

**Facility Management Division**
**Ref: Prime/HO/FMD/IT/2023/634**
**Date: October 02, 2023**
**Sub: Request for Quotation (RFQ) for Enterprise File Server Storage**

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**Dear Sir,**

Prime Bank is inviting your company to submit a quotation for the procurement of an Enterprise File Server. We appreciate your expertise in providing advanced technology solutions and services and believe your proposal could align with our requirements.

Please see the detailed Request for Quotation (RFQ) document outlining our specifications and expectations for the Enterprise File Server. Kindly review the document thoroughly to ensure your quotation meets our needs accurately.

**RFQ Terms & Conditions and Instructions to the Bidders**

1	<b>RFQ Reference No.</b>	<b>Prime/HO/FMD/IT/2023</b>
2	<b>Name of the Work/Services</b>	<b>Enterprise File Server Storage</b>
3	<b>Place of Work</b>	IT Division, Prime Bank Head Office
4	<b>RFQ submission place</b>	Facility Management Division I Prime Bank Limited Head Office, FMD (Facility Management Division), Prime Tower, Plot No.35 & 8 Nikunja Commercial Area, Dhaka - 1229 Cell: +880 1730-781194
5	<b>RFQ submission Date and Time</b>	<b>9<sup>th</sup> October, 2023; Time: 3pm</b>
6	<b>Contact Person for Technical issues</b>	Faysal Ahmed, Email: faysal.ahmed@primebank.com.bd , Phone no.: 01919804847
7	<b>Written offer</b>	Complete proposal/offer must be in written clearly in Company Letterhead Pad, duly signed and sealed with date by the authorized representative of the Company. Quoted Price must be in figure and words. There should not be any cutting / erasing / overwriting in the bid documents
8	<b>Delivery Timeline</b>	90 days after issuing of PO
9	<b>Inclusive Price/cost</b>	Quoted price must be included, delivery and installation cost, VAT, Taxes & all other duties, fees/charges as applicable. VAT & Taxes will be deducted from the bill as per Govt. rules.
10	<b>Payment Terms</b>	Payment will be made in local currency through Account Transfer/Pay Order.



11	<b>Rights of Prime Bank</b>	Prime Bank reserves the right to accept/ cancel/ reject any or all offer without assigning any reason. Prime Bank is not obliged to purchase the lowest offer or any offer at all. Prime Bank reserves the right to share the Bidder's response to this RFQ with its advisors and concern Business Units. Prime Bank reserves the right to: conduct negotiations with one or more Bidder and/ or accept the Bid without any reason.
12	<b>Manipulation and Action</b>	Manipulation or any kind of unusual approach or failure to submit the proposal/offer within stipulated time frame will be treated as "Disqualification" to attend in the bidding.
13	<b>Incomplete Bid</b>	The bid will be automatically cancelled if the requisite terms & conditions are not fulfilled.
14	<b>Seal Bid</b>	All the envelopes shall be properly sealed and Signed. Bids without seal and sign will not be considered. Prime Bank Limited reserves the right to reject or accept any or all the bids without showing any reasons.
15	<b>Documents</b>	Valid Registration/ownership document, up-to-date VAT & TIN certificate, up-to-date Trade License, and up-to-date Bank Solvency Certificate. Distributorship or Sole Distributorship certificate.
16	<b>Bid Price</b>	Bid prices must be quoted in BDT. The payment will also be made in BDT.

**INFORMATION DATA SHEET OF BIDDER :**

	Name of the Company	:	
	Usual Mailing Address	:	
	Year of Establishment/Incorporation	:	
	Number of years in operation	:	
	Name with phone numbers of Key person (Chairman/Managing Director/other)	:	
	Name, Designation with phone number of contact person	:	
	VAT Registration No.	:	
	TIN	:	
	Name & location of Regional Offices with phone numbers	:	
	Company Profile : Give a brief description of your company preferably in 100 words	:	



	List of clients having work-order as same	:	
	Name of Client (s)		Address with contact number

**ELIGIBILITY REQUIREMENT FOR THE BIDDER**

The bidder will respond to the required eligibility criteria in the tabular format according to Table 2.1. Particular eligibility criteria can be fulfilled by presenting the related documents demonstrating the eligibility. The reference (page number and section number) of the presented document must be mentioned in the response column.

**Table 2.1: Response Format of the Bidder to Eligibility Criteria**

Item	Eligibility Criterion	Required Response of the bidder (Should submit required documents with the bid in support of the response)	Compliance		Remarks
			Compliant	Non-compliant	
1.	The bidder should be a legal entity and a registered company that has not been prohibited by Bangladeshi or international court(s) to enter into contracts. Should have at least 5 years of experience in the relevant business.	Certificate of incorporation and years of business as required Also, a declaration that none of the bidders has been prohibited by domestic or international court(s) to enter into contracts should be furnished.			
2.	The bidder should have its own/representative office and strong presence in Dhaka with well-equipped service/support/ system up-gradation cell manned with adequate qualified technical personnel for the maintenance and the support of the proposed products/ systems.	Proof of address of the registered office of all the participating bidders should be submitted. Floating or home addresses shall not be considered as established offices. Resume of qualified technical personnel should be submitted.			
3.	The bidder must be assessed under Income Tax Department	Proof of submitting tax return, Income Tax Certificate and VAT certificate in the latest fiscal year.			
4.	Ongoing AMC agreement with at	Copy of AMC Agreement must be			

Item	Eligibility Criterion	Required Response of the bidder (Should submit required documents with the bid in support of the response)	Compliant	Non-compliant	Remarks
	least 5 (Five) organizations preferably in the banking sector.	submitted.			
5.	The bidder must hold manufacturer authorization on this bid for the items those are not produced by the bidder itself but offered in the bid	The bidder must submit such authorization letter from the original manufacturer.			
6.	All types of paper / documents should be serially numbered and a clear indexing should be incorporated and bear a signature in each of those documents.	A document with page numbers and a proper index			
7.	5 years of IT related business experience.	Work order or Client Certificate for similar solution.			
<p><b>(Enclose necessary documentary proof)</b></p> <p>Note: This should be in the letter head pad of the bidder and duly signed as per this format.  I/we solely declare that the statements made above are correct. I/We agree that any misstatement made by us, if detected later on, shall render our application unacceptable to the Bank.</p> <p>(Signature)  (Name &amp; designation of Authorized Signatory)  (Name &amp; Address of the Bidder with Seal)</p>					

#### PAYMENT

- The vendor may issue single work order or in phases. The vendor may submit bill/invoice after work completion and bank will make payment accordingly.
- While making payment, VAT & income Tax will be deducted at source as per Govt. rule.

#### Specifications of server

Item #	Item or Related Service	Technical Specification and Standards	Bidder's Compliance
1	Brand	International Reputed Brand	
2	Model Offered	To be mentioned by the bidder	
3	Country of Origin	To be mentioned by the bidder	
4	Rack mount	NAS Controller Should be rack mounted	
5	Processor	Dual processor of octa Core each. Shall be 2x Intel Xeon Silver@2.8 Ghz or more.	

Item #	Item or Related Service	Technical Specification and Standards	Bidder's Compliance
6	Memory	64GB Smart Memory kit or higher, scalable up to 512GB DDR4 RAM	
7	Hard Drives	Shall be supplied with minimum 50TB of usable capacity in Raid 5 with a global hot spare. Offered NAS Storage shall have separate dedicated 400GB or more SSD drives for Operating system in Raid 1.	
8	Storage expandability	1. Offered NAS controller shall support at-least 16 internal LFF Slots and shall be offered with at-least 12 LFF Slots. 2. Offered storage shall also have capability to attach additional drive enclosures.	
9	Network Connectivity	Min. 4 X 1Gbps auto sensing NICs ports and 10Gbps 2-port SFP+ Adapter with 2x 10Gb SFP+ SR Transceiver. Shall be further scalable to 8 numbers of 10Gbps Ethernet port.	
10	Protocols support	ISCSI, FTP, FTPS, CIFS/SMB 3.1.1, HTTP, HTTPS, NFS 4.1, WebDev etc.	
11	Fault Tolerance for internal drives	Offered NAS shall support Raid 0, Raid 1, Raid 1+0, Raid 5 and Raid 6 for internal drives. Offered Raid controller shall have minimum of 4GB flash back write cache.	
12	Fault Tolerance for external drives	Offered NAS shall support Raid 0, Raid 1, Raid 1+0, Raid 5 and Raid 6 for external drives. Supported Raid controller shall have minimum of 4GB flash back write cache.	
13	Network Client Types Support	Should support Windows 10, Windows Server 2016/2019 / 2022, AIX, SOLARIS, Linux etc.	
14	File Level Backup	The proposed system should be capable of performing file-level backups.	
15	De-duplication	Offered NAS shall have block based De-duplication which can be enabled for for all required volumes. De-duplication engine shall have: 1. Flexibility to decide the multiple schedules when de-duplication process can be run. 2. Flexibility to limit the time period of de-duplication process so that production operations remains intact. 3. Flexibility to bypass the recent files under the de-duplication process so that production operations remains intact. 4. License for De-duplication shall be provided. 5. Shall support more than 64TB of file system for de-duplication.	
16	File screening and quota management	1. Offered NAS shall have support for file screening so that monitor can ensures that users shall not be able to store unwanted files on offered NAS device. 2. Offered NAS shall have Quota management for both	

Item #	Item or Related Service	Technical Specification and Standards	Bidder's Compliance
		Volume and Directory. 3. Software for both File screening as well as Quata management shall be provided.	
17	File Management	1. Shall have flexibility to expire or move files to different folder / Location / Volumes / drives on the basis of polices like day of creation / modification / access of on the basis of file pattern like extension. 2. Shall also be able to expire or move files to different folder / Location / Volumes / Drives on the basis of content classification within files.	
18	SAN storage (iSCSI based)	Integrated iSCSI for block access over LAN.	
19	Snapshots	Point in time copies of your data to guard against data corruption.	
20	Encryption and compression	Shall have support for encryption and Compression. License for both of same shall be offered.	
21	Cloud Integration	Offered NAS shall be able to integrate with Microsoft Azure - running with valid subscription with following features: 1. Azure File Sync 2. Azure backup	
22	Replication	Offered NAS shall also be supported with leading NAS replication software's in the industry and shall also have 100TB license for replication through DFS-R	
23	Web Based Management	Shall have web based interface to manage and monitor system health, capacity, performance, hardware events, quotas, snapshots, authentication and network services	
24	Capacity Insights	Capacity planning with a granular historical utilization dashboard with growth rate and usage trends	
25	Power Supply and FAN	Offered NAS shall also have Hot Plug redundant power supply and FAN	
26	Warranty	3-yrs collaborative warranty with 24x7 mission critical one-point support from OEM, same day response. 15-minute response 24x7 for severity 1 incidents (direct connect to product specialist where available) and 4-hour standard response	

#### FINANCIAL PROPOSAL

SI	Item	Qty	Unit Price (Tk.) including VAT, Tax & Others	Total (Tk.) including VAT, Tax & Others
01	Enterprise File Server Storage	1		
02	AMC Cost after 3 years warranty period for 4 <sup>th</sup> year and onward.			

**Please specify the financial requirement along with all other requirement (like: AMC, spare parts etc.)**

**RFQ PREPARATION:** The participant company must submit the offer in two envelope system. One envelope will contain the technical offer and the other envelope will contain the financial offer. The two envelopes must be covered in a 3<sup>rd</sup> large envelope. All the envelopes will contain the full name and address of the participant company. The envelopes should be sealed & signed properly.

**RFQ SUBMISSION ADDRESS:**

Facility Management Division I Prime Bank Limited  
Head Office, FMD (Facility Management Division), Prime Tower (Ground floor), Plot No.35 & 8 Nikunja  
Commercial Area, Dhaka - 1229


**RFQ process Contact : Partha Sarathi Bairagi, Cell: 01730781194**

**Technical Clarification Contact: Faysal Ahmed, SEO Cell: 01919-804847**

After going through the terms & conditions, please submit proposal as per format mentioned above in your company's letterhead pad duly signed by authorized representative of your company. RFQ documents shall be dropped **in the Tender box on 9<sup>th</sup> October 2023 before 3:00 PM.** No RFQ shall be entertained after the specified time and date. No RFQ document will be received by mail.

The Authority reserves the right to modify the terms and conditions as mentioned above, accept or reject any or all of the proposals or may divide the works amongst the participants without assigning any reason whatsoever.

Thanking You.



Kazi Sohel Masud  
AVP & Unit Head, Procurement