

## Guidance Notes on the use of The Request for Quotation Document

1. These guidance notes have been prepared by the CPTU to assist a Procuring Entity in the preparation of Quotation document, using the Standard Request for Quotation, SRFQ, for the procurement of low value simple, off-the-self, low value Goods and related services. All concerned are advised to refer to the Public Procurement Rules, 2008 issued to supplement the Public Procurement Act, 2006; available on CPTU's website: <http://www.cptu.gov.bd/>. Guidance notes are provided for both the Procuring Entity and the Quotationer.
2. The procurement under Request for Quotation Method (RFQM) shall follow the provisions pursuant to Rules 69 to 73 of the Public Procurement Rules, 2008 in accordance with Section 32 of the Public Procurement Act, 2006. SRFQ is based upon best national practices that have been adapted to suit the particular needs of procurement.
3. The use of SRFQ (**PG1**) applies when a Procuring Entity intends to select a Quotationer (a Supplier) for the Procurement of Goods and related services under RFQ Method (RFQM) pursuant to Rule 69(3) of the Public Procurement Rules, 2008.
4. Pursuant to Rule 71(1) and Rule 71(2) of the Public Procurement Rules, 2008, RFQ shall be invited through letter, Fax and e-mail. RFQ shall not be required to be advertised in the daily newspapers but for the minimum circulation the Procuring Entity shall publish that advertisement in its website (if any), including posting in the Notice Board and, shall send with request for publication to the administrative wing of some other Procuring Entities nearby.
5. Pursuant to Rule 71(3) of the Public Procurement Rules, 2008, RFQ Document shall be issued or made available to potential Quotationers '**free-of-cost**'.
6. The time-limit for Request for Quotation shall in no case exceed ten (**10**) days pursuant to Rule 71 (4) of the Public Procurement Rules, 2008.
7. No Securities such as Quotation Security (i.e. the traditionally termed Earnest Money, Tender Security) and Performance Security shall be required pursuant to Rule 70(6) of the Public Procurement Rules, 2008.
8. Submission, Opening and Evaluation of the Quotations shall respectively be dealt with pursuant to Rule 72(1), Rule 72(2) and Rule 73(1) of the Public Procurement Rules, 2008 as specified in RFQ.
9. The criteria for evaluation, pursuant to Rule 70(4) of the Public Procurement Rules, 2008, shall be pre-disclosed.
10. Pursuant to Rule 69(5) of the Public Procurement Rules, 2008 the Quotation for standard off-the-shelf low value readily available Goods and related services shall usually be on '**Unit-Rate**' basis.
11. The specifications of Goods and related services shall be framed pursuant to Rule 29 of the Public Procurement Rules, 2008.
12. Splitting the object of Procurement is not permissible pursuant to Rule 69(4) (ka) of the Public Procurement Rules, 2008.
13. The Procuring Entity shall issue the Purchase Order, pursuant to Rule 73(5) of the Public Procurement Rules, 2008, to the successful Quotationer following recommendations of the Evaluation Committee and approval thereupon of the Approving Authority.
14. The Warranty Period shall usually remain between 3 and 6 months; where applicable.
15. The Procuring Entity shall further be required to maintain the record of procurement proceedings pursuant to Rule 43 of the Public Procurement Rules, 2008.

**Department of Patents, Industrial Designs & Trademarks**  
**Ministry of Industries**  
**91, Motijheel Commercial Area, Dhaka-1000**  
**www.dpdt.gov.bd**

