

Islami Bank Bangladesh PLC  
Digital Banking Wing (DBW)  
ATM Management Division  
Head Office, Dhaka

**Notice for Inviting Quotation**

Islami Bank Bangladesh PLC invites sealed quotation from all the bonafide/Authorized vendors having experience in ATM/CRM maintenance works under the following terms & conditions:

ATM/CRM details:

Sl.	Supplier	ATM/CRM	Brand	Model	Units	Rate in BDT
01	Networld Technology Ltd	ATM	NCR	SS-22	262	
		ATM	NCR	SS-22e	58	
02	Zara Zamman Technology Ltd	ATM	GRG	H22NL	84	
		ATM	GRG	H22VL	34	
		CRM	GRG	H68NL	10	
03	Technomedia Limited	ATM	NCR	SE-Cash	1793	
		CRM	NCR	SS-83	795	
		CRM	NCR	SS-61	04	
Total					3040 nos.	

1. Name of work: Supply spare parts/ repairing/replacement of ATM/CRM of IBBPLC at different places of Bangladesh.
2. Quotation: The intending Bidders shall have to submit the quotation in their letter head Pad, with seal and signature in each page of the schedules.
3. VAT & Tax must be included with the rates as per Govt. Rule.
4. Rates will be received in sealed envelope only on December 24, 2025 at CPD, OW at 20, Dilkusha C/A up to 4:00 PM and will be opened on the same date & place at 4.00 PM. No rates will be received through mail.
5. The bidders must provide full replacement warranty at free of cost for items for three (03) years from the date of installation.



6. Only the reasonable rates will be considered for Annual Maintenance Contract (AMC) for ATM/CRM maintenance rate.
7. Reservation: IBBPLC is not bound to issue work order in favor of lowest bidder and reserves the right to accept any quotation and reject any or all quotations without assigning any reason whatsoever.
8. Any abnormal rate (excessive high or low) should be treated as cancelled.

**01. Eligibility Criteria:**

- a) The vendor must have demonstrable experience in maintaining a minimum of 200 Automated Teller Machines (ATM/CRM) for any scheduled commercial bank.
- b) The vendor must possess valid and current OEM (Original Equipment Manufacturer) approval or authorization for servicing the relevant ATM/CRM Brand.
- c) Vendor must be OEM-authorized or experienced in ATM/CRM maintenance.
- d) Minimum 3 years of experience in handling similar contracts for financial institutions.
- e) Satisfactory service history and client references required.

**02. Scope of Work:**

- a) Preventive and corrective maintenance of ATM/CRM machines.
- b) Replacement/repair of faulty components, excluding consumables unless stated.
- c) Timely software updates and system checks.
- e) Support with defined SLA (Service Level Agreement).

**03. Submission Requirements:**

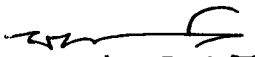
- a) Quotation of AMC rate per machine model wise (ATM/CRM).
- b) Copy of valid licenses/registrations.
- c) Past performance details (clients, duration, and nature of service).

**04. Payment Terms:**

- a) Quarterly in arrears upon submission of service reports and satisfactory performance review.

**05. Termination Clause:**

- c) The contract may be terminated by either party with 90 days' notice in writing.

  
15.12.2025  
(Md Mahbub Alhassan)  
SVP & Head of ATMMD, DBW

