



'Strengthening Capacity of Anti-Corruption Commission' Project

Anti-Corruption Commission
Head Office
1 Segunbagicha, Dhaka

Standard Tender Document (National)
for
Procurement of Document Forensic System
[Open Tendering Method]

Guidance Notes on the Use of The Standard Tender Document

These guidance notes have been prepared by the CPTU to assist the Procuring Entity in the preparation, using the Standard Tender Document (STD), for the procurement of Goods and related services having estimated cost above BDT 25 Lac. The Procuring Entity should also refer to the Public Procurement Act 2006(Act No 24 of 2006) and the Public Procurement Rules,2008, issued to supplement the ACT, available on CPTU's website www.cptu.gov.bd/ including amendments thereto. All concerned are advised to refer to the aforementioned Act and Rules while participating in any Tendering process.

STD (PG3) applies when a Purchaser (the Procuring Entity) wishes to select a Tenderer (a Supplier) for the supply of Goods and related services under Open Tendering Method (OTM) for which the Contract award is being determined on the basis of the lowest evaluated responsive Tender.

STD (PG3) is based upon internationally acceptable model formats, which have been adapted to suit the particular needs of procurement within Bangladesh.

The Procuring Entity addresses its specific needs through the information provided in the **Tender Data Sheet (TDS)** and the **Particular Conditions of Contract (PCC)** as well as in the detailed requirements of the procurement in the **Schedule of Requirements**, the **Technical Specifications** and/or the **Drawings**.

Guidance notes in brackets and italics are provided for both the Procuring Entity and the Tenderers and, the Procuring Entity should carefully decide what notes need to remain and what other guidance notes might be required to assist the Tenderers in preparing its Tender Submission so as to minimise an inept Tendering process.

STD (PG3), provides all the information that a Tenderer needs in order to prepare and submit a Tender. This should provide a sound basis on which the Procuring Entity can fairly, transparently and accurately carry out a Tender evaluation process on the Tenders submitted by the Tenderers.

STD (PG3) has 8 Sections, of which Section 1 (Instructions to Tenderers) and Section 3 (General Conditions of Contract) shall not be altered or modified under any circumstances.

The following briefly describes the Sections of the STD (PG3) and how the Procuring Entity should use these when preparing a particular Tender Document.

Section 1. Instructions to Tenderers (ITT)

This Section provides relevant information to help Tenderers prepare their Tenders. Information is also provided on the submission, opening, and evaluation of Tenders and on the award of Contract. The Instructions to Tenderer (ITT) specify the instruction and procedure that govern the tendering process. This Section also contains the criteria to be used by the Procuring Entity in order to determine the lowest evaluated responsive Tender and the qualifications of the Tenderer to perform the Contract. The Instructions to Tenderer are not a Contract document and, therefore, are not a part of the Contract.

The text of the clauses in this Section shall not be modified.

Section 2. Tender Data Sheet (TDS)

This Section provides the information that is specific to each object of procurement and that supplements the information or requirements included in Section 1: Instructions to Tenderers. To facilitate the preparation of the TDS, its clause numbers are numbered with the same numbers of corresponding ITT Clauses.

Section 3. General Conditions of Contract (GCC)

This Section provides the General Conditions of Contract that will apply to the Contract for which the Tender document is issued. The GCC clearly identifies the provisions that may normally need to be specified for a particular tendering process and need to be addressed through the PCC

The text of the clauses in this Section shall not be modified.

Section 4. Particular Conditions of Contract (PCC)

This Section provides clauses specific to the particular Contract that modify or supplement Section 3: General Conditions of Contract. The Procuring Entity should include at the time of issuing the Tender Documents all possible information that the GCC indicate in the PCC. To facilitate the preparation of the PCC, its clause numbers are numbered with the same numbers of the corresponding GCC Clauses.

Section 5. Tender and Contract Forms

This Section provides the standard form for the **Tender Submission Letter (Form PG3-1)**, **Tenderer information sheet (PG3-2)**, **Price Schedule (Form PG3-4A & PG3-4B)**, **Specifications Submission and Compliance Sheet (Form PG3-5)**, **Manufacturer's Authorisation Letter (Form PG3-6)**, **Bank Guarantee for Tender Security (Form PG3-7)** and **Bank's Letter of Commitment for Line of Credit (PG3-8)** to be submitted by the Tenderer.

This Section also contains the form of the **Notification of Award (Form PG3-9)** and **Contract Agreement (Form PG3-10)**, which when completed, incorporates any corrections or modifications to the accepted Tender relating to amendments permitted by the Instructions to Tenderers, the General Conditions of Contract (GCC), and the Particular Conditions of Contract (PCC).

The forms of **Bank Guarantee for Performance Security (Form PG3-11)** and **Bank Guarantee for Advance Payment Security (Form PG3-12)**, as and if applicable, are to be completed and furnished by the successful Tenderer, when required.

Section 6. Schedule of Requirements

This Section provides the List of Goods and Delivery Schedule and List of Related Services and Completion Schedule and must be carefully prepared by the Procuring Entity for each object of procurement.

The purpose of the Schedule of Requirements is to provide information to enable the Tenderer to prepare their Tenders accurately, in particular, the Price Schedule, for which the Price Schedule (**Form PG3-4A & PG3-4B**) is provided.

Section 7. Technical Specifications

This Section provides the detailed Technical Specifications that describe the Goods and related services to be procured.

Section 8. Drawings

This Section contains any Drawings that supplement the Technical Specifications for the Goods and related services to be procured.

**'Strengthening Capacity of Anti-Corruption Commission'
Project
Anti-Corruption Commission, Bangladesh
1 Segunbagicha, Dhaka.**



**TENDER DOCUMENT
FOR THE PROCUREMENT OF
GOODS (NATIONAL)**

Nature of the goods and related services to be procured:

**Procurement of Questioned Documents and
Currency Examination System and Related Services**

Invitation for Tender No: 00.01.0000.176.35.001.20-25674

Issued on: 06/10/2021

Tender Package No: Goods - 42

Tender Lot No: Single

Table of Contents

Section 1. Instructions to Tenderers	1
A. General	1
1. Scope of Tender.....	1
2. Interpretation.....	1
3. Source of Funds	1
4. Corrupt, Fraudulent, Collusive, Coercive (or Obstructive in case of Development Partner) Practices	2
5. Eligible Tenderers.....	4
6. Eligible Goods and Related Services	4
7. Site Visit.....	5
B. Tender Document	5
8. Tender Document: General	5
9. Clarification of Tender Documents	5
10. Pre-Tender Meeting	6
11. Addendum to Tender Documents	6
C. Qualification Criteria	7
12. General Criteria	7
13. Litigation History	7
14. Experience Criteria	7
15. Financial Criteria.....	7
16. Subcontractor(s).....	8
D. Tender Preparation	8
17. Only One Tender	8
18. Cost of Tendering	8
19. Issuance and Sale of Tender Document	8
20. Language of Tender	9
21. Contents of Tender.....	9
22. Tender Submission Letter and Price Schedule.....	9
23. Alternatives	10
24. Tender Prices and Discounts	10
25. Tender Currency	11
26. Documents Establishing the Eligibility of the Tenderer.....	11
27. Documents Establishing the Eligibility and Conformity of the Goods and Related services	11
28. Documents Establishing the Tenderer's Qualifications	12
29. Validity Period of Tender	12
30. Extension of Tender Validity and Tender Security	13
31. Tender Security.....	13
32. Form of Tender security.....	13
33. Authenticity of Tender Security	13
34. Return of Tender Security.....	14
35. Forfeiture of Tender Security	14
36. Format and Signing of Tender	14
E. Tender Submission	15
37. Sealing, Marking and Submission of Tender.....	15
38. Deadline for Submission of Tenders	15
39. Late Tender	15
40. Modification, Substitution or Withdrawal of Tenders	16
41. Tender Modification.....	16
42. Tender Substitution.....	16
43. Withdrawal of Tender	16
F. Tender Opening and Evaluation	16
44. Tender Opening	16

45. Evaluation of Tenders	17
46. Evaluation process	17
47. Preliminary Examination	17
48. Technical Examinations and Responsiveness	18
49. Clarification on Tender	19
50. Restrictions on the Disclosure of Information	20
51. Correction of Arithmetical Errors	20
52. Financial Evaluation	20
53. Assessing the Price of unpriced Items	21
54. Price Comparison	22
55. Negotiation	22
56. Post-qualification	22
57. Procuring Entity's Right to Accept any or to Reject Any or All Tenders	22
58. Rejection of All Tenders	23
59. Informing Reasons for Rejection	23
G. Contract Award	23
60. Award Criteria	23
61. Procuring Entity's Right to Vary Quantities	23
62. Notification of Award	23
63. Performance Security	24
64. Form and Time Limit for Furnishing of Performance Security	25
65. Validity of Performance Security	25
66. Authenticity of Performance Security	25
67. Contract Signing	25
68. Publication of Notification of Award of Contract	25
69. Debriefing of Tenderers	25
70. Adjudicator	26
71. Right to Complain	26
Section 2. Tender Data Sheet	27
A. General	27
B. Tender Document	27
C. Qualification Criteria	28
D. Preparation of Tender	29
E. Submission of Tender	31
F. Opening and Evaluation of Tenders	31
G. Award of Contract	32
Section 3. General Conditions of Contract	33
1. Definitions	33
2. Interpretation	34
3. Communications and Notices	35
4. Governing Law	35
5. Governing Language	35
6. Corrupt, Fraudulent, Collusive, Coercive	35
(and Obstructive in case of Development Partner) Practices	35
7. Documents Forming the Contract and Priority of Documents	37
8. Scope of Supply	37
9. Assignment	38
10. Eligibility	38
11. Gratuities / Agency Fees	38
12. Confidential Details	38
13. Trademark, Patent and Intellectual Property Rights	38
14. Copyright	38
15. Sub contracting	38
16. Supplier's Responsibilities	39

17. Procuring Entity's Responsibilities	39
18. Issue change order, Repeat Orders or Order for Additional Delivery.....	39
19. Repeat Orders or Order for Additional Delivery	39
20. Packing and Documents	39
21. Delivery and Documents	40
22. Acceptance.....	40
23. Contract Price	40
24. Transportation	40
25. Terms of Payment.....	40
26. Insurance	41
27. Taxes and Duties	41
28. Performance Security.....	41
29. Specifications and Standards	42
30. Inspections and Tests	42
31. Warranty	43
32. Extension of Delivery and Completion Schedule.....	44
33. Liquidated Damages.....	44
34. Limitation of Liability.....	44
35. Adjustment for Changes in Legislation.....	45
36. Force Majeure	45
37. Notice of Force Majeure	45
38. Duty to Minimise Delay	45
39. Consequences of Force Majeure	46
40. Termination	46
41. Amendment to Contract.....	47
42. Settlement of Disputes.....	47
Section 4. Particular Conditions of Contract	49
GCC 26.1	58
GCC 30.1	58
Section 5. Tender and Contract Forms.....	61
Tender Submission Letter (Form PG3 – 1)	62
Tenderer Information Sheet (Form PG3-2).....	65
Price Schedule for Goods (Form PG3-4A).....	69
Price Schedule for Related Services (Form PG3-4B)1	70
Specifications Submission and Compliance Sheet (Form PG3-5)	71
Manufacturer's Authorisation Letter (Form PG3 - 6).....	72
Bank Guarantee for Tender Security (Form PG3 – 7).....	73
Notification of Award (Form PG3 - 9).....	75
Contract Agreement (Form PG3 -10)	76
Bank Guarantee for Performance Security (Form PG3 – 11).....	77
Bank Guarantee for Advance Payment (Form PG3 – 12)	78
Section 6. Schedule of Requirements.....	79
Section 7. Technical Specifications.....	82
Section 8. Drawings	83
ANNEXURE A - Technical Specifications	88
ANNEXURE B AMC & SLA.....	95

Section 1. Instructions to Tenderers

A. General

- 1. Scope of Tender**
- 1.1 The Procuring Entity, as indicated in the Tender Data Sheet (**TDS**) issues this Tender Document for the supply of Goods and related services incidental thereto, as specified in the **TDS** and as detailed in Section 6: Schedule of Requirements. The name of the Tender and the number and identification of its constituent lot(s) are stated in the **TDS**.
- 1.2 The successful Tenderer shall be required to complete the delivery of the Goods and related services as specified in the General Conditions of Contract.
- 2. Interpretation**
- 2.1 Throughout this Tender Document
- (a) the term "in writing" means communication written by hand or machine duly signed and includes properly authenticated messages by facsimile or electronic mail;
 - (b) if the context so requires, singular means plural and vice versa; and
 - (c) "day" means calendar days unless otherwise specified as working days;
 - (d) "Person" means and includes an individual, body of individuals, sole proprietorship, partnership, company, association or cooperative society that wishes to participate in Procurement proceedings;
 - (e) "Tenderer" means a Person who submits a Tender;
 - (f) "Tender Document ", means the Document provided by the Procuring Entity to a Tenderer as a basis for preparation of its Tender;
 - (g) "Tender", depending on the context, means a Tender submitted by a Tenderer for delivery of Goods and Related Services to the Procuring Entity in response to an Invitation for Tender ;
- 3. Source of Funds**
- 3.1 The Procuring Entity has been allocated public funds from the source as indicated in the **TDS** and intends to apply a portion of the funds to eligible payments under the contract for which this Tender Document is issued.
- 3.2 For the purpose of this provision, "public funds" means any funds allocated to the Procuring Entity under Government budget, or loan, grants and credits placed at the disposal of the Procuring Entity through the Government by the Development Partners or foreign states or organizations.
- 3.3 Payments by the Development Partner, if so indicated in the **TDS**, will be made only at the request of the Government and upon approval by the Development Partner in accordance with the applicable Loan/Credit/Grant Agreement, and will be subject in all respects to the terms and conditions of that Agreement.



4. Corrupt, Fraudulent, Collusive, Coercive (or Obstructive in case of Development Partner) Practices

- (a) The Government and the Development Partner, if applicable requires that the Procuring Entity as well as the Tenderers and Suppliers (including their manufacturers, sub-contractors, agents, personnel, consultants, and service providers) shall observe the highest standard of ethics during implementation of procurement proceedings and the execution of Contracts under public funds.
- (b) For the purposes of ITT Sub Clause 4.3, the terms set forth below as follows:
- (c) **“corrupt practice”** means offering, giving or promising to give, receiving, or soliciting either directly or indirectly, to any officer or employee of the Procuring Entity or other public or private authority or individual, a gratuity in any form; employment or any other thing or service of value as an inducement with respect to an act or decision or method followed by the Procuring Entity in connection with a Procurement proceeding or Contract execution;
- (d) **“fraudulent practice”** means the misrepresentation or omission of facts in order to influence a decision to be taken in a Procurement proceeding or Contract execution;
- (e) **“collusive practice”** means a scheme or arrangement between two (2) or more Persons, with or without the knowledge of the Procuring Entity, that is designed to arbitrarily reduce the number of Tenders submitted or fix Tender prices at artificial, non-competitive levels, thereby denying the Procuring Entity the benefits of competitive price arising from genuine and open competition;
- (f) **“coercive practice”** means harming or threatening to harm, directly or indirectly, Persons or their property to influence a decision to be taken in the Procurement proceeding or the execution of a Contract, and this will include creating obstructions in the normal submission process used for Tenders.
- (g) **“Obstructive practice”** (applicable in case of Development Partner) means deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and /or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation.
- (h) Should any corrupt, fraudulent, collusive, coercive (or obstructive in case of Development Partner) practice of any kind is determined by the Procuring Entity or the Development Partner, if applicable, this will be dealt in accordance with the provisions of the Public Procurement Act and Rules and Guidelines of the Development Partners as stated in the ITT sub-clause 3.3. In case of obstructive practice, this will be dealt in accordance with Development Partners Guidelines.



(i) If corrupt, fraudulent, collusive, coercive (or obstructive in case of Development Partner) practices of any kind is determined by the Procuring Entity against any Tenderer or Supplier (including its manufacturers, sub-contractors, agents, personnel, consultants, and service providers) in competing for, or in executing, a contract under public fund;

i. Procuring Entity and/or the Development Partner shall exclude the concerned Tenderer from further participation in the concerned procurement proceedings;

ii. Procuring Entity and/or the Development Partner shall reject any recommendation for award that had been proposed for that concerned Tenderer;

iii. Procuring Entity and/or the Development Partner shall declare, at its discretion, the concerned Tenderer to be ineligible to participate in further Procurement proceedings, either indefinitely or for a specific period of time;

iv. Development Partner shall sanction the concerned Tenderer or individual, at any time, in accordance with prevailing Development Partner' sanctions procedures, including by publicly declaring such Tenderer or individual ineligible, either indefinitely or for a stated period of time: (i) to be awarded a Development Partner-financed contract; and (ii) to be a nominated sub-contractor, consultant, manufacturer or Supplier, or service provider of an otherwise eligible firm being awarded a Development Partner-financed contract: and

Development Partner shall cancel the portion of the loan allocated to a contract if it determines at any time that representatives of the Procuring Entity or of a beneficiary of the loan engaged in corrupt, fraudulent, collusive, coercive or obstructive practices during the procurement or the execution of that Development Partner financed contract, without the Procuring Entity having taken timely and appropriate action satisfactory to the Development Partner to remedy the situation

4.1 Tenderer shall be aware of the provisions on corruption, fraudulence, collusion, coercion (and obstruction, in case of Development Partner) of the Public Procurement Act, 2006, the Public Procurement Rules, 2008 and others as stated in GCC Clause 6.

4.2 In further pursuance of this policy, Tenderers, Suppliers and their manufacturers, sub-contractors, agents, personnel, consultants, service providers shall permit the Government and the Development Partner to inspect any accounts and records and other documents relating to the Tender submission and contract performance, and to have them audited by auditors appointed by the Government and/or the Development Partner during the procurement or the execution of that Development Partner financed contract.

5. Eligible Tenderers

- 5.1 This Invitation for Tenders is open to eligible Tenderers from all countries, except for any specified in the **TDS**.
- 5.2 Tenderers shall have the legal capacity to enter into the Contract.
- 5.3 Tenderers may be a physical or juridical individual or body of individuals, or company invited to take part in public procurement or seeking to be so invited or submitting a Tender in response to an Invitation for Tenders.
- 5.4 Tenderers shall have fulfilled its obligations to pay taxes and social security contributions under the provisions of laws and regulations of the country of its origin.
- 5.5 Tenderers should not be associated, or have been associated in the past, directly or indirectly, with a consultant or any of its affiliates which have been engaged by the Procuring Entity to provide consulting services for the preparation of the specifications and other documents to be used for the procurement of the Goods to be supplied under this Invitation for Tenders.
- 5.6 Tenderers in its own name or its other names or also in the case of its Persons in different names, shall not be under a declaration of ineligibility for corrupt, fraudulent, collusive, coercive practices as stated under ITT Sub Clause 4.4 (or obstructive practice, in case of Development Partner) in relation to the Development Partner's Guidelines in projects financed by Development Partner.
- 5.7 Tenderers are not restrained or barred from participating in public Procurement on grounds of execution of defective supply in the past under any Contract.
- 5.8 Tenderers shall not be insolvent, be in receivership, be bankrupt, be in the process of bankruptcy, be not temporarily barred from undertaking business and it shall not be the subject of legal proceedings for any of the foregoing.
- 5.9 Government-owned enterprise in Bangladesh may also participate in the Tender if it is legally and financially autonomous, it operates under commercial law, and it is not a dependent agency of the Procuring Entity.
- 5.10 Tenderers shall provide such evidence of their continued eligibility satisfactory to the Procuring Entity, as the Procuring Entity will reasonably request.
- 5.11 These requirements for eligibility will extend, as applicable, to Sub-contractor proposed by the Tenderer.

6. Eligible Goods and Related Services

- 6.1 All goods and related services to be supplied under the contract are eligible, unless their origin is from a country specified in the **TDS**.

6.2 For purposes of this Clause, the term “**goods**” includes commodities, raw material, machinery, equipment, and industrial plants; and “related services” includes services such as insurance, transportation, installation, and commissioning, training, and initial maintenance.

For purposes of this clause, “**origin**” means the country where the goods have been mined, grown, cultivated, produced, manufactured or processed; or through manufacturing, processing, or assembling, another commercially recognized new product results that differs substantially in its basic characteristics from its components.

6.3 The origin of Goods and related services is distinct from the nationality of the Tenderer.

7. Site Visit

7.1 The costs of visiting the Site shall be at the Tenderer’s own expense.

B. Tender Document

8. Tender Document: General

8.1 The Sections comprising the Tender Document are listed below and should be read in conjunction with any addendum issued under ITT Clause 11.

- Section 1 Instructions to Tenderers (ITT)
- Section 2 Tender Data Sheet (TDS)
- Section 3 General Conditions of Contract (GCC)
- Section 4 Particular Conditions of Contract (PCC)
- Section 5 Tender and Contract Forms
- Section 6 Schedule of Requirements
- Section 7 Technical Specifications
- Section 8 Drawings

8.2 The Procuring Entity is not responsible for the completeness of the Tender Document and their addenda, if these were not purchased directly from the Procuring Entity, or through its agent as specified in the **TDS**

8.3 Tenderers are expected to examine all instructions, forms, terms, and specifications in the Tender Document as well as in addendum to Tender, if any.

9. Clarification of Tender Documents

9.1 A prospective Tenderer requiring any clarification of the Tender Document shall contact the Procuring Entity in writing at the Procuring Entity’s address and within time as specified in the **TDS**

9.2 The Procuring Entity is not obliged to answer any clarification received after that date requested under ITT Sub Clause 9.1.

9.3 The Procuring Entity shall respond in writing within five (5) working days of receipt of any such request for clarification received under ITT Sub-Clause 9.1

9.4 The Procuring Entity shall forward copies of its response to all those who have purchased the Tender Document, including a description of the enquiry but without identifying its source.



- 9.5 Should the Procuring Entity deem it necessary to amend the Tender Document as a result of a clarification, it shall do so following the procedure under ITT Clause 11.
- 10. Pre-Tender Meeting**
- 10.1 To clarify issues and to answer questions on any matter arising in the Tender Document, the Procuring Entity may, if stated in the **TDS**, hold a pre-Tender Meeting at the place, date and time as specified in the **TDS**. All Potential Tenderers are encouraged to attend the meeting, if it is held.
- 10.2 Tenderers are requested to submit any questions in writing so as to reach the Procuring Entity not later than one day prior to the date of the meeting.
- 10.3 Minutes of the pre-Tender meeting, including the text of the questions raised and the responses given, together with any responses prepared after the meeting, will be transmitted within five (5) working days after holding the meeting to all those who purchased the Tender document and to even those who did not attend the meeting. Any revision to the Tender Document listed in ITT Sub Clause 8.1 that may become necessary as a result of the pre-Tender meeting will be made by the Procuring Entity exclusively through the issue of an Addendum pursuant to ITT Sub Clause 11 and not through the minutes of the pre-Tender meeting.
- 10.4 Non-attendance at the pre-Tender meeting will not be a cause for disqualification of a Tenderer.
- 11. Addendum to Tender Documents**
- 11.1 At any time prior to the deadline for submission of Tenders, the Procuring Entity on its own initiative or in response to a clarification request in writing from a Tenderer, having purchased the Tender Document or as a result of a pre-Tender meeting, may revise the Tender Document by issuing an Addendum.
- 11.2 The Addendum issued under ITT Sub Clause 11.1 shall become an integral part of the Tender Document and shall have a date and an issue number and shall be circulated by fax, mail or e-mail, to Tenderers who have purchased the Tender Documents within five (5) working days of issuance of such Addendum, to enable Tenderers to take appropriate action.
- 11.3 The Procuring Entity shall also ensure posting of the relevant addenda with the reference number and date on their websites including notice boards, where the Procuring Entity had originally posted the IFTs
- 11.4 To give a prospective Tenderer reasonable time in which to take an amendment into account in preparing its Tender, the Procuring Entity may, at its discretion, extend the deadline for the submission of Tenders, pursuant to ITT Clause 37.2.
- 11.5 If an Addendum is issued when time remaining is less than **one-third** of the time allowed for the preparation of Tenders, the Procuring Entity shall extend the deadline by an appropriate number of days for the submission of Tenders, depending upon the nature of the Procurement requirement and the addendum. The minimum time for such extension shall not be less than three days.

C. Qualification Criteria

- 12. General Criteria**
- 12.1 Tenderers shall possess the necessary professional and technical qualifications and competence, financial resources, equipment and other physical facilities, managerial capability, specific experience, reputation, and the personnel, to perform the contract, which entails setting pass/fail criteria, which if not met by the Tenderers, will result in consideration of its Tender as non-responsive.
- 12.2 In addition to meeting the eligibility criteria, as stated under ITT Clause 5, the Tenderer must satisfy the other criteria as stated under ITT Clause 13 to 15 inclusive.
- 12.3 To qualify for multiple number of contracts/lots in a package made up of this and other individual contracts/lots for which Tenders are invited in the Invitation for Tenders, the Tenderer shall demonstrate having resources sufficient to meet the aggregate of the qualifying criteria for the individual contracts. The requirement of general experience as stated under ITT Sub Clause 14.1(a) and specific experience, unless otherwise of different nature, as stated under ITT Sub Clause 14.1(b) shall not be separately applicable for each individual lot.
- 13. Litigation History**
- 13.1 Litigation history shall comply with the requirement as stated under ITT Sub Clause 15.1(b).
- 14. Experience Criteria**
- 14.1 Tenderers shall have the following minimum level of supply experience to qualify for supplying the Goods and related Services under the contract:
- (a) a minimum number of years of general experience in the supply of Goods and related services as specified in the **TDS**;
 - (b) specific experience of satisfactory completion of supply of Goods similar to the proposed goods in at least a number of contract(s) and, each with a minimum value, over the period, as specified in **TDS**; and
 - (c) a minimum supply and/or production capacity of Goods as specified in the **TDS**.
- 15. Financial Criteria**
- 15.1 Tenderers shall have the following minimum level of financial capacity to qualify for the supply of goods under the contract:
- (a) Availability of minimum liquid assets i.e. working capital or credit line(s) from any scheduled Bank of Bangladesh, net of other contractual commitments, of the amount as specified in the **TDS**
 - (b) Satisfactory resolution of all claims under litigation cases and shall not have serious negative impact on the financial capacity of the Tenderers. All pending litigation shall be treated as resolved against the Tenderers.

- 16. Subcontractor(s)** 16.1 Tenderers may intend to subcontract an activity or portion of the Goods, in which case such elements and the proposed Subcontractor shall be clearly identified.
- 16.2 The Procuring Entity may require Tenderers to provide more information about their subcontracting arrangements. If any Subcontractor is found ineligible or unsuitable to carry out the subcontracted tasks, the Procuring Entity may request the Tenderers to propose an acceptable substitute.
- 16.3 A Subcontractor may participate in more than one Tender, but only in that capacity.

