

## Facility Management Division

Ref: Prime/HO/FMD/AMC(MS)/2021

Date: January 14, 2021

Sub: **Request for Quotation (RFQ) for Annual Maintenance Contract of Support, Service & Maintenance for Microsoft based Technologies & Services of the Bank.**

Dear Sir,

Prime Bank Limited is inviting proposals from experienced and reputed vendors for the captioned subject. For this purpose, we are inviting you to submit financial offer along with other information in your letterhead pad using format attached in Annex-A and Annex-B. Details terms and conditions are appended below:

### **A. SCOPE OF WORK**

Bank has been using Microsoft based Technologies like MS Active Directory, Exchange Server, System Center suites, SharePoint, Skype for business etc. In order to maintenance, support, services, versions up-gradation of these products, Management has decided inclusion of a Microsoft specialized vendor. In this process, RFP (Request for Proposal) is being called from the renowned vendors of the country for AMC (Annual Maintenance contract) & service Level Agreement for maintenance and support service.

**Table-A Microsoft Service & Product Description:**

SL	Product Name	Product Platform
1	Active Directory	Microsoft Windows Server
2	Exchange Server	Microsoft Exchange Server
3.	System Center Suites	Microsoft System Center: <ul style="list-style-type: none"><li>➤ SCCM</li><li>➤ SCSM</li><li>➤ SCOM</li><li>➤ DPM</li></ul>
4.	SharePoint	SharePoint
5.	Skype for Business	Skype for Business
6.	CA Server	CA Server
7.	Microsoft 365	Cloud Product (Azure Active Directory Premium, Outlook Mobile, Teams Platform, SharePoint Online, Microsoft APPS, Exchange Online, Intune, Yammer Enterprise, DLP, OneDrive)

## **B. PAPERS & DOCUMENTS TO BE SUBMITTED**

- Valid Registration/ownership document, up-to-date VAT & TIN certificate, up-to-date Trade License, and up-to-date Bank Solvency Certificate.
- Partnership Level for Microsoft support services.
- implementation reference documents of Microsoft based products deployment to other Banks & Financial Organization.
- Documents and reference of AMC & SLA with other Banks or Financial Organization,

## **C. WARRANTY & SERVICE**

- The client requires 3 (Three) years support service from the effective date of SLA. During this period, the selected contractor must provide service as per the SLA basis. Moreover, any kind of maintenance or patch up gradation, cumulative update, bug fix, which is required to keep the service running smoothly and to the mark as expected. SLA will be inclusive of bug fix, problem resolution, up gradation, cumulative update of software if required for smooth operation of the mentioned solution, In addition to this, the vendor should routine check-up and health checkup of the solutions as well knowledge sharing session for better ideas and prospect. For this purpose, the selected contractor will be required to execute Service Level Agreement (SLA) in nonjudicial stamp of Tk,300 (Taka Three hundred).
- The response time and resolution time will base on the SLA.

## **D. SERVICE SUPPORT REQUIREMENT & SLA REQUIREMENT FOR AMC:**

The vendor should propose the key components for the AMC, considering below parameters-

- a. Support service hour.
- b. Support service parameter.
- c. Response and resolution time.
- d. Support structure.
- e. Support escalation method
- f. Implementation service hour
- g. Migration service hour

### **Vendor evaluation criterion:**

- a. Vendor should have Local office in Bangladesh
- b. The vendor should have experience in deploying similar Microsoft solution for minimum 3 years. Experience letter/copy of work order should be Provided.
- c. Vendor should be backed by active Microsoft Premier Support services for extended support to the bank. Proof should be provided.
- d. The vendor should have active SLA for Microsoft solutions of the relevant product with at least 2 (Two) banks. Please provide relevant proof experience with contact details.

**Table-A**

SL	Name of the Bank	Microsoft Solution Provided by the vendor	Contact details

### E. PROBLEM RESPONSE AND RESOLUTION:

Following are the severity levels for categorizing various problems:

- ❖ **Severity Level 1:** The problems which disrupt regular business operations and result in 'Down Time'. Generally, this will mean that the complete system is not usable which impact business operation.
- ❖ **Severity Level 2:** The problem which cause disruption in rendering services or may result in 'Down Time at any point, i.e., the usability of the System is severely limited. Generally, this will mean that sub-systems are not stable or usable.
- ❖ **Severity Level 3:** The problems which hamper System performance or will create difficulty in rendering services, i.e., the usability of the System has regarded but not severe, generally this will mean that the system or subsystem can be used but with degraded performance.
- ❖ **Severity Level 4:** The problems which have no immediate effect on the Business operations or continuity. This will generally mean that this will cause minor inconveniences and not impact the system performance in any way.

### F. RESPONSE AND RESOLUTION TIME FOR EACH SEVERITY LEVEL:

SL	Severity Level	Response Time (Hour)	Resolution Time
1	1 (Emergency)	2	4
2	2 (High)	4	8
3	3 (Medium)	8	24
4	4 (Low)	24	72

**Damage Clause:** In case the VENDOR fails to provide response and resolution within the stipulated time frame as mentioned according to the severity level, damage clause will be applied which will be based on work order basis. From the 1<sup>st</sup> year the damages rate will be considered.

### G. RFQ PREPARATION:

- Bidders must be submitted in two-envelope system i.e., one Technical Proposal & one Financial Proposal mentioning Technical/Financial Proposal on the top of each envelope. These two proposals will be submitted together in a third envelope. All the envelopes should be sealed & signed.
- Technical proposal will be opened on the dated specified in the RFQ Notice. Date of opening of the financial proposal will be communicated later on.

- The bid forms must be filled in through computer printer or in typing without overwriting and without any erasing and modifications and when completed shall contain all the required information.
- The Offer should be submitted in a sealed cover.
- The Offer shall be marked as "RFQ for Purchasing Annual Maintenance Contract & Service Level Agreement for Microsoft based systems & services of the Bank.
- Offers in the bid should be free of any condition and any conditional offer will disqualify the bidder. Unless otherwise provided herein bids shall be submitted on a firm and final price basis including all charges, each page of the offer must be signed and sealed properly by authorized person of the bidder.
- The Evaluation to be done by the Bank shall be final.

## **H. RFQ SUBMISSION**

Proposals must be delivered to the Facility Management Division in a sealed envelope or package within specified date and time.

### **DELIVER PROPOSAL TO:**

**Syed Ibne Shariar**

**SAVP, Head of Facility Management Division**

**Prime Bank Limited**

**Facilities Tower (6th Floor), Kha-199/2, Maddhya Badda, Pragati Sarani, Dhaka-1212**

## **I. PAYMENT & SECURITY**

- The client may issue single work order or in phases. The contractor may submit separate bill/invoice for every unit and client will make payment accordingly.
- While making payment, VAT & income TM will be deducted at source as per Govt. rule.
- In addition to VAT & TAX, 10% security deposit of gross invoice will be deducted & retained for 6 (Six) months. This amount will be refunded after 6 (six) months subject to satisfactory performance of the items.

## **J. VALIDITY OF THE RATE**

- The quotation rate and other terms and conditions should cover a period of 06(Six) months for the date of submission of RFQ.

**K. After going through the terms & conditions, if you are interested to participate in the bidding process:**

- The RFQ documents shall be dropped in the Tender box on 20<sup>th</sup> January 2021 before 3:00 PM. No RFQ shall be entertained after the specified time and date. RFQ papers must be properly filled in, sealed and signed by authorized official with Bidders name, address, etc. The offer will be opened at 3.30 PM on same day i.e., on 20<sup>th</sup> January 2021 before 3:00 PM. and same place in presence of Bidder or their nominated representative (if any).
- No RFQ document will be received by mail.

**L.** 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.

**M.** Questions regarding the content of this RFP as they relate to scope, goals and objectives must be submitted in writing (email preferred) to:

**A Y M Mostofa**  
**SVP, Chief Technology Officer**  
**DR Tower (1<sup>st</sup> floor), 65/2/2, Purana Paltan,**  
**Dhaka-1000 Bangladesh**  
**E-mail: [aym.mostofa@primebank.com.bd](mailto:aym.mostofa@primebank.com.bd)**

Thanking You,  
Md. Rashidul Hasan  
Senior Officer, IT Procurement, FMD, Prime Bank

**Annex-A**

**Table-C Qualification and experience of the resource:**

SL	Resource Category	Qualification & Experience	Expertise on Key Area
1			
2			
3			

N.B: Please attach resource profiles with technical strength and details experiences.

**Table-B**

SL	Company Profile	Microsoft Support Level	Remarks
1			
2			
3			

**Annex-B**

**Financial Proposal**

SL	Product Name	Product Platform	AMC Cost Per Year (BDT)
1	Active Directory	Microsoft Windows Server	
2	Exchange Server	Microsoft Exchange Server	
3.	System Center Suites	Microsoft System Center: ➤ SCCM ➤ SCSM ➤ SCOM ➤ DPM	
4.	SharePoint	SharePoint	
5.	Skype for Business	Skype for Business	
6.	CA Server	CA Server	
7.	Microsoft 365	Cloud Product (Azure Active Directory Premium, Outlook Mobile, Teams Platform, SharePoint Online, Microsoft APPS, Exchange Online, Intune, Yammer Enterprise, DLP, OneDrive)	