



Prime Bank

Facility Management Division

RFQ: PBL/FMD/Q-Mgt./2023/731

November 30, 2023

Sub: Request for Quotation (RFQ) for 'Electronic Queue Management System (EQMS)' along with 'Customer Feedback' option in the same device.

Please refer to the captioned subject, we are pleased to invite sealed quotation from reputed supplier(s) which is to be forwarded to us along with a cover letter for installing EQMS along with Feedback option for Prime Bank Limited on the basis of below mentioned details:

SN	Name of Service	Scope of Service	Location (Branch)
1	Electronic Queue Management System along with Customer Feedback option in the same device	Installation of EQMS at Gulshan branch of Prime Bank to monitor customer footfall along with TAT & volume analysis in order to enhance efficiency. Also in the same device, there would be a touch feedback options for customers to rate individual services.	Gulshan

Scope of Work:

Name of Service	Scope	Vendor response
Electronic Queue Management System(EQMS) along with Customer Feedback option in the same device	<ul style="list-style-type: none"> EQMS setup and installation at a branch of Prime Bank. All systems should be under centralized control with option of Branch level admin. Devices should have large touch-screen along with printer and UPS backup mounted on a slim metal casing. Token display and announcement option through separate monitor for ease of viewing. Device should also allow providing Feedback through smiley/any suitable method that would be captured and compiled. User interface of the apps should be user friendly. Task and desk assignments along with dynamic tree update option should be available. System should also provide various types of data and reporting. Provision for Internet token system should be embedded with the system which can be introduced later based on Bank's decision. The company should be able to provide guarantee/warranty and maintenance related prompt supports across country. The company should have the capacity to cater the said service for all other branches of Prime Bank in future (up on requirement). Market experience of 5 years or more is required in this field with established setups in different institutions like Banks, Telecoms, etc. 	



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Eligibility of the bidder:

Interested bidders may participate in the RFQ as well as documentary evidence of the followings:

1. Practical work experience of minimum 05 (Five) years in relevant field. Copy of oldest Trade License need to be provided as proof.
2. Practical work experience to execute such type of work for minimum amount of Taka 05 (five) lac or above in a single work order.
3. The minimum specific experience as a Supplier in the supply of similar Goods of at least 05 (five) contract(s) completed within the last 03 (three) years in any Bank/Multinational/govt. organization. Proof copy must be submitted.
4. Provide valid Trade License/Incorporation Certificate/Ownership Document, BIN, TIN Certificate & Bank Solvency Certificate.
5. Any vendor with previous negative experience with Prime Bank Limited will be directly disqualified. Their financial offer will not be acceptable and will not be opened.
6. Any Fake, Tempering of Data, 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 to the bidding.

Financial Proposal :

SL	Item	Brand	Model	Country of Origin	Country of Assembling	Qty	Rate	Amount per Branch
Q-Management System								
01	Token Issuer KIOSK having Touch screen with Customer Feedback option					1		
02	Software					1		
03	Connecting Box					1		
04	Counter Display LED Matrix					1		
05	Power Supply					1		
06	Voice Interface with Speaker/TV speaker					1		
07	UPS 650 VA					1		
08	Main Display (40" LED TV with wall mount)					1		
09	Installation Charge with Cabling					1		
10	Fixed acrylic counter display					1		
12	Thermal Paper ticket roll					1		

Note: Above mention price is Including VAT, AIT & Institutional fees. A price should be locked for future bulk implementation across Bangladesh also.

Other terms & conditions:

1. Delivery & Installation:

- A. From ready-stock.
- B. 02 (Two) years of warranty for all components and any sort of manufacturing defect in parts from the date of supply and successful installation.



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- C. The supplier will deliver and install the products at the bank's selected location. No additional cost will be paid by the bank for transportation.
- D. In the case of the supply of inferior-quality or defective goods, any change request by Prime Bank must be entertained.
2. **Distributorship or Sole Distributorship certificate:** The bidder must submit the distributorship certificate of Q-Management.
3. **Payment:** Payment will be made within 30 (Thirty) days from receipt of the bill from the supplier. Payment will be made as per the following terms and conditions:
 - A. 90% of the unit price will be paid after the satisfactory installation of the equipment and subsequent certification of concerned division/concerned users.
 - B. Remaining 10% of the total price will be paid to the supplier after 06 (Six) months of satisfactory operation of the equipment.
 - C. The Bank will deduct VAT & AIT as per govt. rules.
4. **Call For Servicing:** Your technical personnel must attend any emergency call for our service within 04 (Four) hours from the time of complaint lodged by the Branch or Head Office and accordingly resolve the issue at the quickest possible time.
7. The RFQ must be submitted in sealed envelope mentioning the name of work on top of the envelope to the office of the undersigned as per aforesaid date **on 06.12.2023 within 3:00 pm** and the RFQ will be opened at 3:30 pm on the same day in presence of the participants if any.
8. The Proposal must be submitted in 2(two) envelope system i.e. one "Technical Proposal" and another "Financial Proposal" mentioning Technical/Financial proposal on the top of each envelope. These two proposals will be submitted together in a sealed envelope. All the envelopes will contain the full name and address of the participant company. The name, address and telephone number of the contact person should be mentioned in the forwarding letter both of the "**Technical Offer**" and the "**Financial Offer**".
9. Banks (PBL) Right: Banks (PBL) reserves the right to accept/ cancel/ reject any or all offers without assigning any reason. Banks (PBL) is not obliged to purchase the lowest offer or any offer at all. Banks (PBL) reserves the right to share the Bidder's response to this RFQ with its advisors and Purchaser Business Units. Banks (PBL) reserves the right to: conduct negotiations with one or more Bidder and/ or accept the Bid without any negotiations
10. Please drop your tender - **Prime Tower (Ground Floor), Plot 8 & 35 Airport Road, Nikunja-2, Khilkhet C/A, Dhaka -1229.**
11. **Point of Contact:** Kazi Reshad Mahboob reshad.mahboob@primebank.com.bd Cell: 01967809811

Thanking you

Kazi Sohel Masud
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Facility Management Division
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