**Ref: BRACBANK/Proc/RFQ/Y25/179 (RFI -2000002853)**

**Dated: 10th July, 2025**

**Subject: Request for Quotation (RFQ) for Call Center System Upgradation Project for BRAC Bank PLC**

**Dear Sir:**

BRAC Bank PLC invites Technical proposals for the requirement mentioned in the RFQ from reputed Companies having experiences in relevant fields.

Please check the following attached files for detailed scope and instructions for your response

1. Annexure 1: Scope of Work & SLA for Call Center System Upgradation Project
2. Annexure 2: Supplier Declaration Form
3. Annexure 3: Participation Manual

Submission of above mentioned documents has got direct bearing on the technical scoring of the bidder. Hence utmost care in preparing the bid documents from bidder end is expected.

**GENERAL TERMS AND CONDITIONS:**

1. **Purchaser’s Right:** The Purchaser reserves the right to accept/ cancel/ reject any or all offer without assigning any reason. The Purchaser is not obliged to purchase the lowest offer or any offer at all. The Purchaser reserves the right to share the Bidder’s response to this RFQ with its advisors and Purchaser Business Units. Purchaser reserves the right to: conduct negotiations with one or more Bidder and/ or accept the Bid without any negotiations.
2. **Bid Submission/ Closing Date:** The bidder has **to submit their Technical bid in BRAC Bank Fusion Portal by 6:00 PM, 31st July, 2025 (Bangladesh Standard Time).** Vendor will submit technical proposal only. Commercial bid will be conducted through online/live auction later.The Purchaser reserves the right to reject any Offer submitted after the Closing Date. The Purchaser reserves the right to change the Time schedule at any time.
3. **Quotation Validity:** The Quotation shall be valid for minimum One Twenty (180) calendar days from the Quotation submission/ bid closing date. However, during the tendering process if asked by the Bank, bidder shall be prepared to extend quotation validity.
4. **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.**
5. Vendors must submit the filled up and signed (by minimum CXO or Director Level) ‘Supplier Relationship Declaration Form’ (Annexure 2).
6. Submission of partial portion of the requirement is allowed.
7. In case a willing participant does not have Fusion ID or is not enlisted, they are requested to express their interest to participate by mailing the following documents to nazianusrat.prity@bracbank.com by email: (Mail size Should not exceed 5 MB)
8. Trade License/Certificate of Incorporation
9. TIN Certificate
10. BIN Certificate
11. Bank Solvency/Bank Statement
12. Company profile
13. Contact persons : Name, Mobile no, Email Address
14. **Point of Contact:**

**Technical Related Issues: Masudur Rahman,** [**mmasudur.rahman@bracbank.com**](mailto:mmasudur.rahman@bracbank.com)**, Mobile: +8801709819677**

**Functional/Scope Related Issue: Ahammad Ali Shanto,** [**ahammad.ali@bracbank.com**](mailto:ahammad.ali@bracbank.com)**, Mobile: +8801847084226**

**Commercial/Fusion Related Issues: Nazia Nusrat Prity,** [**nazianusrat.prity@bracbank.com**](mailto:nazianusrat.prity@bracbank.com)**, +8801730-097954**

1. After quoting price in Oracle Fusion (BRAC Bank ERP system), bidder has to submit breakdown of price through a mail. If ERP/system price does not match with breakdown price then BRAC Bank will consider ERP/system price as final one. BRAC BANK also reserves the right to disqualify the vendor if price differ.
2. If procurement committee deems that the existing outcome of a particular Open tender is not suitable/viable/feasible/lucrative enough to meet BRAC BANK standard and expectation, the particular bid may be negotiated with most suitable vendor(s) or may be floated again as re-tender to allow participation that may ensure submission of better technical and commercial proposals to suit BRAC BANK need/expectation the best.
3. The Bidders shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the Bank. In any case, Bank shall not be liable for those costs, regardless of the conduct or outcome of the bidding process.

**EVALUATION CRITERIA:**

**Two Stage Techno-Commercial Evaluation and Scoring**

The final selection will be done by the Technical & Price Negotiation Committee on the basis of combined Techno-commercial scoring as under:

The total score will be arrived at by integrating the Technical Scores, Functional Scores and Commercial Scores (separately for each unit) assigning 30% weightage to Technical Score, 40% weightage to Functional Score and 30% weightage to Commercial Score as under:

(Technical Score out of 100 x 30%) + (Functional Score out of 100 x 40%) + (Commercial Score out of 100 x 30%)

The proposals will be ranked in terms of Total Scores arrived at as above. The proposal with the highest Total Score (H1) will be the selected bidder and the price quoted by him will be taken as the bid winning price and will be considered first for award of contract.

