



**INVITATION FOR TENDER**

**Procurement, Upgradation and Implementation of Call center Infrastructure, Software & Unified Communication (IP Telephony System) for SIBPLC.**

Bidder Reg. No. ....  
 Tender Ref. SIBL/HO/LSD/2024/625  
 Date: 02.04.2024

Publish Date	02.04.2024
Registration Close Date	12.01.2025
Submission date	13.01.2025

**Section A: General Information**

1	Name of the Bank	Social Islami Bank PLC					
2	Procuring Entity Name	Logistic Support Division					
3	Invitation of tender for	<b>Sealed tenders are hereby invited for procuring Call center Infrastructure, Software &amp; Unified Communication For SIBPLC.</b> As per technical specifications detailed in "Section C" hereunder from the eligible local or joint venture enterprises.					
4	Invitation for Quotation	<b>SIBL/HO/LSD/2024/625</b>			<b>Date: 02.04.2024</b>		
5	Procurement Method	Open Tendering Method					
6	Source of Fund	Social Islami Bank Limited					
7	Tender Security <b>(conditionally refundable)</b>	<b>Tk. 500,000/- (Taka five lac) only.</b> The tender security shall be deposited in the form of Bank Guarantee/Payment Order (conditionally refundable either partly or in full) favoring " <b>Social Islami Bank PLC</b> ". The tender security of the first three lowest bidders will not be released until selection of awardee and that of rest bidders will be released after finalization of bidder's position.					
8	Registration of bidders & price of Tender Document	The interested eligible bidders have to enroll their name by submitting a prayer along with a non-refundable registration/enrollment fee <b>Tk. 3,000/-</b> (Taka three thousand) only in the form of "Payment Order" <b>in favor of "Social Islami Bank Limited"</b> before submission of tender. The bidder have to purchase tender documents from the issuer's office of this tender notice.					
9	Important Tender Process Dates & Times	Tender	Registration		Submission		Opening (Financial Offer)  Date will publish later after completion of technical assessment.
		Process	Start	End	Start	End	
		Date	03.04.2024	12.01.2025	13.01.2025	13.01.2025	
		Time	10.00 am	5.00 pm	10.00 am	3:00 pm	
10	Tender Validity	Bids shall remain valid, at a minimum, for the period of 90 Days after the deadline date for bid submission.					
11	<b>Item(Unified Communication) Quantity &amp; Delivery Schedule</b>	Supply, Installation, Integration, Testing, Training and Commissioning of 03 (Three) Server, 03 (Three) Routers, <b>Unified Communication</b> for the data center of the bank. The successful bidder shall ensure the delivery of all devices/Products within Ninety (90) days from the date of work order and installation, configuration, testing and training shall be completed by next twenty (20) days of successful delivery. Days will be counted from the date of placement of order by SIBPLC to the successful bidder.					
12	Place of opening tender	Social Islami Bank PLC, Level-29, City Centre, 90/1, Motijheel C/A, Dhaka-1000					
14	Delivery Address	ICT Division of the bank.					
16	Performance Security	The successful bidder to whom supply order will be issued shall have to submit performance security at the rate of 10% (ten percent) of the entire order					

		amount in the form of Bank Guarantee for a period of 12 months. Otherwise, the performance security money shall be kept from the bills payable against the supply of the order.
17	Submission of bidders qualifications/ eligibility and oath of bidder (Section B)	The interested registered bidder shall copy the "bidders' qualification" form (Section B) from the tender document and place them on their own letterhead write their qualifications and individual information in the designated fields and submit the form along with the supporting documents as proof of the provided information and the <b>tender security</b> as specified in serial No. 7 hereinabove in a separate sealed envelope with proper labeling mentioning- "Bidder's Eligibility/Qualifications- <b>Unified Communication</b> , Name of the bidder & Registration No. All papers and information shall be signed and authenticated by the bidder.
18	Submission of Technical Specifications (Section C)	The interested registered bidder will be provided the tender document duly authenticated by the Bank official along with a soft copy to their registered email address for aiding their filling up the tender bid. The bidder shall have to submit the original tender document duly signed by them as a token of complete understanding of the tender specification and terms and conditions. The bidder shall submit their bids in their own letterheads along with the supporting original brochure, detail color picture in a separate sealed envelope with proper labeling mentioning- "Technical Specifications- <b>Supply &amp; Installation of Unified Communication</b> For SIBPLC. ", Name of the bidder & Reg. No. All papers and information shall be signed and authenticated by the bidder.
19	Submission of Financial Offer (Section D)	The interested registered bidder shall write their price offer on their own letterhead for Section D and submit the document in a separate sealed envelope with proper labeling mentioning- "Financial Offer- <b>Supply &amp; Installation of Unified Communication</b> For SIBPLC. ", Name of the bidder & Registration No. All papers and information shall be signed and authenticated by the bidder.
20	Name and address of the Office for receiving tender(s)	Senior Vice President and Head Logistic Support Division Social Islami Bank Limited Level-29, City Centre, 90/1, Motijheel C/A, Dhaka-1000
21	Contact Details	Telephone No. 096120011 22- Ext: 50291 & 50293, email: chspd@sibl-bd.com
22	Special Instruction	The Bank Authority reserves the right to - <ol style="list-style-type: none"> <li>1. Explain or clarify the terms of this tender notice in its own way,</li> <li>2. Bring necessary changes in the notice</li> <li>3. Increase or decrease the tender quantity</li> <li>4. Reject the lowest,</li> <li>5. Reject any or all bids,</li> <li>6. Select any bidder deems fit and proper by them</li> </ol> The bank authority can perform all the above things without assigning any reason. The bidder/supplier shall have no right to challenge the decision of the Bank Authority in any court of law or to any arbitrator.

### Senior Vice President and Head

Logistic Support Division

Phone- 09612001122- Ext-50291, 50293

E-mail address: chspd@sibl-bd.com