

Trust Bank Limited

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

Doc No.: TBL/HO/GSSD/PPD/2025/0054

Date: 10 March 2025

Invitation for Tenders

S/N	Particulars	Descriptions					
1.	Tender Ref. No.	TBL/HO/GSSD/PPD/TENDER/2025/04 (Revised)					
2.	Tender Date	10 March 2025					
3.	Invitation for	Procurement of ERP Software Solution.					
KEY INFORMATION							
4.	Procurement Method	Open Tender Method (OTM)					
FUNDING INFORMATION							
5.	Source of Funds	Own Source					
PARTICULAR INFORMATION							
6.	Project Name	Procurement of ERP Software Solution for Trust Bank PLC. Purchase & Procurement Department & GSSD. a. Requisition Receive to Bill Payment/Procure To Payable b. Maintenance & Repair of Support Service & c. Inventory Management					
7.	Project Location	Trust Bank Limited, Head Office, Shadhinata Tower (Level # 05), Bir Srestha Shaheed Jahangir Gate, Dhaka Cantonment, Dhaka.					
8.	Tender Notice Issuing Date	10 March 2025					
9.	Pre-bid Meeting	A pre-bid meeting was held on 11:30 AM on 19th February 2025 at Trust Bank Limited, Purchase & Procurement Department, Head Office, Shadhinata Tower (Level # 05), Bir Srestha Shaheed Jahangir Gate, Dhaka Cantonment, Dhaka.					
10.	Last Date of Tender Schedule Collection	19th March 2025					
11.	Tender Schedule Collection Details	Interested bidders may collect Tender schedule from website of TBL (https://www.tblbd.com/tender)					
12.	Tender Document Submission Date and Time	<table border="1"> <thead> <tr> <th>From</th> <th>To</th> <th rowspan="2">Note: Except weekend and Government holiday.</th> </tr> </thead> <tbody> <tr> <td>Date: 10 March 2025 Time: 10:00 am</td> <td>Date: 19th March 2025 Time: 11:30 am</td> </tr> </tbody> </table>	From	To	Note: Except weekend and Government holiday.	Date: 10 March 2025 Time: 10:00 am	Date: 19th March 2025 Time: 11:30 am
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13.	Location of Tender Document Submission	Trust Bank Limited, 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: 19th March 2025</td> <td>Time: 11:30 am</td> </tr> <tr> <td>Date: 19th March 2025</td> <td>Time: 12:30 pm</td> </tr> </tbody> </table>	Date: 19th March 2025	Time: 11:30 am	Date: 19th March 2025	Time: 12:30 pm	
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15.	Tender Opening Date and Time	<p>Note: The tender will be opened in presence of the 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 tender opening schedule will be provided to the respective tender section of TBL 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>					
16.	Location of Tender Opening	Trust Bank Limited, 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	The firms/companies must meet the following eligibility criteria: a. A registered entity having updated trade license.					




S/N	Particulars	Descriptions
		<p>b. The vendor must have prior experience of implementing the required or similar software solutions. Inexperienced vendors will be disqualified during evaluation.</p> <p>a. Must be registered with RJSC (Applicable for Joint Stock Company & Firm)</p> <p>b. Joint Venture not applicable</p> <p>c. Bank Solvency Certificate</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>g. Must be a local IT/ITES firm with minimum 3 (Three) years of general enterprise application development experience.</p> <p>h. Minimum 3 (Three) years of practical experience of developing large scale software to automate organizational business processes.</p> <p>i. Minimum 3 Work orders/SLA in last (03) three years.</p> <p>j. The firm must be a member of BASIS (Active/Updated).</p> <p>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)</p> <p>l. ISO-9001 Certification is preferred.</p> <p>m. Capable system development and project management team which include Project Managers, 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>
18.	Brief Description of Works	Included but not limited to Terms of Reference (ToR) .
19.	Project Completion Time	06 (Six) months from issuance of work order. Maximum 01 (one) month extension.
20.	Evaluation Criteria	As stated in Terms of Reference (ToR) .
21.	Tender Schedule Fee	<p>Tenderers required to deposit Tk. 2000.00 as Tender Schedule Fee (Non-Refundable) in any branch of TBL or transfer fund from any bank to the following account of TBL:</p> <p>a. Name of the Account: Tender Participation Fees Account</p> <p>b. Account Number: 0022-0210018483</p> <p>c. Millennium Corporate Branch, Routing No: 240262958</p>
22.	Earnest Money	a. 'Earnest Money' (refundable) shall be 5% (five percent) of total quoted amount

