# Terms and Conditions

1. Time & date of submission: **Up to 3:00 pm as of 10 March 2024.** The sealed proposal must be submitted in the proposal box kept in the **ICT Division, Level-2, Citizens Bank PLC, Head Office, Chini Shilpa Bhaban-2, 76, Motijheel C/A, Dhaka-1000** mentioning **“Proposal for Renewal of licenses for the Citizens Bank’s DC/NDC/DR Network and Security Infrastructure devices such as Routers, Switches, Firewalls, NAC, and WAF”**
2. The **Citizens Bank PLC** management reserves the right to cancel any bid/tender without assigning any reason whatsoever. The management is not bound to award the contract to the bidder(s) of the lowest quoted price offer.
3. The management reserves the right to issue a purchase order(s) in full or partial to one or multiple vendors depending upon the evaluation of received offers.
4. The participated bidder will submit a **Pay Order** / **Bank Guarantee** **of Six Months** amounting to **Tk. 5,00,000/- (Taka Five Lac only)** in favor of “**Citizens Bank PLC**” as tender security money, which will be released to the failed bidders after the finalization of the tender process.
5. All quoted prices/Amounts should include delivery, installation, and maintenance support services expenses. Prices shall be quoted in Bangladesh Taka (BDT.) including AIT, VAT, and other duties applicable as per the Government rules and **Citizens Bank PLC** policy. The price quoted in the financial bids would be considered as the final price for evaluation. However, **Citizens Bank PLC** may negotiate with any bidder for a downward revision in the price if required.
6. Quoted Price must be included with TAX, VAT, AIT, and any kind of Govt. charges thereof. The rate of VAT & AIT should be mentioned in the quotation.
7. Manipulation or any kind of unusual approach or failure to submit the proposal/offer within the stipulated time frame will be treated as “Disqualification” to attend the bidding.
8. Delivery Lead Time: **To be mentioned.**
9. **Commercial Terms & Conditions**:
   1. VAT, Taxes, and other charges shall be deducted by Citizens Bank PLC from the invoice amount, as per the Government rules and regulations.
   2. 50% payment will be made after the successful delivery of the product subscription/license and the rest of the 50% payment will be made after six (06) months of activation of the product subscription/license.
10. The bid winner(s) shall have to sign a Service Level Agreement (SLA) / Annual Maintenance Contact (AMC) with the Bank.

I/we have completely read the terms and conditions & specifications and understood the total responsibility of the job. I/we have quoted this bid taking all the said responsibility and liability.

Name of the Bidder: Signature:

Telephone No: VAT Registration Number:

Address: Seal: