

RFP FOR PROCUREMENT OF DESKTOP
PC, CISCO ROUTER, SWITCH & CISCO
FIREWALL FOR BANGLADESH
OPERATIONS



REQUEST FOR PROPOSAL

PURCHASE OF DESKTOP PCS

PURCHASE OF DESKTOP PC, CISCO ROUTER, SWITCH & CISCO FIREWALL FOR BANGLADESH OPERATIONS.

Ref: SBI-BD/IT/DESKTOP/CISCO/2022/01

Dated: 17/02/2022

State Bank of India (SBI) with more than 200 year history is the largest commercial Bank in India and a Fortune 500 Company. It ranks in the top 50 Global Banks and has its operation in Bangladesh since 1975. State Bank of India (hereinafter referred to as SBI/BANK) Bangladesh Operations.

Invitation to BID:

In order to meet the hardware requirements of the Bank, SBI proposes to invite tenders from established organizations (hereinafter referred to as "Bidder") to undertake supply, installation, testing, commissioning and maintenance of equipment as per details listed out in this document.

SCHEDULE OF EVENTS

| | |
|---------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Bid Document Availability | Bidding document shall be available at https://bd.statebank website under Notice Segment from 17.02.2022 to 27.02.2022 |
| Last date for requesting clarification (optional) | Upto 4:00 PM on 23.02.2022 All communications regarding points / queries requiring clarifications shall be given in writing to AVP(IT) at it1.co@statebank.com ; hoit.bd@statebank.com |
| Last date of submission of technical bids | 27.02.2022 |
| Opening of Technical Bids | 12:00 Noon on 28.02.2022. Authorised representatives of vendors may be present during opening of the Technical Bids. However or all of the vendor's representatives. |

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| Opening of Commercial Bids | 4:00 PM on 28.02.2022 OR on a subsequent date which will be communicated to such bidders who qualify in the Technical Bid. |
| Finalization of TLI Vendor | 01.03.2022 |

1. **RFP**

- ✓ RFP shall mean Request for Proposal
- ✓ Please note that all the information desired needs to be provided. Incomplete information may lead to non-consideration of the proposal.
- ✓ Bidder shall mean any entity (i.e juristic person) who offers to do or provide the goods or services as mentioned in the RFP
- ✓ Bank reserves the right to change the dates mentioned in this RFP document, which will be communicated to the bidders.
- ✓ The information provided by the bidders in response to this RFP document will become the property of SBI and will not be returned. SBI reserves the right to amend, rescind or reissue this RFP and all amendments will be advised to the bidders and such amendments will be binding on them.
- ✓ SBI reserves the right to take any decision with regard to RFP process for addressing any situation which is not explicitly covered in the RFP document.
- ✓ The Bidder must disclose any actual or potential conflict of interest with SBI, Bangladesh Operations.

2. **Scope of Work:**

- Supply, installation, testing, commissioning and maintenance of Desktop PC, OS Windows10, CISCO ROUTER, SWITCH & CISCO FIREWALL with other peripherals if any.
- To provide all necessary hardware and software required to make the solution work strictly as per technical specifications of the Bank. The specifications given are minimum. Bidders can quote equivalent or higher technical specifications to meet the Bank's requirements. However, no weightage would be given for higher configurations
- Complete documentation on installation to be submitted

3. Specification & Quantity:

01. Desktop Specification:

| SPECIFICATION OF DESKTOP COMPUTER | | Quantity |
|------------------------------------------|----------------------------------------------------------------------------------------|-----------------|
| Type | Desktop Computer | 50 |
| Brand | Any Multinational Brand like HP/Dell/Acer/Lenovo | |
| Model | To be Mentioned | |
| Generation | LATEST Generation or above | |
| Processor | Corei7 11Gen & above | |
| CPU cache | 9 MB or above | |
| Chipset | Intel B360 or upgraded | |
| Monitor | 18.5" LED Same Brand Monitor | |
| RAM | 16 GB DDR4 or above | |
| HDD | 1TB or above | |
| Graphics chipset | Intel To be Mentioned | |
| Optical device | DVD RW | |
| Keyboard | USB Keyboard Same Brand | |
| Mouse | USB Mouse Same Brand | |
| Networking | Built in LAN | |
| Sound Card | Built in Sound Card | |
| USB Port | Minimum 4 | |
| Warranty | 3 years | |
| OS | Windows10 (Preloaded/ Box Product/ Open Licence) each individual price to be mentioned | |

03. Software Specification:

| Item | Description | Qty |
|------------------|-----------------------------------|------------|
| Operating System | Microsoft Windows 10 /11 | 50 |
| Edition | To be Mentioned | |
| Bit | 32/64 bit | |
| License Type | e-License with Installation Media | |

