

**Facility Management Division**

Prime/HO (FMD/RFQ/2023/192)

March 07, 2023

**Subject: Request for Quotation (RFQ) for Access Control & CCTV system**

Dear all,

Please be informed that Prime Bank Limited intends to fixing price for Access Control & CCTV system for all Branches & offices. Unit rate of the CCTV & Access Control may be fixed for next 6 months from the date of issuing notification of award/contract. The selected vendor has to deliver the products to the Bank's selected location (inside/ Outside Dhaka) as and when required at the approved rate for next 6 months. For this purpose, you are requested to submit financial offer along with technical specifications in your letterhead pad complying the following Terms & Conditions:

**Access Control spare items:**

S / N	Description of Item	Brand	Unit	Unit Price (BDT)
1.	Proximity Maine Reader ( Card + Pin )	Zk-Teco	1	
2.	Proximity Maine Reader ( Card + Pin )	Soyal	1	
3.	Proximity Maine Reader ( Card + Pin+ Finger Print )	Zk-Teco	1	
4.	Proximity Maine Reader ( Card + Pin+ Finger Print )	Soyal	1	
5.	Proximity Exit Reader ( Only Card )	Zk-Teco	1	
6.	Proximity Exit Reader ( Only Card )	Soyal	1	
7.	Proximity Exit Reader ( Card + Pin )	Zk-Teco	1	
8.	Proximity Exit Reader ( Card + Pin )	Soyal	1	
9.	Data Converter Brand:	Soyal	1	
10.	Electro Magnetic lock	Bidder shall specify	1	
11.	ZL Bracket	Bidder shall specify	1 set	
12.	U Channel	Bidder shall specify	1 set	
13.	Push Button ( Metal Body )	Bidder shall specify	1	
14.	Power Supply (12V - 5A)	Bidder shall specify	1	
15.	Proximity Card	Bidder shall specify	1	
16.	4 Port Network Switch	Cisco	1	
17.	4 Port Network Switch	Mikrotik	1	
18.	4 Port Network Switch	TP-link	1	
19.	Network Cable ( Cat-6 ) Brand:	BRB	1 feet	
20.	Network Cable ( Cat-6 ) Brand:	Hikvision	1 feet	
21.	Power Cable	BRB	1 feet	
22.	Power Cable	PARTEX	1 feet	
23.	Power Cable	POLY	1 feet	
24.	RJ-45 Network Connector	Bidder shall specify	1	
25.	PVC Pipe (1ft)	Bidder shall specify	1 feet	
26.	Combined switch	Bidder shall specify	1	
27.	3Pin / 2Pin Plug	Bidder shall specify	1	
28.	MK Box	Bidder shall specify	1	
29.	Installation, testing, commissioning for new Supply		1 lot	
30.	Service Charge ( On Call Basis within Dhaka City )		Per call	
31.	Service Charge ( On Call Basis in Dhaka Division )		Per call	
32.	Service Charge ( On Call Basis in Other Division )		Per call	



