National Credit and Commerce Bank PLC.
Motijheel, Dhaka.

Common Services Division

NCC Bank Bhaban, 13/1 & 13/2 Toyenbee Circular Road, Motijheel C/A, Dhaka - 1000, Bangladesh.

RFP Terms & Conditions and Instructions to Supplier/Service Provider.			
RFP for Annual Maintenance Contract (AMC) of Suprema Brand Access Control System (Lot-1) and Time & Attendance System (Lot-2) for all branches and different locations of NCC Bank PLC. with integration of Head Office at NCC Bank Bhaban for the period of June, 2026 to May, 2029.			
Part-A	A	**Reference Number**	To be specified
	B	**Bidder's Name**	To be specified
	C	**Bidder's Address**	To be specified
	D	**Contract Person**	To be specified
	E	**Contract Details**	To be specified
	F	**Manpower List with CV**	To be specified
	G	**Purchase Department's Name & Address**	**Common Services Division** NCC Bank Bhaban (5TH FLOOR), 13/1 & 13/2 Toyenbee Circular Road, Motijheel C/A, Dhaka - 1000, Bangladesh.
	H	**Name of the Work/Services**	Annual Maintenance Contract (AMC) of Suprema Brand Access Control System (Lot-1) and Time & Attendance System (Lot-2) for all branches and different locations of NCC Bank PLC. with integration of Head Office at NCC Bank Bhaban for the period of June, 2026 to May, 2029.
	I	**Place of Work**	All Branches and different locations of National Credit and Commerce Bank PLC.
	J	**Scope of Work**	The Contractor undertakes the responsibility of proper and adequate routine maintenance according to the guidelines of the manufacturer with as and when require of Suprema Brand Access Control System (Lot-1) and Time & Attendance System (Lot-2).
	K	**Proposal submission place**	Tender Box, NCC Bank Bhaban (5TH FLOOR), 13/1 & 13/2 Toyenbee Circular Road, Motijheel C/A, Dhaka - 1000, Bangladesh.
	L	**Submission Date and Time**	**Date of submission on or before 07.06.2026 at 3:00 PM. (Except Holidays).**
	M	**Contact for Supply & Service Related Issues**	**Common Services Division** NCC Bank Bhaban (5TH FLOOR), 13/1 & 13/2 Toyenbee Circular Road, Motijheel C/A, Dhaka - 1000, Bangladesh. Phone:
	N	**Termination of Contract**	a) This is a binding agreement between both parties whereby neither party can terminate the contract before expiry of this contract as it involves capital investment by both parties. b) In the event that either Part violates the contract by breach of any of the terms of this contract may be terminated by serving a letter showing adequate reason after serving a notice of 1 month from other Part. c) In case of failure to serve 3 month prior notice to terminate the contract by either Part a financial compensation for 6 months to be paid to the other party
	O	**Contact Person for Commercial Issues**	For any commercial clarification contact during the office hour only.
Part-B	1	**Prequalification**	a. The firm having experience in the related field for a minimum of 05 (five) years. b. The bidder shall have specific experience of successful completion of relevant work at least 01 (one) renowned Banks or Financial Institutes within

			last 05 (five) years all over the country. **c. The firm should have minimum 01 (one) AMC of this relevant work with any scheduled Bank. The Tenderer must submit Authorization letter from their Principal including mentioned NCC Bank's Tender Reference.** d. The firm possesses valid VAT registration certificate and Trade License. e. The firm possesses up-to-date income tax clearance certificate.
	2	**Written Offer**	Complete proposal/offer must be written clearly in Company's Letter head Pad, duly signed and sealed with date by the authorized representative of the Company. There should not be any cutting / erasing / overwriting in the bid documents.
	3	**Inclusive Price/Cost**	Quoted price must be included VAT, Taxes, AIT & all other duties, fees/charges as applicable. VAT & Taxes will be deducted from the bill as per existing Govt. rules. **Bidder shall strictly follow the Pricing Format attached with this RFP. Changes/modification of the pricing format shall not be allowed.**
	4	**Payment Terms**	Payment will be made by in local currency through A/C Payee Cheque/Pay Order or A/C Transfer in favor of the Supplier/Service Provider within 7 to 15 days upon submission of Bill with complete supporting documents after completion of the works. The payment will be made on yearly basis upon satisfactory completion of servicing & routine maintenance.
	5	**Rights of NCCB PLC**	The NCC Bank PLC. reserves the right to accept/ cancel/ reject any or all offer without assigning any reason. NCCBPLC is not obliged to accept the lowest offer or any offer at all. NCCBPLC reserves the right to share the Bidder's response to this RFP 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.
	6	**Structure of Bid**	1. Bidders shall have to submit Bid Documents in a sealed Envelope containing **Technical Offer** and **Financial Offer**. 2. All the necessary technical papers, Technical Data Sheet, leaflets, brochure, distributorship/authorization license from principal (if any), Company Profile, legal documents, Experience supporting documents, duly filled SIF form etc. shall be accompanied with the Technical Bid Document. 3. Price offer related documents will be submitted with the Financial Offer. 4. Partial offer will not be accepted. 5. All the pages of the tender schedule as well as all the offered documents should be duly sealed & signed by the authority of the bidder.
	7	**Other Terms & conditions**	• All equipment, machines, cables, apparatus etc. shall be routine calibrated and as per the Bank's standard. In case of non-specific items, the Bank shall reserve the right to stop the maintenance works. • Provide a certificate stating that you are agreed with the terms and condition stated on Tender Notice and Tender document. • This routine maintenance excludes all spare parts. If any materials or parts related to the appliances are required during maintenance and repair, the cost shall be paid after approval from the authority. • Service will be provided in as and when required. • The agreement period shall remain valid for 03 (three) years effective from the date of commencement, case to case basis. • The Vendor will provide 24 X 7 on call service for any type of system related issues on site if required. • Vendor shall not sub-contract or assigns its services or any portion thereof, without the prior written consent of NCCBPLC. • For any delay in reporting or replacement/repairing services, vendor shall need to clarify the reason of delay and if the reason(s) is/are not acceptable to NCCBPLC, NCCBPLC shall have the right to deduct the maintenance service charge from their bill.
	8	**Seal Bid**	Bid envelop shall be properly sealed and Signed. At the top of envelop bidder shall clearly write (name and reference number of this RFP) **"RFP for Annual Maintenance Contract (AMC) of Suprema Brand Access Control System**

