Annexure - 1

RFP Terms & Conditions and Instructions to the Bidders

For

Supply, Installation, Implementation & Configuration of Board Meeting Solutions to NCC Bank PLC.

National Credit and Commerce Bank PLC.

Common Services Division

5th Floor, 13/1-2, Toyenbee Circular Road, Motijheel C/A, Dhaka - 1000, Bangladesh

RFP Terms & Conditions and Instructions to the Bidders

SUPPLY, INSTALLATION, IMPLEMENTATION & CONFIGURATION OF BOARD MEETING SOLUTIONS TO NCC BANK PLC			
Part-A	A	**Reference Number**	NCCBPLC/CSD/Y25/009; December 07, 2025
	B	**Purchase Department's Name & Address**	Common Services Division, National Credit and Commerce Bank PLC, Head Office, NCC Bank Bhaban, 5th Floor, 13/1-2, Toyenbee Circular Road, Motijheel C/A, Dhaka - 1000, Bangladesh
	C	**Name of the Work/Services**	Supply, Installation, Implementation & Configuration of Board Meeting Solutions to NCC Bank PLC.
	D	**Place of Work**	NCC Bank Head Office, NCC Bank Bhaban, Dhaka, Bangladesh or NCC Bank PLC designated place across the country
	E	**Proposal submission place**	Common Services Division, National Credit and Commerce Bank PLC, Head Office, NCC Bank Bhaban, 5th Floor, 13/1-2, Toyenbee Circular Road, Motijheel C/A, Dhaka - 1000, Bangladesh.
	F	**Submission Date and Time**	Date of submission **on or before December 18, 2025 at 11:00 AM**. (Except Regular Holidays).
Part-B	1	**Eligibility Criteria**	1) Must be a legally registered company in Bangladesh with a valid trade license and tax registration. 2) The bidder must have prior experience in designing, supplying, delivering, installing, testing, commissioning, project management, and maintenance of similar Board Meeting or collaboration solutions at any organizations. 3) The bidder should have ability to provide end-to-end support, service, installation, configuration, and integration as per NCC Bank's requirements and demonstrated experience in Board Meeting Solutions. 4) Ability to provide **remote and on-site support** as per SLA requirements. 5) Bidders shall provide such evidence of their continued eligibility, satisfactory to the Bank, as the Bank shall reasonably request. 6) The bidder must have experience of running, testing, and maintaining such a Tools installing, configuring, deployment, migration that they offered at least in 02 (two) organizations in Bangladesh preferable in financial institution. 7) The bidder shall possess his own office and adequately trained and experienced manpower to implement such type project and have minimum 05(five) year's experience. 8) The Vendor's stability, experiences, and record of past performance in delivering such services. 9) Minimum 03 (three) years' experience manpower on mentioned product name will be given high priority. 10) Overall cost of Vendor's proposal. 11) The bidders should authorize partner if offer foreign software and submit the evidence. 12) The bidder should have experience in deploying the mentioned solutions. Experience details need to be provided to prove the experience of deploying each mentioned solution, migration and support. 13) Bidder must demonstrate their strength in providing support services with Contact Reference. 14) Client List with Contact Number only for this bid relevant solutions. 15) DRAFT Service Level Agreement Document with detail Service Description.

	2	**Written Commercial Offer**	Commercial proposal/offer or Price Quotation must be in written clearly in Company Letterhead Pad, duly signed and sealed with date by the authorized representative of the Company. Quoted Price must be in figure and words. There should not be any cutting / erasing / overwriting in the bid documents.
	3	**Eligible Criterion, Time Schedule& Customer Information**	Bidder will submit eligible criterions, project implementation time schedule & Customers information in both of their technical and commercial offer.
	4	**Inclusive Price/Cost**	Quoted price must be included, software/product price, delivery, customization, installation, integration, implementation etc. cost, VAT, Taxes & all other duties, fees/charges as applicable. VAT & Taxes will be deducted from the bill as per Laws of Bangladesh.
	5	**Payment Terms**	Payment will be made in BDT through Account Transfer/Pay Order in favor of the Supplier/Service Provider upon submission of Bill with complete supporting documents after duly completion of work and accepted by the bank authority. Schedule of Charge shall be applicable for payment through Pay Order.
	6	**Rights of NCCBPLC**	National Credit and Commerce Bank PLC (NCCBPLC) reserves the right to accept/ cancel/ reject any or all offer without assigning any reason. NCCBPLC is not obliged to purchase the lowest offer or any offer at all. NCCBPLC reserves the right to share the Bidder's response to this RFQ with its advisors and concern Business Units. NCCBPLC reserves the right to: conduct negotiations with one or more Bidder and/ or accept the Bid without any negotiations.

