**Annexure – l**

**Request for Proposal (RFP) for the “Edge Certification Audit Service for City Bank PLC”**

**City Bank PLC.**

**Procurement Division**

City Bank Center (4th Floor) 28, Gulshan Avenue, Gulshan-1, Dhaka-1212, Bangladesh

**Annexure-I: RFP Terms & Conditions and Instructions to the Bidders**

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| **SL.** | **Title** | **Particulars** |
|  | **Reference Number & Date** | **City Bank/Proc/Y25/0173; 21st August, 2025** | |
|  | **Purchase Department's Name & Address** | Procurement Division, Head Office, City Bank Center (4th Floor) 28, Gulshan Avenue, Gulshan-1, Dhaka-1212, Bangladesh | |
|  | **Name of the Work/Services** | **Edge Certification Audit Service for City Bank PLC** | |
|  | **Scope of the Work/Services** | As per Annex II | |
|  | **Place of Work/Services** | City Bank PLC, Dhaka, Bangladesh | |
|  | **Proposal Submission Place** | **Hardcopy Proposals** at: Procurement Division, Head Office, City Bank Center (4th Floor) 28, Gulshan Avenue, Gulshan-1, Dhaka-1212, Bangladesh;  &  **Softcopy Proposals** to**:** [tenderenquiry@citybankplc.com](mailto:tenderenquiry@citybankplc.com) in two separate email, marking the subjects-  One : “**Technical Proposal for Edge Certification Audit Service”**  and another : **“Commercial Proposal for Edge Certification Audit Service”**  ***Note: Bidders are requested to submit both the hardcopy and softcopy proposal*** | |
|  | **Submission Date and Time** | Date of submission **on or before September 03, 2025 at 4:00 PM**. (Except Regular Holidays). | |
|  | **Single Point of Contact for Queries** | For clarification and queries please send your enquiries to [tenderenquiry@citybankplc.com](mailto:tenderenquiry@citybankplc.com) marking the subject “**Edge Certification Audit Service”**  Clarification & queries without marking proper subject may not be responded. | |
|  | **Last Date of Sending Queries/Clarifications** | If need any clarification of this RFP documents, please send your queries to the above mentioned email by **August 27, 2025**. Queries/Clarifications receive after the deadline may not be answered. | |
|  | Written Commercial Offer | Commercial proposal/offer or Price Quotation must be in written clearly in Company Letterhead Pad, duly signed and sealed with date by the authorized representative of the Company. Quoted Price must be in figure and words. There should not be any cutting / erasing / overwriting in the bid documents. | |
|  | **Inclusive Price/Cost** | Quoted price should be included with all sorts of cost such as consultancy/audit fees, certification fees (if applicable any), travel/air fare, accommodation, OPE, VAT, Taxes & all other duties, fees/charges as applicable. VAT & Taxes shall be deducted from the bill as per Laws of Bangladesh. | |
|  | **Payment Terms** | Payment shall be made through Account Transfer/Pay Order in favor of the Service Provider on milestone basis upon submission of Bill with complete supporting documents of attaining milestone of services upon accepted by the bank authority. Schedule of Charge shall be applicable for payment through Pay Order. | |
|  | **Performance Guarantee (PG)** | Awarded bidder shall have to submit a **Performance Guarantee (PG)** equivalent to 10% of total Work/Purchase Order value up to the period of 06 months from any schedule commercial bank in a prescribed format available with City Bank PLC. The validity of the PG would be at least for engagement time period. The Guarantee must be signed by 02 authorized signatories of the Guarantor-Bank who have PA and/ AS numbers. Please note that in this case, we do not receive any PG from our own Bank. The PG should be submitted to us within 10 working days after the Work/Purchase Order has been issued. For delaying of implementation time, PG needs to be extended. If the awarded bidder fails to perform its obligation, PG may be forfeited. | |
|  | **Rights of City Bank PLC.** | City Bank PLC. at all circumstances reserves the right to accept/ cancel/ reject any or all offer without assigning any reason. City Bank is not obliged to accept 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. City Bank PLC. shall also reserve the right to request any relevant document from the Bidder as it may think fit to ensure compliance with terms of the RFP. | |