D. Tender Preparation

- 17. Only One Tender**
- 17.1 If a Tender for Goods is invited for one or more items on an 'item-by-item' basis, in such case the offer for each item shall correspond to full quantity under that particular item and each such item shall constitute a Tender. A Tenderer who submits or participates in more than one (1) Tender for each item will cause all the Tenders with that Tenderer's participation to be rejected.
- 17.2 If a Tender for Goods is invited for a single lot/package, the single lot/package shall constitute a Tender. Tenderers shall submit only one (1) Tender for the lot/package. Tenderer who submits more than one (1) Tender in the lot/package will cause all the Tenders of that particular Tenderer to be rejected.
- 17.3 If a Tender for Goods is invited for a number of lots on a "lot-by-lot" basis, each such lot shall constitute a Tender. Tenderers shall submit only one (1) Tender for each lot. Tenderer who submits more than one (1) Tender in one (1) lot of the package will cause all the Tenders of that particular Tenderer to be rejected.
- 18. Cost of Tendering**
- 18.1 Tenderers shall bear all costs associated with the preparation and submission of its Tender, and the Procuring Entity shall not be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.
- 19. Issuance and Sale of Tender Document**
- 19.1 The Procuring Entity shall make Tender Documents available immediately to the potential Tenderers, requesting and willing to purchase at the corresponding price by the date the advertisement has been published in the newspaper.
- 19.2 There shall not be any pre-conditions whatsoever, for sale of Tender Document and the sale of such Document shall be permitted up to the day prior to the day of deadline for the submission of Tender.

20. Language of Tender

- 20.1 Tenders shall be written in the English language. Correspondences and documents relating to the Tender may be written in English or *Bangla*. Supporting documents and printed literature furnished by the Tenderer that are part of the Tender may be in another language, provided they are accompanied by an accurate translation of the relevant passages in the English or *Bangla* language, in which case, for purposes of interpretation of the Tender, such translation shall govern.
- 20.2 Tenderers shall bear all costs of translation to the governing language and all risks of the accuracy of such translation.

21. Contents of Tender

- 21.1 The Tender prepared by the Tenderer shall comprise the following:
- (a) the Tender Submission Letter (**Form PG3-1**), as stated under with ITT Sub Clause 22.1;
 - (b) the Tenderer Information as stated under ITT Clauses 5,26 and 27(**Form PG3-2**);
 - (c) the priced Schedule for each lot (**Form PG3-4A and PG3-4B**)as stated under ITT Clauses 22, 24and 25;
 - (d) the Tender Security as stated under ITT Clause 31, 32 and 33;
 - (e) the completed Specifications Submission and Compliance Sheet (**Form PG3-5**)as stated under ITT clause 27.2;
 - (f) the alternatives, if permissible, as stated under with ITT Clause 23;
 - (g) the written confirmation authorising the signatory of the Tender to commit the Tenderer, as stated under ITT SubClause 36.3;
 - (h) the Valid Trade License;
 - (i) documentary evidence of Tax Identification Number (TIN) and Value Added Tax (VAT) as a proof of taxation obligations as stated under ITT Sub Clause 5.4;
 - (j) documentary evidence as stated under ITT Clause 26, 27and 28; establishing the Tenderer's eligibility, eligibility and conformity of the Goods and related services and, the minimum qualifications of the Tenderers required to be met for due performance of the Goods and related services under the Contract;
 - (k) documents establishing legal and financial autonomy and compliance with commercial law, as stated under ITT Sub Clause 5.9 in case of government owned entity; and
 - (l) any other document as specified in the **TDS**.

22. Tender Submission Letter and

- 22.1 Tenderers shall submit the Tender Submission Letter (**Form PG3-1**), which shall be completed without any alterations to its format, filling in all blank spaces with the information requested, failing which the Tender may be rejected as being incomplete.

- Price Schedule**
- 22.2 Tenderers shall submit the priced Schedule using the form(s) furnished in **Section 5: Price Schedule**.
- 22.3 If in preparing its Tender, the Tenderer has made errors in the unit rate or the total price, and wishes to correct such errors prior to submission of its Tender, it may do so, but shall ensure that each correction is initialled by the authorised person of the Tenderer
- 23. Alternatives**
- 23.1 Unless otherwise stated in the **TDS**, Technical alternatives shall not be considered.
- 23.2 Only the technical alternatives, if any, of the lowest evaluated Tenderer conforming to the basic technical requirements will be considered by the Procuring Entity.
- 24. Tender Prices and Discounts**
- 24.1 The prices and discounts quoted by the Tenderer in the Tender Submission Letter (**Form PG3-1**) and in the Price Schedule (**Form PG3-4A and PG3-4B**) shall conform to the requirements specified below.
- 24.2 Tenderers shall fill in unit rates for the items of the Goods both in figures and in words as described in the Price Schedule.
- 24.3 Tenders are being invited either for one or more items on an 'item-by-item' basis or for a single lot or for a number of lots on 'lot-by-lot' basis, as specified in the **TDS**.
- 24.4 All items or lots in Section 6: **Schedule of Requirements** must be listed and priced separately on the Price Schedule following the Form **PG3-4A and PG3-4B**.
- 24.5 Tenders being invited either for one or more items on an 'item-by-item' basis or for a single lot/package or for number of lots on 'lot-by-lot' basis as stated under ITT Sub Clause 24.3, price quoted for an item shall correspond to full quantity under that particular item; otherwise the Tenders shall be considered non-responsive.
- 24.6 Tenders being invited for a single lot or for a number of lots on 'lot-by-lot' basis, price quoted shall correspond to 100% of the items specified for each lot and to 100% of the quantities specified for each item of that particular lot and shall correspond to 100% of the total offered lot value, unless otherwise stated in the **TDS**.
- Tenders being invited for a number of lots on "lot-by-lot" basis, the lot not quoting at least eighty (80) percent of the total number of items under that lot and, not representing at least sixty five (65) percent of the equivalent lot value shall be considered non-responsive.
- 24.7 A Lot Tender not offering minimum number of items of those being priced based on percentage of the total number of items as specified in the ITT Sub-Clause 24.6 and the corresponding minimum value based on percentage of the total lot value as specified in the ITT Sub-Clause 24.6 shall also be considered non-responsive

- 24.8 Subject to ITT Sub-Clause 24.6, a Lot tender not offering a particular item which represents more than fifty percent (50%) of the estimated lot value identified by the Procuring Entity and specified in the TDS, even if it complies with the requirement of minimum number of items based on percentage of the total number of items as stated under ITT Sub Clause 24.6, shall be considered non-responsive.
- 24.9 The price to be quoted in Tender Submission Letter (**Form PG3-1**) shall be the total price of the Tender, excluding any discounts offered.
- 24.10 Tenderers shall quote any unconditional discounts and the methodology for application of that discount in the Tender Submission Letter as stated under ITT Sub Clause 24.12
- 24.11 Tenderers wishing to offer any unconditional discount for the award of more than one lot shall specify the discount applicable to each lot, or alternatively, to any combination of lots within the package in their Tender. Discounts will be submitted as stated under ITT Sub Clause 24.11, provided the Tenders for all lots are submitted and opened together.
- 24.12 All applicable taxes, custom duties, VAT and other levies payable by the Contractor under the Contract, or for any other causes, as of the date twenty-eight (28) days prior to the deadline for submission of Tenders, shall be included in the unit rates and the total Tender price submitted by the Tenderers.
- 24.13 The price of a Contract shall be fixed in which case the unit prices may not be modified in response to changes in economic or commercial conditions.
- 25. Tender Currency** 25.1 Tenderers shall quote all prices in the Tender Submission Letter and in the Price schedule in Bangladesh Taka (BDT) currency.
- 26. Documents Establishing the Eligibility of the Tenderer** 26.1 Tenderers, if applying as a sole Tenderer, shall submit documentary evidence to establish its eligibility as stated under ITT Clause 5 and, in particular, it shall:
- (a) complete the eligibility declarations in the Tender Submission Letter (**Form PG3-1**);
 - (b) complete the Tenderer Information (**Form PG3-2**);
 - (c) complete Subcontractor Information (**Form PG3-3**), if it intends to engage any Subcontractor(s).
- 27. Documents Establishing the Eligibility and Conformity of the Goods and Related services** 27.1 Tenderers shall complete the country of origin declarations in the Price Schedule Forms and, submit documentary evidence to establish the origin of all Goods and related services to be supplied under the Contract as stated under ITT Clause 6.
- 27.2 To establish the conformity of the Goods and related services to the Tender Documents, the Tenderer shall furnish as part of its Tender the documentary evidence that the Goods and related services conform to the technical specifications and standards in **Section 7, Technical Specifications.**

27.3 Documentary evidence of conformity of the Goods and related services to the Tender Documents may be in the form of literature, drawings, and data, and shall consist of:

- (a) a detailed description of the essential technical and performance characteristics of the Goods;
- (b) an "item-by-item" commentary on the Procuring Entity's Technical Specifications demonstrating substantial responsiveness of the Goods and related services to those specifications.

**28. Documents
Establishing
the Tenderer's
Qualifications**

28.1 Tenderers shall complete and submit the Tenderer Information (**Form PG3-2**) and shall include documentary evidence, as applicable to satisfy the following:

- (a) general experience in the supply of Goods and related services as stated under ITT Sub Clause 14.1(a), substantiated by the year of Tenderer's registration/constitution/licensing in its country of origin;
- (b) specific experience of satisfactory completion of supply of Goods and related services under public or private sector of similar nature and size as stated under ITT Sub Clause 14.1(b), substantiated by Completion Certificate (s) issued, or duly certified, by the relevant Procuring Entity(s);
- (c) a minimum supply and/or production capacity of Goods and related services as stated under ITT Sub Clause 14.1(c), substantiated by the relevant documents or updated brochures of the supplier and/or manufacturer;
- (d) adequacy of minimum liquid assets i.e working capital substantiated by Audit Reports or bank statement or credit line(s) substantiated by any scheduled Bank of Bangladesh in the format as specified (**Form PG3-8**), without alteration as stated under ITT Sub Clause 15.1(a);
- (e) information regarding claims under litigation, current or during the last years as specified in the **TDS**, in which the Tenderer is involved, the parties concerned, and value of claim as stated under ITT Sub Clause 15.1(b), substantiated by statement in its letter-head pad;
- (f) if required in the **TDS**, a Tenderer that does not manufacture or produce the Goods shall submit the **Manufacturer's Authorization Letter (Form PG3-6)**;
- (g) authority to seek references from the Tenderer's Bankers or any other sources in its letter-head pad; and
- (h) reports on the financial standing of the Tenderers, such as profit and loss statements and audited balance sheet for the past years as specified in the **TDS**, substantiated by Audit Reports.

**29. Validity Period
of Tender**

29.1 Tenders shall remain valid for the period specified in the **TDS** after the date of Tender submission deadline prescribed by the

Procuring Entity. A Tender valid for a period shorter than that specified will be considered non-responsive.

30. Extension of Tender Validity and Tender Security

- 30.1 In exceptional circumstances, prior to the expiration of the Tender Validity period, the Procuring Entity may solicit all the Tenderers' consent to an extension of the period of validity of their Tenders; provided that those Tenderers have passed the preliminary examination as stated under ITT Sub Clause 47.2.
- 30.2 The request for extension of Tender Validity period shall state the new date of the validity of the Tender.
- 30.3 The request and the responses shall be made in writing. Validity of the Tender Security provided under ITT Clause 31 shall also be suitably extended for twenty-eight (28) days beyond the new date for the expiry of the Tender Validity. If a Tenderer does not respond or refuses the request it shall not forfeit its Tender Security, but its Tender shall no longer be considered in the evaluation proceedings. A Tenderer agreeing to the request will not be required or permitted to modify its Tender.

31. Tender Security

- 31.1 Tenderers shall furnish as part of its Tender, in favour of the Procuring Entity or as otherwise directed on account of the Tenderer, a Tender Security in original form (not copy) and in the amount, as specified in the **TDS**.
- 31.2 One Tender Security, in a separate envelope, at the percentage as specified in **TDS**, of the total value of the items quoted by the Tenderer, shall be submitted, if so indicated that the Tenders for one or more items are invited on an "item-by-item" basis.
- 31.3 In case of substitution of the Tender as stated under ITT Clause 42a new Tender Security shall be required in the substituted Tender.

32. Form of Tender security

- 32.1 The Tender Security shall:
- (a) at the Tenderer's option, be either;
 - i. in the form of a Bank Draft or Pay Order, or
 - ii. in the form of an irrevocable unconditional Bank Guarantee issued by any scheduled Bank of Bangladesh, in the format **(Form PG3-7)**, without any alteration, furnished in Section 5: Tender and Contract Forms;
 - (b) be payable promptly upon written demand by the Procuring Entity in the case of the conditions, as stated under ITT Clause 35.1 being invoked; and
 - (c) Remain valid for at least twenty-eight (28) days beyond the expiry date of the Tender Validity in order to make a claim in due course against a Tenderer in the circumstances as stated under ITT Clause 35.1.

33. Authenticity of Tender Security

- 33.1 The authenticity of the Tender Security submitted by a Tenderer may be examined and verified by the Procuring Entity at its discretion in writing from the Bank issuing the security.
- 33.2 If a Tender Security is found to be not authentic, the Procuring

Entity may proceed to take measures against that Tenderer as stated under ITT Sub Clause 4.4.

33.3 A Tender not accompanied by a valid Tender Security will be considered non-responsive.

34. Return of Tender Security

34.1 No Tender Security shall be returned to the Tenderers before contract signing.

34.2 Unsuccessful Tenderer's Tender Security will be discharged or returned as soon as possible but within twenty-eight (28) days after the expiry of the Tender Validity period as stated under ITT Sub Clause 29.1

34.3 The Tender Security of the successful Tenderer will be discharged upon the Tenderer's furnishing of the performance security and signing of the Agreement.

35. Forfeiture of Tender Security

35.1 The Tender Security may be forfeited, if a Tenderer:

(a) withdraws its Tender after opening of Tenders but within the validity of the Tender, as stated under ITT Sub Clause 29 and 30; or

(b) refuses to accept a Notification of Award, as stated under ITT Sub Clause 61.3; or

(c) fails to furnish performance security, as stated under ITT Sub Clause 62.1; or

(d) refuses to sign the Contract, as stated under ITT Sub Clause 67.2; or

(e) does not accept the correction of the Tender price following the correction of arithmetic errors, as stated under ITT Sub Clause 51.

36. Format and Signing of Tender

36.1 Tenderers shall prepare one (1) original of the documents comprising the Tender as described in ITT Clause 21 and clearly mark it "ORIGINAL". In addition, the Tenderer shall prepare the number of copies of the Tender, as specified in the TDS and clearly mark each of them "COPY". In the event of any discrepancy between the original and the copies, the original shall prevail.

36.2 Alternatives, if permitted under ITT Clause 23, shall be clearly marked "Alternative".

36.3 The original and each copy of the Tender shall be typed or written in indelible ink and shall be signed by the Person duly authorized to sign on behalf of the Tenderer. This Tender specific authorization shall be attached to the Tender Submission Letter (**Form PG3-1**). The name and position held by each Person(s) signing the authorization must be typed or printed below the signature. All pages of the original and of each copy of the Tender, except for un-amended printed literature, shall be numbered sequentially and signed by the person signing the Tender.

36.4 Any interlineations, erasures, or overwriting shall be valid only if they are signed or initialled by the Person(s) signing the Tender.

E. Tender Submission

- 37. Sealing, Marking and Submission of Tender**
- 37.1 Tenderer shall enclose the original in one (1) envelope and all the copies of the Tender, including the alternative, if permitted under ITT Clause 23 in another envelope, duly marking the envelopes as "ORIGINAL (O)" "ALTERNATIVE (A)" (if permitted) and "COPY." These sealed envelopes will then be enclosed and sealed in one (1) single outer envelope.
- 37.2 The inner and outer envelopes shall:
- be addressed to the Procuring Entity as stated under ITT Sub Clause 38.1;
 - bear the name of the Tender and the Tender Number as stated under ITT Sub Clause 1.1;
 - bear the name and address of the Tenderer;
 - bear a statement "DO NOT OPEN BEFORE..." the time and date for Tender opening, as stated under ITT Sub Clause 44.1
 - bear any additional identification marks as specified in the **TDS**
- 37.3 Tenderers are solely and entirely responsible for pre-disclosure of Tender information if the envelope(s) are not properly sealed and marked.
- 37.4 Tenders shall be delivered by hand or by mail, including courier services to location as designated in the ITT Sub Clause 38.1.
- 37.5 The Procuring Entity will, on request, provide the Tenderer with a receipt showing the date and time when it's Tender was received.
- 38. Deadline for Submission of Tenders**
- 38.1 Tenders shall be delivered to the Procuring Entity at the address specified in the **TDS** and not later than the date and time specified in the **TDS**.
- 38.2 The Procuring Entity may, at its discretion, extend the deadline for submission of Tender as stated under ITT Sub Clause 37.1, in which case all rights and obligations of the Procuring Entity and Tenderers previously subject to the deadline will thereafter be subject to the new deadline as extended.
- 38.3 If submission of Tenders is allowed in more than one location, the date and time, for submission of Tenders for both the primary and the secondary place(s), shall be the "**same and not different**" as specified in the **TDS**.
- 38.4 The Procuring Entity shall ensure that the Tenders received at the secondary place(s) are hand-delivered at the primary place as stated under ITT Sub Clause 38.1, within THREE (3) HOURS after the deadline for submission of Tenders at the secondary place (s), in case of MULTIPLE DROPPING as stated under ITT Sub Clause 38.3, as specified in the **TDS**.
- 39. Late Tender**
- 39.1 Any Tender received by the Procuring Entity after the deadline for

submission of Tenders as stated under ITT SubClause 38.1, shall be declared LATE and returned unopened to the Tenderer.

- | | | |
|--|------|---|
| 40. Modification, Substitution or Withdrawal of Tenders | 40.1 | Tenderers may modify, substitute or withdraw its Tender after it has been submitted by sending a written notice duly signed by the authorised signatory properly sealed, and shall include a copy of the authorisation; provided that such written notice including the affidavit is received by the Procuring Entity prior to the deadline for submission of Tenders as stated under ITT SubClause 38.1. |
| 41. Tender Modification | 41.1 | Tenderers shall not be allowed to retrieve its original Tender, but shall be allowed to submit corresponding modification to its original Tender marked as " MODIFICATION ". |
| 42. Tender Substitution | 42.1 | Tenderers shall not be allowed to retrieve its original Tender, but shall be allowed to submit another Tender marked as " SUBSTITUTION ". |
| 43. Withdrawal of Tender | 43.1 | Tenderers shall be allowed to withdraw its Tender by a Letter of Withdrawal marked as " WITHDRAWAL ". |

F. Tender Opening and Evaluation

- | | | |
|---------------------------|------|--|
| 44. Tender Opening | 44.1 | Tenders shall be opened immediately after the deadline for submission of Tenders at the primary place as specified in the TDS but not later than ONE HOUR after expiry of the submission deadline at the same primary place unless otherwise stated under ITT Sub Clause 44.2. |
| | 44.2 | If submission of Tenders is allowed in more than one location as stated under ITT Sub Clause 38.3 and 38.4, Tenders shall be opened, immediately after receipt of Tenders from all the secondary place(s), at the primary place. |
| | 44.3 | Persons not associated with the Tender may not be allowed to attend the public opening of Tenders. |
| | 44.4 | Tenderers' representatives shall be duly authorised by the Tenderer. Tenderers or their authorised representatives will be allowed to attend and witness the opening of Tenders, and will sign a register evidencing their attendance. |
| | 44.5 | The authenticity of withdrawal or substitution of, or modifications to original Tender, if any made by a Tenderer in specified manner, shall be examined and verified by the Tender Opening Committee (TOC) based on documents submitted under ITT Sub Clause 40.1. |
| | 44.6 | Ensuring that only the correct (M), (S), (A),(O) envelopes are opened, details of each Tender will be dealt with as follows:
<ul style="list-style-type: none">(a) the Chairperson of the TOC will read aloud each Tender and record in the Tender Opening Sheet (TOS);(i) the name and address of the Tenderer; |

- (ii) state if it is a withdrawn, modified, substituted, or original Tender;
 - (iii) the Tender price;
 - (iv) any discounts;
 - (v) any alternatives;
 - (vi) the presence or absence of any requisite Tender Security; and
 - (vii) such other details as the Procuring Entity, at its discretion, may consider appropriate;
- (b) only discounts and alternative read aloud at the Tender opening will be considered in evaluation;
 - (c) all pages of the original version of the Tender, except for un-amended printed literature, will be initialled by members of the TOC.
- 44.7 Upon completion of Tender opening, all members of the TOC and the Tenderers or Tenderer's duly authorised representatives attending the Tender opening shall sign by name, address, designation, the TOS, copies of which shall be issued to the Head of the Procuring Entity or an officer authorised by him or her and also to the members of the Tender Opening Committee and any authorised Consultants and, to the Tenderers immediately
- 44.8 The omission of a Tenderer's signature on the record shall not invalidate the contents and effect of the record under ITT Sub-Clause 44.7.
- 44.9 No Tender will be rejected at the Tender opening stage except the LATE Tenders as stated in the ITT Clause 39.
- 45. Evaluation of Tenders**
- 45.1 Tenders shall be examined and evaluated only on the basis of the criteria specified in the Tender Document.
- 45.2 **Tender Evaluation Committee (TEC)** shall examine, evaluate and compare Tenders that are responsive to the requirements of Tender Documents in order to identify the successful Tenderer.
- 46. Evaluation process**
- 46.1 TEC may consider a Tender as responsive in the Evaluation, only if it is submitted in compliance with the mandatory requirements set out in the Tender Document. The evaluation process should begin immediately after tender opening following four steps:
- (a) Preliminary Examination;
 - (b) Technical Examinations and Responsiveness;
 - (c) Financial evaluation and price comparison;
 - (d) Post-qualification of the lowest evaluated responsive Tenders.
- 47. Preliminary**
- 47.1 TEC shall examine the Tenders to confirm that all documentation



- Examination** as stated under ITT Clause 21 has been provided, to determine the completeness of each document submitted
- 47.2 TEC shall confirm that the following documents and information have been provided in the tender. If any of these documents or information is missing, the offer shall be rejected;
- (a) Tender Submission Letter;
 - (b) Priced Schedule;
 - (c) Written confirmation authorizing the signatory of the Tender to commit the Tenderer; and
 - (d) Valid Tender Security.
- 48. Technical Examinations and Responsiveness**
- 48.1 TEC's determination of a Tender's responsiveness is to be based on the contents of the Tender itself without recourse to extrinsic evidence.
- 48.2 A responsive Tender is one that conforms in all respects to the requirements of the Tender Document without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:
- (a) affects in any substantial way the scope, quality, or performance of the Goods and related services specified in the Contract; or
 - (b) limits in any substantial way, or is inconsistent with the Tender Documents, the Procuring Entity's rights or the Tenderer's obligations under the Contract; or
 - (c) if rectified would unfairly affect the competitive position of other Tenderers presenting responsive tenders.
- During the evaluation of Tenders, the following definitions shall apply:
- "Deviation"** is a departure from the requirements specified in the Tender Document;
- "Reservation"** is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the Tender Document; and
- "Omission"** is the failure to submit part or all of the information or documentation required in the Tender Document.
- 48.3 If a Tender is not responsive to the mandatory requirements set out in the Tender Document, shall not subsequently be made responsive by the Tenderer by correction of the material deviation, reservation, or omission.
- 48.4 There shall be no requirement as to the minimum number of responsive tenders.
- 48.5 There shall be no automatic exclusion of Tenders which are above or below the official estimate.
- 48.6 TEC will examine the adequacy and authenticity of the documentary evidence which may follow the order below:
- (a) verification of the completeness of the country of origin



declaration in the Price Schedule for Goods and related services (**Form PG3-4A and 4B**) to determine the eligibility of the Goods and related services.

- (b) verification and examination of the documentary evidence and completed Specification Submission Sheet (**Form PG3-5**) to determine the conformity of the Goods and related services .
- (c) verification and examination of the documentary evidence that the Tenderer's qualifications conform to the Tender Document and the Tenderer meets each of the qualification criterion specified in SubSection C, Qualification Criteria.

48.7 Provided that a Tender is responsive, TEC may request that the Tenderer submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Tender related to documentation requirements. Such omission shall not be related to any aspect of the rates of the Tender reflected in the completed Price Schedule or any mandatory criteria. Failure of the Tenderer to comply with the request may result in the consideration of its Tender as non-responsive.

48.8 The TEC may regard a Tender as responsive even if it contains;

- (a) minor or insignificant deviations which do not meaningfully alter or depart from the technical specifications, characteristics and commercial terms and, conditions or other mandatory requirements set out in the Tender Document; or
- (b) errors or oversights, that if corrected, would not alter the key aspects of the Tender.

49. Clarification on Tender

49.1 TEC may ask Tenderers for clarification of their Tenders, in order to facilitate the examination and evaluation of Tenders. The request for clarification by the TEC and the response from the Tenderer shall be in writing, and Tender clarifications which may lead to a change in the substance of the Tender or in any of the key elements of the Tender as stated under ITT Sub Clause 49.2, will neither be sought nor be permitted.

49.2 Change in the Tender price shall not be sought or permitted, except to confirm correction of arithmetical errors discovered by the Procuring Entity in the evaluation of the Tender, as sated under ITT Clause 51.

49.3 Any request for clarifications by the TEC shall not be directed towards making an apparently non-responsive Tender responsive and reciprocally the response from the concerned Tenderer shall not be articulated towards any addition, alteration or modification to its Tender.

49.4 If a Tenderer does not provide clarifications of its Tender by the date and time set in the TEC's written request for clarification, its Tender shall not be considered in the evaluation.



- 50. Restrictions on the Disclosure of Information**
- 50.1 Following the opening of Tenders until issuance of Notification of Award no Tenderer shall, unless requested to provide clarification to its Tender or unless necessary for submission of a complaint, communicate with the concerned Procuring Entity.
- 50.2 Tenderers shall not seek to influence in anyway, the examination and evaluation of the Tenders.
- 50.3 Any effort by a Tenderer to influence a Procuring Entity in its decision concerning the evaluation of Tenders, Contract awards may result in the rejection of its Tender as well as further action in accordance with Section 64 (5) of the Public Procurement Act 2006.
- 50.4 All clarification requests shall remind Tenderers of the need for confidentiality and that any breach of confidentiality on the part of the Tenderer may result in their Tender being non-responsive.
- 51. Correction of Arithmetical Errors**
- 51.1 Provided that the Tender is responsive, TEC shall correct arithmetical errors on the following basis:
- (a) If there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of the TEC there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted will govern and the unit price will be corrected;
 - (b) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
 - (c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.
- 51.2 TEC shall correct the arithmetic errors and shall promptly notify the concerned Tenderer(s), if the Tenderer does not accept the correction of arithmetic errors, its Tender shall be rejected.
- 52. Financial Evaluation**
- 52.1 TEC will evaluate each Tender that has been determined, up to this stage of the evaluation, to be responsive to the requirements set out in the Tender Document.
- 52.2 To evaluate a Tender, TEC will consider the following:
- (a) Tender price for Item(s) or Lot
 - (b) adjustment for correction of arithmetical errors as stated under ITT SubClause 51.2;
 - (c) adjustment for application of the methodology for determining the equivalent lot value, as stated under ITT Sub Clause 23.8, if any;
 - (d) adjustment for application of the economic factors, as

stated under ITT Sub Clause 52.6, if any;

- (e) adjustment in order to take into consideration the unconditional discounts and methodology for application of the discount offered for being awarded more than one lot, as stated under ITT SubClauses 24.11 and 24.12, if any.