	7	**Structure of Bid**	1. All the proposals will have to be submitted in hard bound form with all pages numbered. It should also have an index giving page wise information of all documents. Incomplete proposal will summarily be rejected. 2. No bid will be considered unless and until each page of the bid document is duly signed & sealed by the authorized signatory of the bidder. 3. Prices should not be indicated in the Technical Bid. 4. All the columns of the quotation form shall be duly, properly and exhaustively filled in. The rates and units shall not be overwritten. 5. The proposals shall be submitted in two parts, viz., **A. Envelope 1: -** Technical & Functional Proposal super scribed as **"Envelope 1 – Functional & Technical Proposal"**, complete with all technical details. In the functional &technical proposal, there should not be any indication about the prices of any of the products offered. Functional &Technical Proposal shall be completed with all details as follows: 1. Functional &Technical Bid must contain complete & proper response of technical & functional requirements as per Annexure-2 of the RFP document. 2. Customers list of successful live implementation similar solution with contact information 3. All the necessary technical specification, compliance data sheet, papers, leaflets, brochure and all other supporting technical documents shall be accompanied with the Technical bid document. 4. Necessary technical & functional training should be provided by the successful vendor with free of cost up to the satisfaction of the Bank. **B. Envelope-2:** Commercial Proposal containing Price Quotation super scribed as **"Envelope 2 – Commercial Proposal".** Bidder shall duly fill up Annexure-3 as commercial proposal, print on company letterhead pad, sign, seal & submit as commercial proposal. Commercial Proposal shall contain the following: 1. Financial Bid as per **Pricing Format & along with other information as** mentioned in Annexure- 3 2. Duly fill up Supplier Information Form (Annexure-4) along with supporting documents
	8	**Seal Bid**	All the envelops shall be properly closed/sealed. Bids without seal and sign may not be considered for evaluation. At the top of envelop name of the proposal & subject of the RFP should be written properly. National Credit and Commerce Bank PLC. reserves the right to reject or accept any or all the bids without showing any reasons.
	9	**Clarification/ Demonstration**	NCCBL may arrange clarification/demonstration meeting with each bidder. The bidders' experts will attend in such meeting for which no allowance / fee will be provided by NCCBPLC. If the bidder fails to respond to such meeting their bid will be treated as non-responsive.
	10	**Personnel/Expertise**	Bidders shall submit list with description of their expertise personnel/support team along with profile and experience of implementation of similar job/services in their technical proposal.
	11	**Project Experience**	Bibbers shall submit the Client list of implemented Board Meeting Solutions to Financial Institutions, MNCs & other organization with complete reference & contact points. **This Client list should be provided both in Technical Offer & Commercial Offer.**

	12	**Offer Validity**	Offer price should be valid at least 90 days. The offer validity must be mentioned in the offer.
	14	**Implementation Time**	Bidder will mention project implementation time in their offer**. This Timeline should be provided both in Technical Offer & Commercial Offer.**
	15	**Submission of SIF**	Bidder shall duly fill up Supplier Information Form (SIF) and submit along with supporting documents with the **Commercial Offer.**
	16	**Incomplete Bid Document**	The bid will be automatically cancelled if the requisite information, terms & conditions are not provided/fulfilled.
	17	**Manipulation & Action**	Manipulation or any kind of unusual approach or failure to submit the proposal/offer within stipulated time frame will be treated as “Disqualification” to attend in the bidding.

Annexure –2

SoW/ToR of Board Meeting Solutions for NCC Bank PLC

Introduction

This Statement of Work (SoW) outlines the scope, responsibilities, and deliverables for the Board Meeting Solutions manage, maintenance and support services under the Annual Maintenance Contract (AMC**)** between the successful bidder and NCC Bank PLC.