**REQUEST FOR QUOTATION**  
**for Supply and Installation of Online Support Ticketing System**

**RFQ No: 36.08.0000.001.99.422.20.18**


**Date: 27/02/2025**

To

1. The **Department of Patents, Industrial Designs & Trademarks** has been allocated public funds and intends to apply a portion of the funds to eligible payments under the Contract for which this Quotation Document is issued.
2. Detailed Specifications and, Design & Drawings for the intended Goods and related services shall be available in the office of the Procuring Entity for inspection by the potential Quotationers during office hours on all working days.
3. Quotation shall be prepared and submitted using the 'Quotation Document'.
4. Quotation shall be completed properly, duly signed-dated each page by the authorized signatory and submitted by the date to the office as specified in **Para 6** below.
5. No Securities such as Quotation Security (i.e. the traditionally termed Earnest Money, Tender Security) and Performance Security shall be required for submission of the Quotation and delivery of the Goods (if awarded) respectively.
6. Quotation in a sealed envelope or by fax or through electronic mail shall be submitted to the office of the undersigned **on or before 05.03.2025 at 11.00 A.M.** The envelope containing the Quotation must be clearly marked "Quotation for **Paper** and **DO NOT OPEN** before **05.03.2025 at 11.30 P.M.** Quotations received later than the time specified herein shall not be accepted.
7. Quotations received by fax or through electronic mail shall be sealed-enveloped by the Procuring Entity duly marked as stated in **Para 6** above and, all Quotations thus received shall be sent to the Evaluation Committee for evaluation, without opening, by the same date of closing the Quotation.
8. The Procuring Entity may extend the deadline for submission of Quotations on justifiably acceptable grounds duly recorded subject to threshold of ten (10) days pursuant to Rule 71 (4) of the Public Procurement Rules, 2008.
9. All Quotations must be valid for a period of at least **30 (Thirty) days** from the closing date of the Quotation.
10. No public opening of Quotations received by the closing date shall be held.
11. Quotationer's rates or prices shall be inclusive of profit and overhead and, all kinds of taxes, duties, fees, levies, and other charges to be paid under the Applicable Law, if the Contract is awarded.
12. Rates shall be quoted and, subsequent payments under this Contract shall be made in Taka currency. The price offered by the Quotationer, if accepted shall remain fixed for the duration of the Contract.



13. Quotationer shall have legal capacity to enter into Contract. Quotationer, in support of its qualification shall be required to submit certified photocopies of latest documents related to valid **Trade License, Tax Identification Number (TIN), Up-to date tax payment acknowledge Receipt, VAT Registration Number and Financial Solvency Certificate from any scheduled Bank, at least two (2) years of software development experience certificate**; without which the Quotation may be considered non-responsive.
14. Quotations shall be evaluated based on information and documents submitted with the Quotations, by the Evaluation Committee and, at least three (3) responsive Quotations will be required to determine the lowest evaluated responsive Quotations for award of the Contract.
15. In case of anomalies between unit rates or prices and the total amount quoted, the unit rates or prices shall prevail. In case of discrepancy between words and figures the former will govern. Quotationer shall remain bound to accept the arithmetic corrections made by the Evaluation Committee.
16. The supply of Goods and related services shall be completed within 05 (Five) days from the date of issuing the Purchase Order.
17. The Purchase Order that constitutes the Contract binding upon the Supplier and the Procuring Entity shall be issued within 5 (Five) days of receipt of approval from the Approving Authority.
18. The Procuring Entity reserves the right to reject all the Quotations or annul the procurement proceedings.

  
27.02.2015

**Dr. Kaisir Mohammad Moinul Hasan**

Director

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**Distribution:**

1. [Administrative Officer, DPDT, Dhaka] for information and circulation in their notice board.
2. [System Analyst, DPDT, Dhaka] for posting in the website, if applicable.
3. Notice Board.
4. Office File.

# Quotation Submission Letter

[Use Letter-head Pad]

RFQ No: \_\_\_\_\_

Date:

To:

I/We, the undersigned, offer to supply in conformity with the Terms and Conditions for delivery of the Goods and related services named – **Supply and Installation of Online Support Ticketing System**

The total Price of my/our Quotation is BDT -

My/Our Quotation shall remain valid for the period stated in the RFQ Document and it shall remain binding upon us and, may be accepted at any time prior to the expiration of its validity period.

I/We declare that I/we have the legal capacity to enter into a contract with you, and have not been declared ineligible by the Government of Bangladesh on charges of engaging in corrupt, fraudulent, collusive or coercive practices. Furthermore, I/we am/are aware of Para 21(b) of the Terms and Conditions and pledge not to indulge in such practices in competing for or completion of delivery of Goods.

I/We am/are not submitting more than one Quotation in this RFQ process in my/our own name or other name or in different names. I/We understand that the Purchase Order issued by you shall constitute the Contract and will be binding upon me/us.

I/We have examined and have no reservations to the RFQ Document issued by you on - [insert date]

I/We understand that you reserve the right to reject all the Quotations or annul the procurement proceedings without incurring any liability to me/us.