03. CISCO ROUTER, SWITCH, FIREWALL SPECIFICATION & QUANTITY

| | Model: | | <u>Quantity</u> |
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| CISCO ROUTER | <p>1. C1111X-8P + security license Both WAN interface will be occupied. No free WAN interface can be added Router should support minimum 50 Mbps real world WAN bandwidth with all the services enabled on the router. The router should be supplied with minimum 2 numbers of Gigabit Ethernet WAN (10/100/1000 Mbps) and 3 number of Ethernet LAN (10/100/1000 Mbps) ports</p> <p>2. ISR4351-SEC/K9 + NIM 2GE / above</p> <ul style="list-style-type: none"> • Cisco ISR 4351 Sec bundle w/SEC license • IP Base License for Cisco ISR 4350 Series • Network Plug-n-Play Connect for zero-touch device deployment • 2-port GE WAN NIM, dual-mode RJ45 & SFP • AC Power Supply for Cisco ISR 4450 and ISR4350 • AC Power Cord (UK), C13, BS 1363, 2.5m • Security License for Cisco ISR 4350 Series • Cover for empty POE slot on Cisco ISR 4450 • Blank faceplate for NIM slot on Cisco ISR 4400 • Removable faceplate for SM slot on Cisco 2900,3900,4400 ISR • Cisco ISR 4300 Series IOS XE Universal • 4G to 8G DRAM Upgrade (4G+4G) for Cisco ISR | 06 | |

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| | 4330,4350 | | |
| | <ul style="list-style-type: none"> 4G to 8G eUSB Flash Memory Upgrade for Cisco ISR 4300 | | |
| A | General Features | Criticality | |
| A1 | Attach router document containing detailed bill of material (make, model, OS details: version, date of release, date of release of next version, end of sale & support date, product development path, etc.) | Mandatory | |
| A2 | Router should integrate seamlessly with Bank's existing network infrastructure comprising of Cisco/Juniper and other make router, switches, firewalls, IPS, VPN-IPSEC devices and various types of WAN links | Mandatory | |
| A3 | Router should be having OEM support (Hardware, Software, Firmware etc.) for next 7 years from the date of PO | Mandatory | |
| A4 | Kindly refer below clause | Mandatory | |
| A5 | The router should have 8GB DRAM, 8GB Flash Memory, CPU and other hardware to support all the services configured | Mandatory | |
| A6 | The router should have adequate flash memory and other hardware to ensure storage of multiple router operating system images (minimum 2), configuration file backups, event logs etc. | Mandatory | |
| A7 | Further, the router should have adequate memory, storage, processing power, other components so that router should be able to upgrade and patch the operating system till the end of life date without any additional hardware requirement such as flash memory, storage etc | Mandatory | |
| A8 | Should have Mean Time Between Failure of 70000 hours or higher to ensure long life of router hardware. Should have MTTR as 4 hours for the | Mandatory | |

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| | provided router. | | |
| A9 | The router Shall support various boot options like booting from TFTP server, Network node and Flash Memory | Mandatory | |
| A10 | Extensive debugging capabilities to assist in hardware and software problem resolution. | Mandatory | |
| A11 | The router should be capable of IP routing protocols like RIPV1 & V2, OSPF, BGP-IBGP & EBGP, Policy Routing, NAT etc | Mandatory | |
| A12 | The router should be capable of WAN protocols like PPP, Multilink PPP, etc. | Mandatory | |
| A13 | Router should support Firewall Services with Standard Access Lists, Extended Access Lists to provide supervision and control. | Mandatory | |
| A14 | Control SNMP access through the use of SNMP V2, V3 with SHA-1, SHA-2 authentication | Mandatory | |
| A15 | Implement Access Lists on the router to ensure SNMP access only to the SNMP manager or the NMS workstation. | Mandatory | |
| A16 | The router should support multiple privilege levels to support role based access control with and without use of external RADIUS or TACACS+ and other AAA servers | Mandatory | |
| A17 | Support for Remote Authentication Dial-In User Service (RADIUS), TACACS+ and AAA. | Mandatory | |
| A17.1 | a) SHA-1, SHA-2 Route Authentication. | Mandatory | |
| A17.2 | b) PPP: PAP & CHAP support. | Mandatory | |
| A18 | Should be able to manage & administer point-to-point VPNs by actively pushing new security policies from a single headend to remote sites | Mandatory | |
| A19 | Should support ability to Layer 2 P2P (Point to point) or MPLS networks to provide full-mesh connectivity by providing tunnel-less VPN's, without | Mandatory | |

