PROCUREMENT MANUAL
CHAPTER III OF OPERATIONS AND MANAGEMENT MANUAL

Amendment of 14 October 2015
Dear Colleagues,

Over the past years, Transparency International Bangladesh (TIB) has significantly grown both programmatically and institutionally. We have the distinction of being the largest chapter of TI in the world implementing multi-dimensional and robust programmes. This means that we are handling larger and newer resources, projects, staffs, partner and vendors. Most importantly our procurement activities have grown in many dimensions. With this growth, the policies and procedures related to procurement have required updating and amendments to ensure the high standards of transparency and accountability that TIB is known for, and is expected to be. Our main objective is to ensure that our procurement process and all actions, decisions and activities related to it represent highest standards of economy, efficiency and effectiveness.

What follows here is the amended and updated version of TIB Procurement Policy approved by the Board of Trustees of TIB at its 85th meeting held on 14 October 2015. All relevant members of the staff at all levels and locations are expected to be conversant with the provisions of this policy and to fully comply with the same. The Board and management hope that the policy will be fully enforced without any exception so that the underlying responsibility and accountability framework are strictly observed.

Dr. Iftekharuzzaman  
Executive Director
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SECTION 1

1. Introduction

TIB being a Trust pursues a policy of minimizing at most, waste of time labor and its fund. TIB wants a reflection of this policy in the management of procurement, stores and stock control. Conscious uses of store accommodation and at the same time taking advantage of bulk buying discount and anticipated price hike can generally be considered as a mark of efficiency. Under circumstances and at times buy just quantity and just in time may also be thought to be important. Procurement policy is thus based on a very objective requirement, short and long term planning.

This manual describes planning and process of procurement of goods and supplies, making payment therefore, raising, executing and preserving documents for inspection, inventory and audit.

2. General Principles

- To ensure that TIB is in compliance with TIB and all grant regulations.
- To make purchases/procurements in a planned and economical way.
- To record and monitor purchases contract properly and avoid frequent/random purchases.
- Purchasing Controls: It is an objective of TIB to fully plan all project activities and procure all necessary materials in advance. Purchasing must be done according to the procedures outlined below. Staff authorized to make purchase requests are responsible to plan purchases in advance and make sure that the funding sources are available.
- Purchasing in Bulk: In order to procure materials at the most favorable prices, purchasing in bulk quantity is encouraged provided the turnover of the item is predictable and is of high volume.
- Purchase requisitions should be sent to Procurement Unit well ahead in order to get adequate time for market survey, collecting quotations. Rush purchase should always be avoided.
- Prior to any procurement, concerted efforts should be made by the requisitioner, the Administration staff to ensure that item to be purchased is not already available in TIB. These efforts should be documented for all purchase.
- All procurement should be conducted in a manner to provide, to the maximum extent practicable, open and free competition. The Procurement Unit should be alert to organizational conflicts of interest or non-competitive practices among suppliers that may restrain or eliminate competition or otherwise restrain trade.
- No employee of TIB shall participate in the selection, award or administration of a contract where the concerned employee or employee’s immediate family has a personal financial interest, or the employee has any arrangement for prospective employment.
- No employee of TIB shall solicit or accept gratuities, favors or anything of monetary value from contractors/suppliers or potential contractors.
- The purchase of goods and services must always be based on free and fair competition i.e. at the best prevailing prices;
- The best qualities and types required for the Office.
- Available within the required time
- Purchased/obtained from original, genuine and competitive sources.
- Purchase of technical items/equipments/works may only be done after receiving clearance of technical specification from the relevant officer/team.
- Purchase to ensure that the goods ordered have subsequently been received by the TIB or a service to be rendered has actually been done. All purchases should be handled by the Procurement Unit against approved requisitions.
Post facto approval of purchase should be totally avoided. In cases of purchase of special circumstances then all documentation should be maintained properly.

3. **Scope of Purchases**
   - Capital and non-capital Assets
   - Supplies, stationery and printing materials
   - other materials, supplies and services such as:
     - Repair/ maintenance contracts
     - Repair and overhauling of vehicles etc.
     - Selection for service agencies (such as travel agent, household movers, electricians, vehicle workshops, event management agencies, meeting/training/orientation/workshop/conference/convention centre etc.)

4. **Procurement Committee**
   Procurement of any item above Tk. xxxx will be executed by a Committee of 5 to 10 members consisting of the Senior Manager/Manager of Finance & Administration and representatives of other divisions and units of TIB. The Procurement Committee will recommend for taking decisions on procurement according to the provisions of procurement manual. At least 5 committee members should sign in bid summary and send their recommendation to the management for their approval. Time to time committee members may be changed due to resignation of any staff or resignation from the committee and declaration of new members by the Executive Management Team (EMT).

4.1 **Procurement Committee Members**
   The Committee will identify, review and recommend the potential suppliers, quality and prices. A committee will be formed representing requisitioned from different areas, finance & administration and program operations. Senior Manager-F&A, Senior Program Manager-O&C, Senior Programme Manager-CFG, Senior Program Manager-CE, Manager-Administration, Manager-IT, Program Manager-R&P, Program Manager-O&C will act as member of procurement committee.
   - At least 5 (five) members should be present for holding the meeting. If necessary the requester or any technical person may be invited to attend the Procurement Committee Meeting as a member.
   - Procurement Manager or designated person of the procurement unit will convene the meeting of the Procurement Committee as and when necessary and will coordinate the activities of the meeting.
   - The committee will follow the normal selection criteria applied universally and followed i.e. the lowest bidder provided that quality, guarantee, service and promptness of supplies are assured and practicability to be maintained. In cases where the lowest bidder is not expected to accomplish the work as per requirement of the TIB, the next lowest bidder shall be considered but only with proper justification, which should be documented.
   - The Procurement Committee is empowered to recommend for approval of all procurements the total value of which exceeds taka of xxxx.
   - The recommended procurements shall be placed to the Executive Directo/Deputy Executive Director/Director-Finance & Administration for approval. Executive Director/Deputy Executive Director/Director-Finance & Administration may approve or defer the procurement.

