



REQUEST FOR PROPOSAL

Sealed Proposals is hereby invited bonafide Seller, Trader, Importer, Reseller as mentioned in the Request For Proposal (RFP) documents for the under mentioned work as per terms and conditions stated below:

1.	Procuring Entity	Pubali Bank Limited, ICT Operation Division, Head Office, 26, Dilkusha Commercial Area, Dhaka-1000.
2.	Tender Name	Request for Proposal (RFP) for incorporating IT Service Management Solution (Help Desk) of Pubali Bank Limited.
3.	Price of the Tender Documents	Tk.2,000/= (Taka Two Thousand) only for each Request For Proposal Documents (non-refundable) to be deposited to the CD Account 3555-901-045247 maintained with Pubali Bank Limited Account Name: Sales Proceed of Tender schedule of Pubali Bank Limited.
4.	Eligibility of Consultants	i) The Seller, Trader, Importer, Reseller must have at least 01 (One) year Experience in incorporating IT Service Management Solution (Help Desk) at Private Banks of Bangladesh. ii) The Seller, Trader, Importer, Reseller must have at least 01 (One) work accomplished for any Bangladeshi Bank. More than 01 (One) work will be given preference.
5.	Amount of RFP Security	Seller, Trader, Importer, Reseller must deposit 2.5% of Bid Money as Tender Security in the form of Payment Order/Bank Guarantee in favor of Pubali Bank Limited, Head Office, Dhaka-1000, which will be refunded to the unsuccessful bidders. No RFP will be considered without RFP Security (Earnest Money).
6.	RFP Documents to be obtained from	Pubali Bank Limited, ICT Operation Division, Head Office (10 th Floor), 26, Dilkusha Commercial Area, Dhaka-1000.
7.	RFP Documents to be submitted to	Pubali Bank Limited, Establishment and General Services Division , Head Office (12 th Floor), 26, Dilkusha Commercial Area, Dhaka-1000.
8.	Last date and time for selling RFP documents	Up to 04:00 PM (BST) : 06 April 2023
9.	Last date and time for RFP submission	Up to 11:00 AM (BST): 09 April 2023
10.	Date and time for RFP opening	At 11:30 AM (BST): 09 April 2023 in presence of bidder (if any).
11.	Special Instruction	i) RFP document along with an MS Excel Calculation Sheet/Word soft copy to be submitted in sealed envelope.

		ii)	Pubali Bank Limited reserves the right to accept or reject any/all RFP(s) prior to acceptance without assigning any reason whatsoever and is not bound to accept the lowest quotation.
		iii)	Lowest price is not the only criteria to accept the bid. Quality of Proposal, Financial Capability, Reputation, Competitive Price and so on of Consultants as assessed by the Bank are the prime factors for consideration.
		iv)	Seller, Trader, Importer, Reseller have to meticulously follow all Eligibility Criteria, Evaluation Process, Compliance and each Teams & Condition of the RFP Document.

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(Md. Helal Uddin)
GM & Division Head