

Tender Reference: TBPLC/HO/GSSD/PPD/TENDER/2024/37(A) (Revised)
Date: 11 November 2024

**SCHEDULE OF TENDER FOR PROCUREMENT OF AUTOMATED TELLER MACHINE (ATM) AND CRM
(CASH RECYCLER MACHINE) FOR TRUST BANK PLC.**

TECHNICAL OFFER

1. Name of the Company :
2. Address :
3. Contact Person & Designation :
4. Telephone No & Email Address :
5. Specification of the Item : To be mentioned by the bidder.
6. Technical Evaluation : Bidders shall comply all required fields of Technical Evaluation mentioned into **Annexure – A (Technical Specification of 110 units ATM) & Annexure – B (Technical Specification of 24 units CRM).**

7. Required Documents:

Bidders must submit the following documents along with their technical offers and their offer would be in their own Letter Head Pad and signed by any authorized persons.

S/N	Required Documents	If document attached, please provide ✓/mark	Annexure (A/B/C...)
01.	Declaration of products source (authorized partner of the product) and related Information of offered products		Annexure-A
02.	Manufacture Authorization Letter		Annexure-B
03.	Warranty Certificate		Annexure-C
04.	Experience certificates		Annexure-D
05.	Work Order for related products		Annexure-E
06.	Solvency Certificate		Annexure-F
07.	Certificate of Year of Production		Annexure-G
08.	Certificate of Model Validity		Annexure-H
09.	Guarantee Certificate availability of Spares		Annexure-I
10.	Service Support Certificate		Annexure-j
11.	Details of client list (Banking industry preferable)		Annexure-K
12.	Company profile.		Annexure-L
13.	Valid Trade License, Income Tax certificate, Valid VAT registration certificate		Annexure-M
14.	Details of certified engineer for offered products		Annexure-N
15.	Description of their support team with the profile of experts.		Annexure-O
16.	EMVCO Level-1 and Level-2 Certification		Annexure-P
17.	Expiry of the Kernel		Annexure-Q
18.	Additional documents (Which may add extra weightage of bidder for this type of work)		Annexure-Q

8. **Delivery Time** (To be mentioned): (Days)

9. **Terms and Conditions for the Bidder:**

- a. The offer will be received up to **1:30 PM** on **21 November 2024** and be opened (**Technical Offer only**) at **2:30 PM** on **21 November 2024** at Trust Bank PLC, Purchase & Procurement Department, Shadhinata Tower (Level – 05), Bir Srestha Shaheed Jahangir Gate, Dhaka Cantonment, Dhaka-1206. 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 provided to the respective tender section of TBL website (www.tblbd.com/tender). **No vendor/bidder/firm is required to attend during opening of Technical Offer.**



- b. **This Schedule along with required documents should be submitted in “Envelope-1” clearly marked as “Technical Offer” within the stipulated time.**
- c. The bidder should be in business of supplying, installing, commissioning and maintaining ATMs/CRMs in Bangladesh for a period of at least 03 years.
- d. Product should be ready to deliver as per the following schedule. **Part delivery allowed.** Original copy of the certificated mentioned into Information to Tender point 17.7 must be supplied with each delivery of the ATMs/CRMs. Trust Bank PLC. may at its sole discretion change the required quantity **up to maximum ±10%.**

Delivery Details	No. of Units ATM	No. of Units CRM
0-03 months	30	12
04-06 months	40	12
07-09 months	40	-
Total	110	24

Table-2

- e. **Vendor must submit Q/C certificate with serial number with delivery of ATM & CRM.**
- f. **Vendor must attach a warranty sticker with ATM & CRM that should clearly mention warranty period of the product, delivery date, W/O No., Name & Address of the supplier with mobile number.**
- g. **Vendor must inform Trust Bank PLC. one month before the arrival of ATM & CRM at BD for inspection. Inspection shall take place at the site of vendor.**
- h. The bidder shall be responsible for delivery, installation, testing & commission of the ATMs/CRMs ordered at all the sites and for making them fully operational at bidder's own cost.
- i. ATMs/CRMs offered should be capable of being fully integrated with the existing Trust Bank PLC. systems immediately on installation without any modifications/testing and providing the same functionalities as existing ATMs/CRMs installed by Trust Bank PLC.
- j. The ATMs/CRMs being procured through this offer shall be installed and commissioned by the bidder, at various locations (across the country) which shall be intimated separately.
- k. In the event of supply any item which do not match with the required terms & specification, the bank reserves the right for outright rejection of the goods and the supplier will have to take back those at their own cost and will replace with bank demand.
- l. Vendor shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment, accessories etc. covered by the offer.
- m. SLA should be executed by the bidder with the Bank within a period on or before the date of issuance of Work Order. The stamp duty for the execution of SLA shall be borne by the successful bidder.
- n. On expiry of Warranty, the Bank shall have the sole discretion to enter into an agreement with the existing or a new vendor for Annual Maintenance Contract (AMC) based on the quality/level of services extended by the vendor during the warranty period.
- o. The vendor must provide the original equipment and mention the country of origin. Product must be delivered from authorized channel.

Signature (full).....



Name.....

Date.....

Seal.....