52.3 Variations, deviations, alternatives and other factors which are in excess of the requirements of the Tender Document or otherwise result in unsolicited benefits for the Procuring Entity will not be taken into account in Tender evaluation

52.4 If so indicated in the ITT Sub Clause 24.3 the TEC may award one or multiple lots to one Tenderer following the methodology specified in ITT Sub Clause 52.5

52.5 To determine the lowest-evaluated lot or combination of lots, the TEC will take into account:

- (a) the lowest-evaluated Tender for each item(s) or lot, as applicable .
- (b) the resources sufficient to meet the qualifying criteria for the individual lot or aggregate of the qualifying criteria for the multiple lots; and
- (c) the price reduction on account of discount per lot or combination of lots and the methodology for application of the discount as offered by the Tenderer in its Tender.

52.6 The Procuring Entity's evaluation of a Tender may require the consideration of other factors, in addition to the Tender price quoted as stated under ITT Clause 24. The effect of the factors selected, if any, shall be expressed in monetary terms to facilitate comparison of Tenders. The factors, methodologies and criteria to be used shall be as specified in **TDS**. The applicable economic factors, for the purposes of evaluation of Tenders shall be:

- (a) adjustment for deviations in the Delivery and Completion Schedule;
- (b) cost of major replacement components, mandatory spare parts and service.

52.7 If the winning lot is missing some item(s), as stated under ITT Sub Clause 23.8, comprising twenty (20) percent or less number of items in the lot, the Procuring Entity may procure those missing item(s) from the other responsive Tenderer(s) quoting the lowest price for the missing item(s).

52.8 TEC may recommend to increase the amount of the Performance Security above the amounts as stated under ITT Sub Clause 62.1 but not exceeding twenty-five (25) percent of the Contract Price, if in the opinion of the TEC, it is found that the Tender is significantly below the updated official estimated cost.

53. Assessing the Price of unpriced

53.1 If it is so permitted under ITT Clause 24, any Tenderer offered only eighty percent (80%) the items of a lot as stated under ITT Sub-Clause 24.7, the TEC shall calculate the total lot value by



- Items** adding up the average prices offered by other responsive Tenderers for the missing items to establish the winning lot Tender.
- 53.2 If the winning lot is missing some items as stated under ITT Sub Clause 53.1, comprising less than twenty percent (20%), the Procuring Entity may procure the missing items from the Tenderer offering the least cost for those remaining items.
- 54. Price Comparison**
- 54.1 TEC shall compare all responsive Tenders to determine the lowest-evaluated Tender, as stated under ITT Clause 52.
- 54.2 In the extremely unlikely event that there is a tie for the lowest evaluated price, the Tenderer with the superior past performance with the Procuring Entity shall be selected, whereby factors such as delivery period, quality of Goods delivered, complaints history and performance indicators could be taken into consideration.
- 54.3 In the event that there is a tie for the lowest price and none of the Tenderers has the record of past performance with the Procuring Entity, then the Tenderer shall be selected, subject to firm confirmation through the Post-qualification process described in ITT Clause 55, after consideration as to whether the quality of Goods that is considered more advantageous by the end-users.
- 54.4 The successful Tenderer as stated under ITT Sub Clauses 53.1, 53.2 and 53.3 shall not be selected through lottery under any circumstances.
- 55. Negotiation**
- 55.1 No negotiations shall be held during the Tender evaluation or award, with the lowest or any other Tenderer.
- 56. Post-qualification**
- 56.1 The determination on Post-qualification shall be based upon an examination of the documentary evidence of the Tenderer's eligibility and qualifications submitted by the Tenderer as stated under ITT Clause 26 and 28, clarifications as stated under ITT Clause 49 and the qualification criteria as stated under ITT Clause 12,13,14 and 15. Factors not included therein shall not be used in the evaluation of the Tenderer's qualification.
- 56.2 An affirmative determination shall be a prerequisite for award of the Contract to the Tenderer. A negative determination shall result in rejection of the Tenderer's tender, in which event the TEC shall proceed to the next lowest evaluated tender to make a similar determination of that Tenderer's capabilities to perform the Contract satisfactorily, if awarded.
- 56.3 TEC may verify information contained in the Tender by visiting the premises of the Tenderer as a part of the post qualification process, if practical and appropriate.
- 57. Procuring Entity's Right to Accept any or to Reject**
- 57.1 The Procuring Entity reserves the right to accept any Tender or to reject any or all the Tenders any time prior to contract award and, to annul the Procurement proceedings with prior approval of the Head of the Procuring Entity, any time prior to the deadline for submission of Tenders following specified

- Any or All Tenders** procedures, without thereby incurring any liability to Tenderers, or any obligations to inform the Tenderers of the grounds for the Procuring Entity's action.
- 58. Rejection of All Tenders**
- 58.1 The Procuring Entity may, in the circumstances as stated under ITT SubClause 57.2, reject all Tenders following recommendations from the TEC only after the approval of such recommendations by the Head of the Procuring Entity.
- 58.2 All Tenders can be rejected, if -
- (a) the price of the lowest evaluated Tender exceeds the official estimated cost, provided the estimate is realistic; or
 - (b) there is evidence of lack of effective competition; such as non-participation by a number of potential Tenderers; or
 - (c) the Tenderers are unable to propose completion of the delivery within the stipulated time in its offer, though the stipulated time is reasonable and realistic; or
 - (d) all Tenders are non-responsive; or
 - (e) evidence of professional misconduct, affecting seriously the Procurement process, is established pursuant to Rule 127 of the Public Procurement Rules, 2008.
- 58.3 Notwithstanding anything contained in ITT SubClause 57.2 Tenders may not be rejected if the lowest evaluated price is in conformity with the market price.
- 59. Informing Reasons for Rejection**
- 59.1 Notice of the rejection will be given promptly within seven (7) working days of decision taken by the Procuring Entity to all Tenderers and, the Procuring Entity will, upon receipt of a written request, communicate to any Tenderer the reason(s) for its rejection but is not required to justify those reason(s).

G. Contract Award

- 60. Award Criteria**
- 60.1 The Procuring Entity shall award the Contract to the Tenderer whose Tender is responsive to the Tender Document and that has been determined to be the lowest evaluated Tender, provided further that the Tenderer is determined to be Post-qualified as stated under ITT Clause 55.
- 60.2 Tenderers will not be required, as a condition for award, to undertake responsibilities not stipulated in the Tender documents, to change its price, or otherwise to modify its Tender.
- 61. Procuring Entity's Right to Vary Quantities**
- 61.1 The Procuring Entity, within the amount approved, reserves the right at the time of Contract Award to increase or decrease the quantity per item of Goods and related Services originally specified in Section 6: Schedule of Requirements, provided this does not exceed the percentage specified in the **TDS**, and without any change in the unit prices or other terms and conditions of the Tender and the Tender Document.
- 62. Notification of Award**
- 62.1 Prior to the expiry of the Tender Validity period and within one (1) week of receipt of the approval of the award by the

Approving Authority, the Procuring Entity shall issue the Notification of Award (NOA) to the successful Tenderer(s).

- 62.2 The NOA, attaching the contract as per the sample (**Form PG3-9**) to be signed, shall state:
- (a) the acceptance of the Tender by the Procuring Entity;
 - (b) the price at which the contract is awarded;
 - (c) the amount of the Performance Security and its format;
 - (d) the date and time within which the Performance Security shall be furnished; and
 - (e) the date and time within which the contract shall be signed.
- 62.3 The NOA shall be accepted in writing by the successful Tenderer within seven (7) working days from the date of its issuance.
- 62.4 In the event, the Tenders were invited for one (1) or more items on an "item-by-item" basis, contract(s) will comprise the corresponding item(s) awarded to the successful Tenderer(s) and, Contract(s) will be signed per each of the successful Tenderer(s), covering the corresponding item(s).
- 62.5 In the event, the Tenders were invited for a single lot, contract will comprise the corresponding items in the lot awarded to the successful Tenderer and, Contract will be signed with the successful Tenderer of the lot, covering the item(s).
- 62.6 In the event, the Tenders were invited for a number of lots on a "lot-by-lot" basis, contracts will comprise the corresponding items in a lot awarded to the successful Tenderer(s) and, Contract(s) will be signed per each of the successful Tenderer(s) per lot, covering the corresponding item(s).
- 62.7 Until a formal contract is signed, the NOA shall constitute a Contract, which shall become binding upon the furnishing of a Performance Security and the signing of the Contract by both parties.

63. Performance Security

- 63.1 Performance Security shall be provided by the successful Tenderer in BDT currency, of the amount as specified in the **TDS**.
- 63.2 The proceeds of the Performance Security shall be payable to the Procuring Entity unconditionally upon first written demand as compensation for Supplier's failure to complete its obligations under the Contract.
- 63.3 In the event a Government owned enterprise as stated under ITT Sub Clause 5.10 is the successful Tenderer, there shall be Security Deposit as specified in the **TDS**, in lieu of the Performance Security, as stated under ITT Sub Clause 62.1.

- 64. Form and Time Limit for Furnishing of Performance Security**
- 64.1 The Performance Security shall be in the form of a Bank Draft, Pay Order or an irrevocable unconditional Bank Guarantee in the format **(Form PG3-11)**, without any alteration, issued by any scheduled Bank of Bangladesh acceptable to the Procuring Entity.
- 64.2 Within fourteen (14) days from the date of receipt of the NOA but not later than the date specified therein, the successful Tenderer shall furnish the Performance Security for the due performance of the Contract in the amount specified under ITT Sub Clause 62.1.
- 65. Validity of Performance Security**
- 65.1 The Performance Security shall be required to be valid until a date twenty-eight (28) days beyond the date of completion of the Supplier's performance obligations under the Contract, including any warranty obligations.
- 66. Authenticity of Performance Security**
- 66.1 The Procuring Entity shall verify the authenticity of the Performance Security submitted by the successful Tenderer by sending a written request to the branch of the Bank issuing the Pay Order, Bank Draft or irrevocable unconditional Bank Guarantee in specified format.
- 67. Contract Signing**
- 67.1 At the same time as the Procuring Entity issues the NOA, the Procuring Entity shall send the draft Contract Agreement and all documents forming the Contract to the successful Tenderer(s).
- 67.2 Within twenty-eight (28) days of the issuance of NOA, the successful Tenderer(s) and the Procuring Entity shall sign the contract.
- 67.3 Failure of the successful Tenderer(s) to furnish the Performance Security, as stated under ITT Sub Clause 62.1, or sign the Contract, as stated under ITT Sub Clause 66.2, shall constitute sufficient grounds for the annulment of the award and forfeiture of the Tender Security. In that event the Procuring Entity may award the Contract to the next lowest evaluated responsive Tenderer(s), who is determined by the TEC to be qualified to perform the Contract satisfactorily.
- 68. Publication of Notification of Award of Contract**
- 68.1 The NOA for Contract of Taka one crore and above shall be notified by the Procuring Entity to the Central Procurement Technical Unit within 7(seven) days of its issuance for publication in their website, and that notice shall be kept posted for not less than a month.
- 68.2 The NOA for Contract below Taka one crore, shall be published by the Procuring Entity on its Notice Board and where applicable on the website of the Procuring Entity and that notice shall be kept posted for not less than a month.
- 69. Debriefing of Tenderers**
- 69.1 Debriefing of Tenderers by the Procuring Entity shall outline the relative status and weakness only of his or her Tender requesting to be informed of the grounds for not accepting

the Tender submitted by him or her, without disclosing information about any other Tenderer.

69.2 In the case of debriefing confidentiality of the evaluation process shall be maintained.

70. Adjudicator

70.1 The Procuring Entity proposes the person named in the **TDS** to be appointed as Adjudicator under the Contract, at an hourly fee and for those reimbursable expenses as specified in the **TDS**.

71. Right to Complain

71.1 Tenderer has the right to complain in accordance with the Public Procurement Act 2006 and the Public Procurement Rules, 2008.



Section 2. Tender Data Sheet	
<i>Instructions for completing the Tender Data Sheet are provided, as needed, in the notes in italics and under lined mentioned for the relevant ITT clauses.</i>	
ITT Clause	Amendments of, and Supplements to, Clauses in the Instruction to Tenderers
A. General	
ITT 1.1	<p>The Procuring Entity is Project Director of 'Strengthening Capacity of Anti-Corruption Commission' Project under Anti-Corruption Commission, Bangladesh.</p> <hr/> <p>The Name of the Tender: Procurement of Questioned Documents And Currency Examination System and Related Service.</p> <p>Tender Ref: 00.01.0000.176.35.001.20-25674,</p> <p>Dated: 06/10/2021</p>
ITT 1.2	<p>The number, identification and name of lots comprising the Tender are:</p> <p><i>[Note: if there is more than one lot, individual lots are to be identified in conformity with Section 6: Schedule of Requirements].</i></p> <p>Single Lot: Procurement of Questioned Documents and Currency Examination System and Related Service.</p> <p>Completion period: within 150 days.</p> <p>(Product delivery within 90 days, Installation & Functioning within 30 days, Training & Commissioning within 30 days)</p> <p>Partial delivery is not allowed.</p>
ITT 3.1	The source of public fund is: Development Budget of GoB funds.
ITT 3.3	The name of the Development Partner is: Not Applicable.
ITT 5.1	Tenderers from the following countries are not eligible: Israel
ITT 6.1	Goods and Related Services from the following counties are not eligible: Israel Those countries with which Bangladesh has no diplomatic relationship are not eligible.
B. Tender Document	
ITT 8.2	<p>The following are authorised agents/offices of the Procuring Entity for the purpose of issuing the Tender Document:</p> <p><u>Agent's/office Name:</u> 'Strengthening Capacity of Anti-Corruption Commission' Project</p>



	Address: Anti-Corruption Commission, Bangladesh, 1 Segunbagicha, Dhaka. Telephone No.: 02-58316476 e-mail address: pd.strengthening@acc.org.bd
ITT 9.1	For clarification of Tender purposes only, the Purchaser's address is: Attention: Project Director, 'Strengthening Capacity of Anti-Corruption Commission' Project Address: Anti-Corruption Commission, Bangladesh 1 Segunbagicha, Dhaka. Telephone: 02-58316476 e-mail address: pd.strengthening@acc.org.bd
ITT 10.1	A Pre-Tender meeting shall be held. Time: _____. Date: _____. Place: _____. Note: Meeting will be held with suppliers who has purchased the Tender Schedule only. N/A
C. Qualification Criteria	
ITT 14.1(a)	The Tenderer shall have a minimum of 05(Five)years of specific experience i.e. years counting backward from the date of publication of Invitation for Tender (IFT) in the newspaper in the supply of similar goods and related services (Questioned Documents And Currency Examination System and Related Service)
ITT 14.1(b)	The Tenderer shall have successfully completed minimum 01 (One) supply contracts of similar goods and related services(Questioned Documents And Currency Examination System and Related Service)at least one contract valued Tk. 2.25(Two Crore Twenty Five Lac) crore within last Four years. i.e. years counting backward from the date of publication of IFT in the newspaper.
ITT 14.1(c)	The minimum supply and/or production capacity of Goods is/ are: Not Applicable
ITT 15.1(a)	The minimum amount of credit facility from scheduled bank is 90% of the quoted value.
ITT 15.1(b)	<ol style="list-style-type: none"> 1. At least one(01) User Certificates (must be Autonomous/statutory bodies/ government organizations of The People's Republic of Bangladesh) where the certificate must demonstrate that the user is satisfactorily having supply, operations and service support of Questioned Documents And Currency Examination System and Related Service from the bidder for at least two years. 2. The tenderer shall be a certified partner/Distributor of the original equipment manufacturer (OEM) for at least last 2 years. 3. The tenderer shall have at least 02 (Two) certified engineers in at least



	one OEM supplier of offered products.
ITT 16.3	1. Tenderer is not allowed to form JVCA or appoint subcontractor for any portion of the Supply.
D. Preparation of Tender	
ITT 21.1(I)	<p>The Tenderer shall submit with its Tender the following additional documents:</p> <p><u>List of require documents.</u></p> <ol style="list-style-type: none"> 1. Technical bidding documents. (In addition to the original, 1 duplicate set required); 2. Financial bidding documents. (In addition to the original, 1 duplicate set required); 3. Details List of relevant Items. 4. Complete implementation plan. 5. Delivery schedule. 6. Necessary catalogue with drawing and design of the Questioned Documents and Currency Examination System. 7. Manufacturer's Authorisation Letter/Certificate from OEM. 8. Articles of Incorporation or Registration of firm if tenderer is a limited company. 9. Valid and up-to-date Trade licence of the company or equivalent document. 10. Documents of Proprietorship/ Partnership/Limited Company. 11. Certificate of country of origin of the products offered. 12. TAX Identification and VAT Registration Number with updated Tax Certificate. 13. Original letter naming the person authorised to sign on behalf of the Tenderer. 14. Proof of Solvency Certificate or equivalent document. 15. Final Acceptance or related all necessary Test Specification Forms. 16. A draft Contract agreement. 17. Draft Service Level Agreement. 18. Certificate of Non Bankrupt and Non blacklisted by any local and international organization 19. Tender Documents Purchase Voucher 20. Non Influencing Certificate 21. Audit reports of last 3 years 22. other required documents if any. <p>Above mention points will be considered as mandatory documents, any document lacking the said offer will be cancelled and for submitting any fake</p>

	documents authority will take legal action
ITT 23.1	Alternative Tenders shall not be permitted .
ITT 24.3	Tenders are being invited for single lot . Details of Lot as mentioned in the Section 6 (A), (Annexure 'A' attached herewith) of this Tender documents.
ITT 24.6	The prices quoted by the Tenderer shall be fixed for the duration of the Contract.
ITT 24.11	The prices quoted by the Tenderer " shall not " be adjustable for duration of the Contract.
ITT 24.11(c) ITT 24.12 (c)	<u>Final destination (Office Site):</u> Attention: Address: Telephone number: Mobile number: Facsimile number: Electronic mail address:
ITT 27.2	Period of time the Goods are expected to be functioning (for the purpose of spare parts): 03 years
ITT 28.1(e)	The required information regarding claims under litigation shall be current or during the last 03 years.
ITT 28.1(f)	Manufacturer's authorization is "required". A Manufacturer's Authorisation Letter is required for active items listed in Section 6: Schedule of Requirements.
ITT 28.1(h)	The required reports on the financial standing, such as profit and loss statements and audited balance sheet shall be for the past <u>03</u> years.
ITT 29.1	The Tender validity period shall be 120 days .
ITT 31.2	The amount of Tender Security shall be Tk. 7,00,000 (Seven Lac only) by the Tenderer in favour of Project director, 'Strengthening Capacity of Anti-Corruption Commission' Project . The tender security to be issued through Pay-order.

ITT 36.1	In addition to the original of the Tender document, only 1 (<i>one</i>) copy shall be submitted.
E. Submission of Tender	
ITT 37.2(c)	The inner and outer envelopes shall bear the following additional identification marks: Questioned Documents And Currency Examination System and Related Service <i>[insert the name and/or number that must appear on the Tender envelope to identify this specific Tendering process]</i> The inner and outer envelope shall bear the following additional identification marks: Original & Copy.
ITT 37.7	Tenderer " <i>shall not</i> " have the option of submitting their tender electronically.
ITT 37.8	If bidders shall have the option of submitting their bids electronically, the electronic bidding submission procedures shall be: <i>[state a description of the electronic tendering submission procedures]</i> Not Applicable.
ITT 38.1	For Tender submission purposes , the Procuring Entity's address is: Attention: Project Director, 'Strengthening Capacity of Anti-Corruption Commission' Project. Address: Anti-Corruption Commission, Bangladesh, 1 Segunbagicha, Dhaka. The deadline for the submission of Tenders is: 03/11/2021 Time & Date: 03/11/2021 - 11am
ITT 38.3	For Tender submission purposes only, the Procuring Entity's address is: <i>in case of multiple dropping state below the addresses of the PRIMARY PLACE and SECONDARY PLACES with Time and Date]</i> The deadline for the submission of Tenders is: 03/11/2021 Time & Date: 03/11/2021 - 11am Attention: Project Director, 'Strengthening Capacity of Anti-Corruption Commission' Project Address (PRIMARY PLACE): Anti-Corruption Commission, Bangladesh, 1 Segunbagicha, Dhaka.
ITT 38.4	The deadline for hand-delivering of the Tenders at the PRIMARY PLACE from SECONDARY PLACE is: N/A Time & Date: N/A
F. Opening and Evaluation of Tenders	
ITT 44.1	The Tender opening shall take place at (<i>state always the primary place</i>):

	<p>Project Director, 'Strengthening Capacity of Anti-Corruption Commission' Project</p> <p>Address: Anti-Corruption Commission, Bangladesh 1 Segunbagicha, Dhaka.</p> <p>Time & Date: 03/11/2021 – 11:30AM</p>
ITT 52.6	The applicable economic factors, for the purposes of evaluation of Tenders shall be: N/A
G. Award of Contract	
ITT 61.1	<p>The maximum percentage by which quantities per item may be increased is 20% at the time of Contract Award.</p> <p>The maximum percentage by which quantities per item may be decreased is 20% at the time of Contract Award.</p> <p>Not Applicable</p>
ITT 63.1	<p>Performance Security: The amount of Performance Security shall be 10% (percent) of the total Contract Price for Goods and related Services.</p> <p>(The performance Security shall be issued through "Pay Order" from purchaser's appointed Local Bank of Bangladesh.)</p> <p>The Performance Security to be submitted within 14 days upon the issuance of Notification of Award (NOA).</p>
ITT 70.1	<p>The Adjudicator proposed by the Procuring Entity is <i>[insert name and address]</i>. The hourly fee shall be Tk <i>[state amount]</i> and the reimbursable expenses shall be limited to <i>[state nature of reimbursable expenses, and limitations in value, if any]</i></p> <p>Not Applicable.</p>
ITT 71.1	<p>The name and address of the office where complaints to the Procuring Entity are to be submitted is:</p> <p>Attention: Project Director, 'Strengthening Capacity of Anti-Corruption Commission' Project.</p> <p>Address: Anti-Corruption Commission, Bangladesh, 1 Segunbagicha, Dhaka.</p>

Section 3. General Conditions of Contract

- 1. Definitions** 1.1 In the Conditions of Contract, which include Particular Conditions and these General Conditions, the following words and expressions shall have the meaning hereby assigned to them. Boldface type is used to identify the defined term:
- (a) **Adjudicator** is the expert appointed jointly by the Procuring Entity and the Contractor to resolve disputes in the first instance, as provided for in GCC Sub Clause 42.2.
 - (b) **Completion Schedule** means the fulfilment of the Related Services by the Supplier in accordance with the terms and conditions set forth in the Contract;
 - (c) **Contract Agreement** means the Agreement entered into between the Procuring Entity and the Supplier, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein;
 - (d) **Contract Documents** means the documents listed in the Contract Agreement, including any amendments thereto;
 - (e) **Contract Price** means the price stated in the Notification of Award and thereafter as adjusted in accordance with the provisions of the Contract;
 - (f) **Cost** means all expenditures reasonably incurred or to be incurred by the Contractor, whether on or off the point of delivery, including overhead, taxes, duties, fees and such other similar levies including corresponding incidental charges and premiums for banking and insurances, as applicable.
 - (g) **Day** means calendar days unless otherwise specified as working days;
 - (h) **Delivery** means the transfer of ownership of the Goods from the Supplier to the Procuring Entity in accordance with the terms and conditions set forth in the Contract;
 - (i) **Force Majeure** means an event or situation beyond the control of the Supplier that is not foreseeable, is unavoidable, and its origins not due to negligence or lack of care on the part of the Contractor; such events may include, but not be limited to, acts of the Government in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes or more as included in GCC Clause 36;
 - (j) **GCC** mean the General Conditions of Contract;
 - (k) **Goods** means raw materials, products and equipment and objects in solid, liquid or gaseous form, electricity, and related Services if the value of such Services does not exceed that of the Goods themselves;
 - (l) **Government** means the Government of the People's Republic of Bangladesh;

- (m) **Head of the Procuring Entity** means the Secretary of a Ministry or a Division, the Head of a Government Department or Directorate; or the Chief Executive; or as applicable, Divisional Commissioner, Deputy Commissioner, Zilla Judge; or by whatever designation called, of a local Government agency, an autonomous or semi-autonomous body or a corporation, or a corporate body established under the Companies Act;
- (n) **Procuring Entity** means a Entity having administrative and financial powers to undertake Procurement of Goods, Works or Services using public funds, as specified in the **PCC**;
- (o) **Related Services** means Services linked to the supply of Goods contracts;
- (p) **PCC** means the Particular Conditions of Contract;
- (q) **Subcontractor** means any natural person, private or government entity, or a combination of the above, to whom any part of the Goods to be supplied or execution of any part of the Related Services is subcontracted by the Supplier;
- (r) **Supplier** means a Person under contract with a Procuring Entity for the supply of Goods and related services under the Act;
- (s) **Site** means the point(s) of delivery named in the **PCC**
- (t) **Writing** means communication written by hand or machine duly signed and includes properly authenticated messages by facsimile or electronic mail.

- 2. Interpretation**
- 2.1 In interpreting the GCC, singular also means plural, male also means female or neuter, and the other way around. Headings in the GCC shall not be deemed part thereof or be taken into consideration in the interpretation or construction thereof or of the Contract. Words have their normal meaning under the English language unless specifically defined.
- 2.2 **Entire Agreement**
The Contract constitutes the entire agreement between the Procuring Entity and the Supplier and supersedes all communications, negotiations and agreements (whether written or oral) of parties with respect thereto made prior to the date of Contract Agreement; except those stated under GCC Sub Clause 7.1(i).
- 2.3 **Amendment**
No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorised representative of each party thereto.
- 2.4 **Non-waiver**
- (a) Subject to GCC Sub Clause 2.4(b), no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, neither shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.



- (b) Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, dated, and signed by an authorised representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.

2.5 Severability

If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.

