

Dated: Nov 24, 2022

Subject: RFQ for Query and Community Management

Dear Sir,

BRAC Bank Limited invites Technical and/or Commercial proposals for the requirement mentioned in the RFQ from reputed Companies having experiences/ specialized in Query and Community Management tools.

Please check following attached files for detail scope and instruction for your response

- A) Annexure 1: Scope of work / product Specification
- B) Annexure 2: Manual For Submitting Proposal

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/commercial bid in BBL Fusion Portal by **12:00 PM; 1st-DEC-2022** (Bangladesh Standard Time). Vendor will submit Commercial proposal only with **sample**. 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 (120) 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' attached below
6. In case a willing participant does not have Fusion ID or is not enlisted, they are requested to express their interest to participate by mail with the following documents TO: enlistment@bracbank.com CC: **Shakil Ahmed <shakil.ahmed@bracbank.com>; ivy.rahman (ivy.rahman@bracbank.com); Monjurul Alam <monjurul.alam@bracbank.com>** by **05:00 PM; 30-Nov-2022** email: (Mail size Should not exceed 10 MB)
 - a. Trade License/Certificate of Incorporation
 - b. TIN Certificate
 - c. BIN Certificate
 - d. Bank Solvency/Bank Statement
 - e. Company profile
 - f. Contact persons :Name, Mobile no, Email Address
7. **Point of Contact:**

**TECHNICAL ISSUE: SAMIRA TANZIN-0 1 6 8 6 9 5 7 3 5 3 [COMMUNICATION]
COMMERCIAL ISSUES: SHAKIL AHMED-0 1 7 3 0 0 9 8 0 0 0 [PROCUREMENT]**

8. 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 BBL will consider ERP/system price as final one. BBL also reserves the right to disqualify the vendor if price differ.
9. If procurement committee deems that the existing outcome of a particular Open tender is not suitable/viable/feasible/lucrative enough to meet BBL 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 BBL need/expectation the best.

COMMERCIAL TERMS AND CONDITIONS:

1. **Price and VAT and Tax:** The quoted price must include carrying cost, maintenance, installation, commission, manual labor charge and any kind of charge thereof-if applicable. The price must also include applicable withholding Tax and VAT, which shall be deducted during payment as per Government rules and regulations.
2. **Delivery Place & Time:** The Bidder will deliver the product as per instruction of BBL Concerned department, on the Agreed Date of Delivery. The Delivery time must be mentioned in vendor's offer.
3. **Liquidated Damages for Delay:** The Bidder has to complete the entire work within the stipulated period as mentioned in clause no 2, in **failure 5% of** total contract value will be deducted for each Week delay but Penalty will be considered pro-rata basis. Bank will not consider any delay in delivery unless due to force majeure.
4. **Payment Terms:** No Advance shall be paid for supply of Products and Goods. However, on special occasions, such as for services and special products, advance may be provisioned based on discussion between the supplier/service provider and the bank. Payment will be made after successful completion of delivery of ordered product) & upon submission of the bill with work order & original challan which is duly signed by authorized personnel of BRAC Bank Limited (Person's Sign, Name, PIN & Seal, if available). Payment will be made through Bank Account only. BBL will deduct all applicable withholding income Tax and VAT from the invoice at the time of payment as per Government Rules. Any advance payment and payment milestone fixation request is subject to BBL Policy and Management approval.
5. Bank Reserves right to conduct 2nd or multiple rounds of bid if deemed necessary.
6. BRAC Bank Limited reserves the right to call in the bill of Entry for availing applicable adjustment in the VAT or ATV at import stage.
7. **Any Terms/Conditions in Bidders' offer contradictory to this ITB may lead to disqualification.**

EVALUATION CRITERIA: 0/ Single Stage Commercial Evaluation

The participants shall be evaluated based on commercial offer only.

Guidelines on Fusion Participation Contingencies

Dear Participants

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

1. Please ensure that your Internet connection is stable and fast.
2. Please log in the Fusion portal 30-60 minutes before the auction to confirm that you can log in successfully. In case of any issues, please mail to procurement concerned person immediately.
3. You are also advised to keep an alternative device (phone/laptop, etc.) in case there is any issue with your current device
4. In case of any browser issue, you are suggested to restart the browser (and PC, if needed) or clear cache memory of browser. In case the issue remains, please mail to procurement concerned person immediately.
5. For any technical difficulty or issue, please take a screenshot and mail to Procurement concerned before the bidding is over. No verbal request, mail without proof (screenshot) or communication after bidding is over may not be taken under consideration.
6. In case of technical difficulty that prevents one or more bidders from participating successfully, the bid may be cancelled and held at a later time. However, any technical difficulty, issues, lack of understanding, etc., arising from bidder's end shall not be entertained.

We look forward to your successful participation in the Bid.

Regards

Procurement Department

General Services Division

BRAC Bank Ltd.

ফিউশন বিডিং অংশগ্রহণ ও ক্রটি সংক্রান্ত যোগাযোগ নীতিমালা

১. বিকল্প ইন্টারনেট সংযোগ (ব্রডব্যান্ড / মোবাইল ডেটা) দিয়ে নিরবিচ্ছিন্ন ইন্টারনেট সংযোগ নিশ্চিত করতে হবে
২. নিজ কোম্পানির সর্বনিম্ন মূল্যের প্রস্তাবটি সিস্টেমে সর্বাপেক্ষে প্রদান করার পরামর্শ দেওয়া হল।
৩. যে কোনও প্রযুক্তিগত ক্রটির মুখোমুখি হলে অবশ্যই সেটির স্ক্রিনশট গ্রহণ করে ততক্ষণিক ভাবে ব্যাক্সের প্রকিউরমেন্ট ডিপার্টমেন্টের কাছে ইমেইল করতে হবে। উল্লেখ্য, স্ক্রিনশট ব্যতীত কোন অভিযোগ আমলে নেয়া হবে না। বিড এর জন্য বরাদ্দ নির্দিষ্ট সময়সীমা শেষ হওয়ার কোন অভিযোগ গ্রহণযোগ্য না।
৪. যদি উল্লেখিত ক্রটি / প্রযুক্তিগত সমস্যাগুলির যথার্থতা ব্যাক্সের আইটি ডিপার্টমেন্ট দ্বারা যাচাইপূর্বক নিশ্চিত করা না যায়, তবে সেগুলো গ্রহণযোগ্য হবে না।
৫. দরদাতা যদি বিড চলাকালীন পুরো সময় ধরে অংশগ্রহণ অব্যাহত রাখতে ব্যর্থ হয় তবে বিড চলাকালীন সময়ে উক্ত দরদাতা কর্তৃক প্রদত্ত সর্বশেষ অফারটিকে বিবেচনায় নেওয়া হবে।
৬. যদি দুইয়ের অধিক অংশগ্রহণকারী দরদাতাদের একই রকম প্রযুক্তিগত অসুবিধার অভিযোগ উত্থাপন না করেন, তবে ব্যাংক কর্তৃপক্ষ এ সংক্রান্ত 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 ডিপার্টমেন্ট

জেনারেল সার্ভিস ডিভিশন

ব্রাক ব্যাংক লিঃ

[TO BE PRINTED ON VENDOR'S LETTERHEAD]

SUPPLIER'S RELATIONSHIP DECLARATION FORM

Date:

BRAC Bank Limited

Anik Tower (1st Floor), 220/B, Tejgaon I/A
Tejgaon Gulshan Link Road,
Dhaka-1208
Bangladesh

Attention :

RFQ Title:

RFQ Ref. No. :

1. Please state if the <.....> has any relationship to BRAC Bank Limited (BBL) employees. The list must, as a minimum, include the following persons in your company:

- Major shareholder(s) or owner(s) of the company.
- Member(s) of the management team.
- Other person(s) involved in answering this RFQ.
- Other key person(s).

☐ YES

☐ NO (In such case skip section 2)

2. Relationships that must be described should, as a Minimum, cover the following:

- Family and relatives.
- Friends.
- Business partners in outside company.
- BBL employees who have an ownership in your company.

Name of Supplier's Employee(s)	Position in Supplier's Company	Name of BBL Employee	Position in BBL	Type of Relationship

The undersigned is authorized to certify on behalf of the entity that all stated information in the above form are true and correct and no important and relevant information has been suppressed. The undersigned acknowledges that the Company at any time may verify the validity the above information.

Signature : _____

Name of the Signatory : _____

Title of the Signatory : _____

Name of the Company : _____

Date : _____

E-mail Address : _____

Phone No. : _____

Note: Any company that fails to comply with this requirement, or on purpose withhold any information, may at any time and without further notice be excluded from the ongoing PO/ Contract process and will also risk not having future business with BRAC Bank Limited.