4.2 **Competition**
   - Sealed Quotations invitation from suppliers through written notice. Before submission of the quotation, requester will be invited in the orientation for the suppliers about the specification of items (if require).
The price quotation will be opened in front of the members of the committee and award would be made to the responsible bidder whose bid would be most advantageous to the office in terms of price, quality and other factors combined.

All procurement transactions shall be conducted in a manner to provide practical, open and free competition to the maximum.

Comparative statement will be prepared by Procurement Unit on the basis of quotation collected and will be produced to the committee for making decisions on procurement.

The committee will follow the normal selection criteria applied universally and followed commonly i.e. the lowest bidder provided that quality, guarantee, service and promptness of supplies are assured and practicability to be maintained. In cases where the lowest bidder is not accepted to accomplish the work as per requirement of the TIB, the next lowest bidder shall be considered but only with proper justification which should be documented.

In the event that the Committee has information or reasons to believe that market price is lower than offers received, or the terms received are not favorable, the committee may ignore offers received.

For specialized items Director-Finance and Administration may seek the assistance of the relevant technical personnel for obtaining the bids.

### 4.3 Terms of Reference of Procurement Committee

Procurement Committee will be formed consisting of the following members from different Divisions and Units:

- Finance and Administration: Senior Manager-F&A, Manager-IT and Manager-Administration
- Civic Engagement: Senior Program Manager-CE
- Communication: Senior Program Manager-O&C and Program Manager-O&C
- Research: Senior Program Manager-R&P and Programme Manager-R&P
- Climate Finance Governance: Senior Programme Manager-CFG
- Manager (Procurement) will act as Secretary

### 4.4 Scope of Work of the Committee Members

- Procurement of any item above Tk. xxxx will be executed through a Procurement Committee. Recommendation of the committee members may be accepted by the approval authority if at least any five committee members recommend and sign on the bid summary.
- Procurement Committee will recommend on procurement according to the provisions of Procurement Manual.
- At least three (3) committee members will be present at the time of opening sealed quotations and signature of minimum five (5) committee members will be required in all bid documents. Any members of Procurement Unit will notify to committee members.
- Committee will ensure the quality of materials/service and if lowest bidders do not meet the quality, committee may recommend the next lowest bidders.
- In case of Open Tendering Method and Limited Tendering Method, committee members will evaluate the technical and financial proposal.
- Committee will recommend for enlistment of any vendor (who meet criteria) in any category at any time.
- In case of exception, committee will recommend justification through note for records.
- Committee member will time to time evaluate the performance of vendors.
- Committee members will recommend to management for blacklist vendors based on performance evaluation.
- Procurement committee may give suggestions for development of procurement process or complain regarding irregularities of procurement process to Director Finance & Administration.
5. **Raising Purchase Requisition (PR)**

Purchase requisition will be raised before processing of procurement by the end user (person/division/unit) or store in-charge through supervisor/divisional head in the prescribed form and budget clearance will be obtained from the Senior Manager-Finance & Administration. After getting budget clearance, raiser of the PR will obtain management approval from the management as per the Table of Authority and send it to Procurement Unit for processing the procurement. However, a minimum time bound must be ensured in case of raising any PR. PR should be raised well ahead allowing adequate time for procurement unit to process procurement of goods/service ensuring quality of goods/service. Vendor/service provider wise separate PR should be raised for procurement of goods/service.

6. **Purchase of Immovable Properties**

Purchase of land, building, structure or any such item shall be processed through negotiations or by executing Memorandum of Understanding, contract or by deed of conveyance. Approval of Board of Trustees is a must.

7. **Foreign Purchase**

Need for foreign purchase shall be determined by the EMT, only and after approval by the Board and formalities for import shall be carried through by the Procurement Committee. Procedure for foreign purchase would be determined by Board of Trustees.

8. **Annual Procurement Plan/Calendar**

After preparation of annual budget all division and unit will prepare the quarterly procurement plan/well ahead (advance) PR submission based on the annual budget for more efficient and timely procurement. All division head and unit head will send it to Director F&A for execution. Procurement unit will take initiative for procurement of goods and services as per the following procurement method. Mid of the year it may be revised based on actual need and change of program direction.
### SECTION 2

**9. Procurement Method**

At the time procure of goods and services TIB will apply any of the following procurement methods:

- **9.1 Open Tendering Method (OTM)**
- **9.2 Limited Tendering Method (LTM)**
- **9.3 Direct Purchase Method (DPM)**
- **9.4 Single Source/Sole Source Method**
- **9.5 Framework Agreement /Contract**

**Threshold for the determination of procurement Method:**

<table>
<thead>
<tr>
<th>Estimated Value</th>
<th>Procedure</th>
<th>Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to Tk. xxxx</td>
<td>Quotations will not be required and can be purchased through Spot/cash purchase /Direct Purchase Method (DPM). Work order and procurement committee recommendation will not be required. Payment may be made through Cash.</td>
<td>Direct Purchase Method (DPM)- applicable for items which are not available at enlisted vendors/service providers.</td>
</tr>
<tr>
<td>Up to Tk. xxxx to xxxx</td>
<td>Single quotation will be required and items can be purchased through Spot/cash purchase /Direct Purchase Method (DPM) but use of the attached Form for Direct Market Survey Purchases will be required. Procurement committee recommendation will not be required. Payment may be made through Cash/Cheque.</td>
<td>Direct Purchase Method (DPM) - applicable for items which are not available at enlisted vendors/service providers.</td>
</tr>
<tr>
<td>Tk. xxxx to xxx</td>
<td>Minimum three (3) sealed quotations will be required. Work order will be required but procurement committee recommendation not required.</td>
<td>Limited Tendering Method (LTM) Framework agreement /Contract.</td>
</tr>
<tr>
<td>Tk. xxxx and below Tk. xxxx</td>
<td>Minimum Three (3) sealed quotations will be required. Work order and procurement committee recommendation should be required.</td>
<td>Limited Tendering Method (LTM) Framework agreement /Contract.</td>
</tr>
<tr>
<td>Taka xxxx and above Taka xxxx</td>
<td>Open Tendering Method (OTM) and Minimum Three (3) participants are required. Work order and procurement committee recommendation should be required.</td>
<td>Open Tendering Method (OTM) Framework agreement /Contract.</td>
</tr>
</tbody>
</table>

