**City Bank Plc**

**Procurement Division**

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

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

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| **RFQ for Supply, Installation, Implementation & Configuration of Network Equipment to City Bank** | | | |
| **Part-A** | A | **Reference Number** | City Bank/Proc/Y25/176 date: 27/08/2025 |
| B | **Purchase Department's Name & Address** | Procurement Division, City Bank Plc, Head Office, City Bank Center 4th Floor, 28 Gulshan Avenue, Gulshan-1, Dhaka - 1212, Bangladesh. |
| C | **Name of the Work/Services** | Supply, Installation, Implementation & Configuration of Network Equipment to City Bank. |
| D | **Place of Work** | The City Bank Head Office, Dhaka, Bangladesh. |
| E | **Proposal submission place** | Procurement Division, City Bank Plc, City Bank Center 4th Floor, 28 Gulshan Avenue, Gulshan-1, Dhaka - 1212, Bangladesh. |
| F | **Submission Date and Time** | Date of submission **on or before September 03, 2025 at 4:00PM**. (Except Regular Holidays). |
| G | **Single Point of Contact for Queries** | For clarification & queries please send your enquiries to [tenderenquiry@thecitybank.com](mailto:tenderenquiry@thecitybank.com) marking the subject **“Tender enquiry of the RFQ of Network Equipment”.** Clarification & queries without marking proper subject may not be responded. |
| H | **Last Date of Sending Queries/Clarifications** | If need any clarification of these RFQ documents please let us send your queries to the above mentioned email by September 01, 2025. Queries/Clarifications receive after the deadline may not be answered. |
| **Part-B** | 1 | Eligibility Criteria | 1. The Vendor must be in the business of providing Network Equipment in for at least 3 (Three) years- An undertaking to this effect must be submitted on Bidder's company letter head along with proof of Business Setup. 2. Bidders shall have successful live implementation of Network Equipment to reputed banks - Have to submit experience certificate issued by the clients with client’s contact details as prescribed in commercial proposal format. |
| 2 | **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. |
| 3 | **Eligible Criterion, Project Time Schedule, Customer Information & Hardware Roadmap** | Bidder will submit eligible criterions, project implementation time schedule, Customers information & Hardware roadmap in both of their technical and commercial offer. |
| 4 | **Inclusive Price/Cost** | Quoted price must be included, Hardware/product price, delivery, installation, integration, implementation etc. cost, VAT, Taxes & all other duties, fees/charges as applicable. VAT & Taxes will be deducted from the bill as per Laws of Bangladesh. |
| 5 | **Payment Terms** | Payment will be made within 30 days 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. |
| 6 | **Performance Guarantee (PG)** | Awarded bidder shall have to submit PG/BG equivalent to 10% of this Purchase Order value in favor of CITY BANK as the supplier’s warranty/performance obligation form any schedule commercial bank for up to the end of Warranty Period in a prescribed format available with City Bank Plc. 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. If the awarded bidder fails to perform its obligation, PG may be forfeited. |
| 7 | **Rights of CITY BANK** | TheCity Bank Ltd 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 RFQ 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. |
| 8 | **Structure of Bid** | 1. All the proposals will have to be submitted in hard bound form with all pages numbered. It should also have an index giving page wise information of all documents. Incomplete proposal will summarily be rejected. 2. No bid will be considered unless and until each page of the bid document is duly signed & sealed by the authorized signatory of the bidder. 3. Prices should not be indicated in the Technical Bid. 4. All the columns of the quotation form shall be duly, properly and exhaustively filled in. The rates and units shall not be overwritten. 5. The proposals shall be submitted in two parts, viz., 6. **Envelope 1: -** Technical & Functional Proposal super scribed as **“Envelope 1 – Technical Proposal”**, complete with all technical details. In the technical proposal, there should not be any indication about the prices of any of the products offered. Technical Proposal shall be completed with all details as follows: 7. Technical Bid must contain complete & proper response of technical & functional requirements as per Annexure-II of the RFQ document. 8. Solution architecture/approach 9. Customers list of successful live implementation similar solution with contact information 10. Implementation Plan/Project timeline 11. Solution roadmap 12. Manufacture Authorization Form (MAF) 13. Project Team Qualifications and Resumes 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. 15. Necessary technical & functional training should be provided by the successful vendor with free of cost up to the satisfaction of the Bank. 16. **Envelope-2:** Commercial Proposal containing Price Quotation super scribed as **“Envelope 2 – Commercial Proposal”.**   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. Financial Bid as per Pricing Format & along with other information as mentioned in Annexure-III 2. Sign & seal Annexure -IV Statement of Compliance (SoC) and Annexure -VIII Supplier or Service Providers Code of Conduct (SCOC). 3. Duly fill up Supplier Information Form (Annexure-V) along with supporting documents 4. Duly fill up IT technical evaluation sheet (Annexure-VI) 5. Duly Sign & Seal proof of product lifetime related documents (both local partner and OEM). Product lifetime will be at least 07 (seven) years from the date of final UAT of the product. If OEM had declared EOL (End of Life) or EOS (End of Service) of the products, this must be provided in Commercial Offer. 6. Must be provided MAF (Manufacturer's Authorization Form) |
| 9 | **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 RFQ should be written properly. City Bank Plc reserves the right to reject or accept any or all the bids without showing any reasons. |
| 10 | **Clarification/**  **Demonstration** | CITY BANK may arrange clarification/demonstration 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. |
| 11 | **Personnel/Expertise** | Bidders shall submit list with description of their expertise personnel/support team along with profile and experience of implementation of similar job/services in their technical proposal. |
| 12 | **Offer Validity** | Offer price should be valid at least 90 days. The offer validity must be mentioned in the offer. |
| 13 | **Implementation Time** | Bidder will mention project implementation time in their offer**. This Timeline should be** **provided both in Technical Offer & Commercial Offer.** |
| 14 | **Project Experience** | Bibbers shall submit the Client list of implemented Card Personalization Machine project to Financial Institutions, MNCs & other organization with complete reference & contact points. **This Client list should be provided both in Technical Offer & Commercial Offer.** |
| 15 | **Warranty Period** | Warranty period should be at least 03 years from the date of successful go-live. |
| 16 | **Product Life time:** | Product life time will be around 7 (seven) years from the date of final UAT of the product. |
| 17 | **AMC Rate** | In Commercial Offer bidder must quote for comprehensive AMC charge of their offer products/services which shall be applicable after the warranty period. AMC price must include VAT, Taxes & all other associate cost if any. |
| 18 | **Submission of SIF** | Bidder shall duly fill up Supplier Information Form (SIF) and submit along with supporting documents with the **Commercial** **Offer.** |
| 19 | **Incomplete Bid Document** | The bid will be automatically cancelled if the requisite information, terms & conditions are not provided/fulfilled. |
| 20 | **Manipulation & Action** | 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. |