

Report On
OPEN TENDERING PURCHASE METHOD OF
BANGLADESH GOVERNMENT

Submitted By

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Submitted to: Dr. Syed Mahbubur Rahman,
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BRAC BUSINESS SCHOOL, MBA PROGRAM
BRAC UNIVERSITY
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Declaration

It is hereby declared that

1. The internship report submitted is my/our own original work while completing degree at Brac University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all main sources of help.

Student's Full Name & Signature:

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Supervisor's Full Name & Signature:

Dr. Syed Mahbubur Rahman,

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Letter of Transmittal

Dr. Syed Mahbubur Rahman,
Associate Professor, BBS
BRAC University
66 Mohakhali, Dhaka-1212

Subject: Open Tendering Purchase Method of Bangladesh Government.

Dear Sir,

I, Sharmin Chaklader am pleased to submit my Internship Report on “Open tendering Method of Purchase of Bangladesh Government”. In preparing this report I was supervised by the Manager of Commercial and Sales Department of Multidrive Limited, Mr Mohammad Dulal Miah.

In this report I have focused the main activities that a commercial support team need to carry out and bid management procedure for Government Purchase, Import and Government Procurement of large-scale government projects. Multidrive has been in the business of Defense Projects. I have tried to bring out the gist of their business development philosophy and techniques of bid management in winning the government mega projects.

In preparing this report I have looked into many crucial ideas of tender management which will definitely be very helpful for my career ahead. It would be a profound pleasure for me if the report can serve its purpose what you have expected as my internship outcome. I will be glad to clarify any discrepancy that may arise.

I humbly request you to accept this report for your kind evaluation.

Sincerely yours,

Sharmin Chaklader
ID No. 19264042
BRAC Business School
BRAC University
09, February 2023

Acknowledgement

The internship report I have prepared based on the job I am doing at the Multidrive Limited as Senior Executive (Tender and Back Office), which was a great learning and professional development for my career in the sector. Therefore, I consider myself as a very lucky individual as I was provided with an opportunity by my academic supervisor, Dr. Syed Mahbubur Rahman, Associate Professor, BBS to do my internship work on the same field of my job.

I am using this opportunity to express my deepest gratitude and special thanks to the MD of Multidrive Ltd., in spite of having extraordinarily busy schedule, he took time out to hear me and guide me on the correct path and I am grateful that he allowed me to carry out my project. I express my deepest appreciation to my professional mentor, Mr. Mohammad Dulal Miah, Manager, Commercial and Sales in Multidrive Limited, for helping me while taking useful decisions & giving necessary advice and guidance and arranged all facilities to complete my report.

It is my radiant sentiment to place on record my best regards, deepest sense of gratitude to my colleagues in Multidrive Limited for their careful and precious guidance which were extremely valuable for my preparing my report both theoretically and practically.

Executive Summary

A company providing quality products to Government for more than 30 years, operating in all over Bangladesh, with a workforce of more than 50 employees and, with the objective to be the leader in trading is none other than Multidrive Limited. Its mission is to grow as a top-class specialized-technology trading company that provides exclusive products incorporating the most innovative technology. Highly cautious to stay committed to their mission and to create shared value through their business principles motivated me to do my internship program. This paper is based upon Multidrive Limited's organizational overview, my exposure to their business process in the field of marketing. I hope that my report would give some insight to all the responsibilities carried out during my tenure as an employee of this organisation. With limited access to sensitive data due to confidentiality of the company, I tried to provide as much information as were possible to enrich my report. This segment of government tendering method is one of the vast areas to build a prosperous career with a lot of opportunities. It is regrettable that so few people have in-depth understanding of this industry. I'm hoping that this report will inspire and aid in their comprehension of the procurement process. Those with understanding of the global procurement procedure are highly prized in the global market.

