

City Bank PLC

Procurement Division

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

RFP Terms & Conditions and Instructions to the Bidders

PURCHASE & RENEWAL OF MICROSOFT LICENSE FOR CITY BANK PLC			
Part-A	A	Reference Number	City Bank/Proc/Y25/245 Date: 27-Nov-2025
	B	Purchase Department's Name & Address	Procurement Division, City Bank PLC, Head Office, City Bank Center 4 th Floor, 28 Gulshan Avenue, Gulshan-1, Dhaka - 1212, Bangladesh.
	C	Name of the Work/Services	Purchase & Renewal of Microsoft License for City Bank PLC
	D	Place of Work	City Bank PLC, Dhaka, Bangladesh.
	E	Proposal submission place	Procurement Division, City Bank PLC, City Bank Center 4 th Floor, 28 Gulshan Avenue, Gulshan-1, Dhaka - 1212, Bangladesh.
	F	Submission Date and Time	Date of submission on or before December 14, 2025 at 04:00PM. (Except Regular Holidays).
	G	Single Point of Contact for Queries	For clarification & queries please send your enquiries to tenderenquiry@citybankplc.com marking the subject <u>"Tender enquiry of the RFP for Purchase & Renewal of Microsoft License for City Bank PLC)"</u> . Clarification & queries without marking proper subject may not be responded
	H	Last Date of Sending Queries/Clarifications	If need any clarification of this RFP documents please let us send your queries to the above mentioned email by December 11, 2025. Queries/Clarifications receive after the deadline may not be answered.
	I	Requirement Detail	The Detail Requirement is mentioned in Annex – 2, 3, 4, 5, 6 & 7
Part-B	1	Eligibility Criteria	<ul style="list-style-type: none"> i. The bidder should be a company registered and working in Bangladesh having good business track in the same type of business. ii. The local vendor/bidder should have its own support office(s) in Bangladesh. iii. Implementation Partner Company should be technically certified from OEM for doing the implementation. iv. The bidder should have all necessary licenses, permissions, consents, no objections, approvals as required under law for carrying out its business. Also good financial record. v. Must have OEM certified technical support engineers who will handle onsite post-sales support. vi. The proposed renewal must have customer reference in Bangladesh. vii. Should have been implementation in Banking sector and in any other reputed organization.
	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, Time Schedule & Customer Information	Bidder will submit eligible criterions (mentioned in Annexure-01 & 04), project implementation time schedule & Customers information in both of their technical and commercial offer.
	4	Inclusive Price/Cost	Quoted price must include product/license 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 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 a Performance Guarantee (PG) equivalent to 10% of total Work/Purchase Order value from any schedule commercial bank in a prescribed format available with City Bank PLC. The validity of the PG would be at least for implementation 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.
	7	Rights of City Bank PLC	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.
	8	Structure of Bid	<ol style="list-style-type: none"> 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., <p>A. Envelope 1: - Technical Proposal super scribed as “Envelope 1 –Technical Proposal for Purchase & Renewal of Microsoft License for City Bank PLC”, 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:</p> <ol style="list-style-type: none"> 1. Technical Bid must contain complete & proper response of technical requirements as per Annexure-2, 4 & 7 of the RFP document. 2. Implementation Approach 2. Customers list of successful live implementation similar solution/license with contact information 3. Implementation Plan/Project timeline 4. Project Team Qualifications and Resumes 5. 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. 6. Necessary technical & functional training should be provided by the successful vendor with free of cost up to the satisfaction of the Bank.

		<p>B. Envelope-3: Commercial Proposal containing Price Quotation super scribed as “Envelope 3 – Commercial Proposal for Purchase & Renewal of Microsoft License for City Bank PLC”. Bidder shall duly fill up Annexure-3 as commercial proposal, print on company letterhead pad, sign, seal & submit as commercial proposal. Commercial Proposal shall contain the following:</p> <ol style="list-style-type: none"> 1. Financial Bid as per Pricing Format & along with other information as mentioned in Annexure-3 2. Completed Annexure-6_Statement of Compliance (SoC)_Agreement Terms & Conditions 3. Duly filled Annexure-08_Supplier Information Form (SIF) & GBVH Screening 4. Sealed & Signed Annexure-09_Supplier or Service Providers CODE OF CONDUCT (SCOC) 5. Client list with reference for related licence supply and implementation service.
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 RFP 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	Renewal Period	Renewal period should be at least for first 3 years from the date of successful go-live. Renewal may be extended further if both parties agree.
14	Implementation Time	Bidder will mention project implementation time in their offer. This Timeline should be provided both in Technical Offer & Commercial Offer.
15	AMC Rate	In Commercial Offer bidder must quote for comprehensive AMC charge as well as on call service rate 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.
16	Submission of SIF	Bidder shall duly fill up Supplier Information Form (SIF) and submit along with supporting documents with the Commercial Offer .
17	Incomplete Bid Document	The bid will be automatically cancelled if the requisite information, terms & conditions are not provided/fulfilled.
18	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.