

# 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 Price Fixing of Courier Service for City Bank PLC			
Part-A	A	Reference Number	City Bank/Proc/Y25/175, 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	Price Fixing of Courier Service for City Bank PLC
	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 04-Sep-2025 at 03:00 PM.</b> (Except Regular Holidays).
	F	Softcopy Proposal Submission	To the email address: <a href="mailto:toufique.hasan@citybankplc.com">toufique.hasan@citybankplc.com</a> marking the subject "Price Fixing of Courier Service for City Bank PLC". Please make sure, the attachment size is within 20MB.
	G	Contact person for Commercial Clarification	Md. Toufique Hasan (Manager, Procurement Division), Phone: +88-02-58813483, Ext: 1191, Email: <a href="mailto:toufique.hasan@thecitybank.com">toufique.hasan@thecitybank.com</a> for any commercial clarification contact during the office hour only.
	H	Contact person for Functional Clarification	Rahat Al Islam (Manager, Logistics, Store & Inventory), PABX No: 58813483, Ext: 1474, Email: <a href="mailto:rahat.islam@citybankplc.com">rahat.islam@citybankplc.com</a> for any Functional clarification of required courier service. Please contact during the office hour only.
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/Y25/175, RFQ for "Price Fixing of Courier Service for City Bank PLC".</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	Offer Validity	Offer price should be valid at least 180 days. The offer validity must be mentioned in the offer.

	3	<b>Structure of Bid</b>	<p>Bid documents must contain 02 (Two) Envelops with name: <b>“Functional Offer for Courier Service”</b> and <b>“Commercial Offer for Courier Service”</b>.</p> <p><b>Functional Proposal</b> must contain -</p> <ol style="list-style-type: none"> <li>1. Completed Annexure-III</li> <li>2. Supporting Documents to justify functional requirement mentioned in Annexure-III</li> <li>3. All Legal Documents</li> <li>4. Client list for same solution</li> <li>5. Completed SIF (Annexure-V)</li> </ol> <p><b>Commercial Offer</b> must contain -</p> <ol style="list-style-type: none"> <li>1. Completed Annexure – IV (Pricing Format). Soft copy of completed Annexure-IV should be sent in Excel format to mail: <a href="mailto:toufique.hasan@thecitybank.com">toufique.hasan@thecitybank.com</a></li> <li>2. Duly filled SIF (Annexure-V) along with supporting documents for local partner, Implementation Partner &amp; principal separately</li> <li>3. Signed SCOC (Annexure-VI)</li> <li>4. Completed SOC (Annexure-VII(b)) of Agreement and SLA Terms &amp; Conditions mentioned in Annexure-VII (a)</li> </ol>
	4	<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-V), Supplier Code of Conduct (SCOC) (Annexure-VI) 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.