



Prime Bank Limited

a bank with a difference

Facility Management Division

Prime/HO/FMD/AMC(M)/2016/ 7924

March 31, 2016

.....
.....

Sub: Request for Quotation (RFQ) for Annual Maintenance Contract of Support, Service & Maintenance for Microsoft based Systems & 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 2007 & 2010, System Center Products, SharePoint, Lync etc. In order to maintenance, support, Services, 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 Services & Product Description:

Product & Services	Version/Environment
1. Microsoft Active Directory	Windows Server 2008
2. Microsoft Exchange	Exchange 2007 & 2010
3. System Center <ul style="list-style-type: none"> • Service Manager • Data Protection Manager • Configuration Manger 	System Center 2012 2007 & 2012 Config. Manger 2012
4. MS Lync	Lync 2010
5. SharePoint	Sharepoint 2010

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, bug fix which is required to keep the service up smoothly and to the mark as expected. SLA will be inclusive of bug fix, problem resolution, up gradation of software if required for smooth operation of the mentioned solution. In addition to this the vendor should Routine check-up and health check up 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 non-judicial stamp of Tk.300 (Taka Three hundred).
- The response time and resolution time will base on the SLA.





Prime Bank Limited

a bank with a difference

Facility Management Division

D. Service Support Requirement & SLA requirement for AMC:

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

1. Support service hour.
2. Support service parameter.
3. Response and resolution time.
4. Support structure.
5. Support escalation method
6. Implementation service hour
7. Migration service hour

Vendor evaluation criterion:

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

Table-A

Name of the Bank	Microsoft Solution provided by vendor	Contact Detail

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

Table-B-Severity Level

Severity Level	Response & Resolution Time
1	Max 4 Hour
2	Max 12 Hour
3	Max 48 Hour
4	Max 7 Days



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 1st 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

The RFQ shall be submitted to the following address:

Vice President
Facility Management Division
Prime Bank Limited, Head Office,
Sarker Mansion, 29, Rajuk Avenue,
Motijheel C/A, Dhaka-1000.

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 TAX 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. If the contractor fails to repair any malfunction of any location within the stipulated time, then security deposit of that location will not be released until repair of the same by the contractor. If the contractor refuses to repair any malfunction or replace any faulty items or its parts, as the case may be, the client reserves the right to recover the relevant cost from the entire security deposit of the contractor.

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 19th April, 2016 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 Bidder's name, address, etc. The offer will be opened at 3.30 PM on same day i.e. 19th April, 2016 and same place in presence of Bidder or their nominated representative (if any).
- No RFQ document will be received by mail.

