

**City Bank PLC**  
**Procurement Division**

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

**Annexure-I**

**RFP Terms & Conditions and Instructions to the Bidders/Service Provider.**

<b>Request for Proposal (RFP) for Contact Point Verification (CPV) services.</b>			
<i>This Request for Proposal (RFP) document is strictly confidential and shall not be disclosed to any third party without the expressed prior written consent of City Bank (hereinafter referred as Purchaser). If the breach of confidentiality occurs at any time during the Bid process, City Bank reserves the right to disqualify the Bidder and may choose not to invite the defaulting Bidder to any future Bid exercises.</i>			
<b>Part-A</b>	A	<b>Reference Number</b>	City Bank/Proc/Y25/188, date: 16.09.25
	B	<b>Purchase Division's Name &amp; Address</b>	Procurement Division, City Bank PLC, Head Office, City Bank Center 4 <sup>th</sup> Floor, 28 Gulshan Avenue, Gulshan-1, Dhaka - 1212, Bangladesh.
	C	<b>Name of the Work/Services</b>	Contact point verification (CPV) services.
	D	<b>Place of Work</b>	All over Bangladesh.
	E	<b>Proposal submission place</b>	Procurement Division Tender Box, City Bank PLC, City Bank Center 4 <sup>th</sup> Floor, 28 Gulshan Avenue, Gulshan-1, Dhaka - 1212, Bangladesh.
	F	<b>Submission Date and Time</b>	Date of submission <b>on or before September 30, 2025 at 05:00 PM.</b> (Except Regular Holidays).
	G	<b>Single Point of Contact for Queries</b>	For any enquiries of this RFP, please send your request to: <a href="mailto:tenderenquiry@citybankplc.com">tenderenquiry@citybankplc.com</a> marking subject <b><u>"Queries for contact point verification services"</u></b> . Queries without marking proper subject may not be answered.
	H	<b>Last Date of Sending Queries/Clarifications</b>	If need any clarification of this RFP document, please let us send your queries to the above mentioned email by 23.09.25. Queries/Clarifications receive after the deadline may not be answered.
<b>Part-B</b>	1	<b>Eligibility Criteria</b>	Not limit but following are the eligibility criteria for the bidders. Bidder shall declare in writing on their letter head pad on the compliance of the criteria. <ol style="list-style-type: none"> <li>1. Ability to provide service to whole Country.</li> <li>2. Verify Agent should be Technically Sound and Properly Trained.</li> <li>3. Availability of automated tech-enabled Contact Point Verification Platform.</li> <li>4. Able to Work with Large volume without breaching SLA.</li> <li>5. Must be maintain Bank's Confidentiality.</li> <li>6. Capability to provide Urgent Support if required.</li> <li>7. Experience in CPV Process for Financial Institution.</li> </ol>
	2	<b>Written Offer</b>	Complete commercial proposal/offer must be in written clearly in Company Letterhead Pad, 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.
	3	<b>Scope of work</b>	Detail scope of work mentioned in Annexure_2a.
	4	<b>Inclusive Price/Cost</b>	Quoted price must be including, VAT, Taxes & all other fees/charges as applicable. VAT & Taxes will be deducted from the bill as per Laws of Land.