Table of Content

Contents

Declaration.....	ii
Letter of Transmittal	iii
Executive Summary	v
Table of Content.....	vi
1. Introduction:	1
2. Company Overview	1
2.1 History / Background	2
2.2 Mission of Multidrive limited:	3
2.3 Vision of Multidrive limited:	3
2.4 Product Nature of Multidrive Limited	3
2.5 Customer of Multidrive Limited	5
2.6 Associated Companies of Multidrive Limited:	6
2.7 Operational Network Organogram:	7
3. Broad Duties and Responsibilities within the organization	7
4. Limitations.....	9
5. The Project on the Business Development Process	9
5.1 Objectives	9
5.1.1 Board Objective:	9
5.1.2 Specific Objectives:	9
5.2 Tender Submission Process	10
5.3 Inspection of the submitted bids:	12

5.3.1 There are two types of bid closing methods:	12
5.3.2 Evaluation of the Bid:	13
5.4 Responsibilities for the contract signing:.....	14
5.5 Tasks After the Contract:	15
5.5.1 Initiation:.....	16
5.5.2 Planning:	16
5.5.3 Execution:	17
5.5.4 Monitoring & Controlling:.....	18
5.5.5 Closure:	18
6. Growth of Multidrive Limited:.....	19
7. Findings.....	19
8. Conclusion	20
References.....	20

1. Introduction:

As part of the MBA course's internship requirement, this report has been prepared. Both my academic and professional supervisors helped me to determine the subject for this report, which is Open Tendering Purchase Method of Bangladesh Government and I work closely in this segment as a Senior Executive (Tender and back office) of Commercial and Tender Department at Multidrive Limited. I have worked with the procurement support department and commercial sector of this team of Multidrive Limited under the supervision of the Manager Mr. Mohammad Dulal Miah and contributed in making number of bids and achieving international bids and worked on numerous contracts signed with different government institutions specially but not limited to Directorate General Defense Purchase (DGDP), Dhaka North City Corporation (DNCC), Bangladesh Navy (BN), Bangladesh Army (BA) and Bangladesh Airforce. Multidrive Limited is now one of the leading trading companies in government purchase department specially in Defense Sector. The Tender and Commercial Team, which has a wealth of experience in this industry, identified a market gap for high-quality products that are currently employed in Bangladesh's defense system and anticipated potential growth opportunities. I'm quite fortunate to have joined this business. I've been employed by this organization for five years, and I'm a Senior Executive in the department responsible for commercial and tender preparation. I've explained and described my work duties and our bidding process in my report.

2. Company Overview:

Multidrive Limited is a member of SANARC Group of Companies incorporated in 1990. SANARC companies represent manufacturers and trading houses around the world. In addition to import and distribution of brands the Group represents, the companies in the group work in

various other fields including, but not limited to supplies and installation of non-traditional items to the Government through local and international competitive bidding.

2.1 History / Background

In 1990 Multidrive took over certain businesses handled at that time by the Karnaphuli Group, one of the largest and most diversified business groups in Bangladesh. From a trading company, in less than thirty years, Multidrive Limited has practically become a household name. In order to guarantee superior client service, it has diversified its business operations over the years. It has transformed from its initial identity as an export-import-based business into a true conglomerate as a result of its ongoing diversification. When a company works with an ISO-certified entity, they ensure that they continuously assess environmental performance and seek to improve it.

With excellent working relationship with the Bangladesh military, Multidrive Limited initiated discussions with MAN Military vehicles, Germany and following over a year of discussions on assistance and after sales obligations, MAN has appointed Multidrive Limited as its “agent” for sales to the military and paramilitary forces. In end October 2009, joint presentations were made by MAN and Multidrive Limited to high level Bangladesh military officials.

Strong relationship with Defense, Police and Fire Service & Civil Defense has paved ways for cooperation with many European manufacturers and trading houses in the field of Defense equipment, Fire Fighting Equipment and special vehicles for these public sector organizations.

2.2 Mission of Multidrive limited:

To be leading Indenting Firm in Bangladesh for supply of Security and Defence equipment, fire fighting vehicles, world-class defense products. Also, to maintain and expand strong relationships with the customers and overseas suppliers. Their mission is to be Bangladesh's top provider of military and defense equipment and service support while offering their clients high-quality (ISO, CE, and TUV certified) goods and first-rate assistance. Multidrive Limited is grounded on four values -

- Make It Easily accessible
- Keep Promises and provide services accordingly
- Be Inspiring and competitive
- Be Respectful

2.3 Vision of Multidrive limited:

Their vision is to be Bangladesh's top provider of military and defense equipment and service support while offering their clients high-quality (ISO, CE, and TUV certified) goods and first-rate assistance. Based on four values, Multidrive Limited. Integrity: the ability to hold others and oneself to the highest moral principles. We make an effort to be consistent in our thoughts, words, and deeds. Accountability means taking responsibility for our actions, striving to improve our performance, monitoring our performance attentively, and making sure that our integrity and respect for the community are never jeopardized. Relationships: committed to foster a culture of caring, trust and continuous learning while meeting expectations of employees and customer and suppliers and work for the betterment of the society. Multidrive Limited wants to offer their clients the most cutting-edge solutions possible. They will develop further as a world-class trading firm for specialized technology that offers "top-class products"

including "the most innovative" technology, knowledge, and information, as well as superior coordination abilities and a global support network.

