**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 Supplying Monitor to City Bank** | | | |
| **Part-A** | A | **Reference Number** | CITY BANK/Proc/Y26/003 Date: January 6, 2026 |
| B | **Purchase Department's Name & Address** | Procurement Division, The City Bank Limited, Head Office, City Bank Center 4th Floor, 28 Gulshan Avenue, Gulshan-1, Dhaka - 1212, Bangladesh. |
| C | **Name of the Work/Services** | RFQ for Supplying Monitor to City Bank |
| D | **Place of Work** | 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 January 14, 2026 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 for Supplying Monitor”.** Clarification & queries without marking proper subject may not be responded. |
| H | **Last Date of Sending Queries/Clarifications** | If need any clarification of this RFQ documents please let us send your queries to the above mentioned email by **January 11, 2026**. Queries/Clarifications receive after the deadline may not be answered. |
| **Part-B** | 1 | Eligibility Criteria | 1. The bidder should be a company registered and working in Bangladesh having good business track in the same type of business. 2. The local vendor/bidder should have its own support office(s) in Bangladesh. 3. 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. 4. The bidder must be an authorized distributor of the offered reputed brand and must provide valid authorization documents as proof. 5. The bidder must provide a valid Manufacturer’s Authorization Form (MAF) for the offered product(s), duly certified by the Original Equipment Manufacturer (OEM). |
| 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, Customer Information, Hardware Roadmap** | Bidder will submit eligible criterions, Customers information, Hardware roadmap of their technical and commercial offer. |
| 4 | **Inclusive Price/Cost** | Quoted price must be included software & product price, delivery 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 within 30 days 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 | **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. |
| 7 | **Rights of City Bank** | 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 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. 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. 9. Necessary technical & functional training should be provided by the successful vendor with free of cost up to the satisfaction of the Bank. 10. **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), Annexure-VII Bidder's Authorization Letter and Annexure -VIII Supplier or Service Providers Code of Conduct (SCOC). 3. Duly fill up Supplier Information Form (SIF) & GBVH Screening (Annexure-V) along with supporting documents 4. Duly fill up IT technical evaluation sheet (Annexure-VI) 5. Must be provide 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** | The offer validity must be mentioned in the offer and price may will be fixed for next 01 (one) year. Agreement may will be made within supplier and City Bank PLC. CITY BANK will issue Purchase order as and when required basis and supplier will be delivered Monitor(s) accordingly as designated place. |
| 13 | **Delivery Method** | Delivery will be made phase by phase or purchase order will be issued by CITY BANK as and when required basis. |
| 14 | **Warranty Period** | Warranty period should be at least for 03 years from the date of delivery. |
| 15 | **Product Life time:** | Product life time will be around 07 (seven) years from the date of Delivery. If OEM had declared EOL (End of Life) or EOS (End of Service) of the products, This must be provided both in Technical Offer & Commercial Offer. |
| 16 | **Submission of SIF** | Bidder shall duly fill up Supplier Information Form (SIF) & GBVH Screening Form 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. |