**CCTV Systems Spare items:**

S/N	Description of Item	Brand	Unit	Unit Price (BDT)
1.	LED Monitor (Size 18.5")	Samsung	1	
2.	LED Monitor (Size 18.5")	Dell	1	
3.	LED Monitor (Size 18.5")	HP	1	
4.	LED Monitor (Size 21.5")	Samsung	1	
5.	LED Monitor (Size 21.5")	Dell	1	
6.	LED Monitor (Size 21.5")	HP	1	
7.	LED Monitor (Size 32")	Samsung	1	
8.	LED Monitor (Size 32")	Dell	1	
9.	LED Monitor (Size 32") HP	HP	1	
10.	2 MP Indoor Dome HD Camera	Dahua	1	
11.	2 MP Indoor Dome HD Camera	Hikvision	1	
12.	2 MP Out Door Bullet HD Camera	Dahua	1	
13.	2 MP Out Door Bullet HD Camera	Hikvision	1	
14.	2 MP IP Indoor Dome HD Camera	Dahua	1	
15.	2 MP IP Indoor Dome HD Camera	Hikvision	1	
16.	2 MP IP Out Door Bullet HD Camera	Dahua	1	
17.	2 MP IP Out Door Bullet HD Camera	Hikvision	1	
18.	2 MP Indoor Dome Day & Night True Color HD Camera	Dahua	1	
19.	2 MP Indoor Dome Day & Night True Color HD Camera	Hikvision	1	
20.	2 MP Out Door Bullet Day & Night True Color HD Camera	Dahua	1	
21.	2 MP Out Door Bullet Day & Night True Color HD Camera	Hikvision	1	
22.	Hybrid Video Recorder (4 Port 1 SATA Each 10 Terabyte Supported)	Dahua	1	
23.	Hybrid Video Recorder (4 Port 1 SATA Each 10 Terabyte Supported)	Hikvision	1	
24.	Hybrid Video Recorder (8 Port 2 SATA SATA Each 10 Terabyte Supported)	Dahua	1	
25.	Hybrid Video Recorder (8 Port 2 SATA SATA Each 10 Terabyte Supported)	Hikvision	1	
26.	Hybrid Video Recorder (16 Port 4 SATA SATA Each 10 Terabyte Supported)	Dahua	1	
27.	Hybrid Video Recorder (16 Port 4 SATA SATA Each 10 Terabyte Supported)	Hikvision	1	
28.	Hybrid Video Recorder (32 Port 4 SATA SATA Each 10 Terabyte Supported)	Dahua	1	
29.	Hybrid Video Recorder (32 Port 4 SATA SATA Each 10 Terabyte Supported)	Hikvision	1	
30.	6 Terabyte Hard Disk Drive, Surveillance Grade	Western Digital	1	
31.	6 Terabyte Hard Disk Drive, Surveillance Grade:	Toshiba	1	
32.	8 Terabyte Hard Disk Drive, Surveillance Grade	Western Digital	1	
33.	8 Terabyte Hard Disk Drive, Surveillance Grade	Toshiba	1	
34.	10 Terabyte Hard Disk Drive, Surveillance Grade	Western Digital	1	
35.	10 Terabyte Hard Disk Drive, Surveillance Grade	Toshiba	1	
36.	Wall Mount Server Cabinet	Toten	1	
37.	Wall Mount Server Cabinet	Bhadra	1	
38.	Offline Ups(1200v )	Maxgreen	1	
39.	Offline Ups(1200v)	DigitalX	1	
40.	Offline Ups(1200v)	Prolink	1	
41.	Offline UPS(2000v)	Maxgreen	1	
42.	Offline UPS(2000v)	DigitalX	1	
43.	Offline UPS(2000v)	Prolink	1	

44.	CCTV Camera Adapter (12V - 2A)	Bidder shall specify	1	
45.	BNC Connector	Bidder shall specify	1	
46.	Video Balloon	Bidder shall specify	1	
47.	RJ-6 Cable / Co-axial Cable(Full Copper)	Bidder shall specify	1 feet	
48.	Network Cable (Cat-6):	BRB	1 feet	
49.	Network Cable (Cat-6)	Hikvision	1 feet	
50.	Power Cable	BRB	1 feet	
51.	Power Cable	PARTEX	1 feet	
52.	Power Cable	POLY	1 feet	
53.	PVC Pipe	Bidder shall specify	1 feet	
54.	Patch Cord	Bidder shall specify	1 Meter	
55.	4 Port Network Switch	Tp-link	1	
56.	4 Port Network Switch	Cisco	1	
57.	4 Port Network Switch	Mikrotik	1	
58.	8 Port Network Switch	Tp-link	1	
59.	8 Port Network Switch	Cisco	1	
60.	8 Port Network Switch	Mikrotik	1	
61.	16 Port Network Switch	Tp-link	1	
62.	16 Port Network Switch	Cisco	1	
63.	16 Port Network Switch	Mikrotik	1	
64.	32 Port Network Switch	Tp-link	1	
65.	32 Port Network Switch	Cisco	1	
66.	32 Port Network Switch	Mikrotik	1	
67.	4 Port POE Switch	Dahua	1	
68.	4 Port POE Switch	Hikvision	1	
69.	4 Port POE Switch	Tp-link	1	
70.	8 Port POE Switch	Dahua	1	
71.	8 Port POE Switch	Hikvision	1	
72.	8 Port POE Switch	Tp-link	1	
73.	16 Port POE Switch	Dahua	1	
74.	16 Port POE Switch	Hikvision	1	
75.	16 Port POE Switch	Tp-link	1	
76.	32 Port POE Switch	Dahua	1	
77.	32 Port POE Switch	Hikvision	1	
78.	32 Port POE Switch	Tp-link	1	
79.	RJ-45 Network Connector	Micronet	1	
80.	RJ-45 Network Connector	Rosenberger	1	
81.	RJ-45 Network Connector	Pandwit	1	
82.	HDD SATA Cable	Bidder shall specify	1	
83.	HDMI Cable	Bidder shall specify	10 Meter	
84.	VGA Cable	Bidder shall specify	1 Meter	
85.	VGA to HDMI Converter	Bidder shall specify	1	
86.	HDMI to VGA Converter	Bidder shall specify	1	
87.	Camera Housing	Bidder shall specify	1	
88.	Multi Power strip(5port)	Bidder shall specify	1	
89.	Combined switch	Bidder shall specify	1	
90.	3Pin / 2Pin Plug	Bidder shall specify	1	
91.	MK Box	Bidder shall specify	1	
92.	New Installation System charge (within Dhaka city)		Per Camera	
93.	New Installation System charge (Dhaka Division)		Per Camera	
94.	New Installation System charge (Other Division)		Per Camera	
95.	Services Charge (On Call Basis within Dhaka City)		Per call	
96.	Services Charge (On Call Basis in Dhaka Division)		Per call	
97.	Services Charge (On Call Basis in Other Division)		Per call	

**N.B. Technical Specification should be mentioned by the bidder.**

**Terms & Conditions:**

1. The supplier shall deliver the Access Control & CCTV for different Prime Bank location.
2. In case of supply of inferior quality/defective goods; any change required by Prime Bank must be entertained.
3. One (01) year replacement period from delivery date if any device have any technical problem or not usable.
4. Payment will be made within 30 (thirty) days only after successful completion of works based on Challan, Work Completion Certificate by the respective vendor. Bank will deduct VAT & AIT as per Govt. rules.
5. Warranty: Standard Warranty of 01 years will be applicable. During this period, the vendor shall repair any kind of defects including replacement of any parts at their own cost.
6. Bidder must submit photocopy of following documents along with the RFQ:
  - a) Up-to-date Valid Trade License.
  - b) Certificate of Incorporation in case of Limited Company.
  - c) Valid TIN,BIN Certificate.
  - d) VAT Registration Certificate.
  - e) Bank Solvency Certificate.
  - f) Experience Certificate/Work Order.
  - g) Client list.
7. Service Level Details in Annexure-A
8. After going through the terms & conditions, if you are interested to participate in the bidding process. Please submit your proposal in your company's letterhead pad as per above mentioned format duly signed by your company's authorized representative. The tender box kept at **FMD, Facilities Tower (6th Floor), Kha-199/2, Maddhya Badda, Pragati Sarani, Dhaka-1212 on or before 19 March 2023, by 3:30 p.m. and clearly marked "Price Proposal for CCTV & Access Control"** on the top of the envelope. No quotations shall be dropped before or after this time period.
9. PBL reserves the right to accept or reject any quotation without any explanation.



Kazi Sohel Masud  
AVP & Unit Head - FMD Procurement

## **Annexure - A**

### **Service Levels**

#### **Maintenance of Security Systems (CCTV & Access control)**

Followings are the safety & security system that are installed in different Prime Bank locations ----

1. Digital CCTV
2. Access Control

#### **1.1 Regular Troubleshooting:**

- a. The vendor must have to meet the turn around time to settle SLA.  
TAT for attending the issue-
  - 04 hours within Dhaka city,
  - 12 hours within Dhaka Division
  - 24 hours' Others Divisions
- b. In case of emergency, TAT is 02 hours and 12 hours within Dhaka City and outside of Dhaka city respectively.

#### **1.2 Servicing details:**

- a. Attending day to day calls / complaints and rectifying complains.
- b. Removal of system faults & provides remedy.
- c. Removal of software malfunctioning & provides remedy.
- d. Removal of line/ wire faults.
- e. Changing of features and facilities as per client authority's instructions within installed equipment and system functionality.
- f. Checking of concerned accessories.
- g. Repairing of controller circuit/modules or related equipment's.
- h. Programming of features as and when required.
- i. Supply of related equipment & cards & spare parts as per agreed list & price.
- j. For maintenance & check-up if any item / system needs to be removed & taken out for repair, must be supported by backup equipment for the time duration.
- k. Server quarterly check on access control system

The Service report will include ---

- Status of the equipment & items
- If default, repair & maintain
- If replacement required prepare action plan & replace accordingly
- Identify any Data loss or image distortion
- Identify and correct any Time deviation with PBL ATM Machine.
- Advice/suggest improvement needed

#### **1.5 Service Process:**

#### **Complaint Call & Attendance**

Engineers and technicians will attend **SERVICE CALL** service calls any times 24x7. However; generally, they will be ready to attend calls from 9:00 AM to 6:00 PM within 4 Hrs (Four Hours) for Dhaka office & 24 Hrs (Twenty-Four Hours) for Outside Dhaka office. If the calls/ complaints not attended after the stipulated 4 hours/24 hours, **Prime Bank Limited (PBL)** will give notice in writing to this effect to the service provider.



**Note: If the complaints not attended within the said time considering natural calamities, disasters, accidents, hartals or any other undue circumstances both the parties are requested to solve the problem by negotiation.**

#### **Emergency Response**

Technical service support team must attend **EMERGENCY CALL** to Branch & ATM inside Dhaka within 2 hours in 24 X 7 hr basis & outside Dhaka technical team would be deployed within 12 hr.

Emergency response would be applicable for the following incident:

- Door malfunctioning while premises open or closing time.
- System malfunctioning during natural calamity, earthquake, thundering depends on communication & transportation availability.
- DVR out of service/malfunctioning

#### **1.6 Damage Control:**

- a. Service provider will be charged @ BDT 500.00 for per hour delay in responding beyond the stipulated time period to attend a **SERVICE CALL** i.e. 04 hr for Dhaka office and 24 hours for Outside Dhaka office.
- b. Service provider will be charged @ BDT 1000.00 for per hour delay in responding beyond the stipulated time period to attend an **EMERGENCY CALL** i.e. 02 hr for Dhaka office and 12 hours for Outside Dhaka office during emergency calls.
- c. Service provider will submit the equipment functional/status report to **PBL** authority in prescribe format providing by FMD after each service call.
- d. Service provider will ensure 365 days CCTV footage retention for Branch & ATM booths
- e. Service provider will provide video footage as and when requested within 12 hours in case of any failure of providing video footage requested by PBL authority.

#### **Terms & Conditions:**

- a. The supplier will be liable to provide items / spares including installations whenever required by the bank as mentioned above in the SLA within the stipulated time frame.
- b. For items not mentioned in the material list, the supplier will offer price quote with rate analysis showing market rate for goods & services VAT, Tax, profit, labour /service and overhead cost.
- c. If the market rate increased 50% from the agreed rate for the items mentioned above, then rate will be reinitiated.
- d. The supplier must ensure that, all the product /spares delivered comply with the specification & terms of the agreement and all relevant standards.
- e. Delivery of the spares /services will have to be completed within the turnaround time mentioned above in the service level after receiving of the work order for Dhaka & out of Dhaka.
- f. The vendor must have to ensure the Turn Around Time (TAT). The vendor would be penalized in case of failure of providing support within the stipulated time line.
- g. Financial penalty will be imposed as mentioned above in the SLA for failure to meet the turnaround time.
- h. Inventory update
- i. Temporary storage

#### **Penalty Clause:**

PBL will identify any negligence of duty and shortfall of standard in terms of provided services. Following are the penalty procedure:

- a. PBL will notify service provider by email whenever any lapses have been found.
- b. On the 1st instance of service lapse, PBL will notify vendor through a written communication.
- c. On the 2nd instance, PBL will penalize financially the service provider for the particular lapses and it will be notified through a written communication.



- d. The deduction range can be from 10% to 30% of the total bill of that particular month based on the gravity of the lapse.
- e. Before penalizing PBL will notify vendor about the penalty and the percentage.
- f. After the third notification, PBL will reserve the right to terminate the vendor's contract on one-month notice.