2.4 Product Nature of Multidrive Limited

Motor Vehicles, Motor Cycles, Cosmetics, Brown & White Products, Construction Equipment, Protection Equipment, Special Equipment for Defense, Special Vehicles, Motor Vehicles, Medical Equipment and Diagnostic Reagent, Assembly of consumer electronics and appliances.

The major products of Multidrive Limited are mentioned below:

Defense Items:

1. Bomb Disposal Suit
2. Bomb suppression blanket
3. Bomb Shield with Wheel
4. Electronic Stethoscope
5. Manipulating Stick
6. Under Vehicle Search Mirror
7. Bulletproof Ballistic Helmet with visor
8. Binocular
9. Night Vision Googles

Detectors:

1. Wire Detector
2. Mine Detector
3. Metal Detector
4. Explosive Detector
5. Nonlinear Junction Detector

Vehicles:

1. Remotely operated vehicles
2. Motor Bike
3. Prison Van
4. Fire Truck

Kits and Accessories:

1. Hook and Line Set
2. IED Tool Kit
3. Under Door Remote Viewing Kit
4. Weapon Technical Intelligence Kit
5. Render Special Practice Kit

Specialized Items;

1. Drones
2. Network Jamming System-Backpack Jammer

2.5 Customer of Multidrive Limited

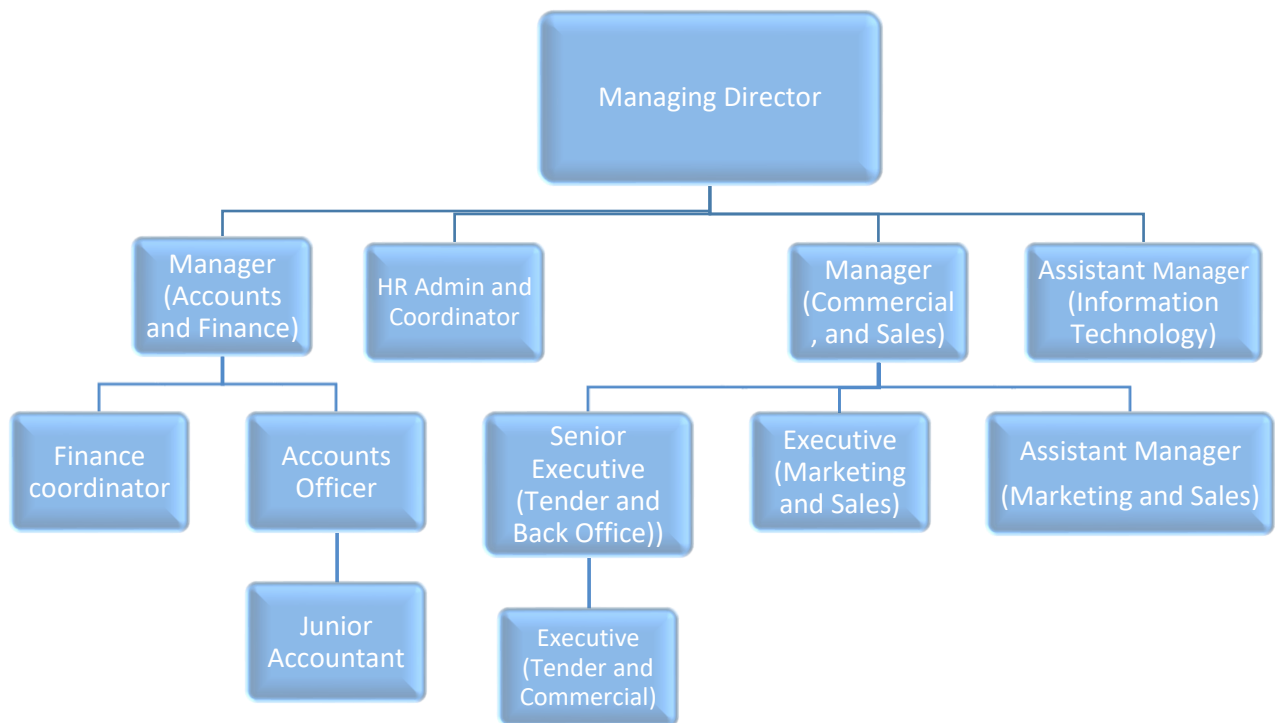
The primary customer of Multidrive Limited is Bangladesh Government. However, there are several government organizations that purchases for Bangladesh Government and the primary customer of Multidrive Limited are:

1. Director General Defense Purchase (DGDP).
2. Bangladesh Army (BA).
3. Bangladesh Air Force (BAF).
4. Bangladesh Navy (BN).
5. Dhaka North City Corporation (DNCC).
6. Eastern Refinery Limited (ERL).
7. Coast Guard.
8. Ministry of Health and Family Welfare.

2.6 Associated Companies of Multidrive Limited:

- **Republic Insurance Company** - General Insurance
- **Travelscene Limited** -Travel Agency
- **Daily Bhorer Kagoj** - National Daily Newspaper
- **Desh TV**-Satellite Television Channel
- **Regensea Lines Limited** - Shipping
- **Container & Terminal Services Limited** -Shipping
- **K & T Logistics Limited** - Container Depot & related services
- **Finvest Services Limited** - Financial Investments

2.7 Operational Network Organogram:



3. Broad responsibilities and duties within the organization

Working as Senior Executive (Tender and Back Office) of the commercial and tender department at a trading company like Multidrive Limited for last 5 years has been a great learning experience for me and it undoubtedly a very challenging position as I am the team leader responsible for organizing and winning significant government procurement tenders. All the employees of this organization perform their duties with utmost dedication and that inspired me to learn the culture and working environment from the very beginning.

In addition to my regular tasks, I am working on a variety of projects to advance the business, like reviewing the tender document and organizing the paperwork in accordance with the

procurement laws, e.g. Director General Defense Purchase (DGDP), Eastern Refinery Limited (ERL), Dhaka North City Corporation (DNCC), Bangladesh Navy (BN), Bangladesh Air Force (BAF), and Bangladesh Army (BA) etc. I am also in charge of visiting project offices and gathering the most recent information, following up on the planned projects using business intelligence, and connecting with senior officials of government and non-government organizations as well as overseas associates. During my internship period I mostly accomplished these following tasks:

1. Making contacts and coordinating with suppliers:

Once a government tender is published for our desired items, our team searches online for worldwide vendors of the necessary equipment as directed.. The defense and security-based items supplier or manufacturers must be from group A countries for which the list was provided by the purchaser or customer. We communicate with the existing suppliers that Multidrive have contracts with if they can give offer for the required products. Once we locate the ideal vendor for a given product, I get in touch with them to request their work order, which may include a pricing or proposal, product details, and profit-sharing details, among other things.

2. Opening and Monitoring Letter of Credit (LC):

For both the local and international contracts, the payment is made by Letter of Credit (LC) method, and I monitor the LC. For the local tenders Multidrive has to open the LC in their preferred bank and for the international contracts the customers generally open the LC but I monitored the procedures.

3. Preparing bid documents:

Preparing the draft bid documents including draft certificates for the overseas suppliers/manufacture, Annexes, List and Tables is one of the major responsibilities. Also, I need to do pricing of local tender including import duty and TAX calculation.

4. Preserving the relationship with current clients:

Multidrive Limited's after-sales department is highly powerful. They have a fully equipped workshop in Tejgaon industrial area with technicians and experts. I used to get in touch with current clients to ask about their opinions or concerns and then relay that information to the workshop service department.

5. Monitoring the products on the ports:

I monitor the products that we receive from our overseas suppliers/manufacturers from Chittagong port along with the MD, especially for local tenders. In case of international tenders,

the clearing of the goods generally performed by the purchasers, but I continuously monitor the procedures over phone.

6. Making a contribution to marketing strategies and plans:

One of the most frequent situations in Multidrive is brainstorming. Most of the time, we discuss improved plans and strategies for the business with the senior management.

4. Limitations

Because I work for such a large organization and have so many responsibilities, I don't have enough time to complete my research task to the necessary standards. However, I have made an effort to uphold the necessary standards.

