

Ref: BRACBANK/Proc/Rfq/Y25/251 (2000002881)

Dated: August 07, 2025

Subject: Fixed Rate Contract for 3 years for M365 Licenses (New and Renewal) for BRAC Bank PLC.

Dear Sir:

BRAC Bank PLC. invites proposals for the requirement mentioned in the RFQ from reputed Companies having experiences in Telco & Banking and are OEM specialized partners.

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

- a) Annexure 1 – Requirement with price breakdown
- b) Manual for Participation

MOQ – 3513 for Renewal

Submission of above mentioned documents (duly filled) has got direct bearing on the 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. **Financial Bid Submission/ Closing Date:** The bidder shall submit commercial offer as per price annexure in BBPLC. Fusion Portal. The last submission date is 5:00 PM (Bangladesh Standard Time), August 14, 2025
3. **Quotation Validity:** The Quotation shall be valid for 6 months from the Quotation submission/ closing date.
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 mailing the following documents to , ivy.rahman@bracbank.com by email within 10:00am August 13, 2025 : (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:**
 - a. Commercial/Fusion Related Issues: Ivy Rahman, ivy.rahman@bracbank.com , Contact no: +8801708453478

- b. Technical/Scope Related issue: Mr. Avijit Biswas; avijit.biswas@bracbank.com Mobile: +8801777741844
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 BBPLC. will consider ERP/system price as final one. BBPLC. 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 BBPLC. standard and expectation, the particular bid may be floated again as re-tender to allow participation that may ensure submission of better technical and commercial proposals to suit BBPLC. 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 BBPLC. 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 penalty will be considered as per the SLA. Bank will not consider any delay in delivery unless due to force majeure (Natural, Political, Government or other similar factors that are out of control of the participant).
4. **Payment Terms:** Payment will be made at quarterly arrear basis upon submission of the bill with work order & original challan which is duly signed by authorized personnel of BRAC Bank PLC. (IT Person's Sign, Name, PIN & Seal, if available) or service receipt confirmation. Payment will be made through Bank Account only. BBPLC. 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 BBPLC. Policy and Management approval.
5. Bank Reserves right to conduct 2nd or multiple rounds of bid if deemed necessary.
6. BRAC Bank PLC. 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.**

N.B.: BRAC Bank PLC. (publisher) has the right to change any terms and conditions mentioned above.

EVALUATION CRITERIA:

Single Stage Commercial Evaluation

The participants shall be evaluated based on commercial offer only. **Price of Microsoft Products**

License Category	Modality
M365 Apps for Enterprise (Annual Subscription price)	Price to be valid for 3 years renewal
M365 Apps for Enterprise (New)	Price to be valid for 3 years

This is a rate fixation for minimum 3 years

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 BBPLC. 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 ডিপার্টমেন্টের কাছে ইমেইল করতে হবে। উল্লেখ্য, স্ক্রিনশট ব্যাতিত কোন অভিযোগ আমলে নেয়া হবে না। বিড এর জন্য বরাদ্দ নির্দিষ্ট সময়সীমা শেষ হওয়ার কোন অভিযোগ গ্রহণযোগ্য না।
৪. যদি উল্লেখিত ত্রুটি / প্রযুক্তিগত সমস্যাগুলির যথার্থতা ব্যাঙ্কের 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 অংশগ্রহনকারী দরদাতাদের একই রকম প্রযুক্তিগত অসুবিধার অভিযোগ উত্থাপন না করেন, তবে ব্যাংক কর্তৃপক্ষ এ সঙ্ক্ৰান্ত অভিযোগ / প্রতিবেদনগুলি উপেক্ষা বা গ্রহণ করার বিবেচনা সংরক্ষণ করেন।

৭. অংশগ্রহনকারীদের 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 পিএলসি

[TO BE PRINTED ON VENDOR'S LETTERHEAD]

SUPPLIER'S RELATIONSHIP DECLARATION FORM

Date:

BRAC Bank PLC.

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 PLC. (BBPLC.) 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.
- BBPLC. employees who have an ownership in your company.

Name of Supplier's Employee(s)	Position in Supplier's Company	Name of BBPLC. Employee	Position in BBPLC.	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 PLC..