

## Trust Bank PLC.

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

Doc No.: TBL/HO/GSSD/PPD/2025/0056

Date: 10 March 2025

### Invitation for Tenders

S/N	Particulars	Descriptions		
1.	Tender Ref. No.	TBL/HO/GSSD/PPD/TENDER/2025/08(3 <sup>rd</sup> Call)		
2.	Tender Date	10 March 2025		
3.	Procuring Entity	Information Security, Risk & Compliance Department (ISRCD)		
4.	Invitation for	Renewal of Load Balancer license (Radware).		
<b>KEY INFORMATION</b>				
5.	Procurement Method	Open Tender Method (OTM)		
<b>FUNDING INFORMATION</b>				
6.	Source of Funds	Own Source		
<b>PARTICULAR INFORMATION</b>				
7.	Project Name	Renewal of Load Balancer license (Radware) for the next 3 (three) years for Trust And Pay (TAP).		
8.	Project Location	CSD Tower, Level – 7, 98, Shaheed Sarani, Bir Uttam Mir Shawkat Sarak, Dhaka Cantonment, Dhaka - 1206		
9.	Tender Notice Issuing Date	10 March 2025		
10.	Pre-bid Meeting	The pre-bid meeting was held on <b>11:45 AM on 13 February 2025</b> at Trust Bank PLC., Purchase & Procurement Department, Head Office, Shadhinata Tower (Level # 05), Bir Srestha Shaheed Jahangir Gate, Dhaka Cantonment, Dhaka.		
11.	Last Date of Tender Schedule Collection	16 March 2025		
12.	Tender Schedule Collection Details	Interested bidders may collect Tender schedule from website of TBL ( <a href="https://www.tblbd.com/tender">https://www.tblbd.com/tender</a> )		
13.	Tender Document Submission Date and Time	From	To	<b>Note:</b> Except weekend and Government holiday.
		Date: 10 March 2025 Time: 10:00 am	Date: 16 March 2025 Time: 11:00 am	
14.	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.		
15.	Tender Closing Date and Time	Date: 16 March 2025	Time: 11:00 pm	
		Date: 16 March 2025	Time: 12:15 pm	
16.	Tender Opening Date and Time	<b>Note:</b> 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 TBL website ( <a href="http://www.tblbd.com/tender">www.tblbd.com/tender</a> ).		
		Tender Opening Sub Committee will open the Financial Offers in presence of the vendors (if any vendor remains present).		
17.	Location of Tender Opening	Trust Bank PLC., Purchase & Procurement Department, Head Office, Shadhinata Tower (Level # 05), Bir Srestha Shaheed Jahangir Gate, Dhaka Cantonment, Dhaka.		
<b>INFORMATION FOR TENDERER</b>				
18.	Eligibility for the Bidder	Any bonafide vendor or firm who has similar volume of work experience with the banks or similar organizations.		
19.	Brief Description of Works	Renewal of Load Balancer license (Radware) for the next 3 (three) years for Trust And Pay (TAP).		
20.	Tender Schedule Fee	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:		

2/10/25

PABX: +8802-44870060-69, Fax: 88-02-44870051  
Web: <https://www.tblbd.com>, SWIFT: TTBLBDDHXXX





S/N	Particulars	Descriptions
		<p>a. <b>Name of the Account:</b> Tender Participation Fees Account</p> <p>b. <b>Account Number:</b> 0022-0210018483</p> <p>c. Millennium Corporate Branch, Routing No: 240262958</p>
21.	Earnest Money	<p>a. <b>'Earnest Money' (refundable) shall be 5% (five percent) of total quoted amount.</b></p> <p>b. Tenderers are required to deposited <b>'Earnest Money'</b> either as a <b>Pay Order or Irrevocable &amp; Unconditional Bank Guarantee (BG) having not less than 6 (six) month's validity</b>".</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 shall be returned to the successful bidder as per Management decision of the Bank.</p> <p>e. Unsuccessful bidders' Tender security 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"> <li>refuses to accept a work order</li> <li>refuses to fulfill the obligation of work orders</li> </ol>
22.	Performance Guarantee	<p>A service-level agreement (SLA) shall be signed between the supplier and TBL. The supplier has to submit a <b>Performance Guarantee</b> in the form of Bank Guarantee (BG) worth <b>5% of the work order value</b> either in the form of Pay Order or Bank Guarantee for the performance of the SLA during the warranty period. If the supplier fails to submit Performance Guarantee <b>5% of the total work order value shall be retained as security money and will be released after completion of warranty period</b></p>
23.	Rights of Trust Bank PLC.	<p>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.</p>
24.	Structure of Financial Offer	<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>b. Currency of Financial Offer: BDT</b></p> <p><b>c. Conversion rate of USD to BDT is BC Selling Rate of TBL on the financial offer submission date.</b></p> <p><b>d. Offer must be valid for at least 06 (six) months.</b></p>
25.	Payment Terms	<p><b>a. 20% payment after Delivery &amp; Acceptance by the user.</b></p> <p><b>b. Balance 80% after Installation, Deployment, UAT &amp; Acceptance Certificate from concerned department/division of Trust Bank PLC.</b></p> <p>c. Vendors need to open an account with Trust Bank PLC. All the payment will be made through this account.</p> <p>d. Payment shall be made in BDT</p> <p><b>e. Part payment allowed.</b></p> <p><b>f. Product must imported &amp; released through proper channel.</b></p> <p>g. VAT &amp; TAX will be deducted from the bill as per prevailing government rules prior payment of the same.</p>

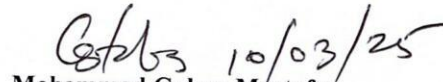
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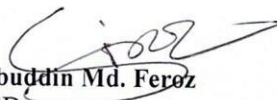
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26.	Sealed Bid	<p>a. The bidders shall have to submit <b>Technical Offer and Financial Offer</b> along with Name of the Project and Name of the Firm.</p> <p>b. The bidders shall quote the price as per <b>Table-1 of Financial Offer</b>, avoid erasing/overwriting. Also, total calculated amount to be written in words and to be signed by the Bidder.</p>
27.	Special Instructions	<p>a. Evaluation will be based on offered products, declaration of product channel/ Partner Certificate, experience certificates/work orders business strength etc.</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 offer 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. Successful bidder is expected to be enlisted vendor of TBL.</p> <p>g. 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. Feróz**  
EVP & PPD, GSSD



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

**Enclosure**

1. Tender Schedule, Financial Offer & Technical Offer