Also, due to maintaining confidentiality I had to limit my information sharing regarding the overseas supplier and manufacturers and also regarding the details of the customer.

5. The Business Development Process Project

5.1 Objectives

In writing this report, I concentrated on the following two categories of goals:

5.1.1 Board Objective:

The main goal of this study is to demonstrate how to prepare bid documents in accordance with the procurement regulations of the Bangladesh Government Procurement Plan. And to depict the genuine situation faced by Bangladeshi trading enterprises.

5.1.2 Specific Objectives:

- a) To provide a thorough understanding of Multidrive Limited's business operations.
- c) To establish a link between business knowledge from textbooks and business practiced in corporate sectors.
- d) To have the chance to cultivate attitudes that lead to productive interpersonal interactions.
- e) To provide a thorough explanation of PPR (Public Procurement Guidelines) and rules that are used while preparing tender documents.

5.2 Tender Submission Process

Multidrive Limited frequently uses the open tendering process, which enables anybody to submit a tender as long as it meets the requirements. Typically, a notice stating the item(s) are being tendered and affording an equal opportunity to any business to submit a bid will be posted on the website of the specific acquiring government-owned institution. The most competitive option is an open tender, which also has the benefit of letting new or up-and-coming vendors compete for business.

There are two types of Open Tendering Method:

1. Local Tender:

During local tender the bid is submitted by the local trading companies, like Multidrive Limited directly and the bid is submitted in the name of local companies in currency of BDT. However, the product specification should be of required Group A countries or Group B countries. The LC is created by the local companies and payment is directly made to the local companies by the customer by an 100% irrevocable LC most of the time.

2. International Tender:

Multidrive Limited mostly interested in open international tenders and Process of International open tender is given below.

Process of International Tender Submission through Precedence Diagram Method (PDM):

- The precedence diagram method (PDM) is a tool for scheduling activities in a project plan.
- It is a method of constructing a project schedule network diagram that uses boxes, referred to as nodes, to represent activities and connects them with arrows that show the dependencies.

The activities of International Tender Submission through Precedence Diagram Method (PDM):

Activity 1. Purchase of Tender Notice/Schedule (A1).

A tender schedule is the official documents that consist of all the terms and conditions, technical specifications, required training, after tender terms for contract signing all the required information for submission of the bid for a particular product of for the particular set

of products. The local agents of different overseas suppliers or independent enlisted trading company like Multidrive Limited can purchase the tender Notice/Schedule from the purchaser with the allocated price (which vary from 500 taka to 10,000 taka) and secure the position for bid submission on the date of tender opening.

Activity 2. Prepare required Annexes, Certificates and other related lists (draft) etc.: (A2)
After Purchasing the tender document, soft copies of all the customer provided terms, technical specs, Annexes and required lists has to be prepared for sending to the overseas supplier/manufacturer for their response and compliance. Since last year most of the purchaser provide soft copy of the tender schedule which makes the work a little easier for the local agents like us as the documents and clauses are huge. However, the required draft certificates has to be prepared to make the work easier for overseas suppliers as often they do not understand the legal requirements and end up being disqualified after that much hard work.

Activity 3. Contact potential overseas supplier and provide them the prepared draft soft documents. (A3)

While preparing the reference documents, simultaneously we contact the potential supplier or manufacturers directly for their offer price and for the availability of the required product. After getting the confirmation from the Supplier/manufacturer we sent them the draft documents for their response and quotation, manual and other required docs for checking if their product is similar to the purchaser's requirement. Receive the draft response documents from the Supplier/Manufacturer.

Activity 4. Receive the original signed bid documents from overseas supplier/manufacturer: (A4)

If the offer price and technical information sent by the overseas manufacturer/suppliers matches with the purchaser's requirement, and they agree with all the term and clauses for the contract signing including delivery time, we confirm the correctness and guide them to prepare the original bid documents with original signature and send them to us with required number of copies of the bid documents. Sometimes the original bid document is more than 1000 pages for each copy. Mostly the purchaser's requirement id 2 copies of original documents and 5-6 number of copies for inspection of the documents by different directorates.

Activity 5. Make the final Arrangement of the bid documents by including required Multidrive documents in the final bid docs. (A5)

After receiving the original documents, we add the required local agent's documents which is not much in number for the international tender comparing to the huge documents required from overseas suppliers/manufacturers, we arrange the documents in required format and seal the bid in a single box.