- | | |
|--|---|
| 3. Communications and Notices | <p>3.1 Communications between Parties (notice, request or consent required or permitted to be given or made by one party to the other) pursuant to the Contract shall be in writing to the addresses specified in the PCC.</p> <p>3.2 A notice shall be effective when delivered or on the notice's effective date, whichever is later.</p> <p>3.3 A Party may change its address for notice hereunder by giving the other Party notice of such change to the address.</p> |
| 4. Governing Law | <p>4.1 The Contract shall be governed by and interpreted in accordance with the laws of the People's Republic of Bangladesh.</p> |
| 5. Governing Language | <p>5.1 The Contract shall be written in English language. Correspondence and documents relating to the Contract exchanged by the Supplier and the Procuring Entity may be written in English or Bangla language. Supporting documents and printed literature that are part of the Contract may be in another language provided they are accompanied by an accurate translation of the relevant passages in English language, in which case, for purposes of interpretation of the Contract, this translation shall govern.</p> <p>5.2 The Supplier shall bear all costs of translation to the governing language and all risks of the accuracy of such translation.</p> |
| 6. Corrupt, Fraudulent, Collusive, Coercive (and Obstructive in case of Development Partner) Practices | <p>6.1 The Government and the Development Partner requires that the Procuring Entity as well as the Supplier (including their manufacturers, sub-contractors, agents, personnel, consultants and service providers), shall observe the highest standard of ethics during the implementation of procurement proceedings and the execution of contracts under public funds.</p> <p>6.2 For the purpose of GCC Sub Clause 6.2 the terms set forth below as follows—</p> <ul style="list-style-type: none"> (a) corrupt practice means offering, giving or promising to give, receiving, or soliciting, either directly or indirectly, to any officer or employee of the Procuring Entity or other public or private authority or individual, a gratuity in any form; employment or any other thing or service of value as an inducement with respect to an act or decision or method followed by the Procuring Entity in connection with a Procurement proceeding or contract execution; |



- (b) **fraudulent practice** means the misrepresentation or omission of facts in order to influence a decision to be taken in a Procurement proceeding or Contract execution;
- (c) **collusive practice** means a scheme or arrangement between two (2) or more Persons, with or without the knowledge of the Procuring Entity, that is designed to arbitrarily reduce the number of Tenders submitted or fix Tender prices at artificial, noncompetitive levels, thereby denying a Procuring Entity the benefits of competitive price arising from genuine and open competition; or
- (d) **coercive practice** means harming or threatening to harm, directly or indirectly, Persons or their property to influence a decision to be taken in a Procurement proceeding or the execution of a Contract, and this will include creating obstructions in the normal submission process used for Tenders
“Obstructive practice” (applicable in case of Development Partner) means deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and /or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation.

6.3 Should any corrupt, fraudulent, collusive, coercive practice (or obstructive practice in case of Development Partner) of any kind, in competing for or in executing the Contract, is determined by the Procuring Entity, then the Procuring Entity may, upon giving 14 days' notice to the Supplier, terminate the Supplier's employment under the Contract and the provisions of Clause 40 shall apply as if such expulsion had been made under sub-clause 40.1 (Termination for Default).



- 6.4 If corrupt, fraudulent, collusive or coercive (or obstructive in case of Development Partners) practices of any kind determined by the Procuring Entity or the Development Partner against the Supplier alleged to have carried out such practices, the Procuring Entity and/or the Development Partner shall;
- (a) exclude the Supplier from further participation in the particular Procurement proceeding; or
 - (b) declare, at its discretion, the Supplier to be ineligible to participate in further Procurement proceedings, either indefinitely or for a specific period of time.
- 6.5 The Supplier shall be aware of the provisions on corruption, fraudulence, collusion, coercion and of the Public Procurement Act, 2006, the Public Procurement Rules, 2008 and in case of Development Partner financed contract, the Procurement Guidelines of the Development Partner.
- 6.6 The Supplier (including its manufacturers, sub-contractors, agents, personnel, consultants and service providers) shall permit the Government and/or the Development Partner to inspect the Supplier's accounts and records and other documents relating to the submission of e-Tender and contract performance, and to have them audited by auditors appointed by the Government and/or the Development Partner, if so required.
- 7. Documents Forming the Contract and Priority of Documents**
- 7.1 The following documents forming the Contract shall be in the following order of precedence, namely :
- (a) The signed Contract Agreement;
 - (b) The Notification of Award;
 - (c) The Completed Tender;
 - (d) Particular Conditions of Contract;
 - (e) General Conditions of Contract;
 - (f) Technical Specifications;
 - (g) Drawings;
 - (h) Priced Schedule and Schedule of Requirements and ;
 - (i) Other Documents including correspondences listed in the **PCC** forming part of the Contract.
- 8. Scope of Supply**
- 8.1 Subject to the **PCC**, the Goods and related services to be supplied shall be as specified in Section 6: Schedule of Requirements.
- 8.2 Unless otherwise stipulated in the Contract, the Scope of Supply shall include all such items not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining delivery and completion of the Goods and related services as if such items were expressly mentioned in the Contract Agreement.

- 9. Assignment** 9.1 The Supplier shall not assign his rights or obligations under the Contract, in whole or in part, except with the Procuring Entity's prior written consent.
- 10. Eligibility** 10.1 The Supplier and its Subcontractor(s) shall have the nationality of a country other than that specified in the **PCC**.
- 10.2 All Goods and related services to be supplied under the Contract shall have their origin in the countries except any specified in the **PCC**.
- 11. Gratuities / Agency Fees** 11.1 No fees, gratuities, rebates, gifts, commissions or other payments, other than those shown in the Tender or the contract, shall be given or received in connection with the procurement process or in the contract execution.
- 12. Confidential Details** 12.1 The Supplier shall not, except for purposes of performing the obligations in this Contract, without the Procuring Entity's prior written consent, disclose this Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the Procuring Entity. Any such disclosure shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- 12.2 Any document, other than this Contract itself, enumerated in GCC Clause 12.1 shall remain the property of the Procuring Entity and shall be returned (all copies) to the Procuring Entity on completion of the Supplier's performance under this Contract if so required by the Procuring Entity.
- 13. Trademark, Patent and Intellectual Property Rights** 13.1 The Procuring Entity should not be liable for any infringement of intellectual property rights arising from use of the goods procured. In case there are third-party claims of such infringement of patent, trademark, or industrial design rights, the supplier must indemnify and hold the Procuring Entity free and harmless against such claims and shall not be in contravention of Trademark Act, 2009 and Patent and Design Act, 1911.
- 14. Copyright** 14.1 The copyright in all drawings, documents, and other materials containing data and information furnished to the Procuring Entity by the Supplier herein shall remain vested in the Supplier, or, if they are furnished to the Procuring Entity directly or through the Supplier by any third party, including suppliers of materials, the copyright in such materials shall remain vested in such third party.
- 15. Subcontracting** 15.1 Any subcontracting arrangements made during contract implementation and not disclosed at the time of the Tendering shall not be allowed.
- 15.2 Subcontracting of any portion of the Goods shall not relieve the Supplier from any liability or obligations that may arise from its performance.
- 15.3 Supplier shall retain full responsibility for the contract and can not pass any contractual obligations to the Subcontractor and under no circumstances assignment of the contract to the Subcontractor be allowed.
- 15.4 Subcontractors shall comply with the provisions of GCC Clause 6 and 10.



- 16. Supplier's Responsibilities** 16.1 The Supplier shall supply all the Goods and related services specified in the Scope of Supply as stated under GCC Clause 8 and the Delivery and Completion schedule, as stated under GCC Clauses 21 and 23 in conformity with the provisions of the Contract Agreement.
- 17. Procuring Entity's Responsibilities** 17.1 Whenever the performance of the obligations in this Contract requires that the Supplier obtain permits, approvals and other license from local public authorities, the Procuring Entity may, if so needed by the Supplier, make its best effort to assist the Supplier in complying with such requirements in a timely and expeditious manner. However, the supplier shall bear the costs of such permits and/or licenses.
- 17.2 The Procuring Entity shall pay the Supplier, in consideration of the provision of Goods and related services, the Contract Price under the provisions of the Contract at the times and manner prescribed in the Contract Agreement.
- 18. Issue change order, Repeat Orders or Order for Additional Delivery** 18.1 The Procuring Entity may at any time order the Supplier through notice in accordance with GCC Clause 3, to make changes within the general scope of the Contract in any one or more of the following:
- (a) drawings, designs, or specifications, where goods to be delivered under the Contract are to be specifically manufactured for the Procuring Entity;
 - (b) the method of packing;
 - (c) the place(s) of delivery of goods and related services; and
 - (d) the related services to be provided by the Supplier.
- 18.2 The Procuring Entity may, in exceptional circumstances, issue Repeat Order or additional delivery where the items already been procured through competitive method of an additional quantity within warranty period provided that prices are still the most advantageous to the Procuring Entity after price verification.
- 18.3 The Supplier shall, under no circumstances, proceed to commence the delivery of Goods and related services under GCC Sub Clause 18.1 and 18.2 unless it has been approved by the **Approving Authority** or authority next higher, as appropriate.
- 19. Repeat Orders or Order for Additional Delivery** 19.1 If any change under GCC Sub Clause 18.1 causes an increase or decrease in the cost of, or the time required for, the Supplier's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, as applicable.
- 20. Packing and Documents** 20.1 The Supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the Contract and in accordance with existing industry standards. The packing shall be sufficient to withstand, without limitation, rough handling and exposure to extreme temperatures, salt and precipitation, and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
- 20.2 The packing, marking, and documentation within and outside the



packages shall comply strictly with such special requirements as shall be expressly provided for in the Contract as stated under GCC Sub Clause 20.1, including additional requirements, if any, specified in the **PCC**, and in any subsequent instructions ordered by the Procuring Entity.

20.3 The outer packaging must contain a "Packing List" which must reflect the actual contents of the package.

21. Delivery and Documents

21.1 Subject to GCC Clause 18, the delivery of the Goods and completion of the related services shall be in accordance with the Delivery and Completion Schedule specified in the Section 6: Schedule of Requirements. The documents to be furnished by the Supplier shall be specified in the **PCC**.

22. Acceptance

22.1 Acceptance by the Procuring Entity shall be processed not later than fourteen (14) working days from receipt of the goods at final destination in the form of an Acceptance Certificate, unless any defects in the supply, any damage during transportation or any failure to meet the required performance criteria of the supply are identified and reported to the Supplier as stated under GCC Clause 29 and 30. In such cases the Acceptance Certificate will be issued only for those parts of the contract supplies which are accepted. The Acceptance Certificate for the remaining supplies will only be issued after the Supplier has remedied the defects and/or any non-conformity under GCC Clause 29 and GCC Clause 30.

22.2 Technical Inspection and Acceptance Committee (TIAC), if considered appropriate and constituted by the Procuring Entity shall commence the inspection and acceptance process within twenty-four(24) hours from delivery of the goods, and complete the same as soon as practicable.

23. Contract Price

23.1 The Contract Price shall be as specified in the **PCC** subject to any additions and adjustments thereto or deductions there from, as may be made pursuant to the Contract.

23.2 Prices charged by the Supplier for the Goods delivered and the related services performed under the Contract shall not vary from the price as stated under GCC Sub Clause 23.1, with the exception of any change in price resulting from a Variation Order or Repeat Order or Order for Additional Delivery issued under GCC Clause 18.

24. Transportation

24.1 The Supplier is required under the Contract to transport the Goods to a specified place of destination as specified in Section 6: Schedule of Requirements, defined as the Site, transport to such place of destination, including insurance, other incidental costs, and temporary storage, if any.

25. Terms of Payment

25.1 The Contract Price, including any Advance Payments, if applicable, shall be paid in the manner as specified in the **PCC**.

25.2 The Supplier's request for payment shall be made to the Procuring Entity in writing, accompanied by an invoice describing, as appropriate, the Goods delivered and related services performed, and accompanied by the documents as stated under GCC Clause 21 and 22 and upon fulfillment of any other obligations stipulated in the Contract Agreement.

25.3 Payments shall be made promptly by the Procuring Entity, but in no



case later than the days indicated in the PCC after submission of an invoice or request for payment by the Supplier, and after the Procuring Entity has accepted it.

25.4 Payments due to the Supplier under this Contract shall be made in Bangladesh Taka (BDT) Currency.

25.5 In the event that the Procuring Entity fails to pay the Supplier any payment by its respective due date or within the period as stated under GCC Sub Clause 25.3, the Procuring Entity shall pay to the Supplier interest on the amount of such delayed payment at the rate specified in the PCC, for the period of delay until payment has been made in full.

26. Insurance

26.1 The Goods supplied under this Contract shall be fully insured by the Supplier against loss or damage incidental to manufacture or acquisition, transportation, storage, and delivery until their acceptance by the Procuring Entity.

27. Taxes and Duties

27.1 The Supplier shall be entirely responsible for all applicable taxes, custom duties, VAT and other levies imposed or incurred inside or outside Bangladesh.

28. Performance Security

28.1 The Procuring Entity shall notify the Supplier of any claim made against the Bank issuing the Performance Security.

28.2 The Procuring Entity may claim against the security if any of the following events occurs for fourteen (14) days or more.

- (a) The Supplier is in breach of the Contract and the Procuring Entity has duly notified him or her ; and
- (b) The Supplier has not paid an amount due to the Procuring Entity and the Procuring Entity has duly notified him or her.

28.3 In the event as stated under GCC Sub Clause 28.2, the Supplier is liable to pay compensation under the Contract amounting to the full value of the Performance Security or more, the Procuring Entity may call the full amount of the security.

28.4 If there is no reason to call the security, the security shall be discharged by the Procuring Entity and returned to the Supplier not later than twenty-eight (28) days following the date of Completion of the Supplier's performance obligations under the Contract and the issuance of the Acceptance Certificate by the Procuring Entity, including any warranty obligations as stated under GCC Clause 31 and, the Procuring Entity shall not make any claim under the security, except for amounts to which the Procuring Entity is entitled under this Contract.

28.5 The security shall only be released after the expiry of the Warranty Period pursuant to GCC Clause 31, provided that the Goods supplied are free from patent and latent defects and all the conditions imposed under the contract have been fully met.

- (a) A patent defect, which is one that is apparent to the buyer on normal observation. It is an apparent or obvious defect.
 - i. For example, a ball pen that does not write is patently defective.
- (b) A latent defect, which is one that is not apparent to the buyer by reasonable observation. A latent defect is "hidden" or one that is not immediately determinable.



- ii. For example, a ball pen that writes 0.75 km instead of the expected 1.5 km, has a latent defect.

28.6 If the Supplier, having been notified, fails to remedy the defect(s) within the period as stated under GCC Sub Clause 31.7, the Procuring Entity may proceed to call upon the security without prejudice to any other rights which the Procuring Entity may have against the Supplier under the Contract and under the applicable law.

29. Specifications and Standards

29.1 The Goods and related services supplied under this Contract shall conform to the technical specifications and standards mentioned in Section 7, Technical Specification and in Section 8, Drawings, if any.

29.2 If there is no applicable standard, the Goods must conform to the authoritative standards appropriate to the Good's country of origin. Such standards must be the latest issued by the concerned institution.

29.3 Subject to the GCC Clause 18, the Supplier shall be entitled to disclaim responsibility for any design, data, drawing, specification or other document, or any modification thereof provided or designed by or on behalf of the Procuring Entity, by giving a notice of such disclaimer to the Procuring Entity.

29.4 Wherever references are made in the Contract to codes and standards in accordance with which it shall be executed, the edition or the revised version of such codes and standards shall be those specified in the Technical Specification. During Contract execution, any changes in any such codes and standards shall be applied only after approval by the Procuring Entity and shall be treated under GCC Clause 18.

30. Inspections and Tests

30.1 The Procuring Entity shall have the right to test the Goods to confirm their conformity to the Contract specifications. The **PCC** and Technical specifications shall specify what tests the Procuring Entity requires and where they are to be conducted. The Supplier shall at its own expense and at no cost to the Procuring Entity, carry out all such tests of the Goods and related services as are specified in the Contract.

30.2 The Supplier shall provide the Procuring Entity with a report of the results of any such test.

30.3 The Procuring Entity may engage external agents for the purpose of conducting inspection of Goods, provided that the Procuring Entity shall bear all of its costs and expenses.

30.4 The Procuring Entity or its designated representative as specified shall be entitled to attend the tests and/or inspections under GCC Clause 30.1, provided that the Procuring Entity shall bear all of its own costs and expenses incurred in connection with such attendance.

30.5 Whenever the Supplier is ready to carry out any such test and inspection, it shall give a reasonable advance notice, including the place and time, to the Procuring Entity. The Supplier shall obtain from any relevant third party or manufacturer any necessary permission or consent to enable the Procuring Entity or its designated representative to attend the test and/or inspection.

30.6 The Procuring Entity may require the Supplier to carry out any test and/or inspection not required by the Contract, but deemed necessary



to verify that the characteristics and performance of the Goods comply with the technical specifications, codes and standards under the Contract, provided that the Supplier's reasonable costs and expenses incurred in the carrying out of such test and/or inspection shall be added to the Contract Price. Further, if such test and/or inspection impede the progress of manufacturing and/or the Supplier's performance of its other obligations under the Contract, due allowance will be made in respect of the Delivery and Completion Schedule and the other obligations so affected.

30.7 The Procuring Entity may reject any Goods or any part thereof that fail to pass any test and/or inspection or do not conform to the specifications. The Supplier shall either rectify or replace such rejected Goods or parts thereof or make alterations necessary to meet the specifications at no cost to the Procuring Entity, and shall repeat the test and/or inspection, at no cost to the Procuring Entity, upon giving a notice under GCC Sub Clause 30.5.

30.8 The Supplier agrees that neither the execution of a test and/or inspection of the Goods or any part thereof, nor the attendance by the Procuring Entity or its representative, nor the issue of any report as stated under GCC Sub Clause 30.2, shall relieve the Supplier from any warranties or other obligations under the Contract.

31. Warranty

31.1 The Supplier warrants that all the Goods supplied under the Contract are new, unused, and of the most recent or current models, and that they incorporate all recent improvements in design and materials, except when the design and/or material required by the Procuring Entity provides otherwise under GCC Clause 18.

31.2 The Supplier further warrants that all Goods supplied under this Contract shall have no defect, arising from design, materials, or workmanship or from any act or omission of the Supplier that may develop under normal use of the supplied Goods in the conditions prevailing in Bangladesh.

31.3 In order to assure that manufacturing defects shall be corrected by the Supplier, manufacturer, or distributor, as the case may be, a warranty shall be required from the Supplier for a minimum period of three (3) months, in the case of supplies, and one (1) year, in the case of equipment, after performance of the contract or such other period as may be specified in the **PCC**.

31.4 The Warranty Period of the Supplies shall start from the date of completion of delivery in the form of submission by the Supplier and acceptance by the Procuring Entity, of the Delivery Chalan

31.5 The Warranty Periods may vary among the various items and lots. The warranty for Goods delivered earlier will expire earlier than the succeeding deliveries.

31.6 The Procuring Entity shall promptly notify the Supplier in writing of any claims arising under this warranty.

31.7 Upon receipt of such notice, the Supplier shall, within the period specified in the **PCC**, expeditiously repair or replace the defective Goods or parts thereof, at no cost to the Procuring Entity.



- 32. Extension of Delivery and Completion Schedule**
- 32.1 The Supplier must deliver the Goods or perform the services procured within the period prescribed by the Procuring Entity, as specified in the Contract.
- 32.2 If at any time during performance of the Contract, the Supplier or its subcontractors should encounter conditions impeding timely delivery of the Goods or completion of Related Services as stated under GCC Clause 21, the Supplier shall promptly notify the Procuring Entity in writing. It must state therein the cause/s and duration of the expected delay. The Procuring Entity shall decide whether and by how much to extend the time. In all cases, the request for extension should be submitted before the lapse of the original delivery date.
- 32.3 Within twenty-one (21) days of receipt of the Supplier's notice, the Procuring Entity shall evaluate the situation and may grant time extensions, if based on justifiable grounds, without liquidated damages.
- 32.4 The Procuring may extend up to twenty percent (20%) of the original contract time, above 20% of the original contract time approval of Head of Procuring Entity (HOPE) or authorized officer shall be required, in which case the extension shall be ratified by the Parties by amendment of the Contract as stated under GCC Clause 41.
- 32.5 Except in case of Force Majeure, as provided under GCC Clause 36, a delay by the Supplier in the performance of its delivery and completion obligations shall render the Supplier liable to the imposition of Liquidated Damages pursuant to GCC Clause 33, unless an extension of the Delivery and Completion Schedule is agreed upon, pursuant to GCC Clause 32.
- 33. Liquidated Damages**
- 33.1 Except as provided under GCC Sub Clause 37, if the Supplier fails to complete the delivery of Goods and related services within the Delivery and Completion Schedule specified in the contract or as extended, the Procuring Entity shall, as Liquidated Damages or Delay Damages, deduct from the Contract Price, a sum at the percent-rate per day of delay as specified in the PCC, of the contract value of the undelivered Goods and related services or part thereof delivered after the Delivery and Completion Schedule or as extended. The total amount of Liquidated Damages or Delay Damages shall not exceed the amount specified in the PCC. The Procuring Entity may deduct Liquidated damages from payments due to the Supplier. Payment of Liquidated damages shall not affect the Supplier's liabilities.
- 34. Limitation of Liability**
- 34.1 Except in cases of criminal negligence or willful misconduct,
- (a) the Supplier shall not be liable to the Procuring Entity, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Procuring Entity; and
- (b) the aggregate liability of the Supplier to the Procuring Entity, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier to indemnify the Procuring Entity with respect to patent infringement.

- 35. Adjustment for Changes in Legislation**
- 35.1 Unless otherwise specified in the Contract, if after the Contract, any law, regulation, ordinance, order or bylaw having the force of law is enacted, promulgated, abrogated, or changed in Bangladesh (which shall be deemed to include any change in interpretation or application by the competent authorities) that subsequently affects the Delivery Date and/or the Contract Price, then such Delivery Date and/or Contract Price shall be correspondingly increased or decreased, to the extent that the Supplier has thereby been affected in the performance of any of its obligations under the Contract. Notwithstanding the foregoing, such additional or reduced cost shall not be separately paid or credited if the same has already been accounted for in the adjustment of Contract Price where applicable, under GCC Clause 23.
- 36. Force Majeure**
- 36.1 Force Majeure may include, but is not limited to, exceptional events or circumstances of the kind listed below:
- (i) war, hostilities (whether war be declared or not), invasion, act of foreign enemies;
 - (ii) rebellion, terrorism, sabotage by persons other than the Contractor's Personnel, revolution, insurrection, military or usurped power, or civil war;
 - (iii) riot, commotion, disorder, strike or lockout by persons other than the Contractor's Personnel;
 - (iv) munitions of war, explosive materials, ionising radiation or contamination by radio-activity, except as may be attributable to the Contractor's use of such munitions, explosives, radiation or radio-activity, and
 - (v) natural catastrophes such as cyclone, hurricane, typhoon, tsunami, storm surge, floods, earthquake, landslides, fires, epidemics, quarantine restrictions, or volcanic activity;
 - (vi) freight embargoes;
 - (vii) acts of the Government in its sovereign capacity.
- 36.2 The Head of Procuring Entity decides the existence of a Force Majeure that will be the basis of the issuance of order for suspension of Supply as stated under GCC Sub Clause 39.2.
- 37. Notice of Force Majeure**
- 37.1 If a Party is or will be prevented from performing its substantial obligations under the Contract by Force Majeure, then it shall give notice within fourteen (14) days after the party became aware, to the other Party of the event or circumstances constituting the Force Majeure and shall specify the obligations, the performance of which is or will be prevented.
- 37.2 Notwithstanding any other provision of this Clause, Force Majeure shall not apply to obligations of either Party to make payments to the other Party under the Contract.
- 38. Duty to Minimize Delay**
- 38.1 Each Party shall at all times use all reasonable endeavours to minimise any delay in the performance of the Contract as a result of Force Majeure.
- 38.2 A Party shall give notice to the other Party when it ceases to be affected by the Force Majeure.

39. Consequences of Force Majeure

- 39.1 The Supplier shall not be liable for forfeiture of its security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- 39.2 The Procuring Entity may suspend the delivery or contract implementation, wholly or partly, by written order for a certain period of time, as it deems necessary due to Force Majeure as defined in the Contract.
- 39.3 Delivery shall be made either upon the lifting or the expiration of the suspension order. However, if the Procuring Entity terminates the contract as stated under GCC Clause 40, resumption of delivery cannot be done.
- 39.4 After receiving notice under GCC Sub Clause 37.1, the Procuring Entity shall proceed to determine these matters under the provisions of the Contract.

40. Termination

Termination for Default

- 40.1 The Procuring Entity, without prejudice to any other remedy for breach of Contract, by giving twenty-eight (28) days written notice of default sent to the Supplier, may terminate the Contract in whole or in part:
- i. if the Supplier fails to deliver any or all of the Goods within the period specified in the Contract, or within any extension thereof granted by the Procuring Entity pursuant to GCC Clause 32; or
 - ii. if the Supplier fails to perform any other obligation under the Contract; or
 - iii. if the Supplier, in the judgement of the Procuring Entity has engaged in corrupt, fraudulent, collusive and coercive practices (or obstructive practice in case of Development Partner), as defined in GCC Clause 6, in competing for or in executing the Contract; or
 - iv. if the deductible amount due to Liquidated Damages reaches its maximum as stated under GCC Sub Clause 33
- 40.2 In the event the Procuring Entity terminates the Contract in whole or in part, as stated under GCC Clause 40.1, the Procuring Entity may procure, upon such terms and in such manner as it deems appropriate, Goods or related services similar to those undelivered or not performed, and the Supplier shall be liable to the Procuring Entity for any additional costs for such similar Goods or related services. However, the Supplier shall continue performance of the Contract to the extent not terminated.

Termination for Insolvency

- 40.3 The Procuring Entity shall terminate this Contract if the Supplier is declared bankrupt or insolvent as determined with finality by a court of competent jurisdiction. In this event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Procuring Entity and/or the Supplier.



