

Annex-A : Scope of Work (SoW)
Framework agreement for Office Supplies _Dhaka Office for 2 years

1. Background:

CARE Bangladesh, a leading humanitarian organization, is seeking to hire general office consumable items to operate its office operations and field implementation. This document outlines the terms and conditions for the provision of these services, including the required types of products and services, terms of use, and service standards.

2. Objective of the Assignment:

The objective is to find a business entity to provide office supplies items to operate its office operations and field implementation. So, a Long-Term Framework Agreement for office supplies services will be established to ensure smooth Supply Chain system to respond to project and program needs.

3. Scope of Service:

- The selected supplier is obliged to deliver products and goods at any quantities as per the agreement to the mentioned delivery locations.
- Suppliers shall ensure that all office consumable items are appropriately delivered to CARE Bangladesh and other offices (mentioned in “Delivery Location”) in good manner within the specified time as requested.

4. Procurement Methodology:

- CARE Bangladesh reserves the right to enter into Framework Agreements with multiple suppliers for the same category of goods and/or services.
- This Framework Agreement (FWA) does not constitute a guarantee or commitment by CARE Bangladesh to procure any minimum quantity of goods or services from the Supplier. Any procurement under this FWA shall be subject to specific project needs, availability of funds, and internal approvals.
- Following the execution of this Framework Agreement, CARE Bangladesh may, at its sole discretion, issue system-generated Purchase Orders (“POs”) to the Supplier. Each PO shall clearly specify the scope, quantity, value, delivery timeline, and any other applicable terms and conditions.
- The Supplier shall not supply any goods or services, nor incur any related costs, unless and until a valid Purchase Order has been formally issued by CARE Bangladesh in accordance with the terms of this Framework Agreement. CARE Bangladesh shall not be liable for any costs incurred outside of an authorized PO.
- CARE Bangladesh will communicate in written about any change of requirements.

5. Duration of the Contract:

The contract will be valid for an initial period of 2 years, which may be extended to 01more year subject to satisfactory service provided during the contract period.

6. Delivery Location:

CBDO: RAOVA Complex, VIP Road, Mohakhali, Dhaka-1206, Bangladesh

TSD: Road - 2/A, Adjacent to Block – H, Sector - 17, Uttara 3rd Phase (Opposite side of World University) Baunia, Tafia, Dhaka-1230, Bangladesh

7. Period of bid validity:

The quoted price should be valid for 2 year. There will be an option to reassess and adjust prices 6 months in the agreement if required for the conditions below:

- Govt. declared Vat has been revised
- Market price has changed significantly, which will be verified by CARE Bangladesh team

This ensures flexibility and reflects the changing market conditions, fostering a fair and dynamic long-term partnership.

8. Evaluation Criteria:

Suppliers will be selected based on both Technical and Financial scores and criteria. Evaluation committee members will review the technical proposal first and upon receiving of successful technical proposal, the committee will scrutiny the financial proposal of technically eligible Vendors / the Vendors qualified with minimum scores in technical review. The ratio of technical and financial proposal review and scrutiny will be 70:30, respectively.

The ranking to evaluate is between 1 and 5, where 5 is the highest score.

1 2 3 4 5
Low |-----|-----|-----|-----| High

Scoring:

- 1 Non-complying
- 2 Below Acceptable
- 3 Acceptable
- 4 Good
- 5 Excellent

SI	Criteria	Points/Marks
01	Detail information of offered service: Fully meet the requirements and quality of offered goods (based on Brand/Company Name of materials)	30%
02	Previous Relevant Experience Please provide at least 3–5 or more client references, testimonials, or purchase orders demonstrating experience in supplying similar products to similar types of organizations.	20%

	Score	Marking Status	Work order/PO Copy/ Agreement/Work completion Certificate
	1	<i>Non-complying</i>	No submission
	2	<i>Below Acceptable</i>	1-2
	3	<i>Acceptable</i>	3
	4	<i>Good</i>	4
	5	<i>Excellent</i>	5 and above
03	Availability of Updated Legal Documents (TIN, BIN & Trade Licenses or related document)		20%
04	Financial Proposal (Value and Cost of the product)		30%
	Total		100

Note: Suppliers must quote for all the items. Incomplete quotes will not be considered for evaluation.

9. Application process:

If you are interested and feel competent in carrying out this very exciting work, please submit technical and financial proposals in two separate documents:

Technical Proposal:

1. Client list
2. Brand name and picture
3. Updated Legal documents: Latest Trade License/ Registration Certificate, -E-TIN Certificate, BIN Certificate.

Note: CARE Bangladesh may request the shortlisted bidders for sample submission as part of evaluation process. All costs associated with sample submission shall be borne by the invited bidders..

Financial Proposal:

Annex-B Financial Proposal that outlines the fees and associated costs including govt. circulated VAT & TAX and provide budget notes.

10. Terms and conditions for service provider

- CARE Bangladesh reserves the right to cancel/terminate/halt the process without showing any justification to the bidder though they have given time and resources to submission of the proposal.

- CARE Bangladesh reserves the right to monitor the quality and progress of the work during the assignment.
- No advance payment will be made against the Agreement.
- All prices should be included in VAT and Tax. Govt. VAT and Tax rules and regulations will be followed strictly.
- Mushak 6.3 must be provided along with bill and challan. VAT and Tax will be deducted at source as per Govt. rules
- CARE Bangladesh reserves the right to accept or reject partially or fully any or all quotations without assigning any reason whatsoever. CARE Bangladesh may not select the lowest bidder, if the quality, specifications etc. are not up to the mark and not bound to provide any explanation about the selection process.
- CARE Bangladesh reserves the right to make framework agreement with multiple vendors for the same goods and services.
- CARE Bangladesh encourages every prospective bidder to avoid and prevent conflicts of interest, by disclosing to CARE Bangladesh if you, or any of its affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this tender document.
- CARE Bangladesh is not bound to accept any quotation, nor award a Work Order, nor be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.
- All activities should comply with national environmental regulations and sustainability standards.

11. Payment Terms:

- The Service Provider will be paid upon receipt of satisfactory service per Purchase Order.
- Quantity may increase and decrease, and payment will be made on actual service received.
- Payments in local currency will be paid as per standard procedure. There will not be any scope to pay in advance before starting work. Service Provider shall provide CARE Bangladesh with periodic and final invoice statements indicating services performed, expenses incurred, past payments made, and any other information CARE Bangladesh shall reasonably request. Service Provider shall provide a final invoice statement whenever requested by CARE Bangladesh up to sixty (60) days after the date set for the completion of the services in this SOW.
- CARE Standard Payment Terms are 30 days from receipt of goods or service and accurate & complete invoice acceptable to CARE Bangladesh.

- The agreement does not constitute a confirmed Purchase Order or guarantee of any minimum volume of work, and that Purchase Orders will be issued separately based on actual requirements and approval by CARE Bangladesh.
- CARE will deduct applicable VAT and Income Taxes at source as per GoB policies and procedures.