The agreement ensures the stability, security, and optimal performance of the NCCB Board Meeting solutions, service infrastructure, covering proactive monitoring, troubleshooting and technical support. The services will be delivered in accordance with industry best practices, ensuring high performance and maximum operational efficiency.

This document defines the roles, responsibilities, service-level agreements (SLAs), and key performance indicators (KPIs) to ensure a seamless and reliable Board Meeting environment for the client's business operations.

Terms of Reference and/or Scope of Works

The primary requirements and key objectives of the Board Meeting Solutions are outlined as follows:

- **Offer Should be On-Premises Perpetual License for 100 Users/Admin.**
- **Screen Mirroring:** Ability to mirror content from the Host/Admin device to all iPad, tablet, and laptop users.
- **Memo/File Approval & Voting:** Integrated functionality for approving, rejecting, and voting on memos or files.
- **Comments/Remarks:** Capability to add comments or remarks on specific files or memos.
- **Distribution of Decisions:** Approved or rejected files and memos will be automatically or can manually sent to the respective divisions, departments, or branches after the meeting, clearly marked with an Approved or Rejected or Prohibited logo.

Details features and support service will cover as following:

1. **Screen Sharing/Mirroring:** Support simultaneous screen sharing/mirroring for up to 30 users/devices from a host/admin device.
2. **Secure File Storage:** Upload memos/files to a secure NCC-provided storage location with unlimited file size and storage capacity, managed by NCCB.
3. **Organized Storage:** Maintain uploaded files/memos with serial numbering, folder-wise locations, and customizable categorization per bank requirements.
4. **Accessible Anywhere:** Access files/memos via Internet or LAN using a secure login process.
5. **Enhanced Security:** Support 2FA/MFA for login authentication.
6. **Integration with Existing Systems:** Compatible with NCC's DMS solutions.
7. **Collaboration Tools:** Support integration with Zoom, MS Teams, and similar platforms.
8. **Cross-Browser Compatibility:** Fully supported on all major web browsers.
9. **Multi-Platform Support:** Installable on Windows, macOS, iOS (iPad), and Android devices.
10. **Commenting & Notes:** Board members can add comments, remarks, notes, or opinions on specific or all memos/files without altering the original document; versioning features available.
11. **Concurrent Editing:** Multiple users can simultaneously open and comment on the same memo/file.
12. **Privacy Controls:** Comments, reviews, and notes can be private or visible only to the board member group.
13. **User Capacity:** Supports a minimum of 30 admin users or board members.
14. **Approval Workflow:** Features for approving, rejecting, amending, or commenting on memos/files.
15. **Automated Distribution:** Approved, rejected, amended, or commented files/memos can be sent directly to the respective department, division, or branch for necessary action or record-keeping, verified with a digital seal/logo.

Terms and Conditions:

1) The bidder must have experience of designing, supply, delivery, installation, test, commission, project manage and maintain such kind of all bid items individually in a live/real time environment.
2) The bidder shall furnish the following documentary evidence:

   a. VAT, TAX, TIN certificate (of the last year)

3) The bidder must provide support, service, installation, configuration, Stitching & Integrating as per Banks requirements.
4) Emphasis will be given to the quality and technical specification of the item(s). So, Bank is not bound to accept the lowest bid. Bank reserves the right to accept or reject all the quotations without arising any reasons whatsoever.
5) Bidders must submit description of their support team with the profile of experts of the items and services.
6) The bidder shall indicate the support & service capabilities the software quoted in the following manner.
7) The Support & service plan should cover following categories in detail:

   a. Comprehensive Support plan (Level-1 "phone hotline support" and Level-2 "on call, onsite Support", regular preventive maintenance and fine tuning of the equipment's/items) to be provided;

   b. Details of Support Experience of the deployment of the same size and the nature of the items;

   c. Staff Expertise.

   d. Any relevant Certifications.

8) The bidder shall indicate responsibility for installing the items.
9) Bidders shall provide such evidence of their continued eligibility to setup, install, deploy for the proposed item fair knowledge.
10) 08(eight) years support, service of the proposed software up-gradation/patching etc.
11) The Bank reserves the right to re-issue the Tender and or any part thereof without assigning any reason whatsoever, at the sole discretion of the Bank. Any decision in this regard shall be final, conclusive and binding on the bidder.
12) All VAT, TAX/AIT Govt. duties etc. will be deducted from the bill as per rule prior payment of the same.
13) Bidding prices must be quoted in BDT. All payment will also be made in BDT.
14) Bank will choose the successful bidder base on the fulfill of demand solutions and after price negotiation and/or considering other performance, which are deemed fit to the Bank.
15) A detailed SLA with penalty charge will be signed after awarding the Work Order and finalizing the scope of work.
16) Provide patch, update, upgrade, security enhancement, bug fix as required to maintain compliance and standard practice preferably without any service interruption.
17) Warranty period will start after signing the SLA.
18) The bidder shall indicate responsibility during the reviewing of services/items etc.
19) AoB/Miscellaneous as per Bank's requirements.

Annexure- 3

Financial Proposal Format of Supply, Installation, Implementation & Configuration of Board Meeting Solutions to NCC Bank PLC.

Form-B

The following formats needs to be filled and signed in ink along with the financial proposal.

Declaration of Financial Proposal

I / We declare that we accept all the Terms and Conditions (including technical, functional & contract) as mentioned in Supply, Installation, Implementation & Configuration of Board Meeting Solutions to NCC Bank PLC RFQ Document.

I / We declare that the Financial Proposal has been submitted without any conditions and strictly as per the conditions of the RFQ document and I / we are aware that the Financial Proposal is liable to be rejected if it contains any other conditions.

Signature of the bidder with seal

Name of Authorized Signatory :_____

Title of Authorized Signatory :_____

Name of Bidder/Company :_____

Date :_____

Phone/Mobile :_____

Email :_____

Price Form

(To be returned in original along with the Bid Proposals)

Document No.

To

Sir,

I/We hereby submit our Proposal Supply, Installation, Implementation & Configuration of Board Meeting Solutions to NCC Bank PLC for the Bank as per the functional requirements and technical specification given in this RFQ document in Annexure II within the time specified and in accordance with the Terms and Conditions of this RFQ. The rates are quoted in the prescribed format given below:

FINANCIAL PROPOSAL ***PRICE IN BANGLADESHI TAKA (BDT)***

With 1 year warranty				
Item	**Item Description**	**Total Quantity**	**Unit Cost in BDT (including Duties, VAT & Taxes)**	**Total Cost in BDT**
Solution	Supply, Installation, Implementation & Configuration of Board Meeting Solutions to NCC Bank PLC for the Bank **(Offer Should be On-Premises Perpetual License for 100 Users/Admin)**	1 lot		
Implementation	Implementation Cost (if any)	1 lot		
Training	Local Training Cost for 10 persons(if any)	1 lot		
Total Cost of Ownership (1 years warranty+ Implementation Cost+Training Cost)				

AMC Cost Applicable- after Warranty Period

Item	**Item Description**	**Per Year Cost in BDT**
AMC	AMC Cost for Board Meeting Solutions (applicable after the 1 year warranty period)	

Please note that AMC Cost should be included all applicable support, services, subscription, license fee etc.

Bidder shall clearly mention the following:

VAT, Taxes& Duties **:**included
Delivery Lead Time : ……. Working days from PO issuance date
Implementation Time : ……. Working days after delivery
Warranty Period **:** 01 years
Offer Validity **:** 90 days

Payment Terms:

We agree to the following Terms of Payment

- 90% of total purchase value will be paid after successfully delivery, Installation of solution, UAT sign off & go live of completion of project
- Rest 10% payments of this Purchase Order value will be made after 01 month of successful go live. Before release the final payment, the supplier must submit PG/BG equivalent to 10% of this Purchase Order value in favor of NCCBL as the supplier's warranty/performance obligation form any schedule commercial bank for up to the end of Warranty Period.

AMC Cost:

• Payment of yearly ATS/AMC cost will be made half yearly/Yearly basis at the end of each half year/year.

Payment Currency:

Payment will be made in local currency (in BDT) to the local agent/partner of the awarded overseas bidder (preferable). In case of foreign solution provider, payment will be made through bank transfer /remittance upon getting regulatory/Central bank's permission.

