



Annex-01

## **Instructions to Tenderers**

**Tender Reference:** SHED/Tender/INI/05/2025-0272

**Title: Development of e-Procurement and Logistic Management System & Mobile and Web Application for Complaint, Feedback, and Response Management**

### ***1. Service to Be Provided***

SHED intends to procure services through an Open National Tender for the **Development of an e-Procurement and Logistic Management System & Mobile and Web Application for Complaint, Feedback, and Response Management**.

Detailed technical specifications and requirements are provided in the **Terms of Reference (ToR)** in **Annex-8**.

### ***2. Guidelines for Tenderers***

Qualified service providers are invited to submit their proposals for the above-mentioned services. Proposals must follow the instructions outlined in this document and be submitted within the given deadline.

### ***3. Closing Date and Time for Submission***

The deadline for submission of tenders is:

**10 May 2025; By 2:00 PM (Local Time)**

*Late submissions will not be accepted.*

### ***4. Submission of Tenders***

**Working Hours for Submission:**

Sunday to Thursday, 9:00 AM to 5:00 PM (excluding public holidays).

**Submission Methods:**

Tenderers may submit proposals in either of the following ways:

**Hard Copy Submission:**

Place your sealed envelope (clearly marked with Tender Ref: SHED/Tender/INI/05/2025-0272) in the Tender Box at:

**SHED Liaison Office:**

H/H 337/1, Zia Mansion, Shaheed Sharoni Road, Cox's Bazar.

**Online Submission:**

Send your complete proposal as a PDF file to:

**[procurement@shedbd.org](mailto:procurement@shedbd.org)**

**Important Notes:**

- a) Late submissions will be disqualified.
- b) Make sure all documents are complete, signed, stamped, and dated properly.



### **5. Timetable for provision**

The timeframe allowed for the provision of the particular services should be provided with start dates and finish dates where possible.

SL#	Details	Date
1	Tender Advertisement	3 May, 2025
2	Closing Date for Receipt of Tenders	<b>10 May 2025 at 2.00 pm</b>
3	Tender Opening Location	SHED Liaison Office, H/H 337/1, Zia Mansion, Shaheed Sharoni Road, Cox's Bazar.
4	Tender Opening Date and Time and Address	at <b>SHED Liaison Office</b> H/H 337/1, Zia Mansion, Shaheed Sharoni Road, Cox's Bazar. at <b>3:30 pm on 10 May, 2025</b> or may change in case of any internal priority .

### ***6. Language of the Tender***

All tender documents should be submitted in **English**. However, official government documents in **Bengali** are acceptable.

### ***7. Validity of Offers***

The offered price must remain valid for **one (1) year** from the date of submission. In case of any national crisis or regulatory changes, prices may be revised with logical justification.

### ***8. Currency***

All prices must be quoted in **Bangladeshi Taka (BDT)**.

### ***9. Incoterms***

*Not applicable for this tender.*

### ***10. Type of Contract***

This will be a **one-year contract**.

### ***11. Tender Guarantee***

No tender security or guarantee is required for this tender.

### ***12. Evaluation & Selection Criteria***

- SHED reserves the right to issue work orders to **one or multiple service providers**.
- SHED may verify the **quality, legality, and authenticity** of the services provided.
- SHED also reserves the right to **contact previous clients** of the service provider to verify the experience submitted.



- d) The **selected bidder** must pass an **anti-terrorism compliance check** before final agreement.

**13. Responsiveness Criteria. To be considered substantially responsive:**

- a) All documents must be **properly signed, stamped, and dated**.  
b) All **required documents** must be **present, complete, and valid**.

**SHED has the right to or work order single or multiple suppliers.**

SHED reserves the right to inspect quality and confirm legality of the services offered and also has the right to check other clients of the service provider in relation to the experience they have submitted as part of the evaluation process at any time anywhere.

**Note:** Finally the selected bidder has to pass the anti-terrorism check before final selection for the agreement

To determine substantially responsive bids i.e. documents are properly signed, stamped and dated, ensure that all documents requested are present and are valid.

Please submit following documents:

<b>Descriptions of the documentation requested</b>	
<b>Full Tender Package including as below: ----- please tick mark as per your submission</b>	
<b>Invitation to Tender – signed</b>	<b>Check box</b>
Annex-1: Instructions to Tenderers	<input type="checkbox"/>
Annex-2: SHED's Terms and Conditions	<input type="checkbox"/>
Annex-3: Tenderer's Declaration Form	<input type="checkbox"/>
Annex-4: Price offer form	<input type="checkbox"/>
Annex-5: Tenderer's Relevant Experience	<input type="checkbox"/>
Annex-6: Delivery Lead Time	<input type="checkbox"/>
Annex-7: Supplier Registration Form	<input type="checkbox"/>
Annex-8: SHED Code of Conducts - Associated Policies	<input type="checkbox"/>
Annex-9: ToR	<input type="checkbox"/>

<b>Mandatory documents to be submitted for administrative check (If any bidders don't submit following document they won't be considered for next evaluation process):</b>	
<b>Documents</b>	<b>Checkbox</b>
• Valid Trade License	<input type="checkbox"/>
• Valid Income Tax Certificate	<input type="checkbox"/>
• VAT or BIN Registration Certificate	<input type="checkbox"/>
• 4 months Financial Statement (from 1st January 2025 to 30 April 2025)	<input type="checkbox"/>



### 13. Clarification Meeting / Pre-Bid Meeting

All interested tenderers are invited to a **Pre-Bid Meeting** for clarification regarding the tender documents.

- a) You may ask questions and seek clarifications during the session.
- b) All clarifications shared with any individual tenderer will also be **shared with all other participants** to ensure fairness and transparency.

#### **Join the meeting via link**

Pre-bid Meeting\_E-Procurement&Logistics Software Development

Tuesday, May 6 · 3:00 – 4:00am

Time zone: Asia/Dhaka

Google Meet joining info

Video call link: <https://meet.google.com/ccj-ohhz-amp>

### 14. Cancellation of the Tender Process

**SHED reserves the right to cancel the tender process partially or entirely, with or without explanation, under circumstances including but not limited to:**

- a) Insufficient number of qualified bids
- b) Cost exceeding available budget
- c) Major changes in service specifications
- d) Cancellation of the related project or funding

Decisions related to cancellation will be made by the **Tender Evaluation Committee** or **SHED management**.

### 15. Data Protection and Confidentiality

SHED commits to:

- a) Maintaining full **transparency** in all procurement-related documentation for **internal and donor audits**.
- b) Ensuring the **confidentiality** of all proposals and information received, protecting sensitive data of all participating tenderers.



## 16. Donor Information

This tender is issued under a project funded by **UNICEF**. However, procurement may also be applied to other **donor-funded initiatives** as necessary.

<b>Name of Company:</b>		<b>Date:</b>	
<b>Name:</b>		<b>Function:</b>	
<b>Signature &amp; Stamp:</b>			