Note: The estimated value as specified above is on the basis of purchase requisition (PR)
9.1 Open Tendering Method (OTM)

- **General**
  Open tendering is the process of procurement carried out through newspaper/website advertisement that is most likely to maximize economy and efficiency. Openness ensures transparency and eliminates tendencies towards favoritism. Hence, OTM shall be the preferred method of procurement except for those items/services where there are overwhelming reasons for not doing so or where the value of the contract is so low that it does not serve the purpose of efficiency and effectiveness.

- **Purpose**
  The main purposes of OTM are to:
  - Check the competitiveness of existing suppliers;
  - Provide opportunities to new suppliers;
  - Comply with legal requirements;
  - Ensure fairness and confidentiality; and
  - Prevent corruption and collusion.

- **Advertisement**
  Open Tendering Method will be applied through advertisement, where suppliers will be chosen by their qualification criteria, specification of procurement product and competitive price offered in their price proposals.

  Procurement Unit (PU) shall be responsible for advertising all Invitations for Tender (IFT) and shall advertise at least in one widely circulated Bangla and/or English language national newspaper. The advertisement shall also be published in the web portal of TIB or other such service providers as felt necessary.

- **Threshold**
  OTM is the preferred method for procurement, and must be applied where the estimated value of any contract of goods and related services or non-consulting services to be procured is Tk. 20 lac or more than Tk. 20 lac (twenty lac). However, considering the availability, size, complexity and delivery schedule of the product/service to be procured, OTM may also be applied where, appropriate, even where the value of any contract of goods and related services or non-consulting services to be procured is less than Tk.20 lac (twenty lac).

- **Preparing and Issuing a Tender Document**
  - PU is responsible for the preparation and issuing of the tender document.
  - At the time of preparation of tender documents, procurement unit should include all the mandatory information in the Tender Documents like Instructions to Tenderer and General Conditions.
  - The supplier is responsible for the preparation and submission of its tender. During this process, Procurement Unit -PU shall promptly respond in writing to any written request for clarification from suppliers and if found appropriate/reasonable, amend the tender document accordingly. Verbal requests from suppliers are prohibited and shall not be responded to.
  - The tender document should furnish all the information needed by a prospective supplier. The time spent in preparing clear and unambiguous tender document is well compensated for in the evaluation of tenders, the award of contract and during the implementation of the contract. Many problems, which

occur during the implementation of contract, are due to misunderstandings, inconsistencies and/or a lack of clarity in tender document.

- **Purpose of Tender Documents**
  The purpose of the tender documents is to inform suppliers about:
  - The rules applicable to the tendering process;
  - The precise requirements for the goods and related services or non-consulting services to be provided;
  - Criteria which will be applied in evaluating tenders; and
  - The terms and conditions of the contract the suppliers will be required to enter into, if successful.

- **Setting a Tender Submission Date**
  A date and time for submission of tenders must be fixed in all cases. The period allowed for the completion and submission of the tender will depend on:
  - The complexity of the requirement;
  - The urgency of the requirement; and
  - A reasonable time for suppliers to formulate their offers. If the time is too short, it will discourage some suppliers from tendering, which will reduce competition and may limit the quality of the tender.
  - Under OTM the time allowed for the submission of tenders shall not be less than fourteen (14) days.

- **Consistency of Providing Information to the Tenderer**
  The same information must be given to each potential supplier. This is a self-evident statement, but care must be taken to ensure that all suppliers are working on the same information. This is particularly important when a supplier requests clarification on an issue from the purchaser. In such case if any clarification is provided to the supplier who sought clarification, then the same clarification should be provided to all other potential suppliers even if they did not seek the same.

- **Suppliers Requesting Extension of Tender Submission Date**
  Request from suppliers for an extension of the date of tender submission should normally be denied. Only in the most extreme circumstances request for extension shall be considered.

- **The Specification**
  The Specification is the key component in the overall contract package and its importance cannot be overstated. It sets the quality and performance standards for the contract and defines what the programme/department wishes to buy and what the supplier must provide.

  The purpose of the Technical Specifications (TS) is to define the technical characteristics of the goods and related services required or description of the non-consulting services required.
The concerned Division/Unit will be responsible for the preparation of Technical specifications - TS considering the following issues:

- The Technical specifications (TS) constitute the benchmarks against which the purchaser will verify the technical responsiveness of tender and subsequently evaluate the tenders.
- Technical specifications should be broad enough to avoid restrictions on similar kinds of goods; in the case of non-consulting services this will not be applicable and description of services must be clearly defined.
- TS shall be fully descriptive of the requirement in respect of, but not limited to, the following:
  - Standard of materials and workmanship required for the production and manufacturing of the goods;
  - Detailed test required (type);
  - Specify all essential technical and performance characteristics and requirements, including guaranteed or acceptable maximum or minimum values, as appropriate; and
  - Reference to brand names and catalogue number should be avoided as far as possible.

- **Validity Period**
  Tenderers should be asked in the Invitation For Tender-IFT to agree to a nominated tender validity period. This states how long the offer will remain open. As it requires the tenderer to hold his/her price firm for that period, the length of the validity period should carefully be calculated by PU and should be no longer than which is reasonably sufficient to leave the offer open until the date of contract award. It is conventional to express this period in days (e.g. 30, 60, etc.).

