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Sub: Request for submission of price proposal of Application Server for Customer Interaction Center Software.

Dear Sir,

Please know that Prime Bank Limited intends to purchase Application Server of renowned brand for Customer Interaction Center software for ADC and Card division to incorporate the business information into the Call Center of the bank. For this purpose, we are inviting you to submit financial offer along with technical specification of your product in your letterhead pad using following format:

Lot- A: Application Server.

Item Description	Unit Price in BDT (inclusive VAT & Tax)	Qty	Total Price in BDT (inclusive VAT & Tax)	Remarks
Application Server		01 (One)		

Terms & Conditions:

1. Delivery & Installation:

- A. From ready-stock (1 week).
- B. The supplier will deliver & install the products to the Bank's selected location (anywhere in the country). No additional cost will be paid by the bank for transportation.
- C. In case of supply of inferior quality/defective goods; any change request by Prime Bank must be entertained.

2. Payment: Payment will be made within 30 (Thirty) days from receipt of bill from the Supplier. Payment will be made as per the following terms and conditions:

- A. 90% of the unit price will be paid after satisfactory installation of the equipment & subsequent certification of IT division/concerned users.
- B. Remaining 10% of the unit price will be paid to the Supplier after 06 (Six) months of satisfactory operation of the equipment.
- C. Bank will deduct VAT & AIT as per govt. rules.

3. Warranty: 03 (Three) years full warranty. During this period, the vendor shall repair any kind of defects including replacement of any parts at its own cost or replace the equipment if necessary.

4. Support Level: The Supplier shall provide immediate response either by phone, e-mail, and fax or by person to any of the Purchaser's queries related to support and service.

5. Technical specification: Technical specification is attached in page-2. Bidder's response will be filled up by participant companies.



Facility Management Division

Specification of Application Server:

Specification		Bidder's Response
Brand	Any renowned brand	
Model	Please mention	
Processor	Intel Xeon processor (Please mention processor model number)	
No. of Processor	02 (Two)	
Clock Speed:	Min. 2.6 Ghz	
L3 Cache	Min 20 MB	
Chipset	Compatible with Intel Xeon Processor	
Form Factor	Rack Mount 2U Chasis with Kit and Cable Management Arm	
RAM	32 GB (4 x 8GB)	
Memory Expandable	Please Mention	
HDD	6x600 GB SAS 15k RPM 3.5" Hot-plug	
RAID Support	RAID: 0,1,10,5,6	
RAID Controller	Please Mention	
Bays	8x3.5" SAS Hot-plug Drives Bach plane	
NIC	Gigabit NIC	
OS Support	MS Win-Server 2008/12, Red Hat Enterprise Linux	
Warranty	03 years full with support & spare parts	
Delivery time	Ready stock	

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

A. Please submit your proposal in your company's letterhead pad as per format given in this page and signature of your company's authorized representative and must be submitted at the tender box of our office on 24.02.2015 from 10:30 am to 3.00 pm. No quotations shall be dropped before or after this time period.

B. Please return this letter with signature of authorized signatory and seal of the company as proof of acceptance of the terms & conditions.

Thanking you.
Sincerely yours,



Md. Shahidul Hoque
Senior Vice President