Price Negotiation:

The Bank may request any of the bidders who have been technically qualified for price negotiation. Representative of the Bidders must have authorization for price negotiation. The bank reserves the right to engage a one to one discussion/negotiation with the technically qualified bidder(s) in seeking an acceptance price for the Bank. The Bidder(s) may be requires to submit revised financial proposal at this stage.

Penalty:

Supply, Installation, Implementation & Configuration of Board Meeting Solutions to NCC Bank PLC for the Bank should be performed/conducted within the agreed time line. If delayed, bank is entitled to charge a penalty @ 0.05% of Purchase Order/Contract value per calendar day basis subject to a maximum ceiling of 25% of the Purchase Order/Contract value or will lead to cancellation of the purchase order itself. However the VENDOR shall make all endeavors to deliver all items before the date.

Project Time Schedule

We are proposing the following project time schedules (broader Line) for completion of the activities from the date of the Purchase Order:

Activity	Working days
Solution installation (post infrastructure & system installation)	
UAT	
Training & operationalization	
Go-Live	
Maximum expected time frame from PO date to Go live date	

Disqualification of RFQ Response:

a.	Non-compliance of the eligibility criteria;
b.	Non-acceptance of complete Terms and Conditions of RFQ;
c.	The RFQ is received in incomplete form;
d.	The RFQ is received after last date or time;
e.	Information submitted in the technical offer is found to be misrepresented, incorrect or false, accidentally, unwillingly or otherwise, at any time during the processing of the contract (no matter at what phase) or during the tenure or the contract including the extension period if any;
f.	The commercial offer is enclosed in the same envelope as the technical offer or vice-versa.

Other Terms & Conditions:

1. All required services will be in Bangladesh.
2. The pricing should factor in all regulations and all quoted prices should be inclusive of VAT, taxes & all other duties/fees applicable to implement the system at the National Credit and Commerce Bank PLC infrastructure.
3. The project is to be supported for a minimum period of 10 years from the date of Banks acceptance or Go-Live. Period of AMC is to be calculated after adjusting the aforesaid warranty.
4. The project is to be conducted/performed for a minimum period of 1 year from the date of Banks acceptance.
5. Other than what is given above, the bidder is expected to account for any other deliverable to make the implementation successful and will be considered for commercial evaluation.

Data/Information with Supporting Documents:

Product/Solution Name :

Name & Address of Principal :

Name of Product/Solution :

Name & Address of Local Partner :

3. **Customers list of successful live implementation similar solution with contact information**

Item	Solution Name	Client Name	Client's Address	Industry Type	Implementation Year	Contact Person	Contact Number	Email	Remarks
Board meeting Solutions									

If required please insert rows

Evaluation parameters are appended below:

Key Point
Technology and Platform
Project Management Approach and Vendor/OEM SDLC Model.
Support Matrix and SLA
Past Experience with NCC Bank PLC
Proof of Concept
Information Security and Mitigation Approach
Vendor BCP Capability and Technical Resource Capability
Warranty
Delivery Lead Time
Client Reference & Best fit to Infrastructure
Experience with Similar Technical solution
Problem Management and Escalation Matrix
Governance practice, Size of the company and Financial Capability.

Signature of the bidder with seal

Name of Authorized Signatory :_____

Title of Authorized Signatory :_____

Name of Bidder/Company :_____

Date :_____

Phone/Mobile :_____

Email :_____

Annexure- 4

Supplier Information Form (SIF)

SUPPLIER INFORMATION FORM (SIF)

Please provide the following information and attach extra documentation as required. Every question of this form must be completed. Insert "N/A" where questions are not applicable. All information held within this form is CONFIDENTIAL and will be handled accordingly.

1	**Legal Name of the Company:**
2	**Local Address:**
	Telephone: Mobile:
	Fax No.:
	E-mail:
	Web Address:
	Registered Address:
	Telephone: Mobile:
	Fax No.:
	E-mail:
	Web Address:
3	**Type or Structure of Supplier's Firm (please tick the appropriate one):**
	☐ Public Limited ☐ Private Limited ☐ Partnership ☐ Proprietorship ☐ Other
	Please provide the following information if yours' is a Proprietorship/ Partnership/Other Company:
	a. Date of Establishment:
	b. Total Capital/Investment (in BDT):
	Please provide the following information if yours' is a Limited Company/ Corporation:
	a. Place of Incorporation:
	b. Date of Incorporation:
	c. Paid-up Capital/Investment (in BDT):
	c. Estimated Total Amount of Revenue of last year:

Nature of Business:

Manufacturer ☐ Supplier ☐ Service Provider ☐ Contractor ☐ Solution Provider ☐

Please provide the product & service list below:

4 **Goods & Services Traded:**

1.
2.
3.
4.
5.