			(Lot-1) and Time & Attendance System (Lot-2) for all branches and different locations of NCC Bank PLC. with integration of Head Office at NCC Bank Bhaban for the period of June, 2026 to May, 2029". Envelop without written the reference number and bids without seal and sign will not be considered for evaluation. The NCC Bank PLC. reserves the right to accept/reject/cancel any or all the bids without showing any reasons.
	9	**Clarification**	NCCBPLC may arrange clarification 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	**Offer Validity**	Offer price should be valid during the AMC period. The offer validity must be mentioned in the offer.
	11	**Incomplete Bid Document**	The bid will be automatically cancelled if the requisite terms & conditions are not fulfilled.
	12	**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.
	13	**Security Money**	The successful bidder will be submitted a Security Money L.S. Tk.1,00,000.00 (Taka one lac) only in favor of National Credit and Commerce Bank PLC. through Payment Order/Bank Guarantee from any schedule bank within 07 (seven) days from receiving of Letter of acceptance. The Security Money and shall be refunded after expiry of contract period.
	14	**Period of Validity of Tender**	120 (One hundred twenty) days from the date of opening of the "Technical Offer"

Terms &Conditions:

1. Duration & Renewal of Contract:

a) The contract will remain valid for 03 (three) calendar year from the date of signing,
b) The contract may be renewed after 03 (three) years subject to successfully completion of the job and mutual agreed rate.

2. Rules of Governance, Compliance & Security:

a. All engaged people by the Contractor for long term basis shall be governed under the prevailing rules for employees of the Bank. Therefore, their actions during engagement will not reflect upon the Contractor.
b. The Bank may take any measures in terms of security and administration on the people engaged by the Contractor.
c. The Contractor takes the responsibility of authenticity of the individual's identity and shall provide the supporting documents to the Bank on demand at any point of time as long as the contract is valid.
d. The maintenance and operation team shall have to obtain appropriate security clearance from the Bank's designated personnel for getting access into an area.
e. Providing access for maintenance is the primary responsibility of the Bank and taking handover of the premises in order after each maintenance instance is the responsibility of the Bank.
f. On grounds of any irregularities or any disciplinary reasons, the Bank may advise the Contractor to change any personnel at the discretion of the Bank. The Contractor will have to comply advise from the Bank with immediate effect or as advised by the Bank. However, it is the ultimate responsibility of the Contractor to take disciplinary action against personnel once such reports are made against personnel.

3. Dress Code:

a. The Maintenance Team should wear appropriate attire with PPE (Personal Protection Equipment) at work which shall be ensured by the Contractor.
b. Appropriate PPE (Personal Protective Equipment) for the team should be provided by the Contractor. No additional cost will be paid for this attire and PPE.

4. Tools and Equipment:

a. The Contractor should supply all necessary tools, meters, gauges and equipment for carrying out the Maintenance.
b. The Contractor must ensure that the tools are not defective or inappropriate in terms of performance, utility or safety. Bank reserves the right to reject any defective tool or equipment by applying appropriate justification.

5. Consumables and Spare Parts

a. The Bank not provides any necessary consumables for maintenance works.
b. The consumables that are required to carry out the maintenance and restoration work shall be provided by the Contractor.

