

Trust Bank PLC.

General Services & Security Division (GSSD), Purchase & Procurement Department (PPD)

Tender Ref: TBPLC/HO/GSSD/PPD/2024/140

Date: 24 October 2024

Invitation for Tenders

S/N	Particulars	Descriptions						
1.	Tender Ref. No.	TBPLC/HO/GSSD/PPD/TENDER/2024/37						
2.	Tender Date	24 October 2024						
3.	Invitation for	Procurement of 25,000 units Visa Credit Cards (DI): VISA Classic (DI) – 13,000 units, VISA Gold (DI) – 7,000 units and VISA Platinum (DI) – 5,000 units.						
KEY INFORMATION								
4.	Procurement Method	Open Tender Method (OTM)						
FUNDING INFORMATION								
5.	Source of Funds	Own Source						
PARTICULAR INFORMATION								
6.	Project Name	Procurement of 25,000 units Visa Credit Cards (DI): VISA Classic (DI) – 13,000 units, VISA Gold (DI) – 7,000 units and VISA Platinum (DI) – 5,000 units for Trust Bank PLC.						
7.	Project Location	Trust Bank PLC., Head Office, Dhaka.						
8.	Tender Notice Issuing Date	24 October 2024						
9.	Pre-bid Meeting	<p>A pre-bid meeting will be held before submission of tender documents as per following schedule: 11:30 AM on 03 November 2024 at Trust Bank PLC., Purchase & Procurement Department, Head Office, Shadhinata Tower (Level # 05), Bir Srestha Shaheed Jahangir Gate, Dhaka Cantonment, Dhaka.</p> <p>Note:</p> <ol style="list-style-type: none"> The bidders must purchase the tender schedule before attending pre-bid meeting and bring the deposit slip at the pre-bid meeting. Specification and others terms may change based on the shared interest of all parties (Any change request must be communicated formally). 						
10.	Last Date of Tender Schedule Collection	12 November 2024						
11.	Tender Schedule Collection Details	Interested bidders may download Tender schedule from website of Trust Bank PLC. (https://www.tblbd.com/tender)						
12.	Tender Document Submission Date and Time	<table border="1"> <thead> <tr> <th>From</th> <th>To</th> <th>Note</th> </tr> </thead> <tbody> <tr> <td>Date: 24 October 2024 Time: 10:00 am</td> <td>Date: 12 November 2024 Time: 02:30 pm</td> <td>Except weekend and Government holiday.</td> </tr> </tbody> </table>	From	To	Note	Date: 24 October 2024 Time: 10:00 am	Date: 12 November 2024 Time: 02:30 pm	Except weekend and Government holiday.
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13.	Location of Tender Document Submission	Trust Bank PLC., Purchase & Procurement Department, Head Office, Shadhinata Tower (Level # 05), Bir Srestha Shaheed Jahangir Gate, Dhaka Cantonment, Dhaka.						
14.	Tender Closing Date and Time	<table border="1"> <tbody> <tr> <td>Date: 12 November 2024</td> <td>Time: 02:30 pm</td> </tr> <tr> <td>Date: 12 November 2024</td> <td>Time: 04:00 pm</td> </tr> </tbody> </table>	Date: 12 November 2024	Time: 02:30 pm	Date: 12 November 2024	Time: 04:00 pm		
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15.	Tender Opening Date and Time	<p>Note: The tender will be opened in presence of the intending tenderer(s) (if any). If the Tender cannot be opened as per scheduled date and time due to unavoidable circumstances, the same will be opened on the next working day at the same time or opening schedule will be provided to the respective tender section of Trust Bank PLC. website (www.tblbd.com/tender).</p> <p><i>Tender Opening Sub Committee will open the Technical Offer first. After that based on technical evaluation report, Tender Opening Sub Committee will open the Financial Offers in presence of the technically qualified vendors on a preannounced date after notifying all technically qualified vendors.</i></p>						


S/N	Particulars	Descriptions
16.	Location of Tender Opening	Trust Bank PLC., Purchase & Procurement Department, Head Office, Shadhinata Tower (Level # 05), Bir Srestha Shaheed Jahangir Gate, Dhaka Cantonment, Dhaka.
INFORMATION FOR TENDERER		
17.	Eligibility for the Bidder	<p>17.1 The bidder submitting the offer should be a registered company having experiences of supplying EMV/DI Chip Card in Bangladesh Market in minimum 3 different banks or financial organizations for at least 3+ years. Experience Certificate with work order must be supplied with the offer.</p> <p>17.2 Vendor has to provide valid authorization letter from the Chip Card & App Manufacturer of the said product and they will provide the proof of document of Authorization Letter from the Chip OS & App Manufacturer to provide technical support of the offered product.</p> <p>17.3 The bidders must have good track record for supplying Dual Interface card products at banks in Bangladesh.</p> <p>17.6 The bidder should have up-to-date VAT return & Income Tax certificate, TIN No, Valid Trade license and /or any other license/approval as may be necessary as per the law. Financial Solvency Certificate, Major client List and Company profile to be submitted with the Quotation.</p> <p>17.7 Samples must be provided for all products with the Technical Offer.</p> <p>17.8 The bidder must provide following certificates in Original:</p> <p>17.8.1 Manufacturer Certificate 17.8.2 Experience Certificate 17.8.3 Certificate of Origin 17.8.3 Solvency Certificate 17.8.4 Authorization Letter from Chip OS & App Manufacturer 17.8.5 Any other certificate deemed necessary</p>
18.	Brief Description of Goods, Works & Related Service	Supply of VISA brand Dual Interface Credit Cards. Details as stated in Technical Offer & Annexure A.
19.	Delivery Lead Time	<p>20.1 Within 3 (three) months from the date of issuance of work order.</p> <p>20.2 Bidder must provide the total Project Plan along with the Technical Offer.</p> <p>20.3 Part delivery allowed.</p> <p>20.4 Original copy of the certificated mentioned into 17.7 must be supplied with each delivery.</p> <p>20.5 Trust Bank PLC. may at its sole discretion change the required quantity up to maximum ±10%.</p>
20.	Liquidated Damage	In case of late delivery, penalty will be imposed and deducted at the rate of 0.5% of total work order value on a weekly basis up to 5% and to be deducted from final bill of supplied item(s). Bank must be informed for any foreseeable delay due to uncontrolled situation prior to exceed of the delivery lead time which may be considered by the Bank if situation justify such delay and the decision of the Bank will be final in this regard.
21.	Warranty	<p>21.1 Successful bidder should have to provide 01 (one) year warranty of plastic and chip and should be bound to replace the faulty/defective cards within the warranty any charges.</p> <p>21.2 In the event of supply of the said item which does not match with the required specification, quantity, quality or is of substandard quality found before full consumption of the item, the bank reserves the right of outright rejection of the product and you will have to take back your supplied product at your own cost and will replace with acceptable quality with in the time frame as mutually agreed upon by the Bank and the vendor,</p>