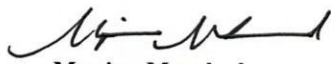
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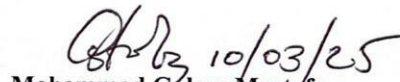
S/N	Particulars	Descriptions
		<p>b. Tenderers are required to deposited 'Earnest Money' either as a Pay Order or Irrevocable & Unconditional Bank Guarantee (BG) having not less than 6 (six) month's validity issued any scheduled bank.</p> <p>c. Original copy of Pay Order/ Bank Guarantee (BG) shall have to be attached with the Financial Offer.</p> <p>d. Earnest Money of technically qualified bidder will be returned as per Management decision.</p> <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> <ol style="list-style-type: none"> refuses to accept a work order refuses to fulfill the obligation of work orders
23.	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>
24.	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 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.
25.	Warranty	Successful bidder shall have to provide 03 (three) year post go-live warranty of which 01 (one) year warranty Free of Cost & 24/7 support & comprehensive maintenance.
26.	Annual Maintenance Contract (AMC)	At the option of Trust Bank PLC. after post go live warranty, support & maintenance period. Separate SLA shall be executed for AMC.
27.	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.
28.	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</p> <p>c. Offer must be valid for at least 06 (six) months.</p>
29.	Payment Terms	<p>a. 80% payment of the total amount after successful analysis, design & development.</p> <p>b. Balance 20% of the total amount will be paid after UAT & QAT, data migration, go live.</p>

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		<p>c. Payment shall be made in BDT.</p> <p>d. Vendors need to open an account with Trust Bank PLC. All the payment will be made through this account.</p> <p>e. Part payment allowed.</p> <p>f. Product must imported & released through proper channel.</p> <p>g. VAT & TAX will be deducted from the bill as per prevailing government rules prior payment of the same.</p> <p>h. The bidder must provide instructor-led training to the designated persons of TBL. The training program schedule will be provided by TBL.</p>
31.	Sealed Bid	<p>a. 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.</p> <p>b. 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.</p>
31.	Special Instructions	<p>a. Successful bidder is expected to become enlisted vendor of Trust Bank PLC.</p> <p>b. Product must be supplied from authorized distributor/partners/dealer and necessary documents must be attached with the schedule.</p> <p>c. the offers must be signed by the authorized person of the firm with full name, designation and official round seal.</p> <p>d. The tenderer must comply with the specification, terms and conditions of tender documents. Conditional tender will not be accepted.</p> <p>e. Any kind of persuasion and promotional activities will be treated as disqualification for the tenderer.</p> <p>f. Any non-resident supplier/distributor/manufacturer/trader etc. or partner/principal/foreign counterpart of resident supplier/distributor/agent for the purpose of conducting business affairs or business development willing to visit any branch or head office of Trust Bank PLC have to furnish his/her CV before 07 (seven) working days to the authorize representative of the bank with details of such visit. However, such provision shall not be applicable to the resident supplier/distributor/manufacturer/trader etc.</p>



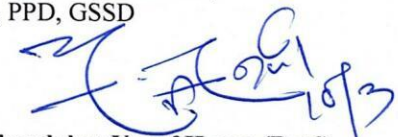
Monjur Morshed
PO, PPD, GSSD



Mohammad Golam Mostofa
SAVP, PPD, GSSD



Serneabat Shihabuddin Md. Feroz
EVP & PPD, GSSD



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