- **Extension of Validity Period**
  If it becomes obvious that, for whatever reason, the contract cannot be awarded before the expiry of the validity period, tenderers should be asked in written to extend the validity period. The consequence of “accepting” a tender where the price is “out of time” is that the supplier may legitimately seek to increase his/her price to reflect the expiry of the price covered by his/her original calculations.

  All Tenderers may, of course, refuse to extend the validity date, which may lead to the procurement to be aborted, and a new tendering process started. It is therefore important to keep to the validity period as practical as it is possible.

  However, if a supplier refuses to extend his/her validity period s/he shall be allowed to withdraw his/her tender without forfeiting the tender security, if any.

- **Communications with Tenderers**
  It is essential that in the first instance all written enquiries from tenderers should be directed to the concerned procurement Manager of the PU and verbal enquiries must not be accepted. He or she may decide in some cases that technical enquiries can be referred to a specialist, but the procurement Manager must retain control of the procurement; his/her duty is to ensure that all suppliers receive the same information. Any information or clarification of substance, which is given to one tenderer, must formally and immediately be given in writing to all tenderers.
Keeping Information on Tenderers Confidential

Tenderers should never be told who is in competition with them. This prevents collusion and sharpens the need for a competitive approach.

Throughout the process, all information whose disclosure might prejudice the outcome of the tendering process should be marked with "Confidential."

Tender Receipt

All tender documents shall contain instruction to Tenderers (ITT) addressing the modality in which tender envelopes shall be marked and submitted. Tenders shall be properly marked by tenderers in order that they shall not be confused with other types of correspondence which may also be hand-delivered or posted by mail or courier services.

The inner and outer envelopes shall:
- Bear the name and address of the tenderer;
- Be addressed to the purchaser at the address specified in the tender document;
- Bear the name of the tender and the tender number as specified in the tender document; and
- Tenders should be received and kept, unopened and securely stored in tender box, which is locked, preferably by officials who are not involved in the procurement.

When the tenders are in large volume or envelopes are large and/or thick it is usually directly received by an assigned officer.

Tenders received after the deadline for the submission shall be returned to the tenderer unopened.

Tender Opening

It is very important that the integrity of procedures for receiving and opening tenders should be preserved. The time mentioned in the tender document for the opening of tenders, should be immediately after the deadline for the submission of tenders. Procurement Committee may open the tender or new committee may be formed for opening the tender.

At the appointed time and date for opening of tenders, the procurement Committee-PC will unlock the tender box, remove all tenders and hand over the original to procurement Unit-PU for safe custody. Tender envelopes are opened one at a time starting with any withdrawals and followed by:
- Verifying that there is one original;
- Verifying that there is a properly signed tender form; and
- Numbering each tender in sequence and entering the information contained in the tender on the Tender Opening Comparative Statement.
The following information, at the minimum, shall be read out from the original version of each tender and recorded on the Tender Opening Statement (TOS):

- Name of the tenderer;
- Withdrawal or modification or substitution, if any;
- Number of corrections;
- The tender price;
- Discounts, if any; and
- Presence of tender security, if required.

Upon completion of opening of the tenders, all members of PC and the tenderers or their representatives who attend the tender opening shall sign the TOS.

- **Tender Withdrawal or Modification or Substitution**

  A tenderer may withdraw, modify or substitute its tender after it has been submitted by sending a written notice, duly signed by the original authorized representative. The written notice must be:

  - In the case of a WITHDRAWAL, be submitted in a sealed envelope, clearly identifying the relevant tender and marked WITHDRAWAL;
  - In the case of a MODIFICATION or SUBSTITUTION, be submitted in a sealed envelope, with the relevant modified or substituted documents, clearly identifying the relevant tender and marked MODIFICATION or SUBSTITUTION as applicable.

  Tenderer may wish to replace or amend a tender which has been submitted but where the due return date has not yet passed. An offer, which clearly replaces all, or part of one already submitted should be accepted provided it arrives before the due date and meets all the other requirements for receipt of tenders.

- **Examination and Evaluation of Tender**

  The examination and evaluation of tenders consists of at least three stages:

  - Examination,
  - Evaluation and
  - Post-qualification.

- **Tender Evaluation Committees (TEC)**

  Procurement Committee will play the vital role for evaluation of tender documents. For purchase of technical goods or services management may hire consultant for evaluation of tender documents. Consultants will also be a member of tender evaluation committee. Manager-Procurement will coordinate the whole evaluation process.

- **Examination of Tenders**
  - Examination of tenders is meant to determine the responsiveness of each tender. The TEC checks that the formal requirement of the tender documents is fulfilled.
  - Except for the check of completeness and responsiveness, these checks are usually simple and quick to perform. There are certain rules that should be followed:
    - A tender that is not properly signed or not accompanied by a security, if required, should be rejected;
    - An error in calculation may be corrected;
    - Tenders to confirm that all documentation requested in tender document has been provided; and
    - Determine that each submitted document is complete in all respects.

- **Evaluation of Tenders**
  The purpose of the evaluation is to determine the ranking between substantially responsive tenders, in order to identify the tender most advantageous to the TEC, i.e. the one offering the best value for money.

  The key role for a proper evaluation is to consider only those factors specified in the tender documents and only against the criteria specified in the tender document.

  Clarification of each tender follows the evaluation of all competing tenders. This involves making judgments on financial, technical, contractual and other related matters.

  The successful tenderer shall be the tenderer with the lowest evaluated tender cost.

- **Responsiveness of the Tenders**
  The TEC’s determination of a tender’s responsiveness is to be based on the contents of the tender itself without recourse to extrinsic evidence.

  A substantially responsive tender is one that conforms in all respects to the requirements of the tender document without material deviation, reservation, or omission.