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22.	Tender Schedule Fee	Tenderers required to deposit Tk. 2000.00 as Tender Schedule Fee (Non-Refundable) in any branch of Trust Bank PLC. or transfer fund from any bank to the following account of Trust Bank PLC.: a. Name of the Account: Tender Participation Fees Account b. Account Number: 0022-0210018483 c. Millennium Corporate Branch, Routing No: 240262958
23.	Earnest Money	2% of total quoted amount as 'Earnest Money' (refundable) are required to deposit as a Pay Order or Bank Guarantee (BG) having 4-6 month's validity to be issued in favor of "Trust Bank Limited". Note: Original copy of Pay Order/ Bank Guarantee (BG) shall have to be attached with the Financial Offer.
24.	Rights of Trust Bank Limited	The Bank authority reserves the right to accept or reject any or all the tender partly or fully without assigning any reason whatsoever. The Bank authority is not bound to purchase the items from the lowest bidders(s) and also reserves the right to modify the tender schedule, correction or change of any clause of the tender without information.
25.	Structure of Financial Offer	25.1 The amount is to be quoted both in figures and in words properly in BDT. The quoted rate must be inclusive of finished jobs including total handling of materials, incidental charges-overhead, all types of levies, taxes, duties and VAT as per prevailing government rules, delivery, installation, manual labor charge and any kind of charge thereof. In this case no error will be accepted. If any error found, then Trust Bank PLC. may reject the offer. 25.2 Currency of Financial Offer: BDT 25.3 Offer must be valid for at least 01 (one) year.
26.	Payment Terms	26.1 No advance payment against work order 26.2 Vendors need to open an account with Trust Bank PLC. All the payment will be made through this account. 26.3 Payment shall be made in BDT 26.4 90% payment of the total amount after successful delivery, supported by Acceptance Certificate issued by the concerned Division of Trust Bank PLC. 26.5 Balance 10% of the total amount will be preserved as security money for 12 (twelve) months. Balance 10% of the total amount will be released without any profit after getting report from the concerned Division, Head Office of the Bank upon receipt of request for release of security money. 26.6 Part payment allowed. 26.7 Product must imported & released through proper channel. 26.8 VAT & TAX will be deducted from the bill as per prevailing government rules prior payment of the same.
27.	Sealed Bid	27.1. The bidders shall have to submit Technical Offer and Financial Offer in two separate envelopes clearly marking with "Technical Offer" and "Financial Offer" on both envelopes along with Name of the Project and Name of the Firm. 27.2. The bidders shall quote the price as per Table-1 of Financial Offer, avoid erasing/overwriting. Also, total calculated amount to be written in words and to be signed by the Bidder. 27.3 The bid shall be signed by a person or persons duly authorized by the Bidder with signature duly attested. In the case of a body corporate, the bid shall be signed by the duly authorized officers and supported by internal corporate authorizations.
28.	Special Instructions	28.1 The vendor evaluation and selection would be done based on a comprehensive Techno-Commercial Evaluation. For the purpose of evaluating prospective vendors, following factors would be considered:

S/N	Particulars	Descriptions
		28.1.1 Technical Solution Excellence 28.1.2 Conformity to technical specifications 28.1.3 Commercial Offer 28.1.4 Acceptance of Terms and Conditions 28.2 The tenderer must comply with the specification, terms and conditions of tender documents. Conditional tender will not be accepted. The offers/bids containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer/bid. 28.3 Complete proposal/offer must be signed with date by the authorized representative of company. 28.4 Any kind of persuasion and promotional activities will be treated as disqualification for the tenderer.

M. M. M.


Naim Ahmed Chowdhury
 SAVP, PPD, GSSD


Serneabat Shihabuddin Md. Feroz
 EVP, PPD, GSSD


Col Khandaker Yusuf Hasan (Retd)
 EVP & Head of PPD, GSSD

Enclosure

1. Tender Schedule, Financial Offer, Technical Offer, Annexure-A & Annexure-B.