

ANNEX – A TO TENDER NO: TBL/HO/GSSD/PPD/TENDER/2025/04(Revised) DATE: 10 FEBRUARY 2025

COMPLIANCE SHEET

S/N	Terms & Conditions as per Requirement		Compliance by Bidder	Remarks
1.	Source of Funds	Own Source		
2.	Eligibility for the Bidder	<p>The firms/companies must meet the following eligibility criteria:</p> <ul style="list-style-type: none"> a. A registered entity having updated trade license. b. The vendor must have prior experience of implementing the required or similar software solutions. Inexperienced vendors will be disqualified during evaluation. a. Must be registered with RJSC (Applicable for Joint Stock Company & Firm) b. Joint Venture not applicable c. Bank Solvency Certificate d. The firm should have at necessary full time ICT personnel in company payroll related to System Analysis, Design, Development, Integration, Testing, QC, Training & Implementation of ERP Software solutions. e. Documents demonstrating the management and operational capacity of the firm. Brochures/Company profile & other documents describing company expertise, strength & experience, core functions, products & services, similar assignments or relevant project experience, availability of relevant professional staff and experience among applicant's staffs/resources to carry out the assignment. f. The firm needs to have experience in developing ERP Software solution (must have multiple modules) in any large Govt./semi govt./autonomous body/private organizations of Bangladesh. experience in developing ERP Software solution in Banks shall be added advantage. g. Must be a local IT/ITES firm with minimum 3 (Three) years of general enterprise application development experience. h. Minimum 3 (Three) years of practical experience of developing large scale software to automate organizational business processes. i. Minimum 3 Work orders/SLA in last (03) three years. j. The firm must be a member of BASIS (Active/Updated). k. The firm must have minimum CMMI Level 3 certification. If CMMI Level 3 certification is under process the bidder must submit proof of documents (MoU with CMMI lead appraiser, SCAMPI A assessment/ SCAMPI B assessment) l. ISO-9001 Certification is preferred. m. Capable system development and project management team which include Project Managers, 		

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	<p>Enterprise Architects, Software Architects, Database Experts, Development Leads, Sr. Software Engineers, Software Engineers, Mobile Software Developers, Infrastructure Experts, UI Experts, QA and Test Engineers, Technical Writers and Support Engineers.</p> <p>n. Must have valid up to date Trade License, Income Tax Payment Certificates, VAT Registration Certificates, Certificate of Incorporation.</p> <p>o. Independent Auditors' report of the previous 3 (Three) years.</p> <p>p. Yearly average turnover of the firm shall be at least BDT 10 (ten) million.</p> <p>q. Logistic capability such as well-equipped office in Dhaka with necessary facilities</p>																	
3.	Project Completion Time	06 (Six) months from issuance of work order. Maximum 01 (one) month extension.																
4.	Evaluation Criteria	<p>Evaluation Criteria (Total 100, Technical Mark - 70 and Company Profile Mark – 30)</p> <table border="1"> <thead> <tr> <th>S/N</th> <th>Specification</th> <th>Allotted Marks</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Year of establishment (Min 3 Years gets 5 Marks; every subsequent years carries 1 Marks each)</td> <td>10</td> </tr> <tr> <td>2</td> <td>Total No. of Work Order/SLA in related product (Min 2 W/O gets 3 Marks, every additional W/O carries 1 Marks each)</td> <td>5</td> </tr> <tr> <td>3</td> <td>No. of Engineer in related product (Min 2 Engineer gets 5 Marks, every additional engineer carries 1 Marks each)</td> <td>10</td> </tr> <tr> <td>4</td> <td>Total No. of Work Order in other products</td> <td>5</td> </tr> </tbody> </table>	S/N	Specification	Allotted Marks	1	Year of establishment (Min 3 Years gets 5 Marks; every subsequent years carries 1 Marks each)	10	2	Total No. of Work Order/SLA in related product (Min 2 W/O gets 3 Marks, every additional W/O carries 1 Marks each)	5	3	No. of Engineer in related product (Min 2 Engineer gets 5 Marks, every additional engineer carries 1 Marks each)	10	4	Total No. of Work Order in other products	5	
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5.	Earnest Money	<p>a. 'Earnest Money' (refundable) shall be 5% (five percent) of total quoted amount</p> <p>b. Tenderers are required to deposited 'Earnest Money' either as a Pay Order or Irrevocable & Unconditional Bank Guarantee (BG) having not less than 6 (six) month's validity issued any scheduled bank.</p> <p>c. Original copy of Pay Order/ Bank Guarantee (BG) shall have to be attached with the Financial Offer.</p> <p>d. Earnest Money of technically qualified bidder will be returned as per Management decision.</p>																