6. Personal Safety & Security:

a. During the time of working it is the primary responsibility of the Contractor to ensure adequate personal safety and security of the individuals. Therefore, the PPE materials should be adequate and to the satisfaction of the Bank.
b. The Bank may advise inclusion of any PPE item as appropriate by applying reasoning. For exceptional gears and equipment the Contractor may claim extra money by applying reasoning.
c. If any accident occurs due to lack of carefulness, caution, mental alertness, tools equipment and PPE Bank will not take any liability of the individual. However, in case of accident administrative procedure will remain the same as for an employee of the Bank.

7. Cleanliness & Damage Control:

a. Maintenance may create dirt inside the office affecting the aesthetics. It is the primary responsibility of the Contractor to ensure the dirt or water droppings do not create a mess inside. If there is any dirt spot created by the maintenance people should be immediately removed and restored by them without any extra cost.
b. The Contractor must use hand gloves to prevent any dirty spot from the hand on any surface of the office interior. The Bank may purchase hand gloves and deduct the cost from the invoice if the hand gloves are insufficient or inappropriate.
c. During the time of Maintenance, the Contractor must take adequate precaution to ensure that the other fittings and fixtures or any infrastructure component of the Bank are not damaged. If there any damage the Contractor's responsible person must report the damage to the Bank in writing.
d. The Bank may undertake an investigation of the damage and may impose a fine on the Contractor for misdeed or insincere action of any of the individual of the Contractor.
e. Concealment of any such hidden damage will result excessive or additional punitive action against the Contractor.
f. After each act of maintenance the Contractor needs to obtain a clearance from the designate desk of the Bank.

8. Settlement of Dispute:

a. **Amicable settlement:** The Bank and the Contractor shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.
b. **Arbitration:** If the dispute cannot be settled amicably the same shall be settled through arbitration in accordance with the Arbitration Act (Act-1 of 2001) of Bangladesh as at present in force. The place of arbitration shall be in Dhaka.

9. Service Level Agreement (SLA)

Critical	Non-Critical
Devices output failure/malfunctioning/any auxiliary systems fault/malfunctioning affecting services	Any data connectivity failure

Key Performance Indicator (KPI)	Service Level	
	In Side Dhaka	Out Side Dhaka
Helpdesk availability	24 Hrs X 7 Days	24 Hrs X 7 Days
Acknowledgement time	30 Minutes	2 Hrs
Site Attend	3 Hour	24 Hrs
System support (Resolution time)	24 Hrs	48 Hrs
Hardware support (Spare delivery on site**)	24 Hrs	48 Hrs
Preventive servicing	As per maintenance schedule by manufacturer. Supplier to mention the periodic maintenance schedule of Software (if any)	

Working Hours: The working hours under this agreement shall be during Office Hours.

Financial Proposal for AMC

ANNEX-1

Sl. No.	Specification	Service Duration	Unit Type	Qty.	Unit price BDT (Including VAT & AIT)	Total price BDT (Including VAT & AIT)
01.	Annual Maintenance Contract (AMC) of Suprema Brand Access Control System (Lot-1) and Time & Attendance System (Lot-2) for all branches and different locations of NCC Bank PLC. with integration of Head Office at NCC Bank Bhaban. Total Branch: 142 Nos. (Access Control Devices – 142 units and Attendance Devices – 142 units) Head Office with Annex Building: 04 Nos. (Attendance Devices – 10 units)	03 Years	Yearly	1		

In Words:

ANNEX-2
Financial Proposal for Spare & Parts

Sl. No.	Products Name	Specification	Unit Type	Qty.	Unit price BDT (Including VAT & AIT)
1	Fingerprint Sensor Module	Optical fingerprint sensor	No.	1	
2	RF Card Reader Module	RFID card reader	No.	1	
3	LCD Display	1.77 inch TFT LCD	No.	1	
4	Keypad Assembly	Numeric keypad	No.	1	
5	Main PCB	Main control board	No.	1	
6	CPU & Memory Board	Processing and memory unit	No.	1	
7	Speaker/Buzzer	Audio indication module	No.	1	
8	Relay Module	Door relay output	No.	1	
9	RTC Backup Battery	Clock backup battery	No.	1	
10	Ethernet Port	RJ45 network connector	No.	1	
11	RS-485 Circuit	RS-485 communication port	No.	1	
12	Wigand Circuit	Wigand I/O interface	No.	1	
13	Cable Harness	Internal connection cables	No.	1	
14	Front Cover	Weatherproof front housing	No.	1	
15	Rear Housing	Back enclosure	No.	1	
16	Wall Mount Bracket	Metal mounting bracket	No.	1	
17	Mounting Screw Set	Installation screws	No.	1	
18	Power Input Circuit	Power regulation section	No.	1	
19	DC Power Adapter	DC Power Adapter for suprema Device Connection 2.5Ah,12 Volt	No.	1	
20	DC Power Adapter	DC Power Adapter for EM Lock Connection 3Ah,12 Volt	No.	1	
21	EM Lock	EM Lock Double Door with ZL & UL Bucket	No.	1	
22	EM Lock	EM Lock Single Door with ZL & UL Bucket	No.	1	
23	Push Button	Emergency exit button for door release	No.	1	