| D.  | Not Participating in the Tender          |                                 |                       |  |  |  |
|     | We do not intend to submit<br>reason(s): | a proposal and decline to bid b | ased on the following |  |  |  |

## **APPENDIX B**

| Company Name              |  |
|---------------------------|--|
| Authorised Representative |  |
| Designation               |  |
| Signature                 |  |
| Date                      |  |
| Company Stamp             |  |