Termination for Convenience

- 40.4 The Procuring Entity, by giving twenty-eight (28) days written notice sent to the Supplier, may terminate this Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for the procuring Entity's convenience, the extent to which performance of the Supplier under the contract is terminated, and the date upon which such termination becomes effective.
- 40.5 The Goods that have been delivered and/or performed or are ready for delivery or performance within twenty-eight(28) days after the Supplier's receipt of Notice to Terminate shall be accepted by the Procuring Entity at the contract terms and prices. For Goods not yet performed and/or ready for delivery, the Procuring Entity may elect:
- (a) to have any portion delivered and/or performed and paid at the contract terms and prices; and/or
 - (b) to cancel the remainder and pay to the Supplier an agreed amount for partially completed and/or performed goods and for materials and parts previously procured by the Supplier.
- 40.6 The expiration of the Delivery and Completion Schedule, initiation of amicable settlement of disputes, adjudication and arbitral proceedings under the set terms and conditions shall not be deemed a termination of the contract.
- 41. Amendment to Contract**
- 41.1 The amendment to Contract shall generally include equitable adjustments in original Contract price, Delivery and Completion Schedule and, any other changes acceptable under the conditions of the Contract.
- 41.2 The Procuring Entity shall amend the Contract, incorporating the changes approved in accordance with the Delegation of Financial Power or sub-delegation thereof and, introduced to the original terms and conditions of the Contract.
- 42. Settlement of Disputes**
- 42.1 Amicable Settlement:
- (a) The Procuring Entity and the Supplier shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.
- 42.2 Adjudication
- (a) If the Supplier /Procuring Entity believe that amicable settlement of dispute is not possible between the two parties, the dispute shall be referred to the Adjudicator within fourteen (14) days of first written correspondence on the matter of disagreement;
 - (b) The Adjudicator named in the **PCC** is jointly appointed by the parties. In case of disagreement between the parties, the Appointing Authority designated in the **PCC** shall appoint the Adjudicator within fourteen (14) days of receipt of a request from either party;

- (c) The Adjudicator shall give its decision in writing to both parties within twenty-eight (28) days of a dispute being referred to it;
- (d) The Supplier shall make all payments (fees and reimbursable expenses) to the Adjudicator, and the Procuring Entity shall reimburse half of these fees through the regular progress payments;
- (e) Should the Adjudicator resign or die, or should the Procuring Entity and the Supplier agree that the Adjudicator is not functioning in accordance with the provisions of the Contract; a new Adjudicator will be jointly appointed by the Procuring Entity and the Supplier. In case of disagreement between the Procuring Entity and the Supplier the Adjudicator shall be designated by the Appointing Authority designated in the PCC at the request of either party, within fourteen (14) days of receipt of a request from either Party.

42.3 Arbitration

- (a) If the Parties are unable to reach a settlement under GCC Clause 42.1 or 42.2 within twenty-eight (28) days of the first written correspondence on the matter of disagreement, then either Party may give notice to the other party of its intention to commence arbitration in accordance with GCC Sub Clause 42.3(b);
- (b) The arbitration shall be conducted in accordance with the Arbitration Act (Act No 1 of 2001) of Bangladesh as at present in force and in the place shown in the PCC.



Section 4. Particular Conditions of Contract

Instructions for completing the Particular Conditions of Contract are provided, as needed, in the notes in italics mentioned for the relevant GCC clauses.

GCC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
GCC 1.1(n)	<p>The Procuring Entity is:</p> <p>Project Director of 'Strengthening Capacity of Anti-Corruption Commission' Project, Anti-Corruption Commission, Bangladesh, 1 Segunbagicha, Dhaka.</p>
GCC 1.1(s)	<p>The site(s)/ point(s) of delivery is/are:</p> <p>ACC's Head Office.</p>
GCC 1.1(u)	<p>The additional Definitions to be included are as follows:</p> <ul style="list-style-type: none"> a. System is a collection of elements or components that are organized for a common platform. System means a complete solution which should be fully functional and operational as per aim and objectives comprising all components. b. Components are the part that combines with other parts to form a system. c. Provisional Acceptance Certificate (PAC) is a certification procedure that shall be issued by the purchaser to supplier upon successful testing procedure on purchaser's premises after the complete installation and final configuration to run the system operational. d. Final Acceptance Certificate (FAC) is a certification procedure that shall be issued by the purchaser to supplier upon successful commissioning and uninterrupted functioning of the system for a specific period of time after issuance of PAC on purchaser's premises. e. Pre Shipment Inspection (PSI) will ensure that production complies with specifications mentioned in tender document (Section 6 and 7). Samples shall be selected at random, according to standards and procedures. f. Business Day means any day (other than Fridays, Saturdays or public holidays) on which commercial banks are ordinarily open for banking business in Dhaka, Bangladesh. g. Hardware (HW) means the tangible Equipment (excluding Software or Firmware) supplied by service provider to Customer, e.g. servers, racks, shelves, cards.



- h. **Confidential Information** means this Agreement and any and all information of the Disclosing Party disclosed by or on behalf of the Disclosing Party in relation to or for the purpose of this Agreement, whether disclosed before or after the date hereof, whether in written or electronic format, oral or otherwise, and whether or not labelled or identified as "Confidential" at the time of disclosure, including, without limitation, information relating to its business, financial condition, marketing strategies, know-how, Supplier, customers, operations, pricing and technical information, and also includes any documents or materials in whatever form prepared by the Receiving Party and/or its Permitted Recipients using or incorporating any Confidential.
- i. **Firmware** means Software embedded in the particular item of Hardware. For the purposes of this Contract, Firmware will be treated as Software with regard to Software Right to Use and Intellectual Property Rights.
- j. **Intellectual Property Rights** means patents (including utility models), design patents, designs (whether or not capable of registration), chip topography rights, business methods, service processes, databases, and other like protection, copyright, trademark and any other form of statutory protection of any kind and any applications for any of the foregoing as well as any trade secrets.
- k. **Parties** mean both Supplier and the Purchaser.
- l. **Party** means either Supplier or the Purchaser.
- m. **Perpetual License** means a license with no expiry date. It authorizes an individual to use a program/ software for an indefinite period.
- n. **Software** means the set of machine-readable instructions designed, developed and manufactured by the Contractor or its partners, and necessary for the control, operation and performance of the system in accordance with the system specification.
- o. **Update and Upgrade** where Update means updates or patches applied to current/same version of system. And Upgrade means generally a replacement of existing system with a newer or better system.
- p. **Integration** means the process of linking together components from various sub-systems into one system (An accumulation of subsystems co-operating so that the system is able to deliver the required functionality) and ensuring that the subsystems function together as a complete operational system. Integration to be done through API (Application Program Interface).
- q. **Maintenance** means an ongoing activity, which covers a wide variety of activities with the detailed scope of service support to ensure system availability to meet the operational requirements.
- r. **Migration** means the process of transferring resources to a newer infrastructure or a different hardware/software platform for the purpose of keeping up with current technological trend and/or to gain better operational functionalities. It also includes System Migration/ Data Migration/ Storage Migration and so on.

	<p>s. Annual maintenance contract (AMC) gives the assurance to purchaser that a support service is available round the clock. This agreement ensures that suppliers offer the best of the benefits to purchaser to keep the system operational at all the time with the latest and greatest version as soon as new functionality is ready and released.</p> <p>t. COTS means Commercial off-the-shelf. It is a formal term for commercial item which includes services, available in the commercial marketplace that can be bought and used in deployed system.</p>
<p>GCC 2.1</p>	<p>If any time any conflict arises between parties of this contract and the GCC Clauses, the GCC clauses shall be prevailed.</p>
<p>GCC 3.1</p>	<p>For notices, the Purchaser's contact details shall be: Attention: Project Director, 'Strengthening Capacity of Anti-Corruption Commission' Project, Address: Anti-Corruption Commission, Bangladesh, 1 Segunbagicha, Dhaka. Telephone: 02-58316476 Electronic mail address: pd.strengthening@acc.org.bd</p> <p>For notices, the Supplier's contact details shall be: Shall be provided by supplier.</p> <p>Attention: Telephone number: Mobile number: Facsimile number: Electronic mail address:</p>



GCC 7.1(i)	<p>The following documents shall also be part of the Contract: <i>[insert the name of the documents]</i></p> <p>List of required documents:</p> <ol style="list-style-type: none"> 1. Technical bidding documents. 2. Financial bidding documents. 3. Technical Specification as given in Tender document (Specified in section -7) 4. Annual Maintenance & Service Support plan; 5. Detail list of equipment; 6. Complete implementation plan; 7. Delivery schedule of Hardware, Software & Others separately; 8. Information about "Packing process" of products; 9. Procedure, Place, No. of Inspecting officials in case of physical inspection; 10. Final Acceptance Test Specification Forms; 11. Technical Service Support Agreements; 12. Service Level Agreements; 13. Any other required documents. <p>Supplier's response to technical specifications including all necessary documents, drawings and write-ups justifying compliance with the tender and that should fulfill the aim and objective of this project specified in section - 7;</p>
GCC 8 (a)	<p><i>The scope of Supply shall be defined in: Section 6, Schedule of Requirements.</i></p>
GCC 8 (c)	<p>All hardware must be brand-new and year of production should be latest from the year of implementation. Supplier to ensure the availability of the spare parts by providing a certificate up to warranty period to keep this system functional and operational.</p>
GCC 8 (d)	<p>(a) Supplier must provide highest hardware configuration to comply the latest technology at given price range.</p> <p>(b) Goods to be supplied are detailed in the Price Schedules and in general include:</p> <ol style="list-style-type: none"> i. Commercially available hardware and spare parts. ii. Computer firmware and software

GCC 8 (e)	<p>Subject to the agreements between the Supplier and the Purchaser to protect the Supplier's Intellectual Property and Confidential Information, the Supplier will fully support integration with future solutions by other vendors, as requested by Purchaser, and provided that:</p> <p>(a) It is technically feasible for Supplier supplied systems covered by this Agreement to be upgraded to support partner systems.</p> <p>(b) Other vendors are willing to enter into a mutually agreeable interface specification between Supplier and other vendor systems.</p> <p>(c) Purchaser and Supplier are able to mutually agree to respective timing impact on any existing deliveries and development/implementation/integration with other vendor systems, and delivery time frames for upgraded systems that can be integrated with other vendor systems.</p> <p>(d) In the event that it is not technically feasible or cost prohibitive to upgrade an existing Supplier supplied system, and an option is available to support other vendor systems by replacing supplied systems, then the Supplier will provide a proposal to Purchaser with new solution, timing of delivery and pricing information for Purchaser's approval.</p>
GCC 8 (f)	<p>Supplier will fully support Purchaser towards upgrading the systems provided in this Agreement to support future emerging network technologies to the extent that:</p> <p>(a) It is technically feasible for Supplier supplied systems covered by this Agreement to be upgraded to support emerging networks/protocols/applications.</p> <p>(b) Purchaser and Supplier are able to mutually agree to respective timing impact on any existing deliveries, and development and implementation, and delivery time frames for upgraded systems.</p> <p>(c) In the event that it is not technically feasible or cost prohibitive to upgrade an existing Supplier supplied system, and an option is available to support emerging network technologies by replacing supplied systems, then the Supplier will provide a proposal to Purchaser with new solution, timing of delivery and pricing information for Purchaser's approval.</p>
GCC 9.1	<p>The Supplier shall not assign his rights or obligations under the Contract, in whole or in part, except with the Procuring Entity's prior written consent.</p>
GCC 10.2	<p>Delivery of Goods and completion of Related Services (as decided by Purchaser) to be supplied under the Contract should be originated from Eligible Countries. The Eligible Countries are:</p> <p>EU/USA/UK/CANADA/RUSSIA/Equivalent Standard Countries.</p>
GCC 13.1	<p>The Purchaser should not be liable for any infringement of intellectual property rights arising from use of the goods procured. In case there are third-party claims of such infringement of patent, trademark, or industrial design rights, the supplier must indemnify and hold the Purchaser free and harmless against such claims and shall not be in contravention of The Trademark Act, 2008 and The Patents and Designs Act, 1911.</p>
GCC 14.1	<p>For all items furnished to Purchaser by Supplier, all copyright, design right and trademarks collectively known as Intellectual Property Rights shall remain vested in the Supplier. But Purchaser will have full ownership of the system.</p>



GCC 15.1	Any subcontracting arrangements made during contract implementation and not disclosed at the time of the Tendering shall not be allowed without prior written consent from the Purchaser. Such subcontracting may only be exercised in an unavoidable circumstance to be accepted by the purchaser.
GCC 16.1	<p>(a) Supplier will be responsible for providing all goods and services covered by Supplier and its partners under “Procurement of Questioned Documents and Currency Examination System and Related Services”. Supplier will serve as the single point of contact for delivering, implementing, integration, testing, supporting and training (if any) all products that are part of the Tender.</p> <p>(b) The Supplier will have overall responsibility for coordinating all the project resources to ensure project success.</p> <p>(c) Supplier will work with Purchaser to ensure prioritized delivery of the “Questioned Documents And Currency Examination System and Related Services” in a suitable number of phases as agreed mutually by Supplier and Purchaser, and in accordance with priorities and needs stated by Purchaser.</p> <p>(d) The supplier’s expert will carry out necessary installation, programming for successful commissioning of the system without involving any cost to purchaser. Purchaser will only provide necessary space to supplier for the installation. and all expenses to meet operational needs (server room, user stations etc.) including beautification of the space (World class standard) to be borne by supplier.</p>
GCC 17.1	Whenever the performance of the obligations in this Contract requires that the Supplier obtain permits, approvals and other license from local public authorities, Purchaser may, if so needed by the Supplier, make its best effort to assist the Supplier in complying with such requirements in a timely and expeditious manner. However, the supplier shall bear the costs of such permits and/or licenses.
GCC 20.2	<p>The packing, marking and documentation inside and outside the packages shall be:<i>[insert in detail the type of packing required, the markings in the packing and all documentation required]</i></p> <p>The outer packing may be clearly marked on at least four sides as follows:</p> <p>Name and address of Procuring Entity Name of the procuring Items. Name of the Supplier Contract Description Gross weight Total Package number Brief description of the content Any special lifting instructions Any special handling instructions</p>



<p>GCC 21.1</p>	<p>A. The details of shipping and other documents to be furnished by the Supplier shall be specified in the PCC, and shall be received by the Purchaser at least one week before arrival of the Goods and, if not received the Supplier shall be responsible for consequential expenses. The documents to be furnished by the Supplier as follows:</p> <ol style="list-style-type: none"> a. Copies of Supplier's invoice showing goods' description, quantity, unit price, total amount; b. Delivery note, railway receipt, or truck receipt; c. Manufacturer's/ Supplier's warranty certificate (if any); d. Inspection certificate issued by the nominated inspection agency (or Procuring Entity) and/ or the Supplier's factory inspection report (if any); e. Certificate of origin, if any. <p>B. Delay in Dispatch of Document: In the event of any delay in dispatch of the shipping documents or their incorrect preparation, the supplier and local agent shall be responsible for any demurrage charge, extra handling charges or any other direct expenses arising there from.</p> <p>C. The Suppliers shall supply list of following technical documents for the system not later than ten (10) days prior to delivery of the relevant Equipment free of cost:</p> <ol style="list-style-type: none"> i. Operating, Maintenance and Repair Manual of the system. All manuals shall be complete, easy to use and comprehensive and shall be supplied in English in paper and soft copies. Technical documents should contain pictorial presentation with glossary. ii. Album of layout diagram of the system. iii. Backup of all software along with instruction. iv. Any other related documents, instruction etc. required for smooth operation and maintenance of the system are also to be provided
<p>GCC 22.1</p>	<p>Acceptance by the Procuring Entity shall be processed as specified in clause 22.2 in the form of an Acceptance Certificate, unless any defects in the supply, any damage during transportation or any failure to meet the required performance criteria of the supply are identified and reported to the Supplier as stated under GCC Clause 29 and 30. In such cases the Acceptance Certificate will be issued only for those parts of the contract supplies which are accepted. The Acceptance Certificate for the remaining supplies will only be issued after the Supplier has remedied the defects and/or any non-conformity under GCC Clause 29 and GCC Clause 30.</p>



GCC 22.2	<p>1. Supplier to ensure specific time period before all acceptance testing for each hardware and software as mentioned in section 6 Implementation Plan.</p> <p>2. The appropriate Technical Inspection and Acceptance Committee of the Purchaser must commence the inspection and acceptance process as follows:</p> <p>(a) Delivery Confirmation: After hardware delivery Confirmation at purchaser's site.</p> <p>(b) Final Acceptance Certificate (FAC) of the delivered System: The system will remain operational from cut-off and go-live. If found successful and meets necessary operational requirements as per aim and objectives for uninterrupted minimum 30 days, the acceptance process will commence accordingly.</p> <p>3. Acceptance Criteria (Delivery Confirmation and FAC) document to be submitted by the Supplier two (2) weeks prior to the date of each Acceptance testing. However, Purchaser has all the liberty to change criteria as per the technical specification, which shall fulfill the aim and objectives of this project.</p>
GCC 23.1	<p>a. The Contract price is: BDT _____ (excluding VAT, TAX, AIT and custom duty)</p> <p>b. The total price for the Subject of the Contract should include all required hardware, software and others including cost related to update, upgrade, maintenance, replacement, service support, migration, integration, transmission, installation, implementation, annual subscription fee (if any), warranty, PSI/ FAT (if needed), packaging, LC Handling Charge, Bank Commission, C&F charge and transportation of currier items, shipment and any other item/ services to keep the system functional.</p> <p>c. The total price includes all other expenses (if any) in the mentioned Contract period. No extra money will be paid to supplier other than the contract price at GCC 23.1.a.</p>
GCC 24.1	<p>It is assumed that Purchaser has made reasonable arrangements to receive goods any time from the Supplier at the delivery Site of the Purchaser and this is the responsibility of both parties. Technical expert of supplier will extend supports to receive goods properly and store accordingly ensuring the safety and security of the delivered goods. In this case, if supplier requires any space to use as storehouse, the temporary arrangements will be done by their own cost. The Supplier shall notify the Purchaser, with at least seven (7) days' advance written notice of delivery, to enable the Purchaser to have adequate persons available to accept and sign for the delivery.</p>
GCC 24.2	<p>Transportation of goods up to Purchaser's premises shall be the responsibility of Supplier.</p>

GCC 25.1	<p>The payments shall be made as follows:</p> <ol style="list-style-type: none"> i. Bill must be paid as mentioned in the contract. ii. No payment will be disbursed until the deposition of Performance Guarantee (PG) as per the format (provided by Purchaser) to the supplier. iii. A completion certificate must be attached with the bill and delivery challan. iv. Payment to be claimed by Supplier after the approval from purchaser. v. All related payments will be disbursed upon issuance of written confirmation from the purchaser. vi. All charges (if any) except the Proforma in section – 5 as “Price Schedule for Goods (Form PG3-4A & 4B)” of the tender document will be borne by the supplier. No extra payment will be paid to the supplier except the contract price. vii. Payment will be made upon the completion of Delivery confirmation, Final Acceptance Certificate (FAC) as per following procedure. viii. Payment procedures for the procured system will be as follows: <ol style="list-style-type: none"> i. 100% Payment after Final Acceptance Certificate (FAC): Purchaser will provide Supplier, a certificate of Final Acceptance Test completion documentation via email, to be followed by hard copy upon the confirmation of purchaser. 100% of contract price will be paid after issuing Final Acceptance Certificate (FAC) upon successful installation of the system and uninterrupted functioning for minimum 30 days and successful completion of local training. a. Annual Maintenance Contract (AMC) and Service level agreement (SLA) shall be free of cost for the first 03 (three) years after FAC i.e. warranty period. Supplier to propose the hardware, software, spare parts list during submission of tender document that should be available during warranty period. All other expenses will be borne by the supplier to keep the system operational.
GCC 25.3	<p>Payments shall be made in no case later than the 45 (Forty Five days) days after submission of an invoice or request for payment by the Supplier, and after the procuring Entity has accepted/approved it.</p>
GCC 25.4	<p>Currency: Payment shall be made to the Supplier under this Contract shall be in Bangladeshi Taka (BDT) Currency through the office of the Controller General of Accounts of Bangladesh (CAGB office).</p>



GCC 26.1	<p>Insurance: The Goods supplied under this Contract shall be fully insured by the Supplier in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage, and delivery. The Goods remain at the risk and title of the Supplier until their final acceptance by the PROCURING ENTITY.</p> <p>However, the full insurance will be covered by the supplier up to delivering to the office of the purchaser (Site), installation, test and run of the system. Insurance amount must be paid in BDT.</p>
GCC 30.1	<p>The inspections and tests shall be: <i>Yes. Supplier to insert type of test, time, place, procedures for inspections and tests which will be vetted by the Purchaser.</i></p> <p>The Purchaser shall have the right to test the Goods delivered and services performed to confirm their conformity to the Contract Specifications as follows:</p> <p>a) <u>Delivery Confirmation:</u></p> <ol style="list-style-type: none"> i. Delivery Confirmation will be conducted at Purchaser's premises upon the delivery of goods. ii. Necessary documents related to delivery confirmation test shall be forwarded to the Purchaser during delivery of goods to Purchaser defined delivery Site. <p>b) <u>Final Acceptance Certificate (FAC) of the delivered system:</u></p> <ol style="list-style-type: none"> i. Suppliers should inform the exact date of carrying out Final Acceptance tests. <p>d) The supplier shall at its own expense and at no cost to the Purchaser, carry out all such tests of the Goods and related services as are specified in the Contract.</p> <p>e) Supplier will provide necessary format with checking criteria for Delivery Confirmation and Final Acceptance Test, at least 10 days prior to each test that will serve as a guideline for subsequent tests. The test procedures should fulfill the operational requirements which are mentioned in aim and objectives and the specification of this system.</p> <p>f) However, Purchaser has all the liberty to change criteria as per the technical specification, which shall fulfill the aim and objective of this System.</p>
GCC 30.2	<p>The Supplier shall provide the Purchaser with a report of the results of any such mentioned test specified in GCC 30.1 or reasonably requested tests.</p>
GCC 30.7	<p>The Purchaser may reject reasonably any goods or any part thereof that fail to pass any reasonable test and or reasonable inspection or do not in material terms conform to the specifications. In the event that the Purchaser is to reject any goods that rejection must be in writing. In this case supplier will be responsible to replace the item within 7-14 calendar days.</p>



<p>GCC 31.3</p>	<p>a) The warranty periods may vary among the various items and lots. b) Warranty of all system as part of this tender will be considered after signing of respective FAC and all necessary licenses must be perpetual. c) Warranty Service is required for hardware, software and related services.</p> <ol style="list-style-type: none"> i. Hardware: The Warranty Period shall be three (3) years from the date of issuance of Final Acceptance Certificate by Purchaser to Supplier. ii. COTS Hardware: The warranty period shall be three (3) years from the date of issuance of Final Acceptance Certificate by Purchaser to Supplier. iii. Software: Perpetual License. <p>For purpose of the Warranty, the place(s) of final destination(s) shall be:</p> <p>Place of final destination:</p> <p>Attention: Project Director, 'Strengthening Capacity of Anti-Corruption Commission' Project, Address: Anti-Corruption Commission, Bangladesh, 1 Segunbagicha, Dhaka. Telephone: 02-58316476 Electronic mail address: pd.strengthening@acc.org.bd</p>
<p>GCC 31.7</p>	<p>Warranty Repair/Replacement.</p> <ol style="list-style-type: none"> a. Refer to Warranty, Maintenance and Service Level Agreement documents that are a part of this Agreement. The Supplier shall correct any defects covered by the Warranty within SLA as mentioned in AMC of being notified by the Purchaser of the occurrence of such defects. b. Otherwise supplier should notify purchaser officially informing the difficulties and nature of problem. c. It is to be mentioned that, supplier or local agent will process for shipment as soon as possible from the date of reporting the defects. d. Warranty period excludes when equipment's are in the process of repair and maintenance and out of purchaser's premises. e. All costs for repair/replacement of the faulty system to be borne by Supplier, which includes transportation up to, and from purchaser's premises. f. If this contract period does not cover any kind of update/upgrade, Supplier to be liable to refund the quoted amount for the update/upgrade as per the notification of the Purchaser.



GCC 33.1	<p>a. If the Supplier fails to deliver any or all of the Goods by the Date(s) of delivery and/or perform the Related Services within the period as stated under section 6 - Schedule of Requirements of the tender document, the Purchaser shall, without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages. The applicable rate for liquidated damages for delay shall be: 1% (one), percent of the Contract Price of the delayed Goods or unperformed Related services for each 07 days of delay until actual delivery or performance.</p> <p>b. The maximum amount of liquidated damages shall be: Maximum amount for liquidated damages, will be Ten (10%) percent of the Contract Price. Once the maximum deduction is reached, the Purchaser may terminate the Contract as stated under GCC clause 42 (Termination for default).</p> <p>c. Non-performance penalty percentage will be as decided by purchaser on following cases of:</p> <ul style="list-style-type: none"> i. Deviation from technical specification in system installation unknowing to the Purchaser. ii. Breach in system security by Supplier through modification, installation, inside and outside attack unknowing to the Purchaser. iii. Deviation from the Aim and Objectives of the contract.
GCC 42.2(b)	If arise any difficulties in this purchase procedures in that case GCC clauses will Prevail.
GCC 42.3(b)	Arbitration: The arbitration shall be conducted in accordance with the Arbitration Act (Act No 1 of 2001) of Bangladesh as at present in force in Dhaka, Bangladesh.



Section 5. Tender and Contract Forms

Form Title

Tender Forms

- PG3 – 1 Tender Submission Letter
- PG3 – 2 Tenderer Information Sheet
- PG3 – 3 Subcontractor Information (*if applicable*)
- PG3 – 4A Price Schedule for Goods
- PG3 – 4B Price Schedule for Related Services
- PG3 – 5 Specifications Submission and Compliance Sheet
- PG3 – 6 Manufacturer's Authorisation Letter
- PG3 – 7 Bank Guarantee for Tender Security(*when this option is chosen*)
- PG3 – 8 Bank's Commitment for Line of Credit (*when this option is chosen*)

Contract Forms

- PG3 – 9 Notification of Award
- PG3–10 Contract Agreement
- PG3 – 11 Bank Guarantee for Performance Security(*when this option is chosen*)
- PG3 – 12 Bank Guarantee for Advance Payment(*if applicable*)

Forms PG3-1 to PG3-8 comprises part of the Tender and should be completed as stated in ITT Clause 21.

Forms PG3-9 to PG3-12comprises part of the Contract as stated in GCC Clause7.

Tender Submission Letter (Form PG3 – 1)

[This letter shall be completed and signed by the Authorised Signatory preferably on the Letter-Head pad of the Tenderer].

To: <i>[Contact Person]</i> <i>[Name of Procuring Entity]</i> <i>[Address of Procuring Entity]</i>	Date:
Invitation for Tender No:	IFT No _____
Tender Package No:	Package No _____
Lot No <i>(when applicable)</i>	Lot No _____

We, the undersigned, tender to supply in conformity with the Tender Document the following Goods and related services, viz:

In accordance with ITT Clauses 24 and 25, the following price applies to our Tender:

The Tender Price is: Tk. _____
 (ITT Sub Clause 24.10 and 25.1) *[in figures]*

Taka _____
[in words]

The advance payment (when applicable) is: Tk. _____
[insert the amount based on percentage of the Tender Price] *[in figures]*

(GCC Sub Clause 25.1) Taka _____
[in words]

and we shall accordingly submit an Advance Payment Guarantee in the format shown in Form **PG3 - 11**.

