

# City Bank PLC

## Procurement Division

City Bank Center, 4<sup>th</sup> Floor, 28 Gulshan Avenue, Gulshan-1, Dhaka - 1212, Bangladesh

### Annexure-I

#### RFQ Terms & Conditions and Instructions to the Bidders

RFQ for Supply, Installation, Customization, Integration and Implementation of AI Based OCR Solution			
Part-A	A	Reference Number	City Bank/Proc/Y25/174, Date: 21-Aug-2025
	B	Purchase Division's Name & Address	Procurement Division, City Bank PLC, Head Office, Nassa Diamond, 4 <sup>th</sup> Floor, 28 Gulshan Avenue, Gulshan-1, Dhaka - 1212, Bangladesh.
	C	Name of the Work/Services	Supply, Installation, Customization, Integration and Implementation of AI Based OCR Solution
	D	Tender Documents Submission Place	Procurement Division Tender Box, The City Bank Limited, Nassa Diamond, 4 <sup>th</sup> Floor, 28 Gulshan Avenue, Gulshan-1, Dhaka - 1212, Bangladesh.
	E	Submission Date and Time	Date of submission <b>on or before 07-Sep-2025 at 05:00 PM.</b> (Except Regular Holidays).
	F	Softcopy Proposal Submission	To the email address: <a href="mailto:tenderenquiry@citybankplc.com">tenderenquiry@citybankplc.com</a> marking the subject "Proposal for AI Based OCR Solution (Functional)", "Proposal for AI Based OCR Solution (Technical)" and "Proposal for AI Based OCR Solution (Commercial)" in separate email. Please make sure, the attachment size is within 20MB in single mail.
	G	Single Point of Contact for Queries	For clarification & queries please send your enquiries to <a href="mailto:tenderenquiry@citybankplc.com">tenderenquiry@citybankplc.com</a> marking the subject <b>"Tender enquiry of the RFP for AI Based OCR Solution"</b> . Clarification & queries without marking proper subject may not be responded.
	H	Last Date of Sending Queries/Clarifications	Should be required any clarification on this RFP documents please let us send our queries to the above mentioned email <b>by 02-Sep-2025</b> . Queries/Clarifications receive after the deadline may not be answered.
Part-B	1	Written Offer	Complete proposal/offer must be written clearly in Company Letterhead Pad which is duly signed and sealed with date by the authorized representative of the Company. There should not be any cutting / erasing / overwriting in the bid documents.
	2	Seal Bid	Bid envelop shall be properly sealed and Signed. At the top of envelop bidder shall clearly write (name and reference number of this RFQ) <b>"City Bank/Proc/Y25/174, RFQ for "Supply, Installation, Customization, Integration and Implementation of AI Based OCR Solution"</b> . Envelop without written the reference number and bids without seal and sign will not be considered for evaluation. City Bank PLC reserves the right to reject or accept any or all the bids without showing any reasons.

	3	<b>Structure of Bid</b>	<p>Bid documents must contain 03 (Three) Envelops with name: <b>“Functional Offer-AI Based OCR Solution”, “Technical Offer-AI Based OCR Solution”</b> and <b>‘Financial Offer-AI Based OCR Solution’</b>.</p> <p><b>Functional Proposal</b> must contain -</p> <ol style="list-style-type: none"> <li>1. Completed Annex-II_Functional Requirement (Credit part)</li> <li>2. Completed Annex-III_Functional Requirement (Card Ops part)</li> <li>3. Completed Annex-IV_IT Infrastructure Requirement_AI based OCR</li> <li>4. Supporting Documents to justify functional requirement mentioned in Annexure-II, III &amp; IV</li> <li>5. Process Flow diagram of the propose AI Based OCR Solution</li> <li>6. Implementation Plan/Project timeline</li> <li>7. Solution roadmap for next 10 years</li> <li>8. Project Team Qualifications and Resumes</li> <li>9. Client list for same solution</li> </ol> <p><b>Technical Offer</b> must contain -</p> <ol style="list-style-type: none"> <li>10. Completed Annex-IV_IT Infrastructure requirement</li> <li>11. Completed Annex-V_ITG Checklist</li> <li>12. Completed Annex-VI_ITS Checklist</li> <li>13. Supporting Documents to justify functional requirement mentioned in Annexure-IV, V &amp; VI</li> <li>14. All the necessary technical specification, compliance data sheet, papers, leaflets, brochure and all other supporting technical documents shall be accompanied with the Technical bid document.</li> <li>15. Necessary technical &amp; functional training should be provided by the successful vendor with free of cost up to the satisfaction of the Bank.</li> </ol> <p><b>Commercial Offer</b> must contain -</p> <ol style="list-style-type: none"> <li>16. Completed Annexure – VII (Pricing Format)</li> <li>17. Duly filled SIF (Annexure-VIII) along with supporting documents for local partner, Implementation Partner &amp; principal separately</li> <li>18. Signed SCOC (Annexure-IX)</li> <li>19. Completed SOC (Annexure-X (b)) of Agreement and SLA Terms &amp; Conditions mentioned in Annexure-X (a)</li> <li>20. Client list for same solution</li> </ol>
	4	<b>Offer Validity</b>	Offer price should be valid at least 180 days. The offer validity must be mentioned in the offer.
	5	<b>Inclusive Price/Cost</b>	Quoted price must be included delivery, installation, implementation, VAT, Taxes & all other duties, fees/charges as applicable. VAT & Taxes will be deducted from the bill as per Laws of Land.
	6	<b>Payment Terms</b>	Payment will be made in BDT through Account Transfer/Pay Order in favor of the Supplier/Service Provider upon submission of Bill with complete supporting documents after duly completion of implementation work and accepted by the bank authority. Schedule of Charge shall be applicable for payment through Pay Order.

	7	<b>Submission of SIF &amp; SCOC</b>	Bidder shall duly fill up Supplier Information Form (SIF) (Annexure-VIII), Supplier Code of Conduct (SCOC) (Annexure-IX) and submit along with supporting documents with the Financial Offer.
	8	<b>Rights of City Bank</b>	City Bank PLC reserves the right to accept/ cancel/ reject any or all offer without assigning any reason. City Bank is not obliged to purchase the lowest offer or any offer at all. City Bank reserves the right to share the Bidder's response to this RFP with its advisors and concern Business Units. City Bank reserves the right to: conduct negotiations with one or more Bidder and/ or accept the Bid without any negotiations.
	9	<b>Incomplete Bid Document</b>	The bid will be automatically cancelled if the requisite terms & conditions are not fulfilled.
	10	<b>Manipulation &amp; Action</b>	Manipulation or any kind of unusual approach or failure to submit the proposal/offer within stipulated time frame will be treated as "Disqualification" to attend in the bidding.