  **A material deviation, reservation, or omission is one that:**

  Affects in any substantial way the scope, quality, or performance of the goods and related services specified or non-consulting services in the contract; or

  Limits in any substantial way or is inconsistent with the tender document, the purchaser’s rights or the tenderer’s obligations under the contract; or

  If rectified would unfairly affect the competitive position of other tenderers presenting substantially responsive tenders.

  If a tender is not substantially responsive to the Tender Document, it shall be rejected by the purchaser and shall not subsequently be made responsive by the tenderer by correction of the material deviation, reservation or omission.

  There shall be no requirement as to the minimum number of responsive tenders.

  The purchaser/TEC may regard a tender as responsive even if it contains minor deviations that do not materially alter or depart from the characteristics, terms, conditions and other requirement set forth in tender document or if it contains errors or oversights that are capable of being corrected without affecting the substance of the tender.
Provided that a tender is substantially responsive, the purchaser may request that the tenderer submits the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the tender related to documentation requirements. Such omission shall not be related to any aspect of the price of the tender. Failure by the tenderer to comply with the request may result in the rejection of its tender.

- **Post Qualification**
  Post qualification is undertaken to determine whether the tenderer, whose tender has been selected, is qualified to perform the contract. Before awarding the contract, the TEC should determine whether the tenderer, whose tender has been evaluated as the most responsive or the lowest evaluated tender, is qualified to effectively carry out the contract.

  A tenderer who does not meet the required qualifications will be rejected, and the TEC should proceed to make a similar determination regarding the tenderer with the next most advantageous tender.

- **Award Criteria**
  PU with the approval of appropriate authority shall award the contract to the tenderer whose offer is substantially responsive to the tender document, that the offer has been determined to be the lowest evaluated tender, and provided further that the tenderer is determined to be qualified to perform the contract satisfactorily.

- **Purchaser’s Right to Vary Quantities**
  The purchaser shall reserve the right at the time of contract award or afterward to increase or decrease the quantity, per item, of goods and related services or non-consulting services originally specified in tender document, provided this does not exceed fifteen (15) percent of the quantity indicated in the Schedule of Requirements, and without any change in the unit prices or other terms and conditions of the tender and the tender document.

- **Notification of Award**
  Prior to the expiration of the period of tender validity, the purchaser shall notify the successful tenderer, by issuance of a Notification of Award Letter (NOAL) that his/her tender has been accepted.

  Until a formal contract is prepared and executed, the NOAL shall constitute a binding contract.

  The NOAL shall state the value of the proposed contract, the amount of the Performance Security (PS), the time within which the PS shall be submitted and the time within which the contract shall be signed.

- **Performance Security (PS)**
  The successful tenderer shall furnish PS for the due performance of the contract to the amount of five (5) percent of the contract value or as specified in the contract.

- **Formation of Contract or Issuance of work order**
  For a contract to be formed there must be two parties and a situation where one has accepted an offer from the other party.
A contract may be defined as an agreement made between at least two parties with the intention of creating a legal relationship, enforceable by law.
9.2 Limited Tendering Method (LTM)

Under LTM up to Tk. xxxx one quotation/invoice/price-list is required which will be approved by the authority and above Tk. xxxx will issue work order. Procurement exceeding Tk 10 thousand and below Tk.20 lac will be followed competitive bidding process among the enlisted/non-enlisted potential vendors. However, considering the availability, size, complexity and delivery schedule of the product/service to be procured, LTM may also be applied where appropriate.

LTM can be adopted in cases the time and administrative cost required to receive, examine and evaluate a large number of tenders would be disproportionate when compared to the value of the goods and related services / non-consulting services to be procured. The LTM shall be adopted obtaining quotations from enlisted firms/suppliers through written letters/sealed quotation. There is no scope to receive letter/quotation through email or fax. The selection shall be made without discrimination, i.e. all the enlisted firms or suppliers shall be invited to tender. The firms/suppliers have to be well qualified, reliable and reputed with good standing and rating.

The time allowed for submission of quotation (s)-if applicable depends on nature of goods/services below Tk. xxxx should be (1) one day and above Tk. xxxx should be 3 (three) to 5 (five) days or more, exception can be approved by ED/DED/DFA.

A. Procedures for Enlistment of Suppliers

A database of vendors pre-selected through an objective process reduces the risk of improper procurement, decreases the chance that inappropriate vendors will be selected, and improves the efficiency and effectiveness of procurement. Basically, vendor selection is a three-stage process:
I. New Enlistment
II. Renewal of Existing Vendors
III. Enlistment through Head Hunting

Approved vendors must be enlisted through a formal procurement process. “Approved” vendors are those who meet certain established criteria as described hereafter and who have been officially approved by an Enlistment Committee.

Formation of Enlistment Committee for Enlistment of Vendors

An Enlistment Committee shall be formed comprising of the following members:
ED/DED : Chairperson (approving authority)
Manager Procurement : Member Secretary
One Technical Expert : Technical Expert from each Programme / Dept/Division/
Section/Unit
General Member/s : Member/s from any other Programme / Dept/ Sections/Unit

The Member Secretary shall bear all responsibilities relating to enlistment formalities with the assistance from procurement team. The Member Secretary shall be responsible for advertisements, collection of bids, arranging meetings, inviting Committee members, steering data entry for evaluation, etc. The Enlistment Committee will open the received documents and vendor address must be verified physically by a team designated by the Committee. All the members shall sign the evaluation sheet followed by recommendation. Upon completion of this process, the vendor enlistment shall be put up for approval of ED/DED, with a copy to Manager Procurement.
I. New Enlistment

- **Documentary needs / eligibility criteria for enlisting any vendor**
  The mandatory documentary needs for enlisting a vendor is to have the valid trade license (updated up to the current year) and business address (i.e. Telephone/Fax/ name of contact person etc.), which evidences the legal existence of the business entity. Other business documents like Value Added Tax (VAT), Registration Certificate, Tax Payer Identification Number (TIN) Certificates are compulsory. The other documentary needs like, work experience within and outside TIB, enlistment in other organization, company profile, sole certificates, distributorship etc. should be considered as optional based on the availability of vendors for a particular group of items.