In accordance with ITT Clause 23, the following discounts apply to our Tender:

The unconditional discount for being awarded more than one lot in this package is: Tk. _____
 (ITT Sub Clause 24.11 and 25.1) *[in figures]*

Taka _____
[in words]

The methodology for application of the discount is:
[state the methodology]

(ITT Sub Clause 24.12 and 25.1)

*Delete **BOX**, if this Tender is being invited for **Single Package or Single Lot***

Mandatory Spare parts Price (when Economic Factor applicable) is: Tk. _____
 (ITT Sub Clause 52.6) *[in figures]*

Taka _____
[in words]

S

In signing this letter, and in submitting our Tender, we also confirm that:

- a) our Tender shall be valid for the period stated in the Tender Data Sheet (ITT SubClause 29.1) and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- b) a Tender Security is attached in the form of a *[Pay Order / Bank Draft / Bank Guarantee]* in the amount stated in the Tender Data Sheet (ITT Clause 31) and valid for a period of twenty-eight (28) days beyond the Tender Validity date;
- c) if our Tender is accepted, we commit to furnishing a Performance Security in the amount stated in the Tender Data Sheet (ITT Sub Clause 62.1) in the form stated in Tender Data Sheet (ITT Sub Clause 63.1) and valid for a period of twenty-eight (28) days beyond the date of completion of our performance obligations;
- d) we have examined and have no reservations to the Tender Document, issued by you on *[insert date]*;

including Addendum to Tender Documents No(s) *[state numbers]* ,issued in accordance with the Instructions to Tenderers (ITT Clause 11). *[insert the number and issuing date of each addendum; or delete this sentence if no Addendum have been issued]*;

- e) we, including as applicable, subcontractor for any part of the contract resulting from this Tender process, have nationalities from eligible countries, in accordance with ITT Sub Clause 5.1;
- f) we are submitting this Tender as a sole Tenderer
- g) we are not a Government owned entity as defined in ITT Sub Clause 5.10 or we are a Government owned entity, and we meet the requirements of ITT Sub Clause 5.10];
(delete one of the above as appropriate)
- h) we, declare that we are not associated, nor have been associated in the past, directly or indirectly, with a consultant or any other entity that has prepared the design, specifications and other documents, in accordance with ITT SubClause 5.6;
- i) we, including as applicable Subcontractor have not been declared ineligible by the Government of Bangladesh or the Development Partner, under the laws of Bangladesh or official regulations or by an act of compliance with a decision of the United Nations Security Council on charges of engaging in corrupt, fraudulent, collusive, coercive (or obstructive in case of Development Partner)practices, in accordance with ITT Sub Clause 5.9;
- j) furthermore, we are aware of ITT Sub Clause 4.2 concerning such practices and pledge not to indulge in such practices in competing for or in executing the Contract;
- k) we intend to subcontract an activity or part of the Supply, in accordance with ITT Sub Clause 16.1 to the following Subcontractor(s);



Nature of the Supply or related service Name and address of Subcontractor

- l) we, confirm that we do not have a record of poor performance, such as abandoning the Supply, not properly completing contracts, inordinate delays, or financial failure as stated in ITT Sub Clause 5.8, and that we do not have, or have had, any litigation against us, other than that stated in the Tenderer Information Sheet (Form PG3-2);
- m) we are not participating as Tenderers in more than one Tender in this Tendering process. We understand that your written Notification of Award shall become a binding Contract between us, until a formal Contract is prepared and executed;
- n) we understand that you reserve the right to accept or reject any Tender, to cancel the Tender proceedings, or to reject all Tenders, without incurring any liability to Tenderers, in accordance with ITT Clause 57.1.

Signature:

<i>[insert signature of authorised representative of the Tenderer]</i>
--

Name:

<i>[insert full name of signatory with National ID]</i>

In the capacity of:

<i>[insert designation of signatory]</i>
--

Duly authorised to sign the Tender for and on behalf of the Tenderer

[If there is more than one (1) signatory add other boxes and sign accordingly].

Attachment 1: Written confirmation authorising the above signatory (ies) to commit the Tenderer, in accordance with ITT Sub-Clause 36.3;

Tenderer Information Sheet (Form PG3-2)

[The Tenderer shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted]

Invitation for Tender No: [IFT No]

Date [Insert date of
Tender
Submission]

Tender Package No: [Package No]

Lot No. (when applicable) [Lot No]

1. Eligibility Information of the Tenderer [ITT Clauses 5 & 26]			
1.1	Tenderer's Legal Name:		
1.2	Tenderer's legal address in Country of Registration		
1.4	Tenderer's Year of Registration		
1.5	Tenderer's legal status [complete the relevant box]		
	Proprietorship		
	Partnership		
	Limited Liability Concern		
	Government-owned Enterprise		
	Others [please describe, if applicable]		
1.6	Tenderer's Authorised Representative Information		
	Name		
	National ID number		
	Address		
	Telephone / Fax Numbers		
	e-mail address		
1.7	Litigation [ITT Cause 13]		
	A. No pending litigation <input type="checkbox"/> [if no pending litigation put Tick Mark in Box]		
	B. Pending litigation		
	Year	Matter in dispute	Value of Pending Claim in Taka
			Value of Pending Claim as Percentage of Net Worth

1.8	Tenderer to attach photocopies of the original documents mentioned aside	[All documents required under ITT Clauses 5 and 26]
The following two information are applicable for National Tenderers		
1.9	Tenderer's Value Added Tax Registration (VAT) Number	
1.10	Tenderer's Tax Identification Number(TIN)	
[The foreign Tenderers, in accordance with ITT Sub Clause 5.1, shall provide evidence by a written declaration to that effect to demonstrate that it meets the criterion]		
2. Qualification Information of the Tenderer [ITT Clause 28]		
2.1	General Experience in the supply of Goods and related services of Tenderer [State years of experience]	
2.2	Specific Experience of satisfactory completion of supply of similar Goods	
	Contract No	[insert reference no] of [insert year]
	Name of Contract	[insert name]
	Award date	[insert date]
	Completion date	[insert date]
	Total Contract Value	[insert amount]
	Procuring Entity's Name Address Tel / Fax e-mail	
	Brief description with justifications of the similarity compared to the Procuring Entity's requirements	[state justification in support of its similarity compared to the proposed supply]
2.3	Supply and/or production capacity of Goods are:	
	Year	Quantity
		Type of Goods
2.4	Liquid assets available	
	No	Source of Financing
		Amount Available

Subcontractor Information (Form PG3-3)

[This Form should be completed by each Subcontractor, preferably on its Letter-Head Pad]

Invitation for Tender No: [IFT No]
 Tender Package No [Package No]
 Lot No. (when applicable) [Lot No]

1. Eligibility Information of the Subcontractor [ITT Clause 5 and 26]	
1.1	Nationality of Individual or country of Registration
1.2	Subcontractor's legal title
1.3	Subcontractor's registered address
1.4	Subcontractor's legal status <i>[complete the relevant box]</i>
	Proprietorship
	Partnership
	Limited Liability Concern
	Government-owned Enterprise
	Other (please describe)
1.5	Subcontractor's year of registration
1.6	Subcontractor's authorised representative details
	Name
	Address
	Telephone / Fax numbers
	e-mail address
1.7	Subcontractor to attach copies of the following original documents
	All documents to the extent relevant to ITT Clause 5 and 26 in support of its qualifications
The following two information are applicable for national Subcontractors	
1.8	Subcontractor's Value Added Tax Registration (VAT) Number
1.9	Subcontractor's Tax Identification Number(TIN)

[The foreign Subcontractors , in accordance with ITT Sub Clause 5.1, shall provide evidence by a written declaration to that effect to demonstrate that it meets the criterion]		
2. Key Activity(ies) for which it is intended to be Subcontracted [ITT Sub Clause 16.1]		
2.1	Elements of Activity	Brief description of Activity
2.2	List of Similar Contracts in which the proposed Subcontractor had been engaged	
	Name of Contract and Year of Execution	
	Value of Contract	
	Name of Procuring Entity	
	Contact Person and contact details	
	Type of Work performed	

Price Schedule for Goods (Form PG3-4A)

Invitation for Tender No:		Date:	
Tender Package No:		Package Description:	<i>[enter description as specified in Section 6]</i>
Tender Lot No:		Lot Description:	<i>[enter description as specified in Section 6]</i>

A: PRICE OF GOODS(Including Spare Parts, if any) AND DELIVERY SCHEDULE

1	2	3	3	4	5	6	7	8
Item N° .	Description Of Item	Country of Origin	Unit of Measurement	Qty Of units Required	Unit price	Total price (col. 4 × 5)	Point of Delivery as per Schedule of Requirement	Delivery Period Offered as per Schedule of Requirement
					(Note1)		(Note2)	

Note 1: All unit rates and prices quoted by the Tenderers against each basic item or activity shall include the Tenderer's profit, overheads, VAT and all other charges including corresponding incidental service charges and premiums for banking and insurances, as applicable *and shall be the delivered price in final destination or at point of delivery and, thus forth the total Tender Price quoted by the Tenderers*

Note 2: *Tenderer will complete these columns as appropriate following the details specified in Section 6: Schedule of Requirements*

Signature:	<i>[insert signature of authorised representative of the Tenderer]</i>
Name:	<i>[insert full name of signatory with National ID]</i>
In the capacity of:	<i>[insert designation of signatory]</i>
Duly authorised to sign the Tender for and on behalf of the Tenderer	



Price Schedule for Related Services (Form PG3-4B)1

Invitation for Tender No:		Date:	
Tender Package No:		Package Description:	<i>[enter description as specified in Section 6]</i>
Tender Lot No:		Lot Description:	<i>[enter description as specified in Section 6]</i>

B: PRICE OF RELATED SERVICES (Including Incidental services, if any) AND COMPLETION SCHEDULE

1	2	3	3	4	5	6	7	
Item N° .	Description Of Item	Country of Origin	Unit of Measurement	Qty Of units Required	Unit price	Total price (col. 4 × 5)	Point of Completion as per Schedule of Requirement	Completion Schedule Offered as per Schedule of Requirement
					(Note1)		(Note2)	

Note 1: All unit rates and prices quoted by the Tenderers against each basic item or activity shall include the Tenderer's profit, overheads, VAT and all other charges including corresponding incidental service charges and premiums for banking and insurances, as applicable, and shall be the delivered price in final destination or at point of delivery and, thus forth the total Tender Price quoted by the Tenderers.

Note 2: Tenderers will complete these columns as appropriate following the details specified in Section 6: Schedule of Requirements

Signature:	<i>[insert signature of authorised representative of the Tenderer]</i>
Name:	<i>[insert full name of signatory with National ID]</i>
In the capacity of:	<i>[insert designation of signatory]</i>
Duly authorised to sign the Tender for and on behalf of the Tenderer	



Specifications Submission and Compliance Sheet (Form PG3-5)

Invitation for Tender No:
Tender Package No:

Date:
Package Description: *[enter description as specified in Section 6]*

Tender Lot No:

Lot Description: *[enter description as specified in Section 6]*

Item No.	Name of Goods or Related Service	Country of Origin	Make and Model <i>(when applicable)</i>	Full Technical Specifications and Standards
1	2	3	4	5
	FOR GOODS			Note 1
	FOR RELATED SERVICES			

[The Tenderer should complete all the columns as required]

Signature:	<i>[insert signature of authorised representative of the Tenderer]</i>
Name:	<i>[insert full name of signatory with National ID]</i>
In the capacity of:	<i>[insert designation of signatory]</i>
Duly authorised to sign the Tender for and on behalf of the Tenderer	



Manufacturer's Authorisation Letter (Form PG3 - 6)

[The Tenderer shall require the Manufacturer to fill in this Form in accordance with the instructions indicated. This letter of authorization should be on the letterhead of the Manufacturer and should be signed by a person with the proper authority to sign documents that are binding on the Manufacturer.]

[The Tenderer shall include it in its Tender, if so indicated in the TDS as stated under ITT SubClause 27.1 (f)]

Invitation for Tender No:	Date:
Tender Package No:	
Tender Lot No (when applicable):	
To: [Name and address of Procuring Entity]	

WHEREAS

We *[insert complete name of Manufacturer]*,

who are official manufacturers of *[insert type of goods manufactured]*, having factories at *[insert full address of Manufacturer's factories]*, do hereby

authorize *[insert complete name of Tenderer]* to supply the following Goods, manufactured by us *[insert name and or brief description of the Goods]*.

We hereby extend our full guarantee and warranty as stated under GCC Clause 31 of the General Conditions of Contract, with respect to the Goods offered by the above Tenderer.

Signed: *[insert signature(s) of authorized representative(s) of the Manufacturer]*

Name: *[insert complete name(s) of authorized representative(s) of the Manufacturer]*

Address: *[insert full address including Fax and e-mail]*

Title: *[insert title]*

Date: *[insert date of signing]*

Bank Guarantee for Tender Security (Form PG3 – 7)

[this is the format for the Tender Security to be issued by a scheduled Bank of Bangladesh as stated under ITT Clause 31 and 32]

Invitation for Tender No:

Date:

Tender Package No:

Tender Lot No:

To:

[Name and address of Procuring Entity]

TENDER GUARANTEE No:[insert number]

We have been informed that *[insert name of Tenderer]* (hereinafter called "the Tenderer") intends to submit to you its Tender dated *[insert date of Tender]* (hereinafter called "the Tender") for the supply of *[description of goods and related services]* under the above Invitation for Tenders (hereinafter called "the IFT").

Furthermore, we understand that, according to your conditions, Tenders must be supported by a Bank Guarantee for Tender Security.

At the request of the Tenderer, we *[insert name of Bank]* hereby irrevocably unconditionally undertake to pay you, without cavil or argument, any sum or sums not exceeding in total an amount of Tk *[insert amount in figures and in words]* upon receipt by us of your first written demand accompanied by a written statement that the Tenderer is in breach of its obligation(s) under the Tender conditions, because the Tenderer:

- a. has withdrawn its Tender after opening of Tenders but within the validity of the Tender Security ; or
- b. refused to accept the Notification of Award (NOA) within the period as stated under Instructions to Tenderers (ITT) ; or
- c. failed to furnish Performance Security within the period as stipulated in the NOA; or
- d. refused to sign the Contract Agreement by the time specified in the NOA; or
- e. did not accept the correction of the Tender price following the correction of the arithmetic errors in accordance with the ITT.

This guarantee will expire:

- (a) if the Tenderer is the successful Tenderer, upon our receipt of a copies of the contract signed by the Tenderer and the Performance Security issued to you in accordance with the ITT; or
- (b) if the Tenderer is not the successful Tenderer, twenty-eight (28) days after the expiration of the Tenderer's Tender validity period, being *[date of expiration of the Tender validity plus twenty-eight(28) days]*

Consequently, we must receive at the above-mentioned office any demand for payment under this guarantee on or before that date.

Signature

Seal

Letter of Commitment for Bank's Undertaking for Line of Credit (Form PG3-8)

[This is the format for the Credit Line to be issued by any scheduled Bank of Bangladesh in accordance with ITT Clause 28.1(d)]

Invitation for Tender No:

Date:

Tender Package No:

Lot No (when applicable):

To:

[Name and address of the Procuring Entity]

CREDIT COMMITMENT No: *[insert number]*

We have been informed that *[name of Tenderer]* (hereinafter called "the Tenderer") intends to submit to you its Tender (hereinafter called "the Tender") for the supply of Goods of *[description of Goods and related services]* under the above Invitation for Tenders (hereinafter called "the IFT").

Furthermore, we understand that, according to your conditions, the Tenderer's Financial Capacity i.e. Liquid Asset must be substantiated by a Letter of Commitment of Bank's Undertaking for Line of Credit.

At the request of, and arrangement with, the Tenderer, we *[name and address of the Bank]* do hereby agree and undertake that *[name and address of the Tenderer]* will be provided by us with a revolving line of credit, in case awarded the Contract, for the delivery of Goods and related services viz. *[insert name of supply]*, for an amount not less than BDT *[in figure]* (*in words*) for the sole purpose of the supply of Goods and related services under the above Contract. This Revolving Line of Credit will be maintained by us until issuance of "**Acceptance Certificate**" by the Procuring Entity.

In witness whereof, authorised representative of the Bank has hereunto signed and sealed this Letter of Commitment.

Signature

Signature



Notification of Award (Form PG3 - 9)

Contract No:

Date:

To:

[Name of Contractor]

This is to notify you that your Tender dated *[insert date]* for the supply of Goods and related Services for *[name of contract]* for the Contract Price of Tk *[state amount in figures and in words]* as corrected and modified in accordance with the Instructions to Tenderers, has been approved by *[name of Procuring Entity]*.

You are thus requested to take following actions:

- i. accept in writing the Notification of Award within seven (7) working days of its issuance pursuant to ITT Sub-Clause 61.3
- ii. furnish a Performance Security in the specified format and in the amount of Tk *[state amount in figures and words]*, within fourteen (14) days of receipt of this Notification of Award but not later than *(specify date)*, in accordance with ITT Clause 63.2
- iii. sign the Contract within twenty-eight (28) days of issuance of this Notification of Award but not later than *(specify date)*, in accordance with ITT Clause 66.2

You may proceed with the execution of the supply of Goods and related Services only upon completion of the above tasks. You may also please note that this Notification of Award shall constitute the formation of this Contract, which shall become binding upon you.

We attach the draft Contract and all other documents for your perusal and signature.

Signed

Duly authorised to sign for and on
behalf of *[name of Procuring Entity]*

Date:

Contract Agreement (Form PG3 -10)

THIS AGREEMENT made the [day] day of [month][year] between [name and address of Procuring Entity] (hereinafter called "the Procuring Entity") of the one part and [name and address of Supplier] (hereinafter called "the Supplier") of the other part:

WHEREAS the Procuring Entity invited Tenders for certain goods and related services, viz, [brief description of goods and related services] and has accepted a Tender by the Supplier for the supply of those goods and related services in the sum of Taka [Contract Price in figures and in words] (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the General Conditions of Contract hereafter referred to.
2. The following documents forming the Contract shall be in the following order of precedence, namely :
 - (a) the signed Form of Contract Agreement;
 - (b) the Notification of Award
 - (c) The completed Tender
 - (d) Particular Conditions of Contract;
 - (e) General Conditions of Contract;
 - (f) Technical Specifications;
 - (g) Drawings;
 - (h) Price Schedules and Schedule of Requirements and;
 - (i) other document including correspondences listed in the PCC forming part of the Contract
 - (j) AMC and SLA Agreement (As attached Annex - 'B')
3. In consideration of the payments to be made by the Procuring Entity to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Procuring Entity to provide the goods and related services and to remedy any defects therein in conformity in all respects with the provisions of the Contract.
4. The Procuring Entity hereby covenants to pay the Supplier in consideration of the provision of the goods and related services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of Bangladesh on the day, month and year first written above.

	For the Procuring Entity:	For the Supplier:
Signature		
Print Name		
Title		
In the presence of Name		
Address		



Bank Guarantee for Performance Security (Form PG3 – 11)

[this is the format for the Performance Security to be issued by a scheduled Bank of Bangladesh in accordance with ITT Sub Clause 63.1]

Contract No:

Date:

To:

[Name and address of Procuring Entity]

PERFORMANCE GUARANTEE No: *[insert number]*

We have been informed that *[Name of Supplier]* hereinafter called "the Supplier" has undertaken, pursuant to Contract No *[reference number of Contract]* dated *[date of Contract]* (hereinafter called "the Contract") for the supply of _____ under the Contract.

Here, _____ is the purchaser of _____ under the Contract.

Furthermore, we understand that, according to your conditions, Contracts must be supported by a performance bank guarantee (PG).

At the request of the purchaser, we *[Name of the Bank]* hereby irrevocably undertake to pay _____, Purchaser, without cavil or argument, any sum or sums not exceeding in total an amount of *[insert amount in figures and in words]* on that particular payment date upon receipt by Bank of your first written demand accompanied by a written statement that the Supplier is in breach of its obligation(s) under the Contract conditions, without you needing to prove or show grounds or reasons for your demand of the sum specified therein.

At the request of the purchaser, we *[Name of the Bank]* will release the said amount within seventy two (72) hours. The bank will release the money without showing any ground to the purchaser. Bank or supplier will not escalate this issue to judicial system of Bangladesh.

All service charges related to releasing the said amount to be borne by the supplier.

This guarantee is valid until *[Insert the Timeline]* consequently; we must receive at the above-mentioned office any demand for payment under this guarantee on or before that date. The duration of the guarantee can be increased/ reduced with the discretion of the Purchaser.

[Signatures of authorized representatives of the bank]

Signature

Seal

Bank Guarantee for Advance Payment (Form PG3 – 12)

[this is the format for the Advance Payment Security to be issued by a scheduled Bank of Bangladesh in accordance with GCC Clause 26.1]

Contract No:

Date:

To:

[Name and address of Procuring Entity]

ADVANCE PAYMENT GUARANTEE No: [insert number]

We have been informed that *[name of supplier]* (hereinafter called "the Supplier") has undertaken, pursuant to Contract No *[reference number of Contract]* dated *[date of Contract]* (hereinafter called "the Contract") for the supply of *[description of goods and related services]* under the Contract.

Furthermore, we understand that, according to your Particular Conditions of Contract Clause 25.1, Advance Payment(s) on Contracts must be supported by an irrevocable unconditional Bank Guarantee.

At the request of the Supplier, we *[name of bank]* hereby irrevocably unconditionally undertake to pay you, without cavil or argument, any sum or sums not exceeding in total an amount of Tk *[insert amount in figures and in words]* upon receipt by us of your first written demand accompanied by a written statement that the Supplier is in breach of its obligation(s) under the Contract conditions, without you needing to prove or show grounds or reasons for your demand of the sum specified therein.

We further agree that no change, addition or other modification of the terms of the Contract to be performed, or of any of the Contract documents which may be made between the Procuring Entity and the Supplier, shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

This guarantee is valid until *[date of validity of guarantee]*, consequently, we must receive at the above-mentioned office any demand for payment under this guarantee on or before that date.

[Signatures of authorized representatives of the bank]

Signature

Seal

Section 6. Schedule of Requirements

Invitation for Tender No:
Tender Package No:
Lot No (when applicable):

Date

The equipment of Questioned Documents And Currency Examination System& Related Services will be procured in single lot with Turnkey basis. For details, please refer to ANNEXURE A.

SI No	Particulars	Qty
1	Questioned Documents And Currency Examination System	1
2	Related Services	1
3	Spare Parts	As required

Detail technical specifications for whole System has been given in section 7. But apart from those, following additional requirements are considered imperative and integral for the project:

- a. Vendor must deliver highest hardware configuration at given price range even if a previous configuration has been submitted as part of tender process.
- b. Vendor must submit complete hardware, software, accessories & other BoQ and price separately for system specified in list of goods and delivery schedule.
- c. Vendor shall make all necessary arrangement for installation and commissioning of the solution at ACC Head Office. Vendor to ensure the installed solution components are functioning as per specification.
- d. Vendor will take all endeavors for methodical transfer of knowledge and technology for entire scope of the project. As such they will include purchaser's selected personnel from initial phase of system implementation and cut-over.
- e. Vendor shall prepare a responsibility matrix for each whole system where it will be clarified in specific the scope of responsibility for both purchaser and supplier.
- f. All systems procured as part of this tender will have perpetual licenses.
- g. The delivery of hardware, software and related all services to be completed by 150 calendar days from contract signing (Product delivery within 90 days, Installation & Functioning within 30 days, Training & Commissioning within 30 days).

A. List of Goods and Delivery Schedule

When completing Form PG3-2 the Tenderer shall quote prices and contract delivery dates for each item against each lot and show each Lot separately, as specified in the List of Goods and Delivery Schedule.)

Item No.	Description of Item	Unit of Supply	Quantity of Units required	Point of Delivery	Date Required (in weeks)
1	2	3	4	5	6
	Procuring Entity's Option for delivery terms is:				<i>[note 1]</i>
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					

Note 1: Add items as per proposed solution

Note 2: Delivery period starts from the date of contract signing. The delivery of hardware, software and related all services to be completed by 150 calendar days (Product delivery within 90 days, Installation & Functioning within 30 days, Training & Commissioning within 30 days).

B. List of Related Services and Completion Schedule

Notes on Related Services	
<p>The Procuring Entity shall clearly specify the Related services/Incidental services, other than inland transportation and other services required to convey the Goods to their final destination, in this Schedule of requirement. In particular, these services may refer to any of the following but not limited to:</p>	
(a)	performance or supervision of on-site assembly and/or start-up of the supplied Goods;
(b)	furnishing of tools required for assembly and/or maintenance of the supplied Goods;
(c)	furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied Goods;
(d)	performance or supervision or maintenance and/or repair of the supplied Goods, for a period of time as specified, provided that this service shall not relieve the Supplier of any warranty obligations under this Contract; and
(e)	training of the Procuring Entity's personnel, at the Supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied Goods

When completing Form PG3-2 the Tenderer shall quote prices and Completion date for services for each item against each lot

Item No.	Description of Related Services	Unit of Supply	Quantity of Units Required	Point at which Services are required	Required Completion Date for Services
1	2	3	4	5	6
	Procuring Entity's Option for delivery terms is:				[note 1]
Lot No 1: [enter description]					
	[add as many rows and details as there are individual items in the Lot]	[note 2]	[note 2]		
Lot No 2: [enter description]					
	[add as many rows and details as there are individual items in the Lot]				

Note 1: Delivery period starts from the date of contract signing. The delivery of hardware, software and related all services to be completed by 150 calendar days (Product delivery within 90 days, Installation & Functioning within 30 days, Training & Commissioning within 30 days).

Note 2: The Procuring Entity must decide whether there is a separate unit of supply and quantity of units, otherwise may specify ONE (1) in both columns or LUMP SUM in Column 4

Section 7. Technical Specifications

The Goods and Related Services shall comply with following Technical Specifications:

Item No	Name of Item or Related Service	Technical Specification and Standards
1	2	3
Questioned Documents And Currency Examination System and Related Services		
1	Questioned Documents And Currency Examination System	As attached Annex – 'A'
2	Related Services	As attached Annex – 'A'
3	<i>Spare Parts</i>	As required



Section 8. Drawings

Notes on Drawings

[Insert here a list of Drawings, including site plans, which should be attached to this section or annexed in a separate folder. The Drawings shall be clearly dated, numbered and show any revision number(s), if appropriate.]

FORMAT

LOGO

[Insert Full Contact Details of the Procuring Entity]

CONTRACT AMENDMENT

Contract No.	
Amendment No.	
Approval Reference No.	

Contract No. [insert number/year] by and between the [insert Procuring Entity's name] and [insert Supplier's legal title] for the contract named [insert name of the Goods and related services] is amended as follows:

1. GCC Clause [insert clause no], is hereby revised as _____

2. GCC Clause [insert clause no], is hereby revised as _____

and so on .