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| | any impact on the router performance | | |
| A20 | Should support dynamic and static routing | Mandatory | |
| A21 | The router should be able to make use of dynamic routing adjustments based on criteria such as reachability, response time, packet loss, jitter, path availability, traffic load distribution, and cost minimization policies when doing path selection. | Mandatory | |
| A22 | The router should support dead peer detection or equivalent which enable the router to take down IPSec tunnel when the remote peer goes down due to physical or logical issues. | Mandatory | |
| A23 | Router should be rack mountable and support side rails if required | Mandatory | |
| A24 | Router should support for embedded RMON for central NMS management and monitoring | Mandatory | |
| A25 | Router should support for sending logs to multiple centralized syslog server for monitoring and audit trail | Mandatory | |
| A26 | Router should provide remote logging for administration using: | Mandatory | |
| A26.1 | a. Telnet | Mandatory | |
| A26.2 | b. SSH V.2 etc. | Mandatory | |
| A27 | Support for multilevel security to access the switch with different administrative privilege | Mandatory | |
| A28 | Router should support for basic administrative tools like: | Mandatory | |
| A28.1 | a. Ping | Mandatory | |
| A28.2 | b. Trace route etc. | Mandatory | |
| A29 | Router should have capability to upgrade, patch the operating system automatically, manually and remotely | Mandatory | |
| A30 | Please submit a list of all features provided by proposed router in addition to the specifications mentioned in this document that will be available to the bank without any additional charges and will be under support. These | Mandatory | |

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| | features will be treated at par with other features mentioned in the RFP | | |
| A31 | Router resources utilization like CPU, Memory should not exceed 60% for continuous one month during the contract period for required throughput. | Mandatory | |
| A32 | It must be possible to fast boot the router to ensure that software upgrades can be done with minimum network downtime. | Good to have | |
| A33 | Router should be certified by EAL 2 and above | Good to have | |
| A34 | Should be Energy Efficient Ethernet or equivalent compliant. Details of Green Initiative and compliance RFC has to be given | Good to have | |
| A35 | Should have 1U form factor/rack unit Size | Good to have | |
| B | Interface requirements: | | |
| B1 | Kindly refer below clause | Mandatory | |
| B2 | Kindly refer below clause | Mandatory | |
| B3 | Each synchronous Serial Interface should support speeds up to 2 Mbps | Mandatory | |
| B4 | Router should have a dedicated console port for Router configuration. | Mandatory | |
| B5 | V.35 Cable to work with SHDSL non-MLLN and MLLN modem: Cable with modem side V.35 interface with 34 pin male connector. Other end of the cable should have a suitable male smart serial connector. | Mandatory | |
| B6 | Router should support hot swapping of modules without hampering the working and performance of router | Good to have | |
| B7 | All fixed Ethernet WAN ports should be routable | Good to have | |
| C | SOFTWARE FEATURES: | | |
| C1 | Routing Information Protocol (RIPv1 and RIPv2), Layer 2 Tunneling Protocol (L2TP, L2TPv3), Port Address Translation (PAT) | Mandatory | |
| C2 | The router should support at least 3,00,000 routes in the routing | Mandatory | |

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| | information base using any of the routing protocol including RIPV1 & V2, EIGRP, OSPF, BGP-IBGP & EBGP, policy routing, NAT etc. | | |
| C3 | Dynamic Host Configuration Protocol (DHCP) server/relay/client | Mandatory | |
| C4 | Support for 802.1q VLANs | Mandatory | |
| C5 | Support for Multicast Routing Protocol - PIM Sparse Mode, PIM Sparse Dense Mode, MLD, Auto route processing (Auto-RP) or equivalent | Mandatory | |
| C6 | The router shall have support for discovering network traffic with application-level insight with deep packet visibility into traffic. The router should be able to support classification at application level for QoS and control classifications to improve business-critical application performance, facilitate capacity management | Mandatory | |
| C7 | Router should have the capability of holding multiple OS images to support resilience & easy rollbacks during the version upgrades etc. and should support in service software upgrade including: | Mandatory | |
| C7.1 | a. Multiple System image | Mandatory | |
| C7.2 | b. Multiple system configuration | Mandatory | |
| C7.3 | c. Option of Configuration roll-back | Mandatory | |
| C8 | Router should support for different logical interface types like loopback, GRE and IPIP tunnel, VLAN etc. | Mandatory | |
| C9 | Router should have capability to automatically failover from primary link to secondary link and vice-versa when primary interface is not reachable or there is a latency observed in any of the links/ports using following real-time parameters: | Mandatory | |
| C9.1 | a. Jitter | | |
| C9.2 | b. Network path availability | | |
| C9.3 | c. Network Response Time | | |
| C9.4 | d. Packet loss | | |