- **Vendor’s Information Form:**
  Vendors must complete a data sheet incorporating the following information when submitting enlistment documents duly signed (copies of mandatory documents must be attached):
  - Trade License
  - TIN Certificates/ Turnover Payment Certificate
  - VAT Registration Certificates
  - Experience/performance certificate as supplier from any reputed organization along with a list of its present customers with their telephone number
  - Business name, address with telephone / fax/ e-mail number
  - Name of proprietor/partner/CEO
  - Name of contact person designated/who would be designated for TIB.
  - In case of Group C (Publication), copy of curriculum vitae mentioning experience on creative designing, editing, proof reading and experience certificate.

- **Optional Documents are**
  - Experience certificate indicating category in which firms have particular expertise/ experience.
  - Nationality of the Company (in case other than Bangladeshi)
  - Business experience with TIB: The enlistment letter or a purchase order (PO) received from TIB.
Grouping/ Sub-grouping of Vendors

The Enlistment Committee may divide vendors into categories/groups based on their experience in respect of particular line items/ business, e.g., stationery, supplies and printing material supplier, project material supplier, furniture and office equipment supplier etc. The groupings will be done in the following manner:

<table>
<thead>
<tr>
<th>Sl No.</th>
<th>Name of Group</th>
<th>Name of Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Group A: Stationery</td>
<td>All kinds of office stationery (pen, paper, pencil, eraser, stapler, note book, calculator, register, khata, marker, gems clip, binding clip, staples, etc)</td>
</tr>
<tr>
<td>02</td>
<td>Group B: Supplies</td>
<td>All kinds of office supplies (tea, coffee, sugar, car wash liquid, tissue paper, air freshener, floor and toilet cleaning material and equipment, mineral water, liquid soap, indoor plants, etc)</td>
</tr>
<tr>
<td>03</td>
<td>Group C: Publication</td>
<td>Designing and printing of newsletter, brochure, policy brief, flyer, sticker, poster, annual report, research report, books, visiting card, banner (digital and hand written), festoon, cards (greetings cards, visiting cards), etc. Steps for printing work will include: Graphics design. Pre-press layout. Edit: Bengali and English. Proof reading/copy editing/cover design etc. Dummy print copy.</td>
</tr>
<tr>
<td>04</td>
<td>Group D: Promotional Item</td>
<td>T-shirt, crest, bag, umbrella, cap, pen, mug, wrist band, etc.</td>
</tr>
<tr>
<td>05</td>
<td>Group E: Media &amp; Communication</td>
<td>TV &amp; radio advertisement production and broadcasting, bill board &amp; sign board preparation and installation, campaign, web page and apps development etc. Individual or organization may be enlisted for these works.</td>
</tr>
<tr>
<td>06</td>
<td>Group F: IT Equipment</td>
<td>Computer/laptop/UPS/Printer/Anti-virus software/IT Accessories</td>
</tr>
<tr>
<td>07</td>
<td>Group G: General Service</td>
<td>Photocopy &amp; Binding</td>
</tr>
<tr>
<td>08</td>
<td>Group H: IT Repair &amp; Maintenance</td>
<td>Repair &amp; Maintenance of Printer/UPS/Computer etc</td>
</tr>
</tbody>
</table>

The number of groups and items under groups may vary depending on situation.

Methods of Circulation

- **Newspaper Advertisement and/or TIB Website**
  The advertisement/ enlistment notice shall be published in two most widely circulated national newspapers at least for one day and/or posted on TIB’s web site specifying general terms & conditions for enlistment.
• **Evaluation of the Enlistment Offer for Competitive Bidding**
  Upon receipt of applications the Enlistment Committee shall open them on the due date and time following which Member Secretary shall sort out the documents as per requirement. After scrutiny the vendors should be listed into groups and sub-groups in a broad sheet for approval of the Committee. The Committee members shall undertake a final review before final approval. The list of eligible vendors shall be displayed on a notice board and shared with concerned suppliers through email.

  It is good practice to select five to seven vendors for each group/sub-group. Based on the need, any vendor can be enlisted during the year if approved by the Enlistment Committee.

  After selection of the vendors, the Procurement Unit shall verify the accuracy of information submitted by each vendor, e.g., existence of the vendor, validity/legitimacy of Trade License, VAT Registration. Tax-payer Identification Number (TIN), experience, profiles of owners of business and reference etc.

• **Time Frame for Enlistment**
  Although there is not mandated timeframe for vendor enlistment, it should ideally be done at least once in two years subject to renewal through the same process. Bearing in mind that vendor enlistment is a continuous process, it can be undertaken at any time within the year.

  ❖ **Making Changes to Enlisted Vendor List and Adding New Vendor/s (need based)**
  Sometimes, between annual reviews of the enlisted vendors, the Enlistment Committee, may, if necessary, consider bringing changes to the enlisted vendor list and add new vendor/s after obtaining approval in due process.

II. **Renewal of Existing Vendors**
Existing vendors may qualify for renewal of their services for a further period based on their overall performance evaluations (company profile, its services, quality of product, price, delivery, warranty, financial strength, and quality of management, technical ability, and potential for close long-term relationships etc.) and recommendations of the Enlistment Committee subject to approval of the Chairperson of the Enlistment/Procurement Committee.

III. **Enlistment through Head Hunting**
In the absence of sufficient number of applications for enlistment or where the efficiency of competing vendors are not satisfactory, the Enlistment Committee may opt for head hunting for vendors who have the potential to meet the requirement of the particular Project/division/units, where applicable with assistance from the concerned Project/division/units.

