

**\*Trust Bank PLC.**

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

Doc Ref: TBPLC/HO/GSSD/PPD/2025/171

Date: 06 August 2025

**Invitation for Tenders**

S/N	Particulars	Descriptions		
1.	Tender Ref. No.	Trust Bank PLC./HO/GSSD/PPD/TENDER/2025/50 (Revised)		
2.	Tender Date	06 August 2025		
3.	Invitation for	Procurement of STM (Smart Teller Machine) for TBL		
KEY INFORMATION				
4.	Procurement Method	Open Tender Method (OTM)		
FUNDING INFORMATION				
5.	Source of Funds	Own Source		
PARTICULAR INFORMATION				
6.	Project Name	Procurement of 10 units of STM (Smart Teller Machine) for Trust Bank PLC		
7.	Project Location	Delivery of STM may be at any branch of Trust Bank PLC as per work order.		
8.	Tender Notice Issuing Date	06 August 2025		
9.	Pre-bid Meeting	A pre-bid meeting was held on <b>11:30 AM on 06 August 2025</b> at Trust Bank PLC., Purchase & Procurement Department, Head Office, Shadhinata Tower (Level # 05), Bir Srestha Shaheed Jahangir Gate, Dhaka Cantonment, Dhaka.		
10.	Last Date of Tender Schedule Collection	19 August 2025		
11.	Tender Schedule Collection Details	Interested bidders may download Tender schedule from website of Trust Bank PLC. ( <a href="https://www.tblbd.com/tender">https://www.tblbd.com/tender</a> )		
12.	Tender Document Submission Date and Time	From Date: 06 August 2025 Time: 10:00 am	To Date: 20 August 2025 Time: 01:30 pm	Note: Except weekend and Government holiday.
13.	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.		
14.	Tender Closing Date and Time	Date: 20 August 2025	Time: 01:30 pm	
15.	Tender Opening Date and Time	Date: 20 August 2025	Time: 03:30 pm	
		<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 Trust Bank PLC. website ( <a href="http://www.tblbd.com/tender">www.tblbd.com/tender</a> ).		
		<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>		
16.	Location of Tender Opening	Trust Bank PLC., 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	17.1 The bidder submitting the offer should be a registered company having minimum turnover of BDT 10 million in the last fiscal year. The company should be in sound financial condition. The bidder should be in business of supplying, installing, commissioning and maintaining STM in internationally for a period of at least 03 years.  17.2 The bidder should have expertise in STM business and must have undertaken similar kind of projects for other Banks. The bidder should provide proof of		