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	<p>e. Unsuccessful Tenderer's Earnest Money will be discharged after Tender Opening Date subject to the application of tenderers.</p> <p>f. The Tender Security may be forfeited, if a Tenderer:</p> <p>i. refuses to accept a work order refuses to fulfill the obligation of work orders</p>		
6.	Performance Guarantee	<p>a. Performance Security shall be furnished by the successful Tenderer in the amount of 5% (five percent) of the bid value either in the form of a Pay Order or an irrevocable unconditional Bank Guarantee issued by any scheduled bank in favor of Trust Bank PLC.</p> <p>b. Performance Security will be credited/encashed in favor of the Bank as compensation for any loss resulting from the contractor's failure to complete its obligations under the Contract.</p> <p>c. Performance Security shall be required to be valid until a date twenty-eight (28) days beyond the warranty period.</p> <p>d. Performance Security shall be returned after warranty period and feedback of the concerned department/division of Trust Bank PLC.</p>	
7.	Liquidated Damage	<p>In case of late delivery, penalty will be imposed and deducted at the rate of 0.5% of total work order value on a daily 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.</p>	
8.	Warranty	<p>Successful bidder shall have to provide Warranty 3 years of which 1 year should be free of cost and balance 2 year warranty cost will be added with price & with 24/7 support & comprehensive maintenance.</p>	
9.	Annual Maintenance Contract (AMC)	<p>At the option of Trust Bank PLC. after post go live warranty, support & maintenance period. Separate SLA shall be executed for AMC.</p>	
10.	Structure of Financial Offer & Offer Validity	<p>a. 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.</p> <p>b. Currency of Financial Offer: BDT Offer must be valid for at least 06 (six) months.</p>	

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11.	<p>Payment Terms</p> <ul style="list-style-type: none"> a. 80% payment of the total amount after successful analysis, design & development. b. Balance 20% of the total amount will be paid after UAT & QAT, data migration, go live. c. Payment shall be made in BDT. d. Vendors need to open an account with Trust Bank PLC. All the payment will be made through this account. e. Part payment allowed. f. Product must imported & released through proper channel. g. VAT & TAX will be deducted from the bill as per prevailing government rules prior payment of the same. a. The bidder must provide instructor-led training to the designated persons of TBL. The training program schedule will be provided by TBL. b. Successful bidder is expected to become enlisted vendor of Trust Bank PLC. 		
12.	<p>Training</p> <ul style="list-style-type: none"> a. Training Type: Onsite: ±55 person, Online: ±500 person, b. Venue: TBL Head Office, c. logistic Support: Buyer (projector, sound system, PC & refreshment only) & others (if any) by seller, d. Trainer Support: Seller, e. Operating & Maintenance Manual for any equipment, system or process & Training Materials: Seller, f. Days of Training: To be mentioned by bidder. g. The training should cover product installation, configuration, administration and customization. It should also cover day to day operation of the product. The training should be hands on training with a detailed coverage of all the aspect configured for TBL environment. h. Detailed documentation and manuals should be provided as part of training. 		

Signature (full).....

Name.....

Date.....

Seal.....

