

## Request for Information (RFI) and Request for Quotation (RFQ) for Employees Academic Certificates Verification Service

### SECTION I: BANK OVERVIEW

Community Bank Bangladesh PLC., a concern of Bangladesh Police Kallyan Trust, has been established with a vision to serve communities with the tailor-made secured solutions abiding by the highest level of corporate governance. It aims to contribute to the economic growth of the country by providing financial products & services to the communities across geographies. State-of-the-art Core Banking System is an enabler to operate centrally in optimum magnitude. Community Bank runs on its three core building blocks i.e. Trust, Security and Progress.

### SECTION II: TIMELINE FOR RESPONSE

- The certificate verification service providers intending to respond should submit their sealed quotation along with responses to questions and contact information to the Bank (according to section iii) no later than 2:00 pm, February 18, 2024 (Sunday). The purchaser reserves the right to change the time schedule at any time.

### SECTION III: SUBMISSION OF THE RESPONSE

The response must include the following components:

- Quotation
- Response to Questions (as per section V)
- Other Documents

The response should be submitted to the below mentioned address:

#### **Chairman, Purchase Committee**

Head Office, Community Bank Bangladesh PLC. (General Services Division)

Police Plaza Concord,

Tower-2, Level-12,

Gulshan-1, Dhaka.

### SECTION IV: SCOPE OF WORK

1. The Bank will provide the certificate for verification as per its requirement. It shall be noted that the Bank guarantees no particular volume / number of certificates for verification to the service provider.
2. The service provider shall verify the certificate from concerned educational institution and submit the verified documents to the Bank with all necessary seal & signature of the aforesaid educational institution. In this regard, all communication to the educational institution shall be issued by the service provider.

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3. The information related to service and turnaround time are as follows -

Name of Service	Exam Title	Institute	Location	Turn Around Time (Working Days)	Unit Price Per Certificate verification including Institutional fees, VAT, AIT & Other charges
Educational / Academic Certificate Verification	SSC, HSC, O' Level, A' Level or Equivalent Degree	Education Board	Inside Dhaka	10-15	
			Outside Dhaka	15-30	
	Graduation, Post-Graduation or Equivalent Degree	Public University	Inside Dhaka	10-15	
			Outside Dhaka	15-30	
		Private University	Inside Dhaka	10-15	
			Outside Dhaka	15-30	

### SECTION V: OTHER INFORMATION

1. Provide a brief history and description of your organization, including general information regarding areas of specialization.
2. Provide organization structure, employee number including qualifications of the employees.
3. Provide the Bank list availing the certificate verification services from your organization with specific details regarding the services you deliver.
4. Provide the client/organization list except the Banks availing the certificate verification services from your organization with specific details regarding the services you deliver.
5. Describe the process/procedure you follow to verify the certificate of SSC, HSC, O' Level, A' Level or Equivalent Degree from concern Education Board.
6. Describe the process/procedure you follow to verify the certificate of Graduation, Post-Graduation or Equivalent Degree from concern University.

### SECTION VI: TERMS & CONDITIONS

1. Any vendor with previous negative experience with Community Bank Bangladesh PLC. will be directly disqualified. Their financial offer will not be acceptable and will not be opened.
2. Banks Right: The Community Bank Bangladesh PLC. reserves the right to accept/ cancel/ reject any or all offers without assigning any reason. The Bank is not obliged to purchase the lowest offer or an offer at all. The Bank reserves the right to share the Bidder's response to this RFQ with its advisors and Purchaser Business Units. The Bank reserves the right to conduct negotiation with one or more Bidder and/ or accept the Bid without any negotiations.
3. Financial Offer/Price/Quotation: The quoted price should include TAX & VAT and any kind of charges thereof. The rate of VAT should be mentioned in the quotation (please follow clause 3 of Section IV).

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4. Service Delivery/Reporting Place: Service delivery are to be done at Community Bank Bangladesh PLC, Head Office, Police Plaza Concord, Tower-2, Level-10, Gulshan-1, Dhaka.
5. The turnaround time (TAT) will be counted from the date of work order/purchase order receipt acknowledgement either by signing the photocopy of work order/purchase order or by e-mail confirmation whichever is earlier.
6. Acknowledgement is to be made within 3 days of the receipt of Work/Purchase Order. In case, Bank does not receive the acknowledgement within this time, Bank has the right to cancel the issued Work Order/Purchase Order.
7. Quotation Validity: The Quotation shall be valid for 03 (three) months from the Quotation submission/ closing date, which will continue for a year/until further notice (if both parties agreed). Details discussion/terms & conditions will be available in the Service Level Agreement (SLA) with validity of one year which may be renewed upon mutual consent of both the parties.
8. Required Content of Proposal: The proposal must be submitted as per prescribed form as instructed below:
  - i. Proposal must be addressed to “Chairman Purchase Committee” of Community Bank Bangladesh PLC.
  - ii. Complete Proposal / Offer must be signed with date by the authorized representative of the company.
  - iii. The financial proposal must Print in a letter head pad.
  - iv. Must mention the subject line “Request for Information (RFI) and Request for Quotation (RFQ) for Employees Academic Certificates Verification Services” top of the Envelope.
9. Disqualification: Manipulation or any kind of unusual approach or failure to submit the proposal/ offer within stipulated time frame will be treated as “Disqualification” to attend in the bidding.
10. Following papers/documents must be sent with the proposal (if submitted earlier, may not be require to resubmit):
  - i. Valid Trade License
  - ii. Bank solvency certificate/documents (If applicable)
  - iii. VAT Registration certificate
  - iv. Up-to-date TIN certificate
  - v. Up-to-date copy of TAX payment receipt
  - vi. Client list with goodwill certificate (If available)
  - vii. Experience certificate (If available)
11. Mode of Payment is to be mentioned in the offer. Community Bank Bangladesh PLC. discourages advance payment if not necessary. Mode of Payment will be as under:

i)	Advance	No advance
ii)	On Delivery	Not applicable
iii)	Partial delivery & Partial payment	Allowable
iv)	After Completion of Jobs	✓

12. Please contact undersigned for any types of clarifications in regard to products/services/works related clarifications only.
13. Contract Person: Mr. Md. Mahidul Hasan, FAVP, General Services Division (GSD), HO, Cell-01914-092908.