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| C9.5 | IP SLA / Latency | Mandatory | |
| D | IPv6 Features: | | |
| D1 | The Device should be on the IPv6 Ready Logo or higher certification | Mandatory | |
| D2 | IPv6 addressing architecture, IPv6 name resolution, IPv6 statistics | Mandatory | |
| D3 | IPv6 transport packets between IPv6-only and IPv4 transport packets between IPv4-only endpoints | Mandatory | |
| D4 | ICMPv6, IPv6 DHCP | Mandatory | |
| D5 | Support for the following IP v6 features: RIP NG, OSPF v3, BGP Support for V6, IP V6 Dual Stack, NAT 64, and IP v6 Policy based Routing, and IP v6 QoS. | Mandatory | |
| D6 | Router should support VRF lite | Mandatory | |
| D7 | Router should support VRF-aware IPsec | Mandatory | |
| D8 | Should support following IP v6 Tunneling mechanisms: IP v6 to 4 tunnels, IP v4 compatible tunnels, IP v6 over IP v4 GRE Tunnels, ISATAP Tunneling Support. | Mandatory | |
| E | Security Features: | | |
| E1 | Stateful Inspection Firewall | Mandatory | |
| E2 | NAT transparency, Firewall support for clients | Mandatory | |
| E3 | The router should support IPsec Framework for Secured Data transfer with Next Generation Encryption (NGE) based on standard Suite-B algorithms | Mandatory | |
| E3.1 | a. IPsec Data Encapsulation AH and ESP | Mandatory | |
| E3.2 | b. Key Exchange : Internet Key Exchange (IKE), IKEv2, Pre-Shared Keys (PSK), Public Key Infrastructure PKI (X.509), RSA encrypted nonce etc. | Mandatory | |
| E3.3 | c. Encryption Algorithm: AES-128/192/256 , AES-GCM-256 | Mandatory | |
| E3.4 | d. Authentication Algorithm: SHA1 and SHA2 | Mandatory | |
| E3.5 | e. Group: Diffie-Hellman (DH) Group 1, | Mandatory | |

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| | 2, 5 | | |
| E3.6 | f. Different mode of communication: Tunnel mode and Transport mode | Mandatory | |
| E3.7 | g. Router should support minimum 20 IPSec tunnels | Mandatory | |
| E4 | Router should support embedded hardware based IP SEC encryption and acceleration | Mandatory | |
| E5 | IPSec AES-128/192/256 termination/initiation, IPsecassthrough, AES-GCM-256 | Mandatory | |
| E6 | Should be able to build IPSec tunnel dynamically, point to point or point to Multipoint. | Mandatory | |
| E7 | The router shall support full mesh tunnel based and also tunnel-less IPSec (3DES or AES) VPN with the capacity to encrypt the packets that are transferred over the Network. Router should support dynamic establishment of Tunnel-less VPNs using the GDOI Protocol as per RFC 6407. | Mandatory | |
| E8 | Support for 802.1X | Mandatory | |
| E9 | SFTP, SSH and Telnet. Access should be through centralized and/or distributed TACACS+, RADIUS auth | Mandatory | |
| F | QoS Features : | | |
| F1 | Support for Weighted Fair Queuing (WFQ), Support for IPSecQoS Pre classification & Pre fragmentation, Class-Based Marking (CBM), Priority and custom queuing, Weighted Random Early Detection. | Mandatory | |
| F2 | Management Features : | Mandatory | |
| F2.1 | Management should support : Telnet, Simple Network Management Protocol (SNMP), CLI management /Web based HTTPs management, RADIUS, SSH, TACACS+ | Mandatory | |
| F2.2 | Router should have hardware health monitoring capabilities and should provide different parameters through SNMP | Mandatory | |
| F2.3 | Support for SNMP v1,v2 & v3 over | Mandatory | |

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| | IPV6 and subsequent versions of IPv4 | | |
| F2.4 | The router should have the capability to respond to real-time events, automate tasks, create customer commands and take local automated action based on conditions detected by the Router's Operating System. | Mandatory | |
| F3 | Router system should support 802.1P classification and marking of packet using : | Mandatory | |
| | a. CoS (Class of Service) | | |
| | b. DSCP (Differential Service Code Point) | | |
| | c. Source physical interfaces. | | |
| | d. Source/destination IP subnet | | |
| | e. Protocol types (IP/TCP/UDP) | | |
| | f. Source/Destination TCP/UDP ports | | |
| F4 | Router Should support controlling incoming and outgoing traffic using : | Mandatory | |
| | a. Traffic Shaping | | |
| | b. Traffic Policing | | |
| F5 | Router should support managing congested network connectivity using : | Mandatory | |
| | a. TCP congestion protocol | | |
| | b. IP Precedence | | |
| | c. Ingress and Egress Rate limiting etc | | |
| F6 | Router should support for packet classification and fragmentation before applying IPSec security encryption for providing end to end QoS treatment | Mandatory | |
| F7 | Router should support hierarchical QoS for providing granular policy per application basis for providing bandwidth provisioning and management | Mandatory | |
| G | High-Availability Features | | |
| G1 | Router should support industry standard redundancy protocol such as VRRP etc | Mandatory | |
| G2 | Router should provide control plane policy control to protect the router from unnecessary or DoS traffic by supporting control plane policy to | Mandatory | |