**Guidelines on Fusion Participation Contingencies**

Dear Participants

Please see below precautionary guidelines regarding submission of bid through Fusion Portal:

1. Participants must Ensure redundancy with alternate internet connection (broadband/mobile data)
2. Advised to quote best possible offer at the earliest instance
3. Any technical malfunction, if faced, must be captured in a screenshot and mailed to responsible procurement personnel immediately. Any communication without the screenshot or done after the bid is over shall not be entertained.
4. If said malfunction/technical difficulties is not validated by BRAC Bank Technology Team from system records, it will not be entertained.
5. In case of failure of the bidder to continue full time during the bidding, the latest quote offered by the bidder during the bidding process shall be taken into account.
6. If similar technical difficulty is not reported by more than 2 bidders, bank management reserves the discretion to ignore or accept the complaints/reports
7. Any technical difficulty occurring due to participant’s technical issue or their lack of understanding or following the manual properly shall not be taken into account.

We look forward to your successful participation in the Bid.

Regards

Procurement Department

General Services Division

BRAC Bank PLC

**ফিউশন বিডিং অংশগ্রহণ ও ত্রুটি সংক্রান্ত যোগাযোগ নীতিমালা**

১. বিকল্প ইন্টারনেট সংযোগ (ব্রডব্যান্ড / মোবাইল ডেটা) দিয়ে নিরবিচ্ছিন্ন ইন্টারনেট সংযোগ নিশ্চিত করতে হবে

২. নিজ কোম্পানির সর্বনিম্ন মূল্যের প্রস্তাবটি সিস্টেমে সর্বাগ্রে প্রদান করার পরামর্শ দেওয়া হল।

৩. যে কোনও প্রযুক্তিগত ত্রুটির মুখোমুখি হলে অবশ্যই সেটির স্ক্রিনশট গ্রহণ করে ততক্ষণিক ভাবে ব্যাঙ্কের প্রকিউরমেন্ট ডিপার্মেন্টের কাছে ইমেইল ​করতে হবে। উল্লেখ্য, স্ক্রিনশট ব্যাতিত কোন অভিযোগ আমলে নেয়া হবেনা। বিড এর জন্য বরাদ্দ নির্দিষ্ট সময়সীমা শেষ হওয়ার কোন অভিযোগ গ্রহণযোগ্য না।

৪. যদি উল্লেখিত ত্রুটি / প্রযুক্তিগত সমস্যাগুলির যথার্থতা ব্যাঙ্কের আইটি ডিপার্মেন্ট দ্বারা যাচাইপুর্বক নিশ্চিত করা না যায়, তবে সেগুলো গ্রহনযোগ্য হবে না।

৫. দরদাতা যদি বিড চলাকালীন পুরো সময় ধরে অংশগ্রহন অব্যাহত রাখতে ব্যর্থ হয় তবে বিড চলাকালীন সময়ে উক্ত দরদাতা কর্তৃক প্রদত্ত সর্বশেষ অফারটিকে বিবেচনায় নেওয়া হবে।

৬. যদি দুইয়ের অধিক অংশগ্রহনকারী দরদাতাদের একই রকম প্রযুক্তিগত অসুবিধার অভিযোগ উত্থাপন না করেন, তবে ব্যাংক কর্তৃপক্ষ এ সঙ্ক্রান্ত অভিযোগ / প্রতিবেদনগুলি উপেক্ষা বা গ্রহণ করার বিবেচনা সংরক্ষণ করেন।

৭. অংশগ্রহণকারীদের নিজস্ব কম্পিউটার কিংবা ইন্টারনেট সংযোগের প্রযুক্তিগত সমস্যার কারণে বা ম্যানুয়ালটিকে সঠিকভাবে অনুসরণ না করার কারণে যে কোন সমস্যার সম্মুখীন হলে তা বিবেচনায় নেওয়া হবে না।

আপনাদের সার্থক অংশগ্রহণ কামনা করছি।

ধন্যবাদান্তে

প্রকিউরমেন্ট ডিপার্ট্মেন্ট

জেনারেল সার্ভিস ডিভিশন

ব্রাক ব্যাংক