B. **Black Listing of the Vendor**
A vendor may be blacklisted considering complaint of the end user, review of the Manager Procurement and approval of the appropriate authority based on the following criteria:
• Repeated failure to perform as per the contract;
• Adoption of any unfair means and / or trying to influence any one in TIB in the performance of the contract;
C. Termination of Contract

TIB reserves the right to terminate any contract, in whole or in part, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier.
9.3 Direct/Spot Purchase Method (DPM)

In case of day-to-day regular/irregular items for which there is no enlisted vendor, the Manager-Procurement/Administration or any person nominated by them may purchase items straightway if the price of any item is within Taka xxxx. No purchase order and no quotation in such case will be necessary and payment will be made through cash. If the price of any item is Taka xxxx-xxxx; spot search of at least 3 rates shall be made to determine the best available price and quality for the product/service of the desired quality and at least one quotation will be collected from the relevant vendor/supplier. Payment will be made through cash or cheque (if possible). Director F&A or his/her designated person will form a team consisting of three members for completion of this process of purchase and the team shall use the below prescribed format for recording the collected rates including the quotation received and the remaining collected rates, and have it duly approved by the authorized official.

Form for Direct/Spot Purchase Method Approval:

<table>
<thead>
<tr>
<th>Name of the item(s)</th>
<th>Date</th>
<th>Market visited</th>
<th>Name of the Shops/Suppliers</th>
<th>Price quoted verbally</th>
<th>Selected Shops/Suppliers</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

Purchase made by:

Name_________________________   Name_________________________
Designation____________________  Designation____________________
Date_____________________________  Date_________________________

All cash procurement should be completed within the minimum possible time. In no case should this take more than three working days after the cash is received as advance.

All cash memo/bills should be adjusted immediately after procurement, maximum two working days by the concerned personnel.
9.4 Single source/ Sole source Method

In the following cases organization may use single or sole source method:

The goods or services are available only from a particular supplier or contractor, or a particular supplier or contractor has exclusive rights in respect of the goods or services, and no reasonable alternative or substitute exists or Brand items;

There is an urgent need for the goods or services, and engaging in tendering proceedings or any other method of procurement would therefore be impractical, provided that the circumstances giving rise to the urgency were neither foreseeable by the procuring entity nor the result of dilatory conduct on its part;

Before going to purchase any goods or services from the sole sources, detailed and specific note for record/proper justification should be prepared which should be recommended by the procurement committee and duly approved by the management. Certificate of sole sources or single sources may be obtained from the vendor.

9.5 Framework Agreement / Contract Method

Framework agreement may be applicable for any amount & any goods or services for any period of time for the following reasons:
- Select best/qualified/efficient vendor
- Ensure Competitive price
- Ensure Value for Money (VFM)
- Avoid repeated bidding process e.g. Supplies, Stationery, Service, Repair & Maintenance,
- Ensure Emergency Support
- Ensure Quality goods and service
- Ensure in time support service
- Reduce time and administrative cost
- Encourage Competition among enlisted supplier and service providers

For selection of vendors, organization may follow the Open Tendering Method or Limited Tendering Method. At the time of bidding, organization should disclose the total approximate quantity and specific time of agreement. For each item, framework agreement will be made with the lowest bidder/selected bidder to ensure quality.
SECTION 3

10. Exception of bidding process

The standard policy is to give the work order to the bidder who will provide value for money. Other factors, such as reliability, quality, timely delivery and market reputation of the vendor shall also be considered. Should there be a need to decide on a basis other than that of the quoted prices, full justification must be made in writing, for record.

The provisions relating to competitive price bidding will not be applicable:

- For venue rented from government institutions or autonomous bodies or credible private organization (such as Shilpa Kala Academy, LGED etc) or Press Club.
- For venue considered best or most suitable provided there is a note for record in the file
- For food when procured from pre-selected source (with note for record for selecting the source) or supplied by the provider of venue.
- For international courier/express service
- For residential Hotel, NGO dormitory
- For hiring artists, instruments/hands, lighting/decoration (with note for record detailing justification of selection)
- Such items will include other goods/services in case of organizing training, workshop, seminar, conference, cultural function, fair etc.
- Hiring consultant, technical expert
- Any other items as deemed appropriate

11. Purchase Order

- **Contents of Purchase Order**
  
The following conditions, factors, elements and points must be carefully studied and placed in the purchase order, where and when deemed necessary:
  
  - The price quoted, specification and basic data, based on which order is to be placed.
  - Feature of the items, specification, source, manufacturing country/where made in, name, warrantee, maintenance support with or without cost, after sales service etc. If necessary, clarification must be sought for beforehand.
  - Price is competitive and quality is as intended.
  - The purchase order should be clear without leaving any scope for any interpretation otherwise giving the supplier an escape route.
  - Mode of delivery, date, time and place of delivery, special packing or packaging if necessary.
  - Certain conditions and responsibilities like clearing, forwarding, custom and other duties, bank formalities should be clearly stated and fixed in case of import.
  - Condition for payment of compensation by the supplier in case of failure to maintain quality, specification, time etc.
  - Return of damaged and unusable goods.
  - Buying or retaining, goodwill, trademark, design and patent right.
  - Certain other conditions as may also be required as deemed appropriate.
  - Advance, if any.
  - Deduction of Income Tax and VAT as per GoB rules.
  - Submission of Bank guarantee/personal guarantee in relevant cases.

- **Imposing penalty**
  A clause on imposing penalty may be included in Purchase Order considering nature and volume of goods/service, failure to deliver in time, deviation from ordered specification etc. Percentage of penalty will be determined analyzing the case.

- **Distribution of Purchase Order Copies**
  Purchase Order (PO) will be prepared and distributed as follows:
  1st copy to the supplier, 2nd copy to Accounts (original-receipt /scanned with email copy), 3rd copy will be retained by the Procurement Unit/Administration Unit.

