

Trust Bank PLC.

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

Doc No.: TBL/HO/GSSD/PPD/2025/ 262

Date: 19 October 2025

Invitation for Tenders

S/N	Particulars	Descriptions		
1.	Tender Ref. No.	TBL/HO/GSSD/PPD/TENDER/2025/55 (Revised)		
2.	Tender Date	19 October 2025		
3.	Procuring Entity	Digital Banking Division		
4.	Invitation for	Item 1: Procurement of 500 Units Point of Sale (POS). Item 2: Procurement of 56 Units Automated Teller Machine (ATM).		
KEY INFORMATION				
5.	Procurement Method	Open Tender Method (OTM)		
FUNDING INFORMATION				
6.	Source of Funds	Own Source		
PARTICULAR INFORMATION				
7.	Project Name	Item 1: Procurement of 500 Units Point of Sale (POS). Item 2: Procurement of 56 Units Automated Teller Machine (ATM).		
8.	Project Location	Trust Bank PLC., Head Office, Shadhinata Tower (Level # 05), Bir Srestha Shaheed Jahangir Gate, Dhaka Cantonment, Dhaka.		
9.	Tender Notice Issuing Date	19 October 2025		
10.	Pre-bid Meeting	A pre-bid meeting was held at 11:30 AM on 19 October 2025 at Trust Bank PLC., Purchase & Procurement Department, Head Office, Shadhinata Tower (Level # 05), Bir Srestha Shaheed Jahangir Gate, Dhaka Cantonment, Dhaka and participant vendors have requested to extend the tender submission date till 30 October 2025. As per vendors request, the tender submission date is extend.		
11.	Last Date of Tender Schedule Collection	29 October 2025		
12.	Tender Schedule Collection Details	Interested bidders may collect Tender schedule after depositing tender schedule fee from Trust Bank PLC., Purchase & Procurement Department, Head Office, Shadhinata Tower (Level # 05), Bir Srestha Shaheed Jahangir Gate, Dhaka Cantonment, Dhaka.		
13.	Tender Document Submission Date and Time	From	To	Note: Except weekend and Government holiday.
		Date: 19 October 2025 Time: 10:00 am	Date: 30 October 2025 Time: 01:00 pm	
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: 30 October 2025	Time: 01:00 pm	
16.	Tender Opening Date and Time	Date: 30 October 2025	Time: 03:30 pm	
		Note: 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 (www.tblbd.com/tender). <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>		
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.		

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INFORMATION FOR TENDERER		
18.	Eligibility for the Bidder	a. The bidder should be an Original Equipment Manufacturer (OEM) or an Authorized Representative of OEM. If bidder is an Authorized Representative of OEM, then an OEM authorisation certificate should be provided in the name of the Authorized Representative. b. The vendor must have prior experience of implementing the offered product in Financial Sector/Telcos. c. Year of production not before 2025. d. The bidder should have an average annual turnover of BDT 1 (one) Crore.
19.	Brief Description of Works	As stated in the Technical Offer.
20.	Tender Schedule Fee	Tenderers required to deposit Tk. 2000.00 as Tender Schedule Fee for each item (Non-Refundable) in any branch of TBL or transfer fund from any bank to the following account of TBL: a. Name of the Account: Tender Participation Fee s Account b. Account Number: 0022-0210018483 c. Millennium Corporate Branch, Routing No: 240262958
21.	Earnest Money	a. 'Earnest Money' (refundable) shall be 5% (five percent) of total quoted amount. 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". c. Original copy of Pay Order/ Bank Guarantee (BG) shall have to be attached with the Financial Offer in separate envelope. d. Earnest Money shall be returned to the successful bidder as per Management decision of the Bank. e. Unsuccessful bidders' Tender security will be discharged after Tender Opening Date subject to the application of tenderers. f. The Tender Security may be forfeited, if a Tenderer: - refuses to accept a work order - refuses to fulfill the obligation of work orders
22.	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 10% of the work order value either in the form of Pay Order or Bank Guarantee for the performance of the SLA up to the warranty period. If the supplier fails to submit Performance Guarantee then 10% of the total work order value shall be retained as security money and will be released after completion of warranty period.
23.	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.
24.	Structure of Financial Offer	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. b. Currency of Financial Offer: BDT c. Offer must be valid for at least 06 (six) months.
25.	Delivery Schedule	a. Maximum 06 (six) months from the issuance of Work Order.



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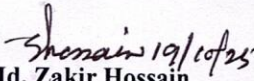
S/N	Particulars	Descriptions
		b. Part Delivery allowed.
26.	Payment Terms	a. No advance payment against work order. However, if advance payment needed, may be provided against BG up to 20%. b. 90% payment after Delivery, Testing and Commissioning of POS, CRM & ATM supported by Acceptance Certificate issued by the concerned Division of Trust Bank PLC. (If no advance payment taken or 70% if advance payment taken) c. 10% after completion of warranty period or in exchange of Performance Guarantee having validity not less than the warranty period. d. Part payment allowed. e. Product must imported & released through proper channel. f. VAT & TAX will be deducted from the bill as per prevailing government rules prior payment of the same.
27.	Sealed Bid	a. The bidders shall seal the envelopes containing “Technical Offer” and “Financial Offer” separately and the two envelopes shall be enclosed and sealed in an outer envelope. b. The bidders shall have to submit Technical Offer and Financial Offer along with Name of the Project and Name of the Firm separately. c. 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.
28.	Special Instructions	a. Evaluation will be based on offered products, declaration of product channel/ Partner Certificate, experience certificates/work orders business strength etc. b. Product must be supplied from authorized distributor/partners/dealer and necessary documents must be attached with the schedule. c. The offer must be signed by the authorized person of the firm with full name, designation and official round seal. d. The tenderer must comply with the specification, terms and conditions of tender documents. Conditional tender will not be accepted. e. Any kind of persuasion and promotional activities will be treated as disqualification for the tenderer. f. Successful bidder is expected to be enlisted vendor of TBL. 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.
29.	Required Documents need to be submitted with Technical Offer:	29.1 The bidder must provide following certificates in Original from OEM, no duplicate of photocopy will be accepted: 29.1.1 OEM Authorization Certificate 29.1.2 Country of Origin 29.1.3 Manufacturer Certificate 29.1.4 Warranty Certificate 29.1.5 Experience Certificate 29.1.6 Solvency Certificate 29.1.7 Certificate of Year of Production not before 2025 29.1.8 Certificate of Model Validity 29.1.9 Guarantee Certificate availability of Spares 29.1.10 Service Support Certificate



S/N	Particulars	Descriptions
		29.1.11 Quality Control Certificate with the Product
		29.1.12 Any other certificate deemed necessary


 19.10.25
Rashidul Islam
 PO, PPD, GSSD


 19/10
Col Khandaker Yusuf Hasan (Retd)
 EVP & Head of PPD, GSSD


 19/10/25
Md. Zakir Hossain
 AVP, PPD, GSSD