|  | **Structure of Bid** | 1. All proposals must be submitted both in hardcopy & softcopy form with all pages numbered. It should also have an index giving page wise information of all documents. Incomplete proposal may lead to rejection. 2. Prices should not be indicated in the Technical Bid. 3. All the requirements and response columns of the quotation form shall be duly, properly and exhaustively filled in alongside of supportive documents (if applicable). 4. The rates and units shall not be overwritten. 5. At the top of envelop, Subject line & Tender Reference No. need to be mentioned such as “**Edge Certification Audit Service for City Bank PLC”; Ref # City Bank/Proc/Y25/0..;** 6. The proposals shall be submitted in two parts mention below:  * **Envelope 1: -** Technical Proposal super scribed as **“Envelope 1 – Technical Proposal for Edge Certification Audit Service for City Bank PLC”**, complete with all technical details. In the technical proposal, there should not be any indication about the prices. Technical Proposal shall be completed with all details as follows:  1. Authorization/certificate from Edge accreditation body in name of the audit firm 2. Supporting evidences of eligibility criterions mentioned in Annexure-II with compliant of scope of services 3. Methodology of work/service 4. Assign Team details/Resources Pool to be assigned for City Bank’s project along with their detailed CV 5. Client list to whom provided the similar work/service successfully along with contact information of the clients 6. All the necessary documents, bidder profile, strengths, market presence, leaflets, brochure and all other supporting documents shall be accompanied with the technical bid document. 7. Should submit a project completion gantt chart with timeline.  * **Envelope-2:** Commercial Proposal containing Price Quotation super scribed as **“Envelope 2 – Commercial Proposal for Edge Certification Audit Service for City Bank PLC”.** Bidder shall duly fill up Annexure-III as commercial proposal, print on company letterhead pad, sign, seal & submit as commercial proposal. Commercial Proposal shall contain the following:  1. Authorization/certificate from Edge accreditation body in name of the audit firm 2. Financial Bid as per **Pricing Format & along with other information** asmentioned in Annexure-I & III. 3. Client list to whom provided the similar work/service successfully along with contact information of the clients 4. Duly fill up Annexure- IV: Supplier Information Form (SIF) & GBVS Screening along with necessary supporting legal documents. 5. Sign & Seal Annexure- V: Supplier/Service Providers’ Code of Conduct (SCOC) | |
|  | **Seal Bid** | All the envelops shall be properly closed/sealed. Bids without seal and sign may not be considered for evaluation. At the top of envelop name of the proposal & subject of the RFP should be written properly. | |
|  | **Clarification/**  **Demonstration** | City Bank PLC. may arrange clarification/demonstration meeting with each bidder. The bidder’s technical experts shall attend in such meeting for which no allowance / fee shall be provided by City Bank. If the bidder fails to respond to such meeting their bid shall be treated as non-responsive. | |
|  | **Offer Validity** | Offer price should be valid for at least 120 days from the date of submission of the offer. The offer validity must be mentioned in the offer. | |
|  | **Incomplete Bid Document** | The bid shall be automatically cancelled if the requisite information, terms & conditions are not provided/fulfilled. | |
|  | **Manipulation & Action** | Manipulation or any kind of unusual approach or failure to submit the proposal/offer within stipulated time frame shall be treated as “Disqualification” to attend in the bidding. | |
|  | **Confidentiality** | The requirement and information containing in this RFP document are confidential and requested for maintaining its confidentiality strictly. Sharing that information and outcome of this project with other or using it in any form or by any means, electronic, mechanical, photocopying, recording, scanning, publishing or otherwise for any means any purpose, without the express written permission of City Bank PLC are strictly prohibited. The invited bidder understands the confidentiality and undertakes not to disclose the information contained herein to any third party. | |