Signature of Quotationer with Seal

Date:



# Price Schedule for Goods and Related Services

RFQ NO. \_\_\_\_\_

Date: \_\_\_\_\_

Sl no	Item no	Description of Items	Unit of Measurement	Quantity	Unit Rate or Price		Total Amount	Destination for Delivery of Goods
					In figure	In words	In figure In words	
1	2	3	4	5	6	7	8	9
3		Supply and Installation of Online Support Ticketing System	Number	01				<b>DPDT</b>

Total Amount for Supply of Goods and related services (inclusive of VAT and all applicable taxes; see Note 2 below)					In figure	
					In words	
Goods to be supplied to					[Department of Patent, Industrial Designs & Trademarks (DPDT)]	
Total Amount in Taka (in words)						
Delivery Offered					5 days from date of issuing the Purchase Order	
Warranty Provided					[insert weeks/months from date of completion of the delivery; state none if not applicable]	

insert number] number corrections made by me/us have been duly initialed in this Price Schedule. My/Our Offer is valid until

Signature of Quotationer with Seal	Date:
Name of Quotationer	

## Note:

- Col. 1, 2, 3, 4, 5 and 9 to be filled in by the Procuring Entity and Col.6, 7 & 8 by the Quotationer.
- Rates or Prices shall include profit and overhead and, all kinds of taxes, duties, fees, levies, and other charges earlier paid or to be paid under the Applicable Law, if the Contract is awarded; including transportation, insurance etc. whatsoever up to the point of delivery of Goods and related services in all respects to the satisfaction of the Procuring Entity.



# Technical Specification of the Goods Required

SI no	Item no	Description of Items	Full Technical Specification and Standards	Country of Origin	Make and Model
1	2	3	4	5	6
1		Supply and Installation of Online Support Ticketing System	Attached with extra sheet		

I/We declare to supply Goods and related services offered by me/us fully in compliance with the Technical Specifications and Standards mentioned hereinabove

<b>Signature of Quotationer with Seal</b>	Date:
Name of Quotationer	

## Note:

- Col. 1, 2, 3 & 4 to be filled in by the Procuring Entity and Col. 5 & 6 by the Quotationer.
- Specifications are to be filled in by the Procuring Entity. A set of precise and clear specifications is a pre-requisite for Quotations to respond realistically and competitively to the requirements of the Procuring Entity. In the context of competitive Quotations, the specifications shall be prepared to permit the widest possible competition and, at the same time, present a clear statement of the required standards of workmanship, materials, and performance of the Goods and related services to be procured. The specifications should require that all items, materials and accessories to be included or incorporated in the Goods be new, unused and of most recent or current models, and that they include or incorporate all recent improvements in design and materials.
- Technical Specifications of the Goods and related services shall be in compliance with the requirements of the Procuring Entity specified in this document. Quotationer is required to mention make / model (as applicable) of the Goods offered and must attach the appropriate original printed (if not available copied) literature / brochures for the listed items.



# **Online Support Ticketing System's Technical Specifications**

## **Key features of the Online Support Ticketing System:**

### **1. User-Friendly Web Interface**

- Customers can **submit tickets online** via a simple web form.
- Users can track the **status of their submitted tickets** without needing an account.
- A secure login system allows registered users to manage their tickets.

### **2. Ticket Management System**

- **Automated ticket creation** from emails, and web forms.
- **Ticket status tracking** to monitor progress.
- Assign tickets to specific **departments or agents**.
- **Custom fields** for gathering additional information.

### **3. Email Integration & Notifications**

- Converts **incoming emails into tickets** automatically.
- Sends **automatic email responses** and notifications for ticket updates.
- **Alerts and escalations** for overdue or high-priority tickets.

### **4. Knowledge Base (Self-Service)**

- A **FAQ and knowledge base** system for self-help.
- It helps reduce ticket volume by providing answers to common queries.

### **5. Multi-Channel Support**

- Support via **email, and web portal**.

### **6. SLA (Service Level Agreement) Management**

- Define **SLA policies** to ensure timely response and resolution.
- **Escalation rules** for overdue tickets.

### **7. Role-Based Access Control**

- Define different **user roles** and permissions.
- **Departments and groups** for better workflow management.

### **8. Customization & Branding**

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- Customize the **appearance of the portal** with logos and colors.
- Modify forms and fields to match business needs.

### **9. Reports & Analytics**

- Generate **ticket reports** for performance analysis.
- Track **agent efficiency and resolution time**.
- Customize report generation

### **10. Multi-Department Support**

- Organize tickets under different **departments** for better management.

### **11. Administrator/Super Administrator Panel**

- To manage all users or clients

## **Conditions**

1. The software must be readymade.
2. The software must be developed using MySQL, Oracle Database, or a renowned database.
3. The software must be customized according to the requirements of the department.
4. There must be provisions for customization after software installation.
5. Customized reports must be prepared/upgraded as per DPDTs requirements.
6. Upon completion, the compiled source code must be handed over to DPDTs authorities
7. The required number of training sessions must be provided to the department.
8. Post-installation support must be provided for one (1) year.