The effective date of this Amendment is [insert effective date] or upon execution whichever is later.

ALL OTHER TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT SHALL REMAIN IN FULL FORCE AND EFFECT

THIS AMENDMENT, consisting of [insert number] page(s) and [insert number] attachment(s), is executed by the persons signing below who warrant that they have the authority to execute this Amendment under the original Contract.

IN WITNESS WHEREOF, the Procuring Entity and the Supplier have signed this Amendment.

[Supplier's Authorized Signatory]

[Procuring Entity's Authorized Signatory]

Signature

Signature

Title

Date

Title

Date

FORMAT

LOGO

[Insert Full Contact Details of Issuing Authority]

Office Memo no: _____

Date: _____

ACCEPTANCE CERTIFICATE

01	Procuring Entity Details	
	(a) Division	:
	(b) Circle/Directorate	:
	(c) Zone/Region	:
	(d) Others (<i>specify</i>)	:
02	Name of Supply	:
03	Contract No	:
04	Supplier's Legal Title	:
05	Supplier's Contact Details	:
06	Supplier's Trade License/Enlistment/Registration Details	:
07	Reference to NOA with Date	:
08	Original Contract Price as in NOA	:
09	Final Contract Price as Delivered	:
10	Original Contract Period	
	(a) Date of Commencement	:
	(b) Date of Completion	:
11	Actual Delivery Period	
	(a) Date of Actual Commencement	:
	(b) Date of Actual Completion	:
12	Days/Months Delivery Period Extended	:
13	Amount of LD for Delayed Delivery	:
14	Special Note (<i>if any</i>)	:

Certified that the Goods and related services under the Contract has been delivered and completed in all respects in strict compliance with the provisions of the Contract including all plans, designs, drawings, specifications and all modifications thereof as per direction and satisfaction of the Procuring Entity/Engineer-in Charge/Other (*specify*). All defects in the Goods reported during inspection and tests have been duly rectified or replaced.

Name and Signature of the Issuing Authority with Designation

please turn over

Details of Delivery Completed

Supplier: [insert legal title]		
No	Major Items of Delivery	Total Value (in Contract Currency)

Note: Figures shown must correspond to Total Value

Sub-contractor [delete, if not appropriate]

Sub-contractor: [insert legal title]		
No	Items/Activities [reference drawn to Sub-contractor Information]	Value (in Contract Currency)

Name and Signature of the Issuing Authority with Designation





“সবাই মিলে গড়ব দেশ,
দুর্নীতি মুক্ত বাংলাদেশ”

দুর্নীতি দমন কমিশন

প্রধান কার্যালয়, ঢাকা
www.acc.org.bd



‘ডকুমেন্ট ফরেনসিক সিস্টেম’ সরবরাহকরণ সংক্রান্ত দরপত্র বিজ্ঞপ্তি

স্মারক নং- ০০.০১.০০০০.১৭৬.৩৫.০০১.২০-২৫৬৭৫

তারিখ: ০৬/১০/২০২১

১	মন্ত্রণালয়/বিভাগ এবং এজেন্সি	: দুর্নীতি দমন কমিশন (দুদক)
২	সংগ্রাহক সত্ত্বার নাম	: প্রকল্প পরিচালক, দুর্নীতি দমন কমিশন শক্তিশালীকরণ’ প্রকল্প
৩	সংগ্রাহক সত্ত্বার কোড নং	: ২২৪২৪৪৫০০
৪	সংগ্রাহক সত্ত্বার জেলা	: ঢাকা
৫	যে কাজের জন্য দরপত্র	: ‘দুদক শক্তিশালীকরণ’ প্রকল্পের আওতায় ‘ডকুমেন্ট ফরেনসিক সিস্টেম’ সরবরাহকরণ
৬	দরপত্র সূত্র নং	: ০০.০১.০০০০.১৭৬.৩৫.০০১.২০-২৫৬৭৪
৭	তারিখ	: ০৬/১০/২০২১
৮	সংগ্রহ পদ্ধতি	: উন্মুক্ত দরপত্র (OTM)
৯	বাজেট ও অর্থের উৎস	: জিওবি
১০	স্ট্যান্ডার্ড টেন্ডার ডকুমেন্ট বিক্রয়ের শুরুর তারিখ	: ১০/১০/২০২১
১১	দরপত্র সিডিউল বিক্রয়ের শেষ তারিখ ও সময়	: ০২/১১/২০২১ তারিখ অফিস চলাকালীন সময় পর্যন্ত
১২	দরপত্র দাখিলের শেষ তারিখ ও সময়	: ০৩/১১/২০২১ তারিখ সকাল ১১:০০ ঘটিকা
১৩	দরপত্র খোলার স্থান, তারিখ ও সময়	: দুর্নীতি দমন কমিশন, প্রধান কার্যালয়, ঢাকায় ০৩/১১/২০২১ তারিখ সকাল ১১:৩০ ঘটিকায় দরপত্র উন্মুক্তকরণ কমিটি কর্তৃক দরপত্র দাতাদের উপস্থিতিতে (যদি কেহ উপস্থিত থাকেন) খোলা হবে।
১৪	দরপত্র সিডিউল বিক্রয় এবং দাখিলের স্থান/দপ্তর	: প্রকল্প পরিচালক, দুদক শক্তিশালীকরণ প্রকল্প, দুদক, প্রধান কার্যালয়, ঢাকা।
১৫	প্রতিসেট দরপত্র সিডিউলের মূল্য	: প্রতিসেট স্ট্যান্ডার্ড টেন্ডার ডকুমেন্ট (এসটিডি) অফেরংযোগ্য মূল্য ৩,০০০/- (তিন হাজার) টাকা
১৬	দরপত্রের নিরাপত্তা জামানত	: দরপত্রের সাথে দরপত্র জামানত হিসেবে যে কোন বাণিজ্যিক ব্যাংক (সিডিউল ব্যাংক) হতে ৭,০০,০০০/- (সাত লক্ষ) টাকার পে-অর্ডার ‘প্রকল্প পরিচালক, দুদক শক্তিশালীকরণ’ প্রকল্প এর অনুকূলে দাখিল করতে হবে। অন্যথায় দরপত্র সরাসরি বাতিল বলে গণ্য হবে।
১৭	দরপত্রের বৈধতার মেয়াদ	: দাখিলকৃত দরপত্রের কার্যকারিতা (Tender Validity) দরপ্রস্তাব খোলার তারিখ হতে ১২০(একশত বিশ) দিন পর্যন্ত বহাল থাকবে।
১৮	দরদাতার যোগ্যতা ও প্রয়োজনীয় দলিলাদি	: ‘ডকুমেন্ট ফরেনসিক সিস্টেম’ সরবরাহে আগ্রহী প্রকৃত সরবরাহকারী প্রতিষ্ঠানকে দরপত্রের সাথে ট্রেড লাইসেন্স, ভ্যাট, টিআইএন সার্টিফিকেট, আয়কর পরিশোধের প্রত্যয়নপত্রসহ আনুষঙ্গিক কাগজপত্রসহ এসটিডি’তে উল্লিখিত শর্তাবলী অনুসারে সংযুক্ত করতে হবে।
১৯	দরপত্র আহবানকারীর নাম	: মোহাম্মদ আব্দুল আওয়াল
২১	দরপত্র আহবানকারীর পদবী	: প্রকল্প পরিচালক, ‘দুর্নীতি দমন কমিশন শক্তিশালীকরণ’ প্রকল্প।
২২	দরপত্র আহবানকারীর ঠিকানা	: দুর্নীতি দমন কমিশন, প্রধান কার্যালয়, ১ সেগুনবাগিচা, ঢাকা।
২৩	দরপত্র আহবানকারীর সাথে যোগাযোগের বিবরণ	: ০২-৫৮৩১৬৪৭৬
২৪	অন্যান্য শর্তাদি	: কোন কারণ দর্শানো ব্যতিরেকে দরপত্র গ্রহণ/বাতিলের ক্ষমতা কর্তৃপক্ষ কর্তৃক সংরক্ষিত।

ANNEXURE 'A'

TECHNICAL SPECIFICATION OF QUESTIONED DOCUMENTS AND CURRENCY EXAMINATION SYSTEM

Item No.	Name of Goods Detailed Technical Specification and Standards required	Quantity
01	Standard: EU/USA/UK/CANADA/RUSSIA/Equivalent standard country	
02	Brand To be mentioned by the bidder	
03	Model To be mentioned by the Bidder	
04	Country of origin: EU/USA/UK/CANADA/RUSSIA/Equivalent standard country	
05	Country of manufacturer: EU/USA/UK/CANADA /RUSSIA/Equivalent standard country	
06	Year of Manufacture Not before contracting year	
07	Technical specification	
7.1	QUESTIONED DOCUMENTS AND CURRENCY EXAMINATION SYSTEM	01
	CAMERA, LENSES AND VIEWING FILTERS	
	Colour/IR high resolution live 12M pixel camera spectral range 350-1100nm with a 55x optical range providing:	
	- Standard field of view from 1.6x1.2mm to 220x165mm. Equivalent to a magnification of up to 250x on a 32" 4K monitor.	
	- Digital zoom up to 8x gives image magnification up to 2000x (dependent on display monitor)	
	- Enhanced field of view, 280 x 210mm using X-Y stage	
	- Enhanced field of view to standard A4/letter size with supplementary registration guide	
	- Super Resolution Imaging (SRI) up to 127Mpixel	
	- Automatic and manual control image integration from 0.69 milli second to 180 seconds	
	- Automatic and manual control of camera contrast, brightness, and gamma	
	- Two imaging filter wheels contain a visible wavelength filter, and 15 long pass filters from 530nm, 550, 570, 590, 610, 630, 645, 665, 695, 715, 725, 780, 830, 850, 925nm, UV pass filter (350-380nm), custom filter, and a linear polariser for cross polar imaging	
	LIGHT SOURCES	
	- Incident (flood) IR/visible, 4x White LEDs + 24 IR LEDs (660nm, 740nm, 780nm, 850nm, 940nm, 980nm), dimmable and usable as background lighting.	
	- Transmitted IR/visible light, 16 white and 850nm LEDs	
	- Transmitted IR/visible, 20W halogen lamp giving 25mm diameter high intensity spot	
	- Two IR/visible oblique lights, 12 x white and 850nm LEDs with variable angle selection	

- Spot - Spot Light Source (for IR fluorescence), 1 x 250W high intensity tungsten halogen with high-pass and low-pass filters mounted in independent multi-position filter wheels giving over 138 wavebands of illumination:	
- with low-pass filters at 420, 450, 475, 505, 535, 560, 590, 615, 640, 670, 695, 725, 750, 775, 800nm	
- and high-pass filters at 380, 410, 440, 465, 490, 515, 540, 565, 590, 615, 640, 665, 690, 720, 745nm	
- and a lens to provide either a broad beam or focused spotlight	
ULTRAVIOLET	
- Incident longwave UV-A (365nm), 4x higher power LEDs	
- Incident midwave UV-B (312nm), 2 x 8W (optically filtered)	
- Incident shortwave UV-C (254nm), 2 x 8W (optically filtered)	
- Transmitted longwave UV-A (365nm), 6x high power LEDs (safety interlocked panels protect the operator during use)	
SPECIALIST	
- Co-axial LED illumination for viewing retro-reflective security printing	
- 980nm high intensity multi-LED module for viewing Anti-Stokes inks	
- visible/infrared narrow band illumination from a 100W halogen lamp filtered by a continuous interference band pass filter transmitting from 400 to 1000nm.	
- LED array for both vertical (7x LEDs) and horizontal (31x LEDs) scanning of Diffractive Optically variable Devices/holograms	
- Circular polarised visible LEDs for viewing birefringent security features plus a linearly polarised LED crossed with the polarising camera filter	
- pulsed 365nm Uv LEDs for differentiating fluorescent and phosphorescent security ink, possible to support other wavelengths too	
- 4x LEDs for enhanced 3D imaging	
SYSTEM HARDWARE	
MOTORISED XY STAGE	
- Software controlled motorised stage with step movement down to 0.01mm and travel of 60mm x 45mm	
- Add XY stage coordinates to macros and settings	
OPTICAL VARIABLE INK (OVI) VIEWER:	
- Mirror accessory enabling optically variable inks to be viewed simultaneously from two angles for the display of OVI colour variations	
MICROSPECTROPHOTOMETER:	
- Integral grating spectrometer for measurement of absorption, reflectance, transmission and fluorescence spectra from 400nm to 1000nm with a resolution of 3nm	
POSITION-LOCKING PANELS:	
- All side panels of the examination area will lock in position to	

accommodate larger items	
VISUAL STATUS INDICATOR: - provides at-a-glance verification of power-on or system-ready	
COMPUTER AND MONITOR (minimum specification): - i7 8th Gen 87XX - 16 GB RAM - 1 x 1TB SATA HDD - 1 x 512GB SATA SSD - 3 x USB ports - GIGABIT GTX1650 4GB NVIDIA - Windows 10 - Wired USB Optical Scroll Mouse - 32-inch 4K UHD Flat Panel Monitor - Second 31.5-inch Full HD IPS monitor for dual screen document image display purely for high magnification image	
SYSTEM SOFTWARE	
Latest QUESTIONED DOCUMENTS AND CURRENCY EXAMINATION SYSTEM and related SUITE - Software that maximises the effectiveness of document examinations by providing the user with control of all QUESTIONED DOCUMENTS AND CURRENCY EXAMINATION SYSTEM functions via a fluent quick-access toolbar.	
DOCUMENT-SPECIFIC WORKSPACES: - A range of application focussed workspaces providing tools and functions specific to the document being examined. - Pre-set workspaces include: Passports, ID Cards, banknotes, and ink analysis	
IMAGE STORAGE, RETRIEVAL & VIDEO RECORDING: - Images may be saved as Bitmap, Jpeg, Jpeg 2000, TIF, PNG, RAW or PDF files or copied into Microsoft Word with details of illumination, camera filter, integration time, magnification, contrast setting, etc - Video capture of DOVD images with playback synchronized to scanning of live image	
CASEWORK MANAGEMENT: - Facility to organize case information, images, spectra, chromaticity charts and full Video Spectral Comparator (VSC) examination settings - Casework database facility	
AUTOMATION: - 'Quick Check' automatic examination feature with store of images from each examination - Programmable with up to 431 different examination conditions with thumbnail images of each examination	
IMAGE ANNOTATION: - Measurement of length, angle, area, and radius of a circular feature - Image annotation with text and various shapes including arrows, lines, boxes and circles	

<p>IMAGE ENHANCEMENT</p> <ul style="list-style-type: none"> - Image enhancement functions including Contrast, HSL, RGB, Filters, Equalization, FFT, Gamma correction, sharpen and a library of user-coded image processing functions 	
<p>IMAGE COMPARISON:</p> <ul style="list-style-type: none"> - Facilities to compare live and stored images side-by-side, superimposed or subtracted, strobed, rotated and mirror inverted 	
<p>OPTICAL CHARACTER READER (OCR):</p> <ul style="list-style-type: none"> - OCR module to read and verify ICAO codes on Passports, ID cards and visas 	
<p>HYPER SPECTRAL IMAGING MODULE</p> <ul style="list-style-type: none"> - Image cube creation over adjustable wavelength range from 400 to 1000nm in incremental steps from 1nm up to 20nm - Spectra of any point on the image immediately available for comparison 	
<p>LIVE FACIAL IDENTIFICATION SYSTEM</p> <ul style="list-style-type: none"> - Live Facial Identification System, powerful facial comparison software to compare passport photo with e-chip and live images 	
<p>3D IMAGING MODULE</p> <ul style="list-style-type: none"> - Capture multiple images under known illumination conditions to generate a 3D image of a documents surface topography - Apply colormaps, rotate images through three-dimensional space, or invert 3D images to improve visualization of indentations and raised surface features 	
<p>NETWORK QDE SYSTEM</p> <ul style="list-style-type: none"> - Compatible with networked document examination software. - Import and analyse images from all new VSC systems with the ability of re-running validation routines such as OCR, ICAO, Barcodes, IPI, LFIS etc. 	
<p>CALIBRATION AND DIAGNOSTICS</p> <ul style="list-style-type: none"> - Automatic calibration of filters and light sources using NIST traceable standards - Automated diagnostic routines check the status of motors, light sources and filters - Accurate and permanently calibrated distance (mm), angle and area measurement functions - Display diagnostic reports on-screen or output as PDF - Lamp life monitoring facility with lamp failure detection feature - Flat-field correction on captured images. 	
<p>OTHER SOFTWARE FEATURES:</p> <ul style="list-style-type: none"> - False colour image display - Colour isolation by RGB channel separation - Software control of external microscope camera - Interactive help tutorial software and on screen operation manual - 1D and 2D barcode analysis (including Identity document barcode format PDF417) - Full resolution "fit to screen" imaging mode (no scroll bars) - Versatile Latent Imaging with angle and amount controls and 	

	colour highlighting	
	SOFTWARE UPDATES	
	QUESTIONED DOCUMENTS AND CURRENCY EXAMINATION SYSTEM and related software suite updates	3 years
	INTEGRATED DOCUMENT AND BANK NOTE DATABASE SOFTWARE - Displays document images with saved data - Enables a live VSC image to be displayed alongside an image from the Keesing database for comparison - Archives VSC generated images, data and VSC settings to a user generated database - Automatically resets VSC to saved viewing parameters on image retrieval from a user generated database	
	CONSUMABLE ITEMS SUPPLIED - Pack of consumable items	
7.2	VSC CALIBRATOR	01
	Calibrated Didymium filter. NIST traceable. For calibrating the spectrometer wavelength scale in transmission. Calibrated White reference material. NIST traceable. For spectrometer reflectance reference. UV 365nm, 312nm, 254nm and Anti-stokes tester. Once the spectrometer is calibrated the spectrometer can be used to wavelength calibrate the interference filter. Further tests can be run through the diagnostics section of the software to test the Motors Lamps Lamp life (excluding LEDs and 250W spot) Interference filter Camera long pass filters Spot lamp short pass filters A report is generated with a pass or fail status.	
7.3	FACIAL RECOGNITION SOFTWARE	01
	- automatically compare passport photo with image from e-chip and live image from camera - provide .pdf report automatically - requires additional hardware	
7.4	FACIAL RECOGNITION HARDWARE –Standard Kit	01
	Comprising: - C922 PRO STREAM WEBCAM - MINI 8-INCH RINGLIGHT WITH - MINI RINGLIGHT BRACKET - MINI RINGLIGHT LOCKING SCREW	
7.5	ARCHIVE COLLECTION OF KEESING REFERENCE IMAGES	01
	Examine and Authenticate Passports and ID Cards, Detect and Reveal Alterations and Counterfeits in seconds combining ease of use with rapid examination, facial comparison, and data capture. A reference database showing the security features in Passports, ID cards and Driving Licenses from 197 countries, comprising images and data. Compatible with the VSC Document Database System, all related software suites - contains information on the security features of over 1,550 (approximate) security documents.	

	<ul style="list-style-type: none"> - information is provided in the form of descriptions and full colour images of over 10,000 pages of security documents. - supplied as the latest up-to-date collection at time of despatch. - accessible only via the VSC Document Database System, provided required software suites 	
7.6	REFERENCE DATABASE OF BANK NOTES	01
	<p>A reference database showing the security features of bank notes. Compatible with the VSC Document Database System.</p> <ul style="list-style-type: none"> - contains information on the security features - contains a minimum of 4778 banknotes from 184 countries and 12 monetary regions - information is provided in the form of descriptions and full colour images - supplied as the latest up-to-date collection at time of dispatch. - accessible only via the VSC Bank Note Database System or all required software suite 	
7.7	ANNUAL SUBSCRIPTION FOR KEESING REFERENCE IMAGES	3Years
	<p>Provides updates and revisions to the Passports, ID cards and Driving Licenses covered by the Keesing Reference Database of Security Documents issued during the year of the subscription. Compatible with the VSC Document Database System, all provided required software suites</p> <ul style="list-style-type: none"> - covers the 197 countries covered by the database - updates are provided every two months during the year of the subscription - information is sent electronically from manufacturer - after each update the data will be added to the archive collection - accessible only via the VSC Document Database System, all provided required software suites 	
7.8	ANNUAL MAINTENANCE SUBSCRIPTION	3Years
	<p>Provides updates and revisions to the Keesing bank note database during the year of the subscription. Compatible with the QUESTIONED DOCUMENTS AND CURRENCY EXAMINATION SYSTEM Bank Note Database System and the software suite</p> <ul style="list-style-type: none"> - updates are provided every two months during the year of the subscription - information is sent electronically from manufacturer - after each update the data will be added to the archive collection - accessible only via the VSC Bank Note Database System or the VSC software suite 	
7.9	Standalone Network QDE Software	01
	<p>Networked document examination software.</p> <ul style="list-style-type: none"> - Import and analyze images from all new VSC systems with the ability of rerunning validation routines such as OCR, ICAO, Barcodes etc. - Optional IPI, and LFIS (Facial Recognition) license files available as per requested license tenure 	
7.10	Accessories	
	<p>Ergonomic stereo microscope with 20.5:1 zoom, 5°- 45° angle eye tubes. M-Series objectives, and high-intensity multi-contrast LED illumination Zoom: 20.5:1</p>	

	<p>Magnification: 7.8x to 160x (10x eyepieces) Working distance 61.5mm (Planapochromatic 1×) Resolution: max 1050 lp/mm Visible Structure Width: 475 nm Object Field: Ø 1.5 mm – 29.5 mm Eyepieces: 10x Comprising:</p> <ul style="list-style-type: none"> - Optics carrier - Trinocular Ergotube 100%, M series - Video-/photo obj. 1.0x - C-mount adaptor 1 x delta - Eyepiece 10x/23B, adjustable x 2 - Universal microscope carrier AX - Focus drive course/fine - Inc. light base with w. antishock feet - LED5000 MCI multi – angle LED illumination module - Power cable <p>Objective: - Objective Planapo 1.0x, M-Series</p> <p>Dust Cover</p>	
7.11	License Type	Perpetual
7.12	Training (Local) as per government rules.	6 Persons
7.13	Spare Parts to keep system functional during warranty period	As required



ANNEXURE 'B'

**ANNUAL MAINTENANCE, SERVICE SUPPORT AND SERVICE
LEVEL AGREEMENT (SLA)**

**ANNUAL MAINTENANCE, SERVICE SUPPORT AND SLA "PROCUREMENT OF
QUESTIONED DOCUMENTS AND CURRENCY EXAMINATION SYSTEM AND
RELATED SERVICES"**

**(This service level agreement (SLA) printed 02(Two) copies. 1st copy for the purchaser
and 2nd copy of the supplier)**

1st Copy

This Agreement made the _____ day of _____, 2021 ("Effective Date")

Between

_____ hereinafter called the "Purchaser") of the one part.

And

_____ (Hereinafter called the "Supplier") of the other part.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS: This Agreement is part of the Contract Agreement PG4-8 between Purchaser and Supplier, and is valid only under the condition that the supplier provides necessary support services and fulfils conditions mentioned in contract agreement. Should the Purchaser be delinquent more than sixty (60) days in its due payments, or the Purchaser has decided not to renew the Annual Maintenance, in-country 24x7 service support and annual subscription, the Supplier has no obligation to provide services and support outlined in this Agreement.

With reference to PG 4-8, GCC clause 2.1, if any time any conflict arises between parties of this agreement, the contract GCC clauses shall prevail.

This Agreement shall commence after the sign of Final Acceptance Certificate (FAC) of the system and shall continue to be effective at free of cost during the warranty period from the date of commencement.

After warranty period, regarding price of equipment and spare parts **PG3-4A** shall be the reference. If any case raised that equipment and spare parts not mentioned in **PG3-4A**, Invoice provided by the Principle shall be the reference for fixing the price. If any replacement needed after the warranty period, Supplier will make necessary replacement within the purchaser's given timeline.

IN WITNESS, where of the parties here to have caused this Agreement to be executed in accordance with the laws of Bangladesh on the day, month and year first written above.

	For the Purchaser	For the Supplier
Signature Name Title		
In the Presence of: Name Title		

OVERVIEW AND DEFINITIONS

This Agreement is intended to provide a blueprint for the establishment of annual maintenance and support program. It ensures that the facilities and equipment procured and installed will continue to support the Purchaser's aim and objective as mentioned in contract document without degradation.

Goals and Objectives

This Agreement lays out processes needed for each component of the whole system that makes up the operations of the Purchaser as mentioned Aim and Objectives of the contract. Further work will be needed to develop the maintenance Standard Operating Procedures (SOP) that defines detailed tasks, checklists, and specific timeframes for each sub-system and component.

The objective here is to highlight each area or system that requires a maintenance plan and to suggest the types of activities that will be needed to cover all aspects of support needed to keep those systems operating at full capacity. The quality of system operations will correlate directly to the quality of the routines setup to correct defects as early as possible.

Definitions

- a. **“Business Day”** means any day (other than Fridays, Saturdays or public holidays) on which commercial banks are ordinarily open for banking business in Dhaka, Bangladesh.
- b. **“Working Hours”** means Sunday to Thursday 0900 hours to 1700 hours (except Government Holidays).
- c. **“Change”** means any variation or modification to the Service (or any part thereof) or any other matter mutually agreed by the Parties. See section 0of this Agreement.
- d. **“Update and Upgrade”** where Update means updates or patches applied to current/same version of system. And Upgrade means generally a replacement of existing system with a newer or better system.
- e. **“Charges”** means collectively the Recurring Charges and the Non-Recurring Charges.
- f. **“Confidential Information”** means this Agreement and any and all information of the Disclosing Party disclosed by or on behalf of the Disclosing Party in relation to or for the purpose of this Agreement, whether disclosed before or after the date hereof, whether in

written or electronic format, oral or otherwise, and whether or not labeled or identified as “Confidential” at the time of disclosure, including, without limitation, information relating to its business, financial condition, marketing strategies, know-how, suppliers, customers, operations, pricing and technical information, and also includes any documents or materials in whatever form prepared by the Receiving Party and/or its Permitted Recipients using or incorporating any Confidential.

