

**ANNEX – B TO TENDER NO: TBL/HO/GSSD/PPD/TENDER/2025/20 DATED: 21 APRIL 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	<ul style="list-style-type: none"> <li>i. The bidders must have similar volume of work experience with the banks/similar organizations. The participants must submit the work order/experience certificate along with offers.</li> <li>ii. Strict compliance of the terms &amp; conditions of the tender.</li> </ul>		
3.	Earnest Money	<ul style="list-style-type: none"> <li>a. ‘Earnest Money’ (refundable) shall be 5% (five percent) of total quoted amount.</li> <li>b. Tenderers are required to deposited ‘Earnest Money’ either as a Pay Order or Irrevocable &amp; Unconditional Bank Guarantee (BG) having not less than 6 (six) month’s validity”.</li> <li>c. Original copy of Pay Order/ Bank Guarantee (BG) shall have to be attached with the Financial Offer.</li> <li>d. Earnest Money shall be returned to the successful bidder as per Management decision of the Bank.</li> <li>e. Unsuccessful bidders’ Tender security will be discharged after Tender Opening Date subject to the application of tenderers.</li> <li>f. The Tender Security may be forfeited, if a Tenderer:               <ul style="list-style-type: none"> <li>i. refuses to accept a work order</li> <li>ii. refuses to fulfill the obligation of work orders</li> </ul> </li> </ul>		
4.	Performance Guarantee	A service-level agreement (SLA) shall be signed between the supplier and TBL. The supplier has to submit a Performance Guarantee in the form of Bank Guarantee (BG) worth 5% of the work order value either in the form of Pay Order or Bank Guarantee for the performance of the SLA during the contract period. If the supplier fails to submit Performance Guarantee 5% of the total work order value shall be retained as security money and will be released after completion of contract period.		
5.	Structure of Financial Offer	<ul style="list-style-type: none"> <li>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.</li> <li>b) <b>Currency of Financial Offer: BDT</b></li> <li>c) <b>Offer must be valid for at least 06 (six) months.</b></li> </ul>		
6.	Contact Period	03 (Three) Years.		
7.	Payment Terms	<ul style="list-style-type: none"> <li>a) Currency of Payment: BDT</li> <li>b) Advance Payment: Not Applicable.</li> <li>c) Payment will be made after the end of each quarter with submission of proper Bill by the supplier and Acceptance Certificate by the concerned division of Trust Bank PLC.</li> </ul>		

S/N	Terms & Conditions as per Requirement	Compliance by Bidder	Remarks
	<p>d) Product must imported &amp; released through proper channel.</p> <p>e) VAT &amp; TAX will be deducted from the bill as per prevailing government rules prior payment of the same.</p>		
8.	Liquidated Damage	a) If vendor fails to deliver the service within stipulated time or as prescribed by Trust Bank PLC., a penalty of half percent (0.5%) of order value for each week or part thereof of the delay subject to a maximum penalty not exceeding five percent (5 %) of the order value will be charged.	
9.	Terms of BOQ	<p>a. Before taking over any TBL ATM Booth, vendor will check the health status and submit the complete report to Bank. As per report verification bank will take necessary steps.</p> <p>b. Compulsory Monthly Maintenance Checkup and send report to the Bank. A checkup schedule will be provided at the beginning of each monthly.</p> <p>c. 365 days on call support window open for any technical problems.</p> <p>d. Contract can be reviewed or auto renewed on mutual understanding between Bank &amp; Vendor.</p> <p>e. Any disaster [natural, strike, different type of chaos or disorder] will not be covered under AMC.</p> <p>f. AMC will cover every running / operational/ workable item. If any equipment is in non-serviceable condition; upon notification, bank will change or replace the equipment.</p> <p>g. Branding: Any branding items (signboard, sticker, PVC branding, signage) maintenance or replacement will be inside branding after 01 (one) year and outside branding after 9 (nine) month. Rebranding works will be treated as new and will be charge at actual.</p> <p>h. Due to weather condition of Bangladesh at least every after 2 (two) years panting works of Ceiling, inside/outside wall and shutter of ATM Booth need to be done.</p> <p>i. Any sort of new work (Out of Contract) will be charge at actual.</p> <p>j. Service detail will be mention in Contact agreement upon mutual understanding between Bank &amp; Vendor. Sample agreement will be provided upon request.</p>	

*Mr.* 

Signature (full).....  
Name.....  
Date.....  
Seal.....