

Community Bank Bangladesh PLC.

General Services Division

Head Office, Dhaka

Request for Quotation for Document Management & Preservation Service

1	Introduction	Community Bank Bangladesh PLC., a concern of Bangladesh Police Kallyan Trust (BPKT), 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. Community Bank Bangladesh PLC. wish to integrate Document Management and related services for hard copy and soft copy (Data Entry, Scanning & Processing, Barcoding, OCR & ICR etc. Bank also require Data Management Training, Consultancy & Software Support with document management, data protection, document destruction with smart, strategic solutions and proven expertise. Supplier who already work with us need not to apply.
2	Scope of Work	Supply of Document Management & Preservation Service of Community Bank Bangladesh PLC.
3	Proposal Submission Place	General Services Division, Police Plaza Concord, Community Bank Bangladesh PLC., 144, Police Plaza Concord (Level 12, Tower -2), Plot-2, Dhaka, 1212, Bangladesh
4	Submission Date & Time	Date of Submission on or before 2:00 PM, Date: 27.11.2025
5	RFQ Reference Number	CBBL/GSD/RFQ/2025/0099
6	End Date of Send Queries	If need any clarification on technical, functional & commercial requirements please let us send your queries by 24.11.2025 . If necessary we may arrange a Pre-Bid Meeting.
7	Concern Person & Contract Number	Affan Khan (01716578102), Senior Officer, GSD.

Price Quotation Format:

Archive Facility Location	Address	Travel Distance From CBBL H.O.	Google Map Location Ref.

Box Details	In Inch (H × W × L)	Volume (In Cubic Inch)	Load Capacity (in KG)



Financial Part

A. Price for Cost (Box Caring from Bank to Storage):

SL	Service Required	Service Description	Price	Remarks
01	Cost for Per Box Collection by Vendor	Including Empty Box, File Indexing/ Cataloging/ Boxing Fee, Transportation Cost to Archive Facility		
02	Monthly Archiving Fee per box/month	Storage Fee		
03	Empty Box			
04	Increment of Monthly Archiving Fee & All Other Charge (subject to revision every three years)			

B. Price for Retrieval (Pick-up & Delivery):

SL	Service Required	Service Description	Price				Remarks
			Within 90 Minutes	Within 04 hours	Same Day	Next Day	
05	Per Box Pick-up and Delivery by Vendor	Pick-up the box, transportation, and delivery. After serve the purpose, vendor have to return the box.					
06	Per File Pick-up and Delivery by Vendor	Pick-up the file, transportation, and delivery. After serve the purpose, vendor have to return the file.					
07	Per Box Pick-up and Delivery on Weekends/ Public Holidays (24/7/365)	Pick-up the box, transportation, and delivery. After serve the purpose, vendor have to return the box.					
08	Per File Pick-up and Delivery on Weekends/ Public Holidays (24/7/365)	Pick-up the file, transportation, and delivery. After serve the purpose, vendor have to return the file.					
09	Permanent Removal of Box by Vendor	Vendor will return the box permanently to Bank					
10	Document Destruction Service per Box	Vendor will destruct the box.					

C. Price for Other Service

SN	Description	Unit Rate	Remarks
01	Barcoding (file barcode 2" X .5") Per Pcs		
02	Barcoding (Box barcode 2" X .5") Per Pcs		
03	Page/Document Insertion (In existing Box)		
04	Scanned Copy Via Mail (Per Page)		
05	One way Retrieval/Refilling Per Box		
06	One way Retrieval/Refilling Per fill		
07	Auditor support: 04 person per set. Total 05 sets/yearly (seating, printer, scanner & lunch meal).		Complementary

Attach a detailed Price Proposal with all other services offered and their relevant charges (if any)

APR

SK



D. Terms and Conditions:

- a) Complete proposal/offer must be written clearly in Company Letter head Pad which is duly signed and sealed with date by the authorized representative of the Company. There should not be any cutting/erasing/overwriting in the bid documents.
- b) Bid documents must contain 02 (Two) Envelops: **'Technical Offer'** in one Envelop and **'Financial Offer'** in another separate envelop. Bidders must submit their quotation as per provided Pricing Format and Necessary Information/Documents Format (Attached herewith).
- c) All the necessary technical specification, data sheet, papers, and all other documents shall be accompanied with the quotation.
- d) Detail pricing, after sales support, payment terms, delivery, lead time, offer validity and "Supplier Information Form & Eligible Criteria" shall be accompanied with the quotation.
- e) Offered price validity should be for at least 90 days. The offer validity will be mentioned in the offer. Offered unit price will be fixed for at least initial one year. CBBL will purchase the items as and when requirement basis.
- f) Bid envelop shall be properly sealed and Signed. At the top of envelop bidder shall clearly write (Title and reference number of this RFQ). **"CBBL/GSD/RFQ/2025/0099 for Supply of Document Management & Preservation Service of Community Bank Bangladesh PLC."** Envelop without written the reference number and bids, without seal and sign will not be considered for evaluation.
- g) Community Bank Bangladesh PLC. (CBBL) reserves the right to accept/ cancel/ reject any or all offer without assigning any reason. CBBL is not obliged to purchase the lowest offer or any offer at all. CBBL reserves the right to share the Bidder's response to this RFQ with its advisors and concern Business Units. CBBL reserves the right to conduct negotiations with one or more Bidder and/or accept the Bid without any negotiations.
- h) 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.
- i) The bank will carry out a detailed evaluation of the quotation according to the information supplied by the bidder through its proposal.
- j) Considering the Experience, quality and other factors, Bank is not liable to select the lowest bidder.
- k) The bank reserves the right to accept or reject any or all quotation at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the Bank's action.
- l) In case of any delay in service delivery or quality issues, the Bank reserves the right to impose penalties, deduct amounts from the payable invoice, or terminate the contract without prior notice.
- m) In the event of supply of any item/service, which do not match with the required specification, quantity or sample's quality or is of substandard quality, the Bank reserves the right for outright rejection of the goods/services, and the supplier will have to take back those at their own cost and will replace with acceptable quality within the time frame as mutually agreed upon by the Bank and the Supplier.

The new bidders must submit the following Paper:

1. Company Profile
2. Trade License
3. Recent Work order/ Performance Certificate
4. TIN, Bin Copy
5. Other relevant documents.

E. Payment:

- Bill should be submitted along with Work Order and Delivery Challan and performance certificate signed by the Branch Authority.
- All Price should be Including all VAT and Including TAX. Necessary Tax will be deducted from your bill as per latest Govt. circular.
- Payment will be made after submission the bill only through account with Community Bank Bangladesh PLC. Thus, before final payment you have to open account with our Bank.



Technical Part

F. Eligibility Criteria of Bidder:

SL	Criterion	Supporting Documents	Bidder's Response	Remarks
01	The bidder should be a legal entity and a registered company in Bangladesh.	- Updated Trade License - Updated Income Tax Certificate - VAT Registration Certificate (i.e. 13-Digit BIN), - Certificate of Incorporation (if registered as a company)		
02	The bidder has not been prohibited by Bangladeshi or International Court (s) to enter into contracts.	A declaration that the bidder has not been prohibited by Bangladeshi or international court(s) to enter into contracts.		
03	The bidder's storage facility must have commercial approval from relevant authority of the Government of Bangladesh.	Commercial approval from concerned authority and/or NOC from relevant Ward Commissioner		
04	The bidder should have at least 8 (Eight) years of Local (in Bangladesh) Experience in records management business.	Must submit Trade License with all Renewal Pages from date of incorporation		
05	The bidder must have previous experience of implementing similar system for a foreign company /MNC.	Certificate from Client		
06	The bidder must have previous experience of implementing similar system for a foreign/local bank/NBFI.	Certificate from Client		
07	The bidder must have Archiving Facility their own land. If rental, bidders must submit minimum 3 (Three) year validity agreement.	Proof of Ownership of Land or Current Rental Agreement in effect		
08	The bidder must have an International Certification issued on the Bangladesh Facility Address updated within the last 12 months.	Provide Certificate		

G. Technical Requirement

09	The bidder's archiving facility should be a stand-alone building, fully dedicated for records management operations only. It cannot be a shared building.		
10	The facility should be established on high ground i.e., at least 3 feet above street/highway level.		
11	Separate room for conduction on-site Audit Work		
12	There should a separate and dedicated Storage Room that can be only opened and managed by CBBL authorized personnel only		
13	The bidder's archive facility must have expansion capacity if required by CBBL		
14	The perimeter of the facility should be clearly illuminated in the hour of darkness, security gated and fenced.		
15	The vault should preferable not have windows. However, any windows present should be small, unopenable, barred and glazed with strengthened glass.		
16	No door of the archive room should normally be used as external door of the building or open into any part of the building to which the public has normal access. Door of emergency exits should be designed to open only from inside.		
17	Air within the archive room or vault should not be stagnant. There should be sufficient air movement to avoid pockets of stagnant air.		



SL	Criterion	Supporting Documents	Bidder's Response	Remarks
18	The building should be provided with the secure vehicle access and loading bay area, that ensures security of the content during transfer, either by an integral loading bay or vehicle parking outside the premises but within the perimeter of the compound. The movement of records between vehicle and the repository must be enclosed to avoid external climate conditions affecting the archive boxes or records. The transit area is to be: internal loading/unloading areas within the facility covered shelters to allow records to be moved directly into the facility. Records are at no time to be left unattended in external, exposed loading docks or roadways during unloading or loading.			
19	The building should be equipped with continuous power supply and backup to run full operation during power outage.			
H. Fire Detection and Protection				
20	The fire detection and protection system of the archive facility should be available.			
21	The facility should be inspected and certified by the fire department			
22	CO ₂ Fire Suppression System should be installed throughout the storage facility for CO ₂ flooding in case of emergencies			
23	Zero Hazard Electrical Wiring throughout the facility to diminish the risk of fire hazard			
24	Multiple points Smoke Detectors and Heat Sensors should be installed throughout the facility			
25	The facility should have adequate Manual Pull Stations and Strobes with Sounders for visual confirmation and notification			
26	Adequate ABC dry Powder fire extinguisher should be installed throughout the facility.			
27	CO ₂ fire extinguisher should be installed adjacent to electrical systems.			
28	Emergency fire exits equipped with fire resistant doors should be installed			
29	The fire alarm control panel should be fitted with GSM Module and should be programmed to automatically transmit alarm messages/calls to appropriate authority.			
30	Firefighting instructions should be printed and pasted in clearly visible areas			
31	Emergency contact numbers should be printed and pasted in clearly visible areas.			
32	Water Sprinkler must never be used throughout the facility.			
33	Quarterly Fire Drills should be conducted to ensure unreserved preparedness in case of emergencies			
I. Flood Protection				
34	The facility should be located in a flood free area. Must submit DAP clearance certificate if facility is located outside RAJUK'S Dhaka City limits.			
35	The facility building should be elevated at least 3 feet above ground level.			
J. Pest Control				
36	For protecting from termites, the facility floor must have conducted soil treatment during construction.			
37	Level of insect and vermin activity should be regularly and seasonally assessed and should be a program of pest management initiated.			
K. Safety & Security				
38	The facility should have 24/7 security guard present			
39	There should be appropriate security protocol and SOP for searching people and vehicles during entry and exit.			
40	All the entry and exit points should be covered by CCTV surveillance system. The video recording footage should be of minimum 90 days.			
41	Intrusion alarm system should be installed in all exits and on external access points			
42	There should be barbed wire fencing on top of boundary wall or the facility should be sealed with welded steel fencing to prevent unauthorized entry.			
43	There should be Biometric Access Control in all main entry and exit points			
44	There should be Motion Sensors inside the storage area for night mode			
45	The facility should have first aid box with signage pasted in visible location.			
L. Shelving & Storage System				



SL	Criterion	Supporting Documents	Bidder's Response	Remarks
46	The bidder should have static racking system durable and strong enough to carry the potential load.			
47	The bottom bay of the racking system should be minimum 3 inches above the floor level.			
48	Water sprinklers should not be used inside the storage area and within the entire facility.			
49	Boxes must not be stacked. Only 1 (one) box should be kept on each shelf to ensure box integrity, efficient management and fast access.			
50	Storage boxes should be constructed with 5 Ply Environment Friendly Recycled Board having 750 GSM combined strength			

M. Confidentiality

51	Bidder should be willing to sign a Non-Disclosure Agreement (NDA) if CBBL wants to execute one. Bidder should undertake to keep confidential and not to use or disclose to any third party, any information received from CBBL and to take all reasonable measures to comply with such obligations			
52	All document boxes should be sealed with tape and signed to ensure strict confidentiality. There must not be any easy-to-open lid that can be opened without authorization.			
53	Storage boxes should not have any labels or external writing indicating the nature of the content.			
54	Bidder should not copy any documents containing information, or to take any extracts from such documents without the prior written consent of the Client.			
55	The bidder should consent to uphold its confidentiality obligations with CBBL for a period of 5 (five) years following the expiry or termination of the partnership.			

N. System

56	The bidder should use a Records Management and Tracking System for tracking files/boxes at hand, storage location within the facility, and their movement to and from the Client.			
57	Bidder's RMS should be capable of generating MIS reports and update CBBL on the current inventory and movement status report.			
58	Bidder's RMS should be able to provide historic reports of destroyed items for the Company's audit requirement.			
59	System should be able to produce monthly itemized invoices for storage, transportation, destruction, system, registration, scanning, etc.			

O. Transportation

60	Bidder's vehicles transporting records between the Company and the storage facility should be fitted with a GPS tracking device and should not be left unattended at any time. The cargo access door of vehicle should be securely locked when records are being transported. Access to the vehicle should be restricted to collection staff.			
61	Bidder's vehicle should have insurance coverage and all papers up-to-date.			
62	Bidder should regularly check vehicles for fitness and document a weekly checkup register.			
63	The driver of the bidder's vehicle must have valid driving license.			

P. Manpower

64	All employees of the bidder must be security-screened in accordance with the appropriate national standard and must sign a Deed of Confidentiality.			
65	Employees responsible for delivering or collecting records to or from the Company's premises should carry photographic identification confirming that they are an employee of the bidder. This identification must be produced on request at the Company's location.			



66	All Staff should wear uniforms & ID Card.		
Q. Standard Operating Procedure			
67	The bidder should have standard Operating Procedures (SOP) for its records management activities well documented with appropriate training provided for all personnel.		

R. Vendor Information Form:

SL	Particulars	Details
1	Office Address	
2	Storage Address	
3	Storage Area	
4	Office Hour	
5	Year of Establishment	
7	Membership (if any)	
8	Contract period (minimum)	
9	Value Added services	

Please, Financial & Technical Offer Must be submitted as per the format attached herewith. Vendors whose scope of works does not match with the said job need not to submit their offer.

Regards

Zahid
12/11/2025

Md. Zahid Ibne Anwar
Head of GSD (Current Charge)
Community Bank Bangladesh PLC.