#### **1.7 Payment/Invoicing**

1. The service provider will submit the invoice within 5 days after successfully completing the job.
2. Bank will not make any advance payment.
3. The applicable Tax will be deducted as per Bangladesh Income Tax Act, and other legislation might be applicable from time to time.
4. Bank representative will sign challan copy after receiving required product or service.
5. Responsibility of obtaining acknowledgement delivery challan for any location where PBL is located for bill purpose lies solely with the supplier.

#### **1.8 Quality Assurance:**

- a) It is the responsibility of the supplier to ensure that all requests for change in specifications, introduction of new items should be routed through Admin Team. The supplier or any of its representatives is not allowed to change any of the standard specification of any product.
- b) The supplier will provide contact detail and address of his designated contact person. Beside this he would be required to provide an account manager as a single point for all escalations on any matter related to this agreement

#### **1.9 Change Management**

- a) For any change in specification with any of the items, respective business/units will coordinate with Admin upfront before place order to supplier.
- b) For inclusion of any new item, respective business/unit will coordinate with Admin upfront before place order to supplier.
- c) Admin will guide next steps for the above two cases as appropriate.

#### **1.10 Zero Tolerance**

Following are the deliverables which mandate **zero tolerance** adherences. The failure which complies with them automatically will render the contract to be terminated without any recourse.

- a) Double invoicing/fraud invoicing by supplier. For first incident, penalty amount will be 50% of the monthly involving amount (on average) or BDT 100,000 whichever is higher for the first incident. For second incident 100% of the monthly involving amount (on average) or BDT 300,000 whichever is higher. If such incident happens for third time, Bank will terminate the agreement with the supplier.
- b) Attempt on the on the part of the supplier to offer any material gratification/inducement to any employee of the bank.
- c) Any activity which may lead to financial loss for PBL due to negligence/oversight of the service provider.
- d) Non Compliance to statutory requirements.
- e) Indulging in illegal/unethical practices.



**Check List During Branch visit:**

**Digital CCTV System**

SL	Job Description
01.	check-up all installed CCTV equipment
02.	check up all Cameras, Power Supply
03.	check-up DVR, Power Supply
04.	check-up HDD & motherboard status
05.	check up DVR's Recorded Video 365 days for Branch, & ATM with quality image quality
06.	check-up Cable
07.	Fill up Inspection Sheet & Submit to Authorized Person of PBL

**Access Control System**

SL	Job Description
01.	Check up all installed Access Control equipment
02.	check-up System's Communication & Link
03.	Check-up Controller Status Physically
04.	Check-up Controller for Error
05.	Backup Access Control System's Software & Database
06.	Check-up Network Status
07.	Fill up Inspection Sheet & Submit to Authorized Person of PBL
08.	Clean all device (Twice in a year)
09.	Problem Finding, rectify & trouble shooting

**1.11. Confidentiality/No/Non-Discloser Agreement (NDA)**

- a) We acknowledge that during the course of this engagement, we shall have access to and be entrusted with Confidential Information. In this letter, the phrase "Confidential Information" shall mean information (whether of a commercial, technical, scientific, operational, administrative, financial, marketing, business, or intellectual property nature or otherwise), whether oral or written, relating to the Bank and its business that is provided to us pursuant to this Agreement.
- b) Except as otherwise expressly provided in this Agreement, a party shall (and shall ensure that its employees, agents, consultants, sub-contractors and professional advisers shall) not during the term of this Agreement or thereafter disclose to any person or use, copy, adapt or alter for any purpose any Confidential Information obtained by it (the "**Recipient Party**") from the other (the "**Disclosing Party**") without the prior written consent of the Disclosing Party.
- c) The Recipient Party shall treat and keep Confidential Information confidential and take all necessary precautions to ensure that all Confidential Information is held in confidence (whether communicated orally, in writing, electronic form or otherwise) and minimise the risk of unauthorised disclosure or use of such Confidential Information.
- d) No party will be under an obligation to keep Confidential Information confidential that it can demonstrate:
  - I. Is publicly available or generally known to the public at the time of disclosure or has subsequently entered into the public domain, except as a result of a breach of this Agreement; or
  - II. was already in the Recipient Party's possession from another source prior to disclosure by the Disclosing Party and the Recipient Party was not under any obligation of confidentiality in respect of the Confidential Information when it was received from the other source not connected to a party under this Agreement.

