STANDARD OPERATING PROCEDURE	**DBLGROUP** **IT DEPARTMENT** **South Avenue Tower (6th Floor), House-50, Road-3, Gulshan-1, Dhaka, Bangladesh**	
TITLE:	**DBL GROUP IT PROCUREMENT SOP**	

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1. **Purpose** To establish a standardized procedure for the procurement of IT equipment and services to ensure efficiency, cost-effectiveness, and compliance with organizational policies.

2. **Scope** This SOP applies to all departments within DBL Group requiring IT equipment and services.

3. **Responsibilities**
   - **Requesting Department:** Identifies need and submits procurement request.
   - **IT Department:** Reviews request, provides technical specifications, and ensures compliance with IT standards.
   - Manages the procurement process, including vendor selection and purchase order creation.
   - **Finance Department:** Approves budget and processes payments.
   - **End Users:** Ensure correct usage and maintenance of procured items.

4. **Procedure**

   Step 1: Identifying Needs
   - ❖ The requesting user, department or IT personnel identifies the need for IT equipment or services and prepares a detailed description of the requirement, including specifications, quantity, and justification.

   Step 2: Submission of Request (IT Goods)
   - ❖ **Unit Initiators** Submit the procurement request to **IT Operation Concern** using the designated request form.
   - ❖ Include all necessary information and approvals from the department and SBU Head

   Step 3: IT Validate the Need
   - ❖ The IT Department reviews the request to validate the need and ensure it aligns with IT standards and policies.

   Step 4: Raise Purchase Request (PR)
   - ❖ The initiator (IT Personal) raises a Purchase Requisition (PR) for the validated IT goods.

   Step 5: Approved By Initiator's 1st Level Supervisor
   - ❖ The PR is reviewed and approved by the initiator's first-level supervisor to ensure departmental alignment and need justification.

   Step 6: Approved By SBU Head or CXO
   - ❖ Upon receiving the PR, the SBU Heads or respective CXO will approve the PR in the ERP system

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Step 7: PR Received by IT Operation
- ❖ The approved PR is received by the IT Operation responsible person for procurement

Step 8: Quotations Collect & CS Prepared by IT Operation
- ❖ The IT Operation Concern collects quotations from potential vendors and prepares a Comparative Statement (CS) for evaluation.

Step 9: Procurement Committee Validation and Approval
- ❖ If the purchase exceeds 1 lakh, the Procurement Committee reviews the Comparative Statement, validates the procurement, and provides approval.

Step 10: IT Operation Concern Raise PO
- ❖ Upon validation, the IT Department raises a Purchase Order (PO) and forwards it to the selected vendor.

Step 11: CFO/FC or Authorized Finance Delegate Approval
- ❖ The PO is then approved by the CFO/FC or an authorized finance delegate to ensure budget compliance and financial authorization.

Step 12: Delivery
- ❖ The vendor delivers the IT goods as per the specifications and timeline agreed upon in the PO.

Step 13: Payment Processing
- ❖ Upon satisfactory inspection and receipt of goods, the Finance Department processes the payment to the vendor.

5. **Scheduled Purchases**
   - ❖ Purchases will be made twice a month.
   - ❖ Ensure all procurement requests and approvals are completed before these dates.

6. **Documentation and Record-Keeping**
   - ❖ All documentation related to the procurement process, including requests, approvals, quotations, purchase orders, and delivery notes, is maintained by the IT Department.

7. **Monitoring and Review**
   - ❖ The IT Department periodically reviews procured items for performance and compliance.
   - ❖ Feedback from end users is collected to assess vendor performance and service quality.

8. **Exception Handling**
   - ❖ Any deviations from this SOP must be documented and approved by the Head of IT Infrastructure and Operations and the Managing Director
   - ❖ Accidental items will be procured through procurement concerns getting approval from the IT operation immediately.

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Distribution:
1. **IT Department**
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3. **Related stakeholders (Management Employee)**

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