Activity 6. Submit the bid on the date of tender opening. (A6)

On the previously fixed date of tender opening by the purchaser, the sealed bid is taken to the purchaser's pre-selected office by all competitors and on the mentioned time of the opening in the tender schedule all of the sealed bids are broken together and evaluation begins. Purchaser choose the Inspection Authority for the further evaluation

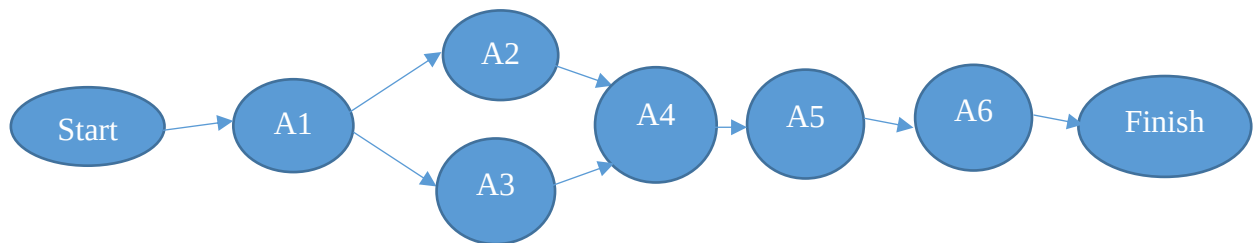


Fig: Preceding Diagram Method for International Tendering process.

5.3 Inspection of the submitted bids:

As above all the bids prepared by different trading companies are received by the pre-selected Inspection Authority of the purchaser on the Bid deadline and tender opening process begins.

5.3.1 There are two types of bid closing methods:

1. Single Envelope Method
 2. Double Envelop Method
1. Single Envelop Method: In this type of bid preparation all the financial and technical documents provided by the overseas supplier/manufacturer are submitted together in a single envelop or packaging on the date of tender opening or bid closing. The Inspection Authority declares the price of all the bidders on the same day in front of all the local agents

present in the single room. And on that very day the decision is made who won the bid and who will get the contract if there are not any major difference in the offered items technical specification.

2. Double Envelop Method: On the other hand, the double envelop method is opposite. The technical and financial part of the bid documents should be sealed in two separate envelopes. There must not be any price mentioned in the technical part. The two separately sealed envelope of technical offer and financial offer then put in to another envelop for the bid submission in the date of tender opening. Only the technical part of the sealed bid is broken for each offer and inspected on the day of tender opening. Sealed Financial offer is opened in another preselected day by the inspection authority in presence of the representatives of all the local agents after technical part is properly evaluated.

5.3.2 Evaluation of the Bid:

After receiving all the offers submitted by different trading companies on the date of tender opening by either Double Envelop Method or Single Envelop Method, evaluation of the offer begins. The inspection authority checks all the technical and financial documents and offers the bid in favor of the local agent who offered the offered bid price.

In case of single envelop tender the decision can be made on the exact date of tender opening and the financial and technical part both opens on the same day and lowed bidding price with the contract.

On the other hand, during double envelop method the technical part gets evaluated first for all the bidders and the agents who pass the technical evaluation get preference during the opening of financial offer. However in this case to the lowest price bidder wins the contract but if the lowest bidder fails to achieve technical acceptance . the contract goes to second lowest bidder if their technical offer is more accurate. This process takes more time than the single envelop

method but it prefers to be more accurate as both technical and financial offer gets evaluated equally and the contract does not go to cheap suppliers who offer low quality products. So, in case of high value items purchasers and bidders both prefer double envelop method.

5.4 Responsibilities for the contract signing:

After evaluation of the technical offer submitted by the local agents like Multidrive Limited, the financial offer gets opened and whichever company can meet both technical requirement and offer lower price gets the contract of required quantity of that particular item for which the tender was announced.

After declaring the final result the trading company needs to the below measures for signing the contract:

1. The trading house must comply to supply the product as they offered or complied during tender submission and during the inspection.
2. The purchaser prepares a draft contract based on the offered item by the overseas supplier to whom the contract will be awarded.
3. Multidrive sends the draft contract to the overseas supplier for their checking and confirmation.
4. The international tenders are signed between the overseas supplier/manufacturer and the purchaser. The trading company like Multidrive limited work like a medium here who gets its share from the purchaser and sometimes from the supplier also if the company have that arrangement with the overseas companies.
5. Once the draft contract is confirmed by the manufacturer/supplier of the product, they need to provide a Performance Guarantee (PG) of 10% of the contract value in foreign

currency in which the contract will be signed to the purchaser as a bond through their bank to a local bank.

