



A Palestinian protester kicks a tear gas canister during confrontations with Israeli troops as army bulldozers demolished a school that the Israeli authorities said was built without permission in the village of Jabbet al-Dhib, east of Bethlehem in the occupied West Bank yesterday.

PHOTO: AFP

8 killed by gunman at Texas mall

7 hurt; shooter killed by police

REUTERS

A gunman shot and killed eight people and wounded at least seven others at a busy mall north of Dallas on Saturday, police said.

The gunman, whom authorities said they think acted alone and whose motive was not yet known, was killed by a police officer after he began firing outside of the Allen Premium Outlets mall in Allen, Texas, the city's police chief Brian Harvey said at a press conference.

Allen fire department chief Jon Boyd told the same press conference that his department took at least nine victims with gunshot wounds to area hospitals.

Two of those people died at the hospital, Boyd said at a second press conference Saturday night. Three of the victims were in critical condition and four others were stable.

Medical City Healthcare, which runs 16 hospitals in the area, said in a statement that its trauma centers were treating eight of the wounded victims, who ranged in age from 5 to 61.

Collin County Judge Chris Hill, the top elected official in the county where Allen sits, praised police and other first responders at a press conference, but expressed deep anger with "those that would do evil in our community, in our backyard."

Separately, police in the nearby city of Frisco, Texas, said they had evacuated the Stonebriar mall late Saturday after receiving reports of shots fired there. It was not yet clear if a shooting had actually taken place.

TV aerial images showed hundreds of people calmly walking out of the mall after the violence unfolded.

23,000 flee violence in India's Manipur

Says army; no new 'major violence' reported, curfew lifted

AGENCIES

Some 23,000 people have fled ethnic violence in northeast India that has reportedly killed at least 54, the army said yesterday, although there was no new "major violence" overnight.

The unrest in Manipur state erupted after a protest march by a tribal group last week sparked clashes, with vehicles and houses set on fire and authorities firing tear gas.

The military has deployed thousands of troops to the state bordering Myanmar, issued "shoot-at-sight" orders in "extreme cases", imposed curfews and cut the internet.

The army said yesterday no major flare-ups were reported overnight and that a curfew was lifted between 7-10 am in Churachandpur district, one of the main flashpoint areas.

"Past 24 hrs also witnessed Army significantly enhancing surveillance efforts through aerial surveillance, movement of UAVs & redeployment of Army Helicopters within Imphal Valley," it said, referring to unmanned aerial vehicles or drones.

"Total 23000 civilians have been rescued till now & were moved to own operating bases/ military Garrisons," the statement said.

Authorities have not given an official death toll but hospital morgues in the state capital Imphal and Churachandpur had reported a combined total

of 54 dead, according to local media.

Tribal groups including the Kukis are unhappy about the prospect of the state's majority Meitei community being recognised under a "Scheduled Tribe" category.

This designation would give them a certain quota of government jobs and college admissions in a form of affirmative action aimed at



addressing structural inequality and discrimination.

L. Sanglun Simte, 29, a Kuki who has been camping outside the airport in state capital Imphal with 11 of his family members since Saturday, recounted the horror as violence broke out.

"We fled for safety. Things are not okay. They are just attacking us Kukis," he told AFP.

Simte said his 49-year-old cousin, Siemcha Gangte, was killed by a mob on Thursday and his house was set on fire.

"The attackers say we are outsiders and need to leave Imphal. When they attacked us, the local police didn't help."

Simte, who has booked a flight for Agartala, the capital of neighbouring Tripura state, said he would return only if security improved.

"We don't feel safe right now," he said.

Lalpu Suantak, 45, who works with a state-owned bank in Imphal and is also from the Kuki community, said he fled his house with 12 family members after some homes and a neighbourhood church were set on fire.

"My house hasn't been touched yet but there was fear when a mob burnt one house in our area," he told AFP.

India's northeast has seen decades of unrest among ethnic and separatist groups seeking more autonomy or even secession from India, with at least 50,000 people killed in Manipur since the 1950s.

These conflicts had waned over the years, with many groups striking deals with New Delhi for more powers.

Manipur Director General of Police P. Doungel said orders have been given to take strict action against anyone found involved in acts of violence, reports Reuters.

"We have asked army to stage flag marches in violence hit areas and instructed the forces to take stringent action against anyone involved in violence," Doungel told journalists.



A smoke column rises from wildfire EWF-035 near Shining Bank, Alberta, Canada on Saturday. Alberta announced a state of emergency as wildfires flared across the Canadian province, forcing 25,000 people to flee their homes in what a top official said was an "unprecedented" crisis.

PHOTO: REUTERS

US BOUND MIGRANTS

Mexican authorities rescue 113

AFP, Mexico City

Authorities in northwest Mexico rescued 113 kidnapped migrants of different nationalities from a building along the border with the United States, the state prosecutor's office said.

