

Tender Ref: CBBPLC./GSD/RFQ/2024/0073

Tender Title: RFQ (Request for Quotation) the service of Media Monitoring Agency for Community Bank Bangladesh PLC.

Dear All,

Greetings from Community Bank Bangladesh PLC.

Community Bank Bangladesh PLC is the 59th Schedule Bank of Central Bank. Our Bank needs “Media Monitoring Service” to keep

- i) record of coverage of media content, documents, analysis, video clips,
- ii) Editorial opinion, specifically or widely regarding the Bank, Banking industry and its competitors that is published or on-aired.

Bonafide and relevant enlisted vendors are hereby requested to participate in the bidding process as per terms and condition and financial offer format mentioned below.

You are requested to submit (HARD COPY) your offer in a closed envelope as per schedule mentioned below.

TENDER FOR the service of Media Monitoring Agency

i)	TENDER REFERENCE NO	CBBPLC./GSD/RFQ/2024/0073
ii)	DATE OF TENDER DOCUMENT	17.12.2024
iii)	LAST DATE FOR SUBMITTING PRE-BID QUERIES	19.12.2024
iv)	DATE OF PRE BID MEETING	22.12.2024
v)	LAST DATE FOR SUBMISSION OF TENDER	24.12.2024 up to 12.00 PM
vi)	DATE OF OPENING OF TECHNICAL BID	Will be opened by the internal Committee of the Bank at a convenient date
vii)	COST OF TENDER DOCUMENT	Free of Cost
viii)	EARNEST MONEY DEPOSIT (EMD)	Not Required
ix)	DATE OF OPENING OF COMMERCIAL BID	Only Technically qualified Offers (as decided by the Bank) will be opened at a later date.

A. General Terms and Conditions:

1. **Procurement Method:** Single-Stage: Double Envelope Method. The Financial Proposal and the Technical Proposal Envelopes MUST BE COMPLETELY SEPARATE and each of them must be submitted sealed individually and clearly marked on the outside as either “TECHNICAL PROPOSAL” or “FINANCIAL PROPOSAL”, as appropriate. If there is any exception to this will be considered as disqualified.
2. **Bidder’s Technical Eligibility:** Technical Proposal must consists of the following documentation at a separate envelope-
 - i) The bidder must have at least 3 years of Media Monitoring experience
 - ii) No of Customers (Including MNC, Agency, Bank FI, LLC)
 - iii) Number of Clients
 - iv) Last year income tax return submission acknowledgement copy, ETIN, VAT registration, BIN (13 digit)
3. **Financial Offer/Price/Quotation:** The quoted price should include applicable VAT. The rate of VAT should be mentioned in the quotation.
4. **Payment Terms:** Payment will be made after each completion the job upon submission of the bill with work order & noc from the deployed location which is duly signed by authorized personnel (Name & Seal, if available). Payment will be made through the Bank Account only.



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5. **Price/Financial offer Submission:** The bidder shall have to submit the price in the letter head pad.
6. One Stop Service (IDENTITY, CONTENT, DIGITAL, PRINT,PR Support)
7. **Purchaser's Right:** The Purchaser reserves the right to accept/ cancel/ reject any or all offer without assigning any reason. The purchaser is not obliged to purchase the lowest offer at all. The purchaser reserves the right to share the Bidder's response to this RFQ with its advisors and purchaser Business Units. Purchaser reserves the right to conduct negotiations with one or more Bidder and / or accept the Bid without any negotiations.
8. **Bid Submission/ Closing Date:** The Quotation shall have to the submit below mentioned address: **Chairman Purchase Committee**, General Services Division 12th Floor, Community Bank Bangladesh PLC, Police Plaza Concord, Tower-2, Road-144, Plot-02, Gulshan-01, Dhaka as per the schedule mentioned above. The purchaser reserves the right change the Time schedule at any time.
9. **Required Content of the Quotation:** Quotation must be submitted as per prescribed form as instructed below:
 - i) Proposal must be addressed for "**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) Must mention the subject line "**RFQ (Request for Quotation) the service of Media Monitoring Agency for Community Bank Bangladesh PLC. (Ref: CBBPLC./GSD/RFQ/2024/0073)**" in top of the Envelope.
10. **Quotation Validity:** The Quotation shall be valid for 365 calendar days (01 Year) from the Quotation submission/ closing date. Which will continue for a year/until further notice (if both parties agreed).
11. **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.
12. **Sample/Test of the Product/Service:** Bank may ask mock test before selection of any vendors which is FOC (Free of Cost).

B. Financial Terms & Conditions:

13. Quoted Price must include material, labor and service charges as per attached price format.
14. Delivery lead-time will be as per site and Bank requirements.
15. Following papers/documents must be sent with the Technical 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)
16. Mode of Payment is to be mentioned in the offer. Community Bank Bangladesh PLC discourages advance payment if not necessary.

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17. Please contact undersigned for any types of clarifications in regard to products/services/works related clarifications only.

Mentionable that, if the scope of works and your company type does not match with our requirement, you need not to submit any offer in this regard. In case, any terms & conditions is not compatible with the Tender Process, they may be relaxed.

Financial Offer Format.

Sl.	Product Description	Delivery Time	Deliver By	Consolidated Amount (Including VAT & TAX)*
1.	News Monitoring Campaign PPT Report on Community Bank Bangladesh PLC. Media: TV, Newspaper, Online, Social & Radio Media.	Monthly	Email/Portal	
2.	Social Media Monitoring on Community Bank Bangladesh PLC & Competitors. Platforms: TV Media Facebook/YouTube Channels & Print Media Facebook/YouTube Channels.	As Per Requirement	Email/ Drive/ Dashboard	
3.	Social Media Monitoring Insides Analysis Report on Community Bank Bangladesh PLC, including Views, Like, Share & Comments.	As Per Requirement	Email/Portal	
4.	Digital Advertisement Monitoring on Community Bank Bangladesh PLC. Platforms: Facebook, YouTube, Website & OTT. (Selected/ As Per CBBPLC SOW)	Instant	Email/ WhatsApp	
5.	Complementary Service: Software Based Online Data Archiving/Dashboard.	Complementary Service	Media Client Portal	

***VAT shall be as per Government Rules and will be changed accordingly, in case, any change come into effect**

Regards



(SM Shahin Iqbal)
VP & Head of General Services Division
Community Bank Bangladesh PLC.