- g. **“Customer”** means Purchaser or PURCHASER.
- h. **“Disclosing Party”** means the Party disclosing the Confidential Information.
- i. **“Event of Force Majeure”** means any cause or circumstance which is beyond the reasonable control of the Party invoking such event or beyond the reasonable control of any person engaged by the Party to perform any work under this Agreement and/or any terms and conditions of this Agreement (except the Purchaser’s payment obligations hereunder), which events shall include, without limitation, any acts of God or public enemy, national emergencies, flood, fire, war, insurrection, riots or hostile or warlike action and civil unrest or strikes, lockouts, labor actions or disputes, work stoppages, embargoes or any law, order, proclamation, regulation, ordinance, demand or requirements made by any government or authority having jurisdiction of over any of the Parties.
- j. **“Initial Service Term”** means the initial minimum period of 1 Month for which the Purchaser subscribes for the Service, which duration is specified in the EXECUTED SERVICE ORDER FORM.
- k. **“Workaround”** means temporary solution/fix that will provide stability to the system and continuity of the operation.
- l. **“Resolution”** means permanent solution/fix that will provide stability to the system and continuity of the operation.
- m. **“NOC”** means Network Operations Centre.
- n. **“Parties”** means both Supplier and the Purchaser.
- o. **“Party”** means either Supplier or the Purchaser.
- p. **“Permitted Recipients”** means:
 - i. Where the Receiving Party is the Purchaser, its employees, directors, professional advisors and authorized representatives and agents; and
 - ii. Where the Receiving Party is the Supplier, its employees, directors, professional advisors, financiers, professional advisors and authorized representatives and agents.
- q. **“Purchaser”** means PURCHASER.
- r. **“Service”** means the specific service to be provided by Supplier to the Purchaser and any related Service Equipment, support or consulting as specified the EXECUTED SERVICE ORDER FORM.
- s. **“Supplier”** means _____.
- t. **“Waiver”** the direct service affecting commitment of Supplier and compensation obligation under this SLA shall be waived completely for events like; any failure of Supplier on account of any government orders, BTRC instructions, LEA instructions, court orders, intervention or order by any public sector entity or governmental authority; failure in worldwide internet domain, submarine cable failure, satellite failure.

- u. **“Performance Maintenance Checks and Services (PMCS)”** Systematically monitor the operational condition of all of the elements of the systems to replace worn out parts and upgrade components to match the current requirements of the system.

Interpretation

Unless the context of this Agreement otherwise requires:

- a. References to Clauses, Schedules, annexes, appendices, exhibits are, unless stated otherwise, reference to Clauses, Schedules, annexes, appendices, and exhibits to this Agreement and PG4 contract document.
- b. Reference to any statute, rule, regulation, order, and directive shall be construed as references to such statute, rule, regulation, order or directive as respectively amended or re-enacted or as their operation is modified by any other statute, rule, regulation, order or directive.
- c. Reference to a "document" includes all amendments or supplements to, or replacements or innovations of, that document.
- d. Reference to a “person” includes any individual person, firm, company, corporation, government, state or agency of a state or any association, trust or partnership (whether or not having a separate legal personality).
- e. Unless the context otherwise requires, references to “day” or “days” shall mean a 24 hours’ period.
- f. If the day on which the payment of money falls due is not a Business Day, the due date shall be deemed to be the next Business Day and any reference to acts that have to be done or to be done by or on or before a particular day or Business day means by or on or before the close of business at 5.00 pm on that particular day or Business Day.

MAINTENANCE SCOPE

The reliable operation of systems supporting the Purchaser mission depends not only on correct installation but also on continual inspections, review, and corrective action as conditions change. Hence definition of service scope considering entire life cycle for each system comprising this system is essential which covers followings:

- a. Seamless operation of the entire system so that it fulfills aim and objectives stated in PG4 contact document.
- b. Quick fault identification, handling and zero downtime.
- c. Easy preventive and regular maintenance of all necessary components.
- d. Systematically monitor the operational condition of all of the elements of the systems to replace worn out parts and upgrade components to match the current requirements of the system.
- e. Take proactive measures to service equipment as required, and to discover faults and breakdowns early, enabling corrective measures to be taken before problems become major issues.

Supplier will provide extensive support services including both software and hardware. The levels of service as detailed herein and may be added with consultation with Supplier.

Ser.	Parameters	Support Plan	
a.	Helpdesk Availability	24x7x365	
b.	Phone response	Critical	As specified in Section 0
		Major	As specified in Section 0
		Minor	As specified in Section 0
c.	Software Recovery Time (workaround or emergency fix)	Critical	As specified in Section 0
		Major	As specified in Section 0
		Minor	As specified in Section 0
d.	Software Interim Solution	Critical	As specified in Section 0
		Major	As specified in Section 0
		Minor	As specified in Section 0
e.	Software Permanent Solution	Critical	As specified in Section 0
		Major	As specified in Section 0
		Minor	As specified in Section 0
f.	Warranty Support	Included	
g.	Software Update	Included	
h.	On Site Support Personnel	Excluded. Please refer to Section 8.	
i.	Migration of Data from Existing System	Included	
j.	Preventive Visits	Included – 1 per quarter, 2 pers (experts from mother company) for 5 Business Days	
k.	Emergency Visits	Included – as required, 2 pers (experts from mother company) for 5 Business Days	
l.	Inquiry and Operational Consulting	Included – 1 per quarter (remote response within 3 business Days from mother company)	

WARRANTY OVERVIEW

If any hardware/software including maintenance spares become faulty during warranty and annual maintenance contract period, then Supplier will make necessary replacement within given timeline will do followings:

- i. During Warranty period, all repair and replacement will be free of cost.
- ii. After warranty period, all repair and replacement will be with the spare parts as mentioned in Annex – PG3-4A.

In addition of that followings will be added as warranty scope.

- a. Use own resources to initiate the repair/replacement of the faulty system. Supplier undertakes to repair or replace, at its' own discretion, faulty parts returned by Customer as per standard procedure.
- b. All repair/replacement to be done at PURCHASER premises within 04 hours to 14 calendar days
- c. All costs for repair/replacement of the faulty system covered by the warranty to be carried by Supplier which includes transportation up to and from purchaser's premises.
- d. Warranty period excludes when equipment's are in the process of repair and maintenance.
- e. If within the warranty and annual maintenance contract period due to any system software update and upgrade, the underlying hardware requires to be changed, supplier will do so without incurring any extra cost to the purchaser. Such change will be notified and fixed within 14 days from the date of fault identification.
- f. Annual Maintenance shall commence after signing FAC of the system and warranty period (if applicable) for Three (3) years.

SOFTWARE UPDATE OVERVIEW

Software updates are performed when it is required for system functionality and scalability. Their implementation is done in close coordination with the customer. The Level 2 and Level 3 engineers will also provide the customer system administrators and users with the necessary advice on which parts are to be updated along with how system will be migrated from old to new system as per Section 0. Updates will cover followings but not limited to:

- a. Existing protocol and port update
- b. Installation of new protocol and port
- c. Existing firmware update
- d. Existing Functionality update
- e. Installation of new Functionality
- f. Major and Minor bug fixes
- g. Any System update (Critical, major and minor) including OS update
- h. Update of decoder modules
- i. Any other update if so required.

SOFTWARE UPGRADE OVERVIEW

Software upgrades are required when installation of updates will not address the functionality required to achieve from underlying network operator's system. The Level 2 and Level 3 engineers will provide the customer system administrators and users with the necessary advice on how system will be migrated from old to new system as per Section 0. Upgrades will cover followings but not limited to:

- a. New protocol and port installation
- b. New firmware installation
- c. Installation of new Functionality
- d. Any System installation (Critical, major and minor) including OS installation that incorporates major version upgrade.

- e. Installation of new decoder modules
- f. Any other upgrades if so required.

MAINTENANCE OVERVIEW

Supplier will perform and provide following to formulate all types of maintenance to be carried out for PURCHASER:

- a. PMCS for all infrastructures, strategic and tactical component will be given in TABULAR FORMAT that specifies what to check and how to report each system as part of this system.
- b. Detail maintenance schedule will be given – Daily, weekly, monthly, quarterly.
- c. All separate maintenance check list and schedule will be provided for PURCHASER's approval.
- d. Maintenance of each separate system must be included in a record.
- e. Submission of draft Solution Operations Manual produced by Supplier's Staff 7 days before commissioning of each solution during implementation phase. For each system, maintenance assignments to be provided during Implementation phases in the Solution Operations Manual and NOC Operations Manual.
- f. Specific responsibility about who will maintain each system including solution support team and contact information on who to contact must be delegated (may specify appt/team).
- g. Types (preventive/routine) of maintenance for each system to be mentioned.
- h. Each checklist must contain acceptable range/baseline of operation.
- i. Supplier shall provide a central monitoring facility to the Purchaser.
- j. EXECUTED SERVICE ORDER FORM to be submitted and verified by PURCHASER 15 days prior to commencement of any service.

Software Security Audits

All hardware will be audited prior to installation to ensure that only authorized software will be loaded on servers in the data center. All software to be scanned and loaded onto hardware through controlled processes. Functional security software to be used, to scan the Purchaser building network *at weekly basis* to detect any unauthorized systems on the network, will be reported to Purchaser and necessary corrective measures will be taken by Supplier.

Network Backhaul

VPN network termination equipment should also be examined during *monthly* visits to ensure that they too have not been physically tampered with. The examination will ensure the followings but not limited to:

- a. Equipment has not been moved or modified.
- b. All ports and signal cables have not been moved or modified in any way.
- c. New cables or port usage shall be reported.
- d. Ports on the system will be locked down and any attempt to add new taps into the system will cause alarms to be generated back at Purchaser NOC.

- e. The logical configuration of the network shall be reviewed and confirmed against original configuration documents held at Purchaser NOC.
- f. Any firewall rules shall be verified each month.

Such *monthly* visits provide a visible reminder to the network site personnel to maintain good site hygiene. It also provides an opportunity to learn of any changes to the original network design or any expansions of services and prevent possible loss of coverage for lawful interception and retained data.

SUPPORT OVERVIEW

The maintenance and support for the Purchaser to be provided by on-site personnel recruited and supplied within Bangladesh by supplier with PURCHASER's consultation. Necessary security clearance will be arranged by PURCHASER. These personnel will perform both the scheduled maintenance checks and provide remediation for all faults discovered and reported.

This section addresses the support levels and response times. Section 0 will describe the personnel roles to perform these tasks.

Support Levels

For efficiency, technical support is divided into different Levels. Success depends on how well the support engineer understands the level of commitment and responsibility, customer response commitment and when, and to what extent, to escalate an issue. Supplier will have 24x7x365 staff in Purchaser NOC representing Supplier, with appropriate government clearances that will operate a Service Desk for Purchaser. Three levels of support to be ensured at all time. With these, the Supplier to ensure providing all three Levels of support to the Purchaser, each of which is associated with different tasks.

Following three levels of support is ensured at all times, each of which is associated with different tasks.

Support Level	Presence
Level 1	24x7x365
Level 2	24x7x365
Level 3	24x7x365

Level 1 Support:

These specialists will solve basic consumer issues and have a general understanding of the product and services. They gather customer information, analyze symptoms and determine the basic problem(s) and solve such issues as:

- a. Problems with usernames and passwords
- b. Physical layer issues
- c. Verification of hardware and software setup
- d. Installation, reinstallation and uninstallation issues

e. Menu navigation

Level 2 Support:

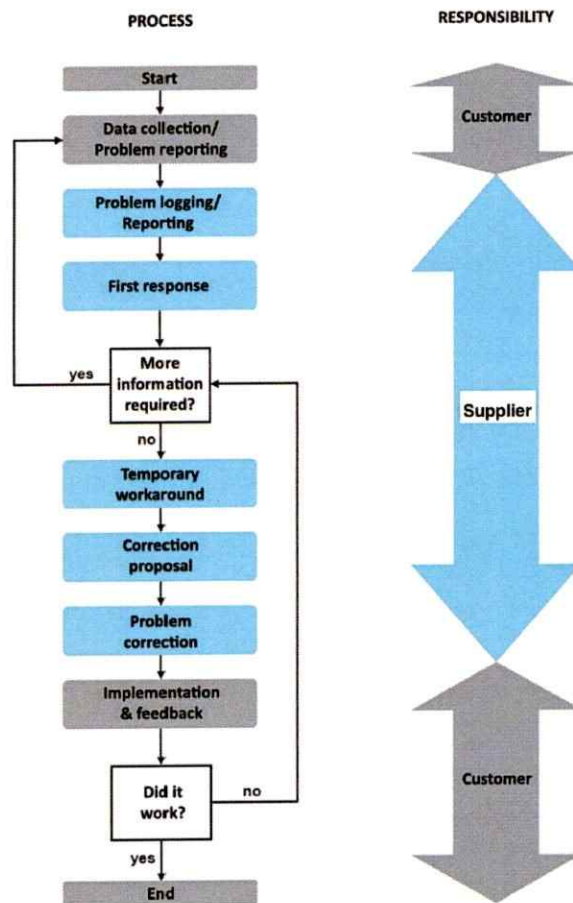
These specialists have more experience and knowledge and can assist Level1 specialists with basic technical problems. They investigate the issues raised and check for known solutions to complex issues. They also review work orders to determine the extent of Level1 support already given and how long Level1 specialists have been working with the Purchaser. This permits them to manage their time effectively. If a solution is not determined, the issue is raised to the next level.

Level 3 Support:

These specialists handle the most difficult problems and are experts in their field, sometimes assisting both Level 1 and Level 2 specialists. They also research and develop solutions for new or unknown issues.

Support Procedure

Supplier will operate a NOC helpdesk and hotline comprised of highly skilled and professionally trained back-office support experts. The following flow chart provides a high-level illustration of the typical NOC operational procedure and areas of responsibility.



The NOC helpdesk allows customer to immediately report to Supplier any identified or suspected hardware/software problems. When the customer reports a problem or issue, the NOC logs an 'Incident' and documents the severity of the communicated Incident into the internal Incident tracking system. The NOC returns an 'Incident Number' to the originator for tracking purposes. Within a specified time period as mentioned Section 0, corrective actions will follow based on the assigned priority. The NOC then has the responsibility for coordinating the investigation and resolution of the Incident, as well as communicating the status and new information to the customer (or Incident originator). For high severity level issues, the NOC ensures that the system continues to work smoothly by quickly delivering workaround solutions or tested bug fixes. When the NOC deliver a workaround, in parallel it also escalates the Incident to the Supplier R&D team to ensure a quick resolution.

Trouble Ticket Response

Severity Levels

Supplier staff representing Supplier operations support for Purchaser will use commercially reasonable efforts to provide responses to Trouble Tickets or other initial reports submitted by Purchaser, pursuant to the response times detailed below for various Severity Levels.

Severity Level	Response	Work Around	Resolution
Severity 1: Critical/Emergency Problem	<1 Hour	<3 Hours	<5 Calendar Days
Severity 2: Major Problem	<1.5 Hour	<12Hours	<10 Calendar Days
Severity 3: Minor Problem	<3 Hour	<30 Calendar Days	

Severity 1: Critical/Emergency Problem:

Critical/Emergency problems meet the following criteria but not limited to:

- a. Defect or issue where a critical component or service capability is unavailable or severely degraded.
- b. Critical issue creates a situation that materially impacts the normal operations of >50% of Purchaser of Supplier ability to provide critical services.
- c. An extreme condition which causes significant loss of functionality or a significant service outage (a large portion more than 50%) with considerable restrictions and/or the whole of the system, typically affecting core product functionality, including but not limited to, loss of data collection, basic functionality, loss of the ability to record target data and/or loss of a critical management system.

Severity 2: Major Problem:

Major problems meet the following criteria but not limited to:

- a. Defect or issue that significantly impacts the operations, administration or maintenance of a component or service capability resulting in intermittent failure of services or causes loss of some functionality

- b. Condition that seriously affects operation of 20% to 50% of system, reduces capacity, failure of performance measurements, loss of redundant component, loss of connectivity between geo-redundant sites, short outages due to repeated restart core functions.
- c. The core system functions are operating but at a reduced level. The urgency is less than critical as there is a lesser impact on system users.

Severity 3: Minor Problem:

Minor problems meet the following criteria but not limited to:

- a. Conditions that do not significantly impair the functionality of the system and do not significantly affect service to end-user or the operator.
- b. Issues that do not seriously impact or degrade operations or services capabilities.

The above response times are intended to cover problems that arise during the normal operation of the systems delivered and installed into full production operation. Work Around and Resolution time period starts after Response time. Note also that clauses referencing “force majeure” could preclude the ability to meet the above SLAs.

Note also that “problems” are limited to returning systems to full operational capability for the current design of the system.

Incident Handling

Efficient ‘Incident’ processing is mandatory for proper end-to-end support. As single point of contact, Supplier’s professionally trained NOC personnel work closely with both on-site service personnel and R&D experts to provide accurate support and fast resolution.

The following table describes typical customer incident handling process.

Customer	Incident Processing and Tasks
<p>In event of (suspected) hardware/software defect, NOC personnel initiates report via defined communication methods.</p> <p>Initial Response should include:</p> <ul style="list-style-type: none"> • Reporting/Level 1 or 2 person’s name • Product with which the issue occurred • Version/Release of the product • Which product components are affected (if applicable) • What type of issue occurred (e.g. Installation error, Update error, startup error, normal system run) • Behavior of the affected component (e.g. crashing, freezing, displaying errors) • Behavior of the product (e.g. unstable, can’t access data, data loss) 	<p>NOC has dedicated email, phone/hotline, and info for Incident reporting</p> <p>NOC personnel identify appropriate Severity of particular incident as specified in Section0.</p>



Customer	Incident Processing and Tasks
<ul style="list-style-type: none"> • Severity proposal • Desired resolution • Log files and screenshots attached if possible 	
Customer cooperates by providing further error symptoms, on request	Within defined time frame, customer receives the ticket number to confirm receipt and track the incident, and possibly the initial analysis results.
	NOC provides correction proposal on Incident with planned corrective measures and response time, after incident analysis.
	NOC provides issue of hardware or software modification, if reported incident requires correction.
Customer implements delivered hardware/software modification.	NOC personnel help with implementing hardware/software modification, if required.
Customer confirms successful incident correction.	
In case the resolution fails to solve the problem.	NOC escalates the incident and modifies trouble ticket as specified in Section 0if given modification does not result in resolution.
	NOC sends expert(s) to location, if required.
	NOC continues to communicate with customer and Level 2/3 support personnel so that defined solution can be implemented within agreed timeframe.

After each incident of severity level 1, 2 and 3 for which NOC personnel has provided a resolution, there will be an Action Feedback form duly filled by NOC/Supplier personnel to document the entire process.

Escalation Points

Purchaser and Supplier communication processes will include escalation points within the Purchaser and Supplier organizations, which will be documented, maintained and managed by Supplier on a day-to-day basis.

Change Orders

Purchaser may at any time request changes to the Specifications. If the proposed change will result in the Supplier's reasonable opinion, require a delay in the delivery or implementation or result in additional expense, then Purchaser may elect to either

- a. Withdraw its proposed change, or
- b. Require the Supplier to deliver the proposed change, subject to the delay or additional expense or both. Supplier shall not be subject to any penalty should Purchaser accept the delay.

Should a change be requested, and approved by Purchaser, the Supplier will determine the cost for the change and a new price shall be provided to Purchaser.

ON-SITE SUPPORT PERSONNEL

- a. Level 1 and 2 staffs are required to operate on a 24x7x365 shift in order to ensure that the Purchaser system is fully staffed at all times to respond to incident needs.
- b. Level 3 staffs are required to work business hours but be on call outside business hours.
- c. Provides support to Purchaser analyst and administrative personnel in accessing and using the systems.
- d. Support for day-to-day this system operations and advice on technical and operational enquiries.
- e. Performs fault identification and location.
- f. Fault identification and location.
- g. Advice on technical and operational enquiries.
- h. Resolves any trouble-tickets opened by the Purchaser.
- i. Escalate all issues that they do not have the resources to resolve.
- j. The support Team keeps the Implementation Manager, Account Manager apprised of the status of all the operational systems.
- k. Maintains full and detailed contact information by Level 1 operations support staff to be able to rapidly reach Supplier operations support teams 24x7x365.

PENALTIES

Supplier shall use reasonable commercial efforts to fill orders, deliver Product to Purchaser by the requested delivery date and operate systems effectively.

- a. If the Supplier fails to comply with the delivery date in the contract, Supplier to be liable to a penalty according to the scale of penalties attached hereto, except where special provisions are made in the contract.
- b. The total amount of penalties to be recovered from the Supplier to automatically be deducted from the contract price and the Purchaser shall inform Supplier of the amount to be deducted.
- c. Penalties to be calculated on that part of the contract's price which is attributable to that portion of the systems covered by the contract which cannot, owing to the delay, be put to the use intended.
- d. The annual aggregate amount of penalty for each product or service as mentioned ser. e to be applied shall not exceed ten (10) percent of the value used as a basis ("Basis") for the calculation of the price of the impacted system.
- e. Penalties will aggregate according to the following rules:
 - I. Implementation Penalty.** Should Supplier miss an implementation time as specified in the Implementation Plan agreed between Purchaser and Supplier, Supplier to be subjected to a penalty according to the applicable rate for Implementation Penalty which shall be: 01%, percent of the Contract Price of the delayed Goods or unperformed related services for each 07 days of delay until

actual delivery or performance. The maximum amount of Implementation Penalty shall be: Maximum amount for Implementation Penalty, will be Ten (10%) percent of the Contract Price.

- II. Performance Penalty.** Should Supplier not achieve the Response and Work Around Timeframe of the Severity levels one (1) and two (2) performance as outlined in the 7.3 Trouble Ticket Response Times, more than 9 times in every (120) days' timeframe, Supplier to be subjected to a penalty according to the following table:

Frequency	Penalty percentage
1-3 times	1% of the Contract Price of the delayed or unperformed related services
4-6 times	3% of the Contract Price of the delayed or unperformed related services
7-9 times	6% of the Contract Price of the delayed or unperformed related services
>9 times	10% of the Contract Price of the delayed or unperformed related services

- III. Resolution Penalty.** Should Supplier not achieve the Resolution Timeframe of the Severity levels one (1) and two (2) performance as identified b as outlined in 7.3 Trouble Ticket Response Times in every one hundred and twenty (120) days, Supplier to be subjected to a penalty according to the following table:

Frequency	Penalty percentage
1-3 times	1% of the Contract Price of the delayed or unperformed related services
4-6 times	3% of the Contract Price of the delayed or unperformed related services
7-9 times	6% of the Contract Price of the delayed or unperformed related services
>9 times	10% of the Contract Price of the delayed or unperformed related services

- f. Penalties for late delivery are due to the mere fact of expiry of the time-limit.
- g. The detailed amount of the penalties to be notified to the Supplier, who may object within 30 days from the date of receipt of notification. Failing such objection within this period, the Supplier to be deemed to have accepted the penalties.
- h. Unless the delay is due to gross negligence on the part of the Supplier, and without prejudice, no damages other than the penalties provided above can be claimed for late delivery or performance.

MISCELLANEOUS

Migration of Data from Existing Systems

Supplier will plan in advance for target data migration from present system to new system in a timely manner as agreed with Purchaser. This migration will likely include running the legacy system in parallel with the new system, and coordinating the timing of cutover, to minimize loss of data.

Detailed implementation and migration plan to be agreed between the parties maximum two (2) months prior to switchover.

Integration of Data from third party sources

Supplier will perform all possible technical and operational activity in order to integrate data from heterogeneous sources. Supplier will also work out all technical updates or changes required in this system to integrate any such data source. Supplier will also specify detail time line to Purchaser to incorporate such changes and complete integration with third party data source.

Detailed implementation and integration plan to be agreed between the parties maximum two (2) months prior to switchover.

Audits

Supplier will support Purchaser third party audit and will conduct full review and resolution against the findings in Purchaser third party audit report, on mutually agreed upon resolutions. Any findings from the Purchaser third party audit report to be prioritized and resolved, and details of corrections communicated to the Purchaser.

Security

Supplier will comply with all Purchaser security requirements and processes. For security reasons, no remote access to be allowed to this production system. Supplier will perform all software maintenance and upgrades by pushing these patches/upgrades to a standalone server (isolated patch server) and manually transport any upgrades and patches to the production system in presence of purchaser's designated persons.

Preventive Visits

Preventive visits at prescheduled, or planned, intervals ensure that the solution, once installed, works to our customer's unreserved satisfaction. The customer has the flexibility to schedule the Preventive maintenance services tailored to their operational requirements.

All visits to the customer's premises are by Supplier professionally trained staff and include the following tasks but not limited to:

- a. Configuration Check

- i. Review of the whole system configuration, e.g. database, storage system, Front-End components, Back-End components
 - ii. Optimization/system tuning recommendations
- b. Performance Check
 - i. Collection of system's performance values
 - ii. Check whether bottlenecks exist in systems
 - iii. Suggesting how to deal with resulting potential problems
- c. Software/Firmware Installation
 - i. Maintenance updates within defined scope of system
- d. Firmware Upgrades
 - i. Enhancement of system performance and stability
 - ii. Where applicable, offer of server firmware upgrades
- e. Database Clean-up
 - i. In event of inconsistency: integrity & cleanliness check of Supplier system database
- f. Discussion & On-the-Job Support
 - i. FAQ, retraining/skills refresher

Emergency Visits

The Emergency visits entail sending a professionally trained staff member to the site and appointed engineer/expert will travel to the customer premises in as short time as possible. He/she will then provide support in the following tasks but not limited to:

- a. Problem location
- b. system repairs
- c. configuration of individual software modules and entire system
- d. advice on technical and operational enquiries
- e. any other if so required

Repair Material Authorization (RMA) Procedure

The following procedure must be followed when handling parts that need to be repaired or replaced, as per paragraph below:

- a. Customer contacts the Supplier's Help Desk and local agent to report the faulty part;
- b. Supplier's Help Desk provides an RMA number to the Customer and local agent;
- c. The Customer provides details of the fault including the part type and serial number;
- d. A Supplier's Support Engineer subsequently reviews and approve the request;
- e. An RMA number is assigned and sent to the customer and local agent;
- f. The Local Agent packages and ships the faulty part for return to Supplier as per Supplier's instructions, within three (3) business days of reporting the fault; In the event that the Customer requires receipt of the replaced part prior to returning the faulty part to Supplier, due to export or customs issues, and in accordance with the SLA scope, such faulty part shall be returned to Supplier within seven (7) days of receipt of the replaced part from Local Agent.

- g. The Local Agent notifies Supplier of dispatch of the faulty part in writing, including the RMA number, serial number of the faulty part and the date of dispatch from the Customer's premises; and
- h. Supplier ships the repaired or replaced part to the Customer.

General Terms & Condition

- a. Equipment should be at **standard operating condition** at the time of signing the contract.
- b. Whether Annual maintenance contract (AMC) is commenced or not, after warranty period System shall work without any Critical /Major difficulties.
- c. Supplier shall carry out preventive maintenance regularly including the requirements given by Purchaser.
- d. Supplier is also not allowed to temporary suspend service during contract period.
- e. Purchaser to be liable to pay required charges for any temporary suspension of service by the Purchaser during the contract period.
- f. Notice to be provided as per Contract Agreement (PG3-10).
- g. Both the parties may alter, modify or make amendment to this SLA on mutual agreement.

Force Majeure

As specified in PG4 Contact Agreement.

	For the Purchaser	For the Supplier
Signature		
Name Title		
In the Presence of:		
Name Title		