Thousands of migrants fleeing violence and poverty risk abduction and exploitation at the hands of criminal gangs while crossing Mexico on the way to the US border.

The latest discovery in San Luis Rio Colorado, which borders the US state of Arizona, arose from follow-up investigations by authorities who found on Friday 10 Colombian citizens presumed to have been kidnapped.


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Invitation for Request for Expressions of Interest (REOI)			
Government of the People's Republic of Bangladesh			
1	Ministry/Division	Ministry of Civil Aviation and Tourism.	
2	Agency	Autonomous Bodies & Other Institutions.	
3	Name of procuring entity	Biman Bangladesh Airlines Ltd.	
4	Title of service	Develop of the existing internal Call Center into a Contact Center.	
5	Procuring entity district	Dhaka.	
6	Expression of Interest for selection of	Individual Consultant	Lump-Sum
7	EOI Ref. No.	DACPL/RFP/CALL CENTER/2022-2023.	
8	Date (dd/mm/yyyy)	03/05/2023.	
KEY INFORMATION			
9	Procurement sub-method	Quality and Cost Based Selection (QCBS).	
FUNDING INFORMATION			
10	Budget and source of funds	Revenue Budget	Own Funds
PARTICULAR INFORMATION			
11	EOI closing date and time	18/05/2023	12pm
INFORMATION FOR APPLICANT			
12	Brief description of the assignment	Biman Bangladesh Airlines, the national carrier of Bangladesh, is carrying more than 2 million passengers every year and intends to develop a state-of-art Call Center which would be transformed into a Contact Centre to handle the issues of current and potential customers quickly and efficiently. The primary purpose of an airline's Call Center is to offer efficient and effective customer service and sales assistance. At present, Biman is maintaining a Call Center with limited features, which is not capable of meeting customer satisfaction in such an ultra-competitive airline market. Biman is planning to outsource Consultancy Services from experienced and qualified personnel or organization to develop an airline standard Call Center, which will provide necessary technical and documentation support to transform Biman's Call Centre into a Contact Center. The Contact Center will be developed and managed internally by Biman Bangladesh Airlines. Scope of Services and Deliverables: <ul style="list-style-type: none">Gap Analysis in the Context of BimanNeed AssessmentOrganogram for Call CentreProcess StandardizationFinancial AnalysisTraining ModuleProject Profile	
13	Experience, resources & delivery capacity required	<ul style="list-style-type: none">The firm/consultant should have a minimum of 02 (alternatively available whenever required) Call Center Technology experts with a minimum Bachelor's or Master's Degree in IT or Telecom related disciplines.The Call Center Technology experts should have more than 10 years of experience in the technology domain.The Call Center Technology experts should have at least 10 years of experience in setting up an International Customer Services Center.The Call Center Technology experts should have experience as a Consultant in setting up at least 03 International Call CentersPossesses an understanding of International Customer Service operations and modes of Operation.Ability to work on scrum project management systems.	
14	Other details (if applicable)	<ul style="list-style-type: none">The consultant must not have any affiliation, be in service of, or be in collaboration with any commercial entity that is currently operating as a call center development or service provider organization. The consultant may will be needed to provide technical evaluation consultancy related to any procurement process (if any). It is important to note that if the consultant has any affiliation, current employment, or collaboration with an existing call center development or service provider, it will create a conflict of interest for this consultancy service and will disqualify his services.The consultant is prohibited from making any recommendations or developing any criteria in the deliverables that would result in a 'spec lock' for a particular commercial entity serving as a third-party service or solution provider. Additionally, the consultant should not recommend any specific brand names for hardware or software.	
15	Association with foreign firms is	Not encouraged.	
PROCURING ENTITY DETAILS			
16	Name of the official inviting EOI	Mohammad Mohiuddin.	
17	Designation of the official	General Manager, Procurement & Logistic Support.	
18	Address of the official	Room No. 217, Biman Admin Building, HSIA, Dhaka-1229, Bangladesh.	
19	Contact details of the officials	Dir: +88-02-8901538/Pabx: 4234, Mob: +88 01777715575, Email: gmsp@bdbiman.com Or, Mohammad Shamsul Karim, General Manager Sales, Room No. 503, Dir: +88-02-41090859/Pabx: 2520, Mob: +88 01777715573 Email: gmsales@bdbiman.com.	
20	Your offer marked as "Request for Expressions of Interest" to be reached to Biman directly addressing to General Manager, Procurement & Logistic Support Directorate, HSIA, Dhaka or through e-mail: rtmprocurement@bdbiman.com within 12:00hrs (LT) on 18-May-2023.		
<ul style="list-style-type: none">The procuring entity reserves the right to accept or reject all the REOI's.Public Procurement Act 2006 and Public Procurement Rule 2008 have been followed in this REOI.RFP will be issued to the eligible consultants after shortlisting on the basis of REOI.			
GD-793			