6.

5 **Questioners (**Use √ Mark in the box**)**

1. Do you and Employees have Receive, Knowledge and Agree to the Comply NCCBL's SCOC? ☐ YES ☐ No
2. Do you Had any negative news in any sort of media? IF Yes mention _____. ☐ YES ☐ No

6 **List of Subsidiary/Branches**

Name	Address	Contact Person & Contact No.	Business Category

7 **Owner's & Staff Information**

Owners/Key Personnel Name, Address & Contact No.

Name	**Address**	**Contact Number**

No. of Management staff: _____. No. of Non-Mgt Staff: _____.

	No. of Contractual/Outsourced Staff: _____. No of Technical Staff: _____.		
8	**Main Contact Person for National Credit and Commerce Bank Limited Enquiries & Correspondence:**		
	Name	Address	Contact Numbers (Phone, Cell & Email)
9	**Vendor Bank Accounts Information:**		
	List of the Supplier's Principal Bank(s):		
	Name of the Bank: *[National Credit and Commerce Bank Limited Preferable]*		
	Bank Account Name:		
	Bank Account No.:		
	Address:		
	Telephone No.:		
	Fax No.:		
	E-mail:		
	Web Address:		
10	**After Sale Support Service :**		
	Dedicated Maintenance & Support Stuff (Yes/No: _____. If yes number of service stuff: _____.		
	Country Wide Network (Sales & Service Centers): (Yes/No: _____. If yes, number of Centers:_____.		
	Response Time (in Hour): _____.		

11	**Experience with National Credit and Commerce Bank Ltd:** Yes/No: ……...If yes fill up the followings-
	Got first W/O (year):_____. Number of project executed: _____. *Note: Please provide necessary documents.*
12	**Supplier will Provide Copies of the Following Documents: (please mark items provided)**

	Name of the Document	Yes	No	N/A
A	Memorandum and Articles of Association (certified copy) (applicable for Limited Company Only)			
B	Certificate of Incorporation (applicable for Limited Company Only)			
C	Valid Trade License			
D	Value Added Tax (VAT) Registration Certificate (applicable for Local Company/ Foreign Company if they participate through their local office in Bangladesh)			
E	Tax Identification Number (TIN) Certificate (applicable for Local Company/ Foreign Company if they participate through their local office in Bangladesh)			
F	Bank Solvency Certificate not older than 30 days from the date of submission (if not a Limited Company)			
G	Most current Annual Report (audited, if available) (applicable for Limited Company)			
H	Partnership Deed (applicable only for Partnership Firm)			
I	Company Brochure (recent/updated)			
J	ABC Supervisory License (electrical works only)			
K	Other document(s) related to your business (Licenses, Certifications, etc.)			
L	Experience Certificate			
M	Major Client List			
n	Logistic Support (applicable for distribution & related service company)			

Supplier Information Forms that are not completed in their entirety, with all relative and requested attachments or which are not certified by an acknowledged official of the entity may not be accepted by National Credit and Commerce Bank Limited.

The undersigned is authorized to Certify on behalf of the entity that all stated information in the above form and attachments are true and correct and no important and relevant information has been suppressed. The

undersigned acknowledges that the Company at any time may verify the validity the above information.

I do hereby declare that all the provided information here above is fully correct. In case of any false/ mis-declaration, I shall personally be liable to appropriate legal action. I do take the responsibility to immediately inform of any change concerning the advice declaration. Considering all the details as above, I would like to be enlisted as a vendor in your esteemed company.

Signature & Seal	**:**
Name of the Signatory	**:**
Designation of the Signatory	**:**
Name of Company	**:**
Date	**:**

Note: Enlistment does not give vendors guarantee of awarding any jobs. Rather it will give the opportunity to the vendors to participate in competitive bidding process as an competent vendor to supply goods/services to National Credit and Commerce Bank Ltd.