- **Repeat Order Timeline**
  Procurement Unit will determine the procurement method based on the PR amount. After completion of the procurement process of any item, if PU receives any PR for the same item, the PU will check the last four months procurement status to identify history of procurement of the similar item. If procurement of similar item is found, PU may process necessary activities to issue work order to the same vendor. But before issuing the WO, PU will negotiate with the vendor for rate/cost; delivery date etc and it should be written and documented properly. Note for record will be recommended by procurement committee and approved by respective authority. Four months will be calculated from the date of submission of quotation by the vendor/service provider.

12. **Conflict of Interest**
Conflict of interest may arise when an officer involves in the procurement process in which, to his or her knowledge, he or she or any family member or close friend has a financial interest. Any officer shall report such conflict of interest to his or her immediate supervisor.

13. **Goods and Service receive/ confirmation procedure**
Manager-Procurement/Stores In-charge/Manager-Administration or designated person and, if necessary, jointly with a representative of the user department shall check the goods.

If the goods are acceptable, concerned person/representative shall issue Goods Received Note (GRN) and sign the supplier’s invoice as a mark of his/her clearance for payment. If the goods are not as per specification, a report to that effect should be submitted to the Senior Manager-Finance & Administration who will take up the matter with the supplier and arrange for return of the goods or for renegotiating the price. In case of technical goods, the user/technical expert may be requested to inspect the items purchased and make notes as applicable. For the confirmation of services concerned office will issue the Work Completion Certificate (WCC).

GRN will be used for receiving materials, WCC will be used for conforming services and those will be attached with the invoices to process the payment. Note that Invoice total amount/quantities must be equal to the GRN's total amount/quantities.
GOODS RECEIVED NOTE

GRN No: ___________________ Date: _________________________
Project Name: ___________ Contractor/Vendor Name: ________________
Work Order No.: ___________ Delivery Location: ______________________
Delivery Date: ___________ Voucher Reference: ______________________

<table>
<thead>
<tr>
<th>No.</th>
<th>Item Descriptions</th>
<th>Qty. received</th>
<th>Unit cost (Tk.)</th>
<th>Total Amount (Tk.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Comments: ___________________________  Grand Total (Taka) BDT -

Procurement Delivery:
Challan No. ___________ Date: _________________________

Inventory Receipt Confirmation
Administration
Name & Position: ___________ Date/Time: _________________________
EIN: ___________________
Signature: ___________________

Receiver Confirmation-
End User/PR raised by
Name & Position: ___________ Date/Time: _________________________
EIN: ___________________
Signature: ___________________
Work Completion Certificate:
Work Completion Certificate will be used for services and will be attached with the invoices to process payment.

WORK COMPLETION CERTIFICATE

This is to certify that the work performed by:
__________________________________________________________________________

Have been completed according to Work Order no:
_________________________________________________________

Confirmed by Contactor/Service Provider:
__________________________________________________________________________

Confirmed by Receiver:
__________________________________________________________________________

Confirmed by Logistics/Admin:
__________________________________________________________________________

EIN:
14. **Payment to Supplier/Contractor**

All payment to the supplier will be through account payee cheques/online transfer after receiving the goods/service in good and satisfactory condition, accepted by the Procurement Unit/Administration Unit and representative of the user division/unit. On receipt of suppliers invoice, GRN/WCC, procurement process documents, the Manager-Finance & Accounts shall process papers for payment. S/he shall check if the invoice, GRN/WCC is in order, and if the price, quantity and quality of goods/service are as per the purchase order/contract. Deductions as required under law should be made from the bill amount and deposited to the government treasury. Payment will be processed if s/he is satisfied on compliance of the procurement process by reviewing relevant documents.

15. **Consultant Hire**

At any stage of procurement like preparation of specification of goods, preparation of request for proposal, evaluation of proposal and physical verification of goods, organization/concern division may hire consultant/Technical Expert.

16. **Complaint Resolve**

If organization receives any complaint from outside or inside of the organization regarding the specific procurement, it will resolved by the Executive Management Team. Complaint should be written and evidence based.

17. **Approval Authority**

<table>
<thead>
<tr>
<th>Approval of Purchase Requisition/purchase</th>
<th>Director-Finance &amp; Administration</th>
<th>Based on recommendation of concerned Director.</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Up to Taka xxxx at Dhaka Office</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Above Taka xxxx at Dhaka Office</td>
<td>Executive Director/Deputy Executive Director</td>
<td>Based on recommendation of concerned Director.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Issue of Purchase Order</th>
<th>Director-Finance &amp; Administration</th>
<th>Based on recommendation of Procurement Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Dhaka Office Upto Tk xxxx</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Dhaka Office above Tk xxxx</td>
<td>Executive Director/Deputy Executive Director</td>
<td>Based on recommendation of Director-Finance &amp; Administration</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Extension of delivery time for supply of goods/service:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- At Dhaka office</td>
</tr>
</tbody>
</table>
18. **Vendor Information checks**

Before vendor enlistment or before issuing any work order in OTM for procurement of goods or services, Procurement Unit will check vendor history whether the vendor is engaged with any terrorist activities or money laundering. For verification procurement unit may check the list terrorist under Bangladesh Anti Terrorist Act 2013 (2cho). Terrorist list is available in website [http://www.un.org/sc/committees/list_compend.shtml](http://www.un.org/sc/committees/list_compend.shtml).

19. **Procurement of Goods/Service in Field Offices**

Procurement policy as specified in CCC Finance Manual (Chapter VI of the O&M Manual of TIB) shall be applicable for procurement of any goods/services by the field offices.

20. **Exception**

Any exception of the above procurement policy or procedures should be documented with justification and approved by the Executive Director/Deputy Executive Director or Board of Trustees as deemed appropriate.

END