

Samira Nawrin

From: Ziauddin Chowdhury
Sent: Sunday, June 18, 2023 12:11 PM
To: SiddiqueeMuhaimen
Cc: MD. SAIFUL ALAM; Tushar Kanti Dewanjee; SanglapMosallin; HasanMohammad Kamrul; Samira Nawrin
Subject: RE: Approval Request For IVR Production

Follow Up Flag: Follow up
Flag Status: Flagged

Okay

From: SiddiqueeMuhaimen <smuhaimen@xiaomi.com>
Sent: Sunday, June 18, 2023 12:10 PM
To: Ziauddin Chowdhury <ziauddin@xiaomi.com>
Cc: MD. SAIFUL ALAM <saiful@xiaomi.com>; Tushar Kanti Dewanjee <tusharkanti@xiaomi.com>; SanglapMosallin <mosallins@xiaomi.com>; HasanMohammad Kamrul <kamrul@xiaomi.com>; Samira Nawrin <samiranawrin@xiaomi.com>
Subject: Approval Request For IVR Production

Dear Zia Boss,

The IVR cost proposal has finally come down to the following:

IVR Activity	Initiation Amount	Final Amount
Awaz	95000	36960
Larksome	70000	33600
Shodbo	90000	31360

Previously we did this project with **Shobdo studios** and their costing also came down to the lowest amount.

Thus, seeking your approval to go for IVR production with Shobdo studio.

Best Regards,
Muhaimen

From: Dinesh B <dineshb@xiaomi.com>

Date: Friday, 16 June, 2023 11:01 AM

To: SiddiqueeMuhaimen <smuhaimen@xiaomi.com>

Cc: "MD. SAIFUL ALAM" <saiful@xiaomi.com>, Tushar Kanti Dewanjee <tusharkanti@xiaomi.com>, Samira Nawrin <samiranawrin@xiaomi.com>, SanglapMosallin <mosallins@xiaomi.com>, HasanMohammad Kamrul <kamrul@xiaomi.com>, Balachandran R <rbala@xiaomi.com>, Nilatpal Chakrabarty <Nilatpal@xiaomi.com>

Subject: RE: [External Mail]Re: IVR Recording 2023 RFQ

Dear Siddiquee,

As discussed, PFA revised quote.

IVR Activity	Initiation Amount	Final Amount
Awaz	95000	36960
Larksome	70000	33600
Shodbo	90000	31360

Partner mail attached FYR..

Regards

Dinesh B

Xiaomi Technology India Private Limited

Building Orchid. Block E, Embassy Tech Village

Marathahalli Outer Ring Road, Devarabisanahalli, Bengaluru 560103

Email : dineshb@xiaomi.com

Mobile : 9880311114

From: SiddiqueeMuhaimen <smuhaimen@xiaomi.com>

Sent: 11 June 2023 16:11

To: shama <shama.lietoeye@gmail.com>; Dinesh B <dineshb@xiaomi.com>

Cc: Arafat Topon <arafat@lietoeye.com>; MD. SAIFUL ALAM <saiful@xiaomi.com>; Tushar Kanti Dewanjee <tusharkanti@xiaomi.com>; Samira Nawrin <samiranawrin@xiaomi.com>; SanglapMosallin <mosallins@xiaomi.com>; HasanMohammad Kamrul <kamrul@xiaomi.com>

Subject: FW: [External Mail]Re: IVR Recording 2023 RFQ

Hi Shama,

I think the costing is ridiculously high. We did the same recording last year, at a much lower rate.

@Dinesh B from our end shall discuss the financial part but am just letting you know from my side this price is absurd.

Best Regards,

Muhaimen

From: shama <shama.lietoeye@gmail.com>

Date: Sunday, 11 June, 2023 9:30 AM

To: SiddiqueeMuhaimen <smuhaimen@xiaomi.com>

Cc: Arafat Topon <arafat@lietoeye.com>, Samira Nawrin <samiranawrin@xiaomi.com>, Dinesh B <dineshb@xiaomi.com>, Tushar Kanti Dewanjee <tusharkanti@xiaomi.com>, "MD. SAIFUL ALAM" <saiful@xiaomi.com>, SanglapMosallin <mosallins@xiaomi.com>

Subject: [External Mail]Re: IVR Recording 2023 RFQ

[External Email] This message originated from outside of XIAOMI. Please treat this email with caution. If you have any questions about email security, please forward the email to misec@xiaomi.com for feedback.

Dear Muhaimen Bhai,

I hope everything is going well for you. As per the brief and requirements, I am sharing the IVR recording budgets for **three** vendors along with the sample voices. We would prefer to work with the **Larksome Studio** for this project because we have previously collaborated with them. kindly let us know if you have any questions about the budget.

Voice Reference for IVR:

https://drive.google.com/drive/folders/1yOXyAnXQD8L8eUx-LqynIdezus2MRC8C?usp=drive_link

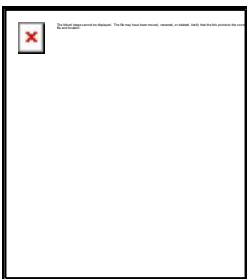
Here are the contact details of the vendors:

- 1.Shobdo Studio: shobdostudio@gmail.com
- 2.Awaz Audio Studio: awazbd01@gmail.com
- 3.Larksome Studio Production: larksomestudio@gmail.com

Please note that we will be able to share the timeline once we get the final go-ahead from you.

Thank You.

Best Regards,
Shaimah Akter Shama
Sr. Executive, Client Service
Phone: +8801682554337



On Tue, 6 Jun 2023 at 11:08, SiddiqueeMuhaimen <smuhaimen@xiaomi.com> wrote:

Dear Shama,

Attached is the IVR flow (Bangla + English) of our call center.

The following change shall take place in the script flow :

From:

“Xiaomi Bangladesh এ স্বাগতম। আমাদের গ্রাহক সেবা সকাল ৯টা থেকে রাত ৯টা পর্যন্ত খোলা থাকে। অনুগ্রহ করে এই সময়ের মধ্যে কল করুন। ধন্যবাদ।”

To:

“Xiaomi Bangladesh এ স্বাগতম। আমাদের গ্রাহক সেবা সকাল ১০টা থেকে সন্ধ্যা ৬টা পর্যন্ত খোলা থাকে। অনুগ্রহ করে এই সময়ের মধ্যে কল করুন। ধন্যবাদ।”

We would prefer a female voice. Please share a production timeline and 2/3 production costing options from third party vendors over email.

Do share third party contacts (email + phone number) when sharing the costing.

Please follow this email chain and keep everyone in CC.

Best Regards,

Muhaimen

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