6. We collect the guarantee from the local bank that was sent from the overseas supplier through an international bank and submit it to the purchaser.
7. Once the PG is submitted, a date is finalized to sign the contract, most likely in the end dates of June from which the financial year ends. Multidrive signs the contract with the purchases on behalf of the overseas suppliers.

5.5 Tasks After the Contract:

After signing the contract there is a certain time duration in which the contract must be completed otherwise there will be penalties financially and also which hampers the reputation of both the local agent and the overseas supplier.

So, completing the contract is like a project for Multidrive. And we maintain the project life cycle to tract each contract and complete them within time. There are more than 10-15 contracts in hand at a time which we need to successfully complete, and this is a complex task. We organize the contracts as pr below stages:

1. Initiation
2. Planning
3. Execution
4. Monitoring and Controlling
5. Closure



Fig: Steps of Project Lifecycle

5.5.1 Initiation:

In the Initiation stage after signing all the contracts that Multidrive is awarded, we need to organize the whole process. We need to plan how we can complete these contracts within the deadline which is probably 09 months and that include placing order to the overseas supplier, production, inspection of the manufactured product, shipment, delivery , local training etc. So many steps to follow within a short time which requires professionalism and experience to successfully complete them and to get the final payment. So, in the initiation stage we organize all the signed contracts, contact the manufacturers/suppliers and inform them about the deadline which is they are aware of but we need to push otherwise things get delayed.

We use the SMART idea to recalibrate the project goals.



Fig: Recalibration of Initiation through SMART tools

5.5.2 Planning:

In the planning stage we plan the whole process, fix dates with each task, allocate teams to perform various tasks of the project/contract.

5.5.3 Execution:

This is the longest and most work is done within this stage of the contract. Please find below the steps of the contract execution process:

1. Start of production:

Placing order to the supplier/manufacture for the production as per the signed contract requirements. We need to monitor through instructions if everything is in order.

2. Monitoring the LC:

After signing the contract, the purchase opens and LC in favor of the Supplier/manufacture in a government Bank which we need to closely monitor.

3. Arranging the Quality Assurance Certificate:

When the manufacturer completes manufacturing the goods, a team of two member will fly to manufacturer's factory to inspect the goods according to the contract. This is called Pre-shipment Inspection.

4. Receiving Shipment Clearance:

Once the pre-shipment inspection is done, the team returns to Bangladesh and officially provides a shipment clearance letter.

5. Shipment of the Contracted Items:

We prepare the shipping documents for the supplier and supplier submits the documents to his bank as per LC requirement and ship the goods.

6. Receive 80% Payment:

Once the goods are shipped, 80% payment is made through the LC.

7. Clear the goods from the port:

We clear the goods from either Airport or Chattogram port depending on which way the shipment is made and in case of international tender the purchasers

helps clearing the goods and as this import is made by the Bangladesh Government it is Duty and Import TAX free. In case of Local Contract, the import duty and TAX is imposed.

8. Deliver the Goods to the purchaser's premises:

Once the goods are cleared, we deliver them to the customer and handover them officially.

9. Inspection of Goods:

After receiving the goods an Inspection is taken place in presence of the local agent. Once they find everything all right the issue an Inspection Clearance.

10. Local training of the Goods:

If there is a requirement of local training in the contract a team of foreign trainers come to Bangladesh to provide training of the customer regarding the goods and it is arranged by the supplier with a cost of the customer.

5.5.4 Monitoring & Controlling:

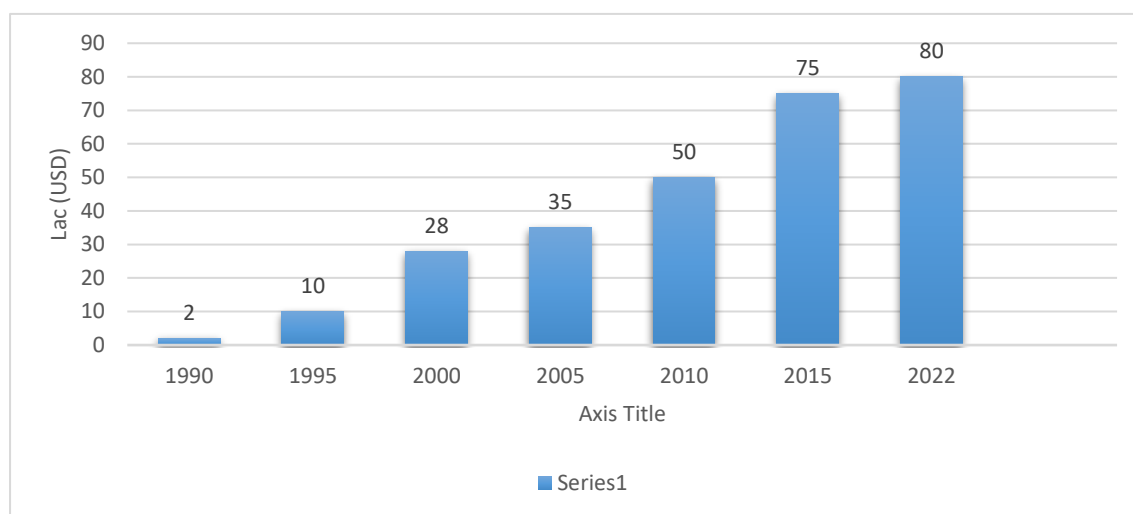
Monitoring and controlling is the key here in completing each project. As there involves various stages if it cannot be controlled and organized the contracts can never be completed within time.

5.5.5 Closure:

After the local training if the customers provide clearance that they are happy with the received goods and they are as per their requirement and they are well aware of the operational use of the product, they provide Inspection Note (I/Note) which is a clearance to receive the remaining 20% payment and once the payment is cleared the contract is complete.

6. Growth of Multidrive Limited:

Multidrive Limited saw a poor profit when it first began its journey in the early 1980s. Its value was roughly \$2 lac in 1990. Later, it was unaware of the defeat. The profit climbed and reached \$10 lac in 1995. Profit was \$28 lac in 2000, \$35 lac in 2005, \$50 lac in 2010 and \$60 lac in 2015. And as of just now, its profit margin was \$80 Lac.



7. Findings

Nearly every element of daily life in Bangladesh is impacted by corruption, which is frequently mentioned as the main impediment to the trading industry. How to avoid paying "fast money" is one of the greatest issues that trade companies in Bangladesh must deal with. Unofficial payments known as "speed money" are made to officials in order to speed up business. Politicians, bureaucrats, and law enforcement officers frequently have a lot of discretion, which has an impact on the business as well.

Additionally, the procedure for importing the goods is unnecessarily drawn-out. A total of 10–12 months are needed from the start of the tender submission to the arrival and delivery of the product. It's critical to note that delays might occasionally occur if manufacturers fail to deliver

the goods on schedule or if the ship needed to transport them is not available. As a result, the importer's costs are increased once more.

Additionally, I would like to add that since the government is still using the outdated traditional tender process that requires us to submit more than 400 pages of information about the company, the product specifications, the transaction process, the manufacturer's information, etc., it would have been better if the tender process had been more technologically advanced. Although e-tendering has just recently begun, it would be excellent if it were to be embraced more quickly in every area of government.

However, government is trying to digitalize the tendering process slowly but I think they also need to monitor the bureaucracy to make it a more fair play.

8. Conclusion

Establishing a connection between theoretical and practical knowledge is crucial. With this in mind, the MBA Program at BRAC Business School carefully plans out the practical orientations (internships) for the MBA students who are a part of the MBA program. Being employed with Multidrive Limited is a fantastic privilege for me.

I now know a variety of things, including the rules governing public procurement and the commercial and operating sectors. Government and non-government organizations have collaborated closely with Multidrive. I had the opportunity to meet high-ranking representatives of both government and non-government organizations as a result. I have made an effort to balance my professional experience and the academic information I have acquired throughout my post-graduation in this report.

I have made an effort to provide a succinct summary of the duties related to business operations and the commercial sector, as well as the connection between these two areas. I've discussed

the entire tender submission procedure as well as how various tendering processes are evaluated. I was aware of the disconnect between theoretical and actual understanding. I did my best to make the report useful, and if someone benefits in any way from it, then all of my efforts were worthwhile.

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