Community Bank
• Trust • Security • Progress

Tender Document

[Open Tender]

Procurement of Annual Maintenance Contract (AMC) Services for Oracle Products (CSI# 22351565) for a Duration of Three (03) Years.

Invitation for Tender No: CBBL/HO/ICT/19-2026/663
Dated: 24-02-2026
Tender issued on: 24-02-2026

BID SCHEDULE
For

Item Sl.	Item Description
01	Procurement of Annual Maintenance Contract (AMC) Services for Oracle Products (CSI# 22351565) for a Duration of Three (03) Years.

INVITATION TO BID

Community Bank Bangladesh PLC. invites tender from bona fide bidders, proposals to offer Delivery, Installation, and Implementation of Annual Maintenance Contract (AMC) Services for Oracle Products (CSI# 22351565) for a duration of three (03) years for the Community Bank Bangladesh PLC. The bidder should be well experienced to complete the task/tasks.

The last date for submission of Tender is 16th March, 2026. Sealed Quotation Envelope (*Technical & Financial in separate envelopes*) shall be addressed to "Chief Information Technology Officer, Community Bank Bangladesh PLC., Police Plaza Concord (Level 10, Tower 2), Gulshan 1, Dhaka-1212.", by **3:00 PM.** The bidder may depute their representative at the time of opening of Tender.

EXECUTIVE SUMMARY

Community Bank Bangladesh PLC. (CBBL), a concern of Bangladesh Police Kallyan Trust, is established with a vision to serve communities to progress with the tailormade secured solutions abiding by the highest level of Corporate Governance and Trust.

It aims to contribute in the economic growth of the country by providing financial products & services to the communities across geographies. State-of-the-art Core Banking System will enable the operation to manage centrally in optimum magnitude.

Community Bank runs on its three core building blocks i.e. Trust, Security and Progress.

SCOPE OF WORK

Scope of Bid

Bidders are required to propose solutions as specified in the technical and financial proposal for the supply, installation and implementation of following items. Bidders are required to propose their solutions under **two envelop** system. Bidders are required to quote for the items and are fully responsible for offered products and implementation of the same as specified in the terms and conditions.

The scope of the bid includes supply, installation and commissioning of various license/ Software are described below.

Item Sl.	Item Description
01	**Procurement of Annual Maintenance Contract (AMC) Services for Oracle Products (CSI# 22351565) for a Duration of Three (03) Years.**

The successful Bidder shall be responsible for all the product(s) and service(s) offered by them for project management and co-ordination of the item(s) mentioned above for Community Bank Bangladesh PLC.

TERMS & CONDITIONS:

1. Bidder's qualification: The bidder must have experience in supply, install, test and maintain above-mentioned products of reputed Bank.

2. Validity of Offer: The offered price must be fixed during the next 06 (six) months from the date of bidder's final offer.

3. Supply & Installation: Successful bidders should supply the products within shortest possible time after receiving of confirmed work-order from Community Bank Bangladesh PLC., ICT Division, Head Office, Dhaka. Bidder will provide installation/commissioning, support along with on-premise technological support & guidance.

4. Schedule of Payment: The selected bidder will have a contract with the Bank for 3 (three) years. The price is fixed for 03 (three) years but payment will be made on yearly basis.

5. Mode of Payment: Payment will be made by Community Bank Bangladesh PLC. after successful installation, online operation and submission of the bill after deduction of Tax, VAT etc. as per government rules.

6. Last Date & Time for Submission of Tender:
   a. Sealed tender must be dropped in the tender box kept in ICT Division on 16-03-2026 (within 3.00 PM).
   b. The bidders are advised to submit their tender mentioning "Technical Offer" & "Financial Offer" separately in 02 (two) separate envelopes.

7. BID Security of BDT 5,00,000.00 (Taka lac) for the Solution in the form of Payment Order/Demand Draft/Bank Guarantee in favor of Community Bank Bangladesh PLC. The bid security should be valid for 3 (Three) months after the date of bid opening and must be submitted inside the financial proposal (Refundable).