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		<p>certificates that he has provided all STM related services in large Public Sector/Private/Foreign Banks.</p> <p>17.3 The bidder should have exclusive support infrastructure to provide service support to all STM booth locations of Trust Bank PLC and should also be capable of expanding the support infrastructure in keeping with the requirements of Trust Bank PLC. Bidder is required to support such installations and will have to enter into SLA for uptime guarantee.</p> <p>17.4 The Bidder must be in position to provide support /maintenance /up gradation during the period of contract with the Bank and must have back-to-back support from OEM.</p> <p>17.5 <b>Trans-shipment is prohibited</b> and for this purpose bidders must produce necessary documents.</p> <p>17.6 The bidder should have up-to-date VAT return &amp; Income Tax certificate, TIN No, Valid Trade license and /or any other license/approval as may be necessary as per the law. Financial Solvency Certificate, Major client List and Company profile to be submitted with the Quotation.</p> <p>17.7 The bidder must provide following <b>certificates in Original from OEM</b>:</p> <ul style="list-style-type: none"> <li>17.6.1 OEM Authorization Certificate</li> <li>17.6.2 Manufacturer Certificate</li> <li>17.6.3 Warranty Certificate</li> <li>17.6.4 Experience Certificate</li> <li>17.6.5 Solvency Certificate</li> <li>17.6.6 Certificate of Year of Production</li> <li>17.6.7 Certificate of Model Validity</li> <li>17.6.8 Guarantee Certificate availability of Spares</li> <li>17.6.9 Service Support Certificate</li> <li>17.6.10 Quality Control Certificate with the Product</li> <li>17.6.11 EMVCO Level-1 and Level-2 Certification</li> <li>17.6.12 Any other certificate deemed necessary</li> </ul>
18.	Scope of Work	Supply, installation, testing, commissioning and maintenance of STM and to provide all necessary hardware and software required to make the solution work smoothly. Details as stated in <b>Technical Offer, Annexure A (Technical Specification of 10 units STM)</b>
19.	Locations of Installation	The STMs being procured through this offer shall be installed and commissioned by the bidder, at various locations (across the country) which shall be intimated separately.
20.	Delivery, Installation and Commissioning	<p><b>20.1 Product should be ready to deliver as per given work order.</b></p> <p>20.2 Original copy of the certificated mentioned into 17.7 must be supplied with each delivery of the STMs.</p> <p>20.3 Trust Bank PLC. may at its sole discretion change the required quantity up to <b>maximum ±10%.</b></p> <p><b>20.4 Vendor must submit Q/C certificate with serial number with delivery of STM.</b></p> <p><b>20.5 Vendor must attach a warranty sticker with STM that should clearly mention warranty period of the product, delivery date, W/O No., Name &amp; Address of the supplier with mobile number.</b></p> <p><b>20.6 Vendor must inform Trust Bank PLC. one month before the arrival of STM at BD for inspection. Inspection shall take place at the site of vendor.</b></p>
21.	Liquidated Damage	The bidder shall be responsible for delivery and installation of the STMs ordered at all the sites and for making them fully operational. If vendor fails to deliver the STMs 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 from the





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		expiry of due date. Vendor shall have to inform the Bank 02 (Two) month before if they want to discontinue supply of the STM to our Bank.
22.	Warranty	The offer must include <b>comprehensive on-site warranty of at least 01 (one) year</b> from the date of successful installation, testing, commissioning and acceptance of <b>each STM</b> . The Vendor shall be fully responsible for the efficient operation of the STM. 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. Vendor must warrant all equipment, accessories, spare parts etc., against any manufacturing defects during the warranty period. During the warranty period vendor shall maintain the equipment and repair/replace all the defective components at the installed site, at no additional charge to Trust Bank PLC. The obligations under the warranty expressed above shall include all costs relating to labor, spares, maintenance (preventive & unscheduled) and transport charges from site to manufacturer's works and back for repair/replacement at site or any part of the equipment which under normal & proper use and maintenance proves defective in design, material or fails to conform to the specifications.
23.	Signing of Contract	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.
24.	Annual Maintenance Contract (AMC)	24.1 The vendor is expected to maintain the equipment supplied for at least 10 years after the expiry of warranty period, Comprehensive on-site maintenance charges (including VAT & TAX), for the post warranty period, must be quoted in figures on a yearly basis, in the Financial Offer. A separate agreement will be signed for AMC between 02 (two) parties. The vendor is expected to ensure same maintenance standards as during warranty period. <b>Spares for the product offered should be available for at least 10 years. List of Product Spares should accompany the bid.</b>  24.2 Vendor will give at least twelve months' notice prior to discontinuation of support services. If any of the peripheral components etc. are not available or difficult to procure or if the procurement is likely to be delayed, the replacement shall be carried out with equipment of equivalent capacity or higher capacity at no additional charges to Trust Bank PLC. during the currency of warranty period and AMC.  24.3 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.
25.	Tender Schedule Fee	Tenderers required to deposit <b>Tk. 2000.00 as Tender Schedule Fee (Non-Refundable)</b> in any branch of Trust Bank PLC. or transfer fund from any bank to the following account of Trust Bank PLC.: a. <b>Name of the Account:</b> Tender Participation Fees Account b. <b>Account Number:</b> 0022-0210018483 c. Millennium Corporate Branch, Routing No: 240262958
26.	Earnest Money	<b>2% of total quoted amount as 'Earnest Money' (refundable)</b> are required to deposit as a <b>Pay Order or Bank Guarantee (BG)</b> having <b>4-6 month's validity</b> to be issued in favor of "Trust Bank PLC".  <b>Note:</b> Original copy of Pay Order/ Bank Guarantee (BG) shall have to be attached with the Financial Offer.
27.	Performance Guarantee	27.1 On or before issuing the work order 10% (Ten percent) of the bid value to be provided by successful tenderer in the form of a Pay Order (if work order value less than BDT 5 million), or an irrevocable unconditional Bank Guarantee (if work order value more than BDT 5 million) issued by any scheduled bank in favor of Trust Bank PLC. for the performance of the SLA.  27.2 Performance Security shall be required to be valid until a date twenty-eight (28) days beyond the warranty period.




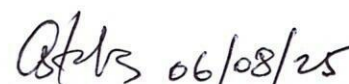



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		27.3 Failure to perform the required obligation of the SLA during the warranty period shall result in encashment of Pay Order/BG in favor of Trust Bank PLC. to compensate for any losses for such nonperformance.
28.	Rights of Trust Bank PLC.	The Bank 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.
29.	Structure of Financial Offer & Offer Validity	29.1. 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. 29.2. Currency of Financial Offer: BDT <b>29.3 Offer must be valid for at least 180 (one hundred eighty) days.</b>
30.	Payment Terms	30.1 No advance payment against work order 30.2 Vendors need to open an account with Trust Bank PLC. All the payment will be made through this account. 30.3 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. 30.4 Payment shall be made in BDT 30.5 <b>30% advance against APG (Advance Payment Guarantee) be issued by any scheduled bank of Bangladesh whose validity shall not be less than 1 year plus 28 days. APG shall be released after delivery and installation.</b> 30.6 <b>50% after delivery &amp; joint inspection by Trust Bank PLC. and Vendor. Inspection shall take place at the site of vendor.</b> 30.7 <b>20% after installation.</b> 30.8 VAT & TAX will be deducted from the bill as per prevailing government rules prior payment of the same.
31.	Sealed Bid	31.1. <b>The bidders shall have to submit Technical Offer and Financial Offer in two separate envelopes</b> clearly marking with "Technical Offer" and "Financial Offer" on both envelopes along with Name of the Project and Name of the Firm. 31.2. <b>The bidders shall quote the price as per 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. 31.3 The bid shall be signed by a person or persons duly authorized by the Bidder with signature duly attested. In the case of a body corporate, the bid shall be signed by the duly authorized officers and supported by internal corporate authorizations.
32.	Special Instructions	32.1 The vendor evaluation and selection would be done based on a comprehensive Techno-Commercial Evaluation. For the purpose of evaluating prospective vendors, following factors would be considered: 32.1.1 Technical Solution Excellence 32.1.2 Conformity to technical specifications 32.1.3 Commercial Offer 32.1.4 Acceptance of Terms and Conditions 32.1.5 Ability to provide STMs, which are capable of being fully integrated with Trust Bank PLC. existing systems immediately on installation, without



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		any modifications/testing and providing the same functionalities as existing STMs.
		32.2 The tenderer must comply with the specification, terms and conditions of tender documents including as specified into <b>Annexure – A</b> . Conditional tender will not be accepted. The offers/bids containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer/bid.
		32.3 Any kind of persuasion and promotional activities will be treated as disqualification for the tenderer.

  
06/08/25  
**Rashidul Islam**  
PO, PPD, GSSD

  
06/08/25  
**Mohammad Golam Mostofa**  
SAVP, PPD, GSSD

  
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**Col Khandaker Yusuf Hasan (Retd)**  
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