	5	<b>Liquidated Ascertain Damages (LAD)</b>	<p>For any failure to meet the timeline of report submission as mentioned annexure_2a, 10% penalty will be charge for each individual day on the quoted rate.</p> <p>If found any false or fraudulent report, City Bank have the right to claim the loss due to false or fraudulent and may take necessary legal action. City bank also reserve the right to terminate the contract for false report.</p>
	6	<b>Payment Terms</b>	<p>Payment will be made by A/C Transfer in favor of the Service Provider within 30 days upon submission of Bill with complete supporting documents after completion of report submission. If the Service Provider wants to get payment promptly after submission of bill with complete supporting documents, may get the privilege through Invoice Discounting Policy (IDP) policy.</p>
	7	<b>Rights of City Bank</b>	<p>City Bank 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.</p> <p>City Bank have right to award single or multiple bidder.</p>
	8	<b>Structure of Bid</b>	<ul style="list-style-type: none"> <li>a) All the proposals will have to be submitted in hard bound form. Incomplete proposal may summarily be rejected.</li> <li>b) No bid will be considered unless and until each page of the bid document is duly signed by the authorized signatory.</li> <li>c) Prices should not be indicated in the Technical/ Functional bid.</li> <li>d) All the columns of the proposal form shall be duly, properly and exhaustively filled in. The rates and units shall not be overwritten.</li> <li>e) The proposals shall be submitted in two parts, viz., <ul style="list-style-type: none"> <li>o <b>Envelope - 1: Technical documents:</b> super scribed as "<b>Envelope 1- Technical Documents</b>" containing not limited but the following: <ol style="list-style-type: none"> <li>1. Executive summary.</li> <li>2. Detail verification process/methodology.</li> <li>3. Profile of the bidder.</li> <li>4. Declaration on the bidder's eligibility criteria on the letter head pad.</li> <li>5. Duly filled up Annex_2b.</li> <li>6. Duly fill up Supplier Information Form (Annexure-IV) with supporting all legal documents.</li> <li>7. Client list of similar verification services with contact detail.</li> <li>8. A copy of the RFP Documents (Annexure-I, II &amp; III), all pages duly signed by the authorized signatory towards acceptance of the terms and conditions of the RFP.</li> </ol> </li> <li>o <b>Envelope-2:</b> Commercial Proposal containing Price/Cost super scribed as "<b>Envelope 2 – Commercial Proposal</b>".  Bidder shall duly fill up, print in letter head pad, sign &amp; submit financial proposal. Financial Proposal shall contain the following: <ol style="list-style-type: none"> <li>1. Bid Authorization letter.</li> <li>2. Financial offer as per <b>Pricing Format</b> mentioned in annex 3_ Pricing format.</li> <li>3. Duly filled up SIF &amp; GBVH form with the supporting documents.</li> </ol> </li> </ul> </li> </ul>

	9	<b>Seal Bid</b>	Bid envelop shall be properly sealed and Signed. At the top of envelop bidder shall clearly write (name and reference number of this RFP) "City Bank/Proc/Y25/188, RFP for Contact Point Verification Services". Envelop without written the reference number and bids without seal and sign will not be considered for evaluation. City Bank reserves the right to accept/reject/cancel any or all the bids without showing any reasons.
	10	<b>Cost of Bidding</b>	The Bidder shall bear all costs associated with the preparation and submission of its Proposal, including the cost of presentation for the purposes of clarification of the bid, if so desired by the Bank, the bank will in no case is responsible or liable for those costs, regardless of the conduct or outcome of the bid process.
	11	<b>Non-disclosure Agreement</b>	A non-disclosure agreement will be signed with the successful bidder.
	12	<b>Clarification</b>	City Bank may seek for clarity and/or arrange clarification meeting with each bidder. The bidders' experts will attend in such meeting for which no allowance / fee will be provided by City Bank. If the bidder fails to respond to such meeting their bid will be treated as non-responsive.
	13	<b>Modification and withdrawal of Bids</b>	<ul style="list-style-type: none"> <li>a) The Bidder is allowed to modify or withdraw its submitted bid any time prior to the last date prescribed for receipt of bids, by giving a written notice to the Bank.</li> <li>b) Subsequent to the last date for receipt of bids, no modification of bids shall be allowed.</li> <li>c) The Bidders cannot withdraw the bid in the interval between the last date for receipt of bids and the expiry of the bid validity period specified in the Bid. Such withdrawal may result in disqualification of the Bidder.</li> </ul>
	14	<b>Contacting City Bank</b>	<ul style="list-style-type: none"> <li>a) Any effort by a Bidder influencing the Bank bid evaluation, bid comparison or contract award decisions may result in the rejection of the bid.</li> <li>b) Bidder shall not approach Bank officers after office hours and/or outside office premises, from the time of the bid opening till the time the Contract/WO/PO is awarded.</li> </ul>
	15	<b>Incomplete Bid Document</b>	The bid will be automatically cancelled if the requisite terms & conditions are not fulfilled.
	16	<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.