8. Submission of Papers: Any quotation found using the name of a company of which the Bidders/Vendors are not the owners, will not be accepted.

9. Experience and short brief in supply & installation of the Supplied Systems: Bidders/vendors should submit their experience certificate of successful supply & installation of mentioned products in different corporate institutions/financial organizations.

10. Local Office Address and detail of Personnel for instant support and Services: The bidder/vendor must provide details of its local office address, contact number, and a list of qualified personnel who will ensure immediate local support and services for the Bank's databases/Oracle Products, as required, without any additional cost as part of the CSI renewal.

11. Bidder's Eligibility for participation:

a. The bidder must have a minimum 5 (Five) years of experience in supplying, installing, maintaining of mentioned oracle product of similar or more quantity in any reputed Bank or Financial Institution (Minimum 03).

b. The bidder must have at least two (2) ongoing Annual Maintenance Contract (AMC) renewal agreements with any commercial bank or Financial Institution operating in Bangladesh.

c. The Bidder's own payroll should have Minimum 02 (Two) OCP Certified (preferably on products mentioned in the technical specification) Oracle Engineers.

d. The bidder must be valid partner/ Authorized Dealer of Oracle OEM.

12. Necessary Documents: The Bidder should submit company profile that must include these documents.

a. Valid Trade License, VAT Certificate & TIN with last return submission acknowledgment copy.

b. Certificate of Incorporation (for corporate entities)

c. List of Corporate clients relevant to Oracle products.

d. Appraisal certificate, NOA/ Contract Document and Satisfactory Completion Certificate (on mentioned products in the technical specification) from minimum 03 (Three) clients in Bank or Financial Institution.

e. The bidder shall submit copies of the contract documents for at least two (02) ongoing Annual Maintenance Contract (AMC) renewal agreements with any commercial banks or financial institutions.

f. Certificate of Supplier/Authorized Dealer/ Reseller from the Oracle OEM having adequate validity.

g. List and profile of technical team.

h. Minimum 02 engineers' CV with Oracle Certification (on mentioned products in the technical specification) as evidence.

i. A notarized declaration mentioning "not debarred from tendering by any Government or Semi-Government organization or Government-owned company or commercial bank or Financial Institution ".

13. Bidders shall quote their prices in USD for the items mentioned, inclusive of all applicable VAT, taxes, duties, and any other related costs. No additional or hidden charges shall be accepted. Payment shall be made on a yearly basis and settled in local currency at the prevailing FCY BC selling rate of USD on the date of billing.

14. The Bank reserves the right not to accept the lowest bidder and to reject any Tender or part thereof or whole tender without assigning any reason whatsoever. Any decision of the Bank in this regard shall be final, and binding on the bidders.

15. The Bank reserves the right to relax, change or drop any of the terms and conditions of this tender schedule without any further notice.

16. After receiving work order, vendors cannot deny to supply ordered products. Such refusal will be considered as unprofessional business attitude and Bank may Blacklist such participants.

Technical Specifications

SL No	Item Name (Contract#)	CSI Number	Qty	Start Date	End Date
01	Oracle Database Enterprise Edition - Processor Perpetual	22351565	6 Processors	29-May-2026	28-MAY-2029.
02	Oracle Multitenant - Processor Perpetual	22351565	6 Processors	29-May-2026	28-MAY-2029.
03	Oracle Tuning Pack - Processor Perpetual	22351565	6 Processors	29-May-2026	28-MAY-2029.
04	Oracle Diagnostics Pack - Processor Perpetual	22351565	6 Processors	29-May-2026	28-MAY-2029.
05	Oracle Advanced Security - Processor Perpetual	22351565	6 Processors	29-May-2026	28-MAY-2029.
06	Oracle Audit Vault and Database Firewall - Processor Perpetual	22351565	6 Processors	29-May-2026	28-MAY-2029.