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| | protect the router from excessive and malicious traffic and giving priority to important control plane and management traffic | | |
| H | Licensing Requirement | | |
| H1 | Router should have enterprise license without any restrictions. If during the contract, router is not performing as per specifications in this RFP, bidder has to upgrade/enhance the devices or place additional devices and reconfigure the system without any cost to bank | Mandatory | |
| H2 | Router and its various components like serial card, 4G/3G card and other inbuilt features etc should not have any licensing restriction on number of users, concurrent connections, total connections, new connections, number of vlan, zones, number of policies, number of appliances, other network parameters, number of equipments / servers etc | Mandatory | |
| H3 | The offered product part codes have to be General Availability Part codes and not custom built Part Code for SBI. There should be cross reference to the public website of the OEM | Mandatory | |
| H4 | Any third-party product required to achieve the functionality should be provided with the necessary enterprise version license of software/appliance and necessary hardware, database and other relevant software or hardware etc should be provided with the solution | Mandatory | |

03. CISCO SWITCH SPECIFICATION & QUANTITY

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| CISCO SWITCH | <p>1.MODEL NO: C1000-24T-4G-L / Above</p> <ul style="list-style-type: none"> • Catalyst 1000 24port GE, 4x1G SFP • CAB-ACU: AC Power Cord (UK), C13, BS 1363, 2.5m • Power Retainer Clip For 3560-C, 2960-L & C1000 Switches <p>2.MODEL NO: C1000-48T-4X-L</p> <ul style="list-style-type: none"> • Catalyst 1000 48port GE, 4x10G SFP • AC Power Cord (UK), C13, BS 1363, 2.5m • Power Retainer Clip For 3560-C, 2960-L & C1000 Switches • Security License for Cisco ISR | | Quantity |
| Sr.No. | Mandatory Feature | Description | 06 |
| A | General Requirement | | |
| A1 | Switch Details | Attach solution document containing detailed bill of material (OS (Operating System) family and latest stable/released | |

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| | | version Details, End of Software Support , End of life, Ports Details (like Copper/Fiber, quantity, speed etc.), Memory details (such as RAM, ROM and secondary memory capacity etc.), Physical dimension, Deployment in heterogeneous LAN environment i.e. Compatibility with different OEM devices. Power requirement in Watts) | |
| A2 | Integration with existing network | Product should work in an heterogeneous network consisting of various devices from different OEMs | |
| A3 | Enterprise Grade Product | "Enterprise Grade" means that OEM has declared the proposed model as enterprise grade on their public website and it will work for an enterprise, and can satisfy mission critical tasks. | |
| A4 | Rack Mountable | The switch should be standard rack mountable and should be supplied with mounting kit. | |
| A5 | Hardware Dimension | Platform must be enterprise grade in 1 RU form-factor with internal power-supply. | |
| A6 | MTBF and MTTR | Should have Mean | |

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| | | Time Between Failure of 70,000 hours or higher to ensure long life of switch hardware. Should have MTTR as 4 hours for the provided switch. | |
| A7 | Additional feature list | Please submit a list of all features provided by the product that will be available to the Bank without any additional charges and will be under support. These features will be treated at par with other features mentioned in the RFP. | |
| B | Licensing Requirement | | |
| B1 | Enterprise licensing | Product should have enterprise license without any restrictions to use the features mentioned in the RFP from day one. If during the contract, Product is not performing as per specifications in this RFP, bidder has to upgrade/enhance the devices or place additional devices and reconfigure the system without any cost to Bank. | |
| B2 | No limit licensing | Product and its various features like switching and other inbuilt features etc. should not have any licensing restriction on | |

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| | | number of users, concurrent connections, total connections, new connections, number of VLANs, zones, number of policies, number of appliances, other network parameters, number of equipment/ servers etc. as per the RFP specification. | |
| B3 | Product part code availability | The offered product Part Codes have to be General Availability Part codes and not custom-built Part Code for the Bank. There should be cross reference to the public website of the OEM | |
| C | Capacity | | |
| C1 | Port requirement | Switch should support 24 x 10/100/1000 Mbps Base TX access ports from day one. (for 24 port switch) Switch should support 48 x 10/100/1000 Mbps Base TX access ports from day one. (for 48 port switch) | |
| C2 | | Switch should support 4 x 1/10 Gig from day One. All uplink port should support LR and SR transceiver from day one. | |
| C3 | Console Port | Switch should have a console port for local administration | |
| C4 | Auto MDI and MDI-X | Auto MDI-X automatically detects | |

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| | | the required cable connection type and configures the connection appropriately, removing the need for crossover cables to interconnect switches or connecting PCs peer-to-peer | |
| C5 | Auto and Manual Speed Negotiation | Negotiation is an Ethernet procedure by which two connected devices choose common transmission parameters, such as speed, duplex mode, and flow control. In this process, the connected devices first share their capabilities regarding these parameters and then choose the highest performance transmission mode they both support. In the OSI model, auto negotiation resides in the physical layer. For Ethernet over twisted pair it should support IEEE 802.3. Both auto and manual negotiation should be supported | |
| D | Performance | | |
| D1 | Line rate forwarding | Switch shall have minimum 100 Gbps nonblocking switching capacity for 24 ports. | |
| D2 | Green Initiative | Should be Energy Efficient Ethernet valid certification. Allowing | |

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| | | each port on the switch to power down into a standby or 'sleep' mode when a connected device, such as a computer, is not active Second, it detects cable length and adjusts the power accordingly Energy Efficient Ethernet refers to IEEE 802.3az standard. | |
| D3 | MAC Address | Shall have minimum 16 K MAC Addresses | |
| D4 | System requirement | Must support minimum 512MB DRAM and 256MB Flash | |
| E | Layer2 Features | | |
| E1 | STP | Spanning Tree Protocol (802.1d, 802.1w, 802.1s) | |
| E2 | VLAN Trunking | Should support 802.1q for carrying multiple VLAN's over a link | |
| E3 | Multicast | Multicast IGMP v1, v2, v3 and higher version should be supported <u>Note:</u> If there are technical reasons for not supporting the future releases | |
| | | /updates an undertaking from the OEM | |
| | | shall have to be provided on their letter head by the selected bidder. | |
| E4 | Multicast | Internet Group Management Protocol | |

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| | | (IGMP) filtering to provide multicast authentication by filtering out nonsubscribers and to limit the number of concurrent multicast streams available per port. | |
| E5 | per-VLAN MAC learning | Ability to allow you to manage the available MAC address table space by controlling which interface or VLANs learn MAC addresses. | |
| E6 | Layer 2 trace route | Eases troubleshooting by identifying the physical path that a packet takes from source to destination. | |
| E7 | MTU | 9198 Bytes to avoid any Application performance issue | |
| E8 | Voice VLAN | The switch should support Voice VLAN to simplify IP telephony installations by keeping voice traffic on a separate VLAN | |
| E9 | Neighbor discovery | The switch should support discovery of the neighboring device of the same vendor giving the details about the platform, IP Address, Link connected through etc, thus helping in troubleshooting connectivity problems. | |
| E10 | VLAN | Should support 4094 | |

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| | | VLAN and 256 Active VLANs | |
| F | Availability | | |
| F1 | Uplink Redundancy & Bandwidth Aggregation | Switch should allow redundancy in uplinks. Uplink bundling/ aggregation should be supported using LACP. | |
| F2 | Storm Control (Broadcast/Multicast) | Per-port broadcast, multicast, and unicast storm control prevents faulty end stations from degrading overall system performance. | |
| G | Security | | |
| G1 | IEEE 802.1x Based Security | To support 802.1x network authentication and port security on a port basis which will help to deploy Network Access Control (NAC) | |
| | | 1.IEEE 802.1x | |
| | | 2.802.1x with VLAN Assignment | |
| | | 3.802.1x Guest VLAN | |
| | | 4.802.1x - Auth-Fail VLAN or equivalent | |
| | | (An auth fail VLAN allows users without valid credentials to access a limited set of services which can be controlled by an administrator. Please note that at present the Bank is using dACLs to achieve this functionality.) | |
| 5.802.1x - Auth Fail Open or equivalent | | | |

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| | | (Auth Fail Open feature enables the administrator to apply a policy that allows users to have network access when the AAA server is unreachable.) | |
| | | 6.802.1x MAC-Auth-Bypass | |
| | | 7.802.1x MAC-Auth-Bypass for voice VLAN | |
| | | 8.802.1x with ACLs | |
| | | 9.802.1x with Port Security | |
| | | 10.802.1x Accounting | |
| | | 11.NAC - L2 IEEE 802.1x | |
| | | 12.Web Authentication for Non 802.1x Clients | |
| | | 13.Multi Domain Authentication (802.1x for IP phone + 1 host behind phone) | |
| | | 14.Switch should support concurrent deployment of 802.1x and MAB authentication. | |
| G2 | Port Based access control lists for Layer2 Interface | For Layer 2 interfaces allow security policies to be applied on individual switch ports using layer 2, layer3 and layer 4 parameter(s). | |
| G3 | MAC Address Notification on workstation join into the network. | Audit trails and logging | |

| | | | |
|----|-----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| G4 | Port security | Ability to control and possibly restrict end points in the network. Secures the access to an access or trunk port based on MAC address. It limits the number of learned MAC addresses to deny MAC address flooding. | |
| G5 | RADIUS Change of Authorization (CoA) for Network Access Control | The RADIUS Change of Authorization (CoA) feature provides a mechanism to change the attributes of an authentication, authorization, and accounting (AAA) session after it is authenticated. | |
| G6 | Downloadable Access Control List (ACLs) | a. Switches should support dACLs per port. | |
| | | b. Number of rules per dACL = 48 where each rule can have only single port (logical) OR Number of rules per dACL = 32 where each rule can have multiple ports (logical) | |
| | | c. Should support downloading of dACLs created on a central NAC server. <u>Note:</u> Please provide documentary evidence /reference in | |

RFP FOR PROCUREMENT OF DESKTOP PC, CISCO ROUTER, SWITCH & CISCO FIREWALL FOR BANGLADESH OPERATIONS



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| | | support of this clause along with the technical bid(data sheet will also be considered subject to its availability on public domain). | |
| G7 | AAA services | Support for Authentication databases (TACACS, RADIUS). | |
| G8 | DHCP Snooping | DHCP snooping is a layer 2 security technology built into the operating system of a capable network switch that drops DHCP traffic determined to be unacceptable. The fundamental use case for DHCP snooping is to prevent unauthorized (rogue) DHCP servers offering IP addresses to DHCP clients. | |
| G9 | IP Source Guard | IP Source Guard is a security feature that restricts IP traffic on untrusted Layer 2 ports by filtering traffic based on the DHCP snooping binding database or manually configured IP source bindings. This feature helps prevent IP spoofing attacks when a host tries to spoof and use the IP address of another host. | |
| G10 | Spanning tree Root protection | Prevents edge | |

| | | | |
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| | | devices not in the network administrator's control from becoming Spanning Tree Protocol root nodes. | |
| G11 | Unknown unicast and unknown multicast blocking and unknown unicast rate limiting | To enable unicast and/or multicast blocking on a switch port to suppress the flooding of frames being forwarded out through that port. | |
| G12 | Dynamic ARP Inspection | Dynamic ARP Inspection (DAI) is a security feature that verifies address resolution protocol (ARP) requests and responses in a network. | |
| G13 | Spanning tree BPDU protection. | For avoiding network loops | |
| G14 | Spanning Tree BPDU | For Edge port protection. | |
| G15 | Multidomain authentication | to allow an IP phone and a PC to authenticate on the same switch port while being placed on the appropriate voice and data VLANs. | |
| H | Manageability | | |
| H1 | Embedded RMON Support. | Ability to collect performance statistics | |
| H2 | SSH2 and above version based Administration on IPV4 and IPv6. | Secure and remote administration of switches at the branch. | |
| H3 | SNMP v2/ V3 and above version, based Administration and Monitoring over IPv4 and IPv6. | Basic Network management and monitoring capabilities | |
| H4 | LLDP & LLDP-MED Support | Link layer media protocol to identify | |

| | | | |
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| | | endpoints in the network. For example IP Phones | |
| H5 | Network Time Protocol (NTP V2 and above version) over IPv4 and IPV6 | To sync time on all network devices to synchronize the log collection and events. | |
| H6 | DHCP based Auto config and Auto install | Auto configuration of switches at the branches to aid error free configuration and up gradation | |
| H7 | SYSLOG over IPv4 and IPv6 | Syslog is a way for network devices to send event messages to a logging server – known as a Syslog server using syslog protocol. | |
| H8 | Local and remote port mirroring for packet captures | Local port mirroring for captures | |
| H9 | Device access | Should support management CLI and web UI over SNMP, RJ-45, Bluetooth or USB console access (should have option to disable Bluetooth) | |
| H10 | Operating Temperature | Switch should support Operating Temperature range : - 5 to +50 degC | |
| I | IPv6 features | | |
| I1 | IPv6 and dual layer compatible. | Switch should be compatible for IPv4 and IPv6 traffic. | |
| I2 | MIBs for IPv6 traffic | Switch should support MIB for IPv6 management | |
| I3 | IPv6: HTTP, HTTPS, ICMPv6, TCP/UDP over IPv6, Domain Name Resolution | IPv6 access capability | |
| I4 | IPv6 Stateless Auto Config. | Ability to provide auto configured IPv6 | |

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|----|-----------------------------------------------|---------------------------------------------------------------------------------------------------------|--|
| | | address | |
| 15 | IPv6: Option processing and fragmentation | Advance IPv6 capabilities | |
| 16 | IPv6 MLD v1 and higher version snooping | MLD is used in IPv6 equivalent to IGMP for discovering multicast listeners on a directly attached line. | |
| 17 | IPv6 Applications: Ping/ Traceroute/ VTY/TFTP | IPv6 Applications: Ping/ Traceroute/ VTY/ TFTP/ Telnet/ SSH | |

03. CISCO FIREWALL SPECIFICATION & QUANTITY:

| Cisco Firewall | | Quantity |
|-------------------------------------------------|--------------------------------------------------------------|----------|
| 1. ASA5508-K9 / Higher Model Preferable | ASA 5508-X with Fire POWER services, 8GE, AC, 3DES/AES | 2 |
| 2. CISCO Firepower 2120 / 9300 or Higher | As per latest specification available | |
| CAB-IND-10A | 10A Power cable for India | 2 |
| SF-ASA-K-9.8.2-K8 | Cisco ASA 9.8.2 Software image for ASA 5506/5508/5516 series | 2 |
| SF-ASA-FP6.2.2-K9 | Cisco FirePOWER Software v6.2.2 for ASA 5500-X | 2 |
| ASA5508-CTRL-LIC | Cisco ASA5508 Control License | 2 |
| ASA5508-SSD | ASA 5508-X SSD | 2 |
| ASA5500-ENCR-K9 | ASA 5500 Strong Encryption License (3DES/AES) | 2 |

04. 30 KVA Online UPS with Two Hours backup SPECIFICATION & QUANTITY:

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| Online UPS | | Quantity |
|------------------------------------------------|----------------------------------------------|----------|
| 30 KVA Online UPS with Two Hours Backup | Brand Name and specification to be mentiond. | 2 |

Terms & Conditions:

- Supplier must be Authorized Gold or above Partner of the brand quoted to ensure genuine product
- Supplier must be Authorized Service Delivery Partner of the brand quoted to ensure after sales Service
- Supplier have to submit Partnership Certificate
- Supplier must have at least 5 (Five) years proven experience to supply desktop computer on Banks

4. In case of further clarification:

Interested OEM authorised vendors/Bidders in Bangladesh may contact the following officials should they need any further information / clarification / information, on the date, place and time mentioned below.

The Head of IT / AVP (IT),
SBI, Bangladesh Operations.
Venue: State Bank of India
128 Navana Pristine Pavilion,Level-12
Gulshan Avenue, Circle-2, Dhaka-1212
Tel-00 88 02 9889152,

5. Time Schedule:

The supply and installation of the DESKTOP PC, CISCO ROUTER, SWITCH & CISCO FIREWALL & its related hardware, software, OS Windows10 /11 (32/64 bit) operating system (OS) e- license /box product to be completed in two weeks time from the date of acceptance of the work order by the L1 vendor. The prospective bidders has to submit an undertaking to the effect that in case they fail to complete the work within 07 days, bank would be free to impose penalty as per the terms of the Request for Proposal (RFP).

6. Eligibility:

- Eligibility of the Bidders: All Bangladeshi citizen, / Firms (proprietorship / partnership / companies, etc.) formed and constituted by Bangladeshi Citizens

in Bangladesh and authorised by the OEM. For Hardware, Software, **Bidders must submit a copy of such authorisation along with the Bids.**

- They shall have minimum Five years experience in similar line of activity. They have to submit documentary proof to that effect, if necessary.
- Up-to-date VAT clearance certificate, TIN No, Valid Trade license and /or any other license / approval as may be necessary as per the law.

7. Bid Price

Prices quoted in the Bid should be item wise and inclusive of VAT and in BDT only. The Technical Proposal should NOT contain any price information. Such proposal, if received, will be rejected.

8. Period of Validity of Bids

Bids shall remain valid for a period of 180 days from the date of opening of the Bid. A Bid valid for a shorter period may be rejected by the Bank as non-responsive.

The Bank reserves the right to call for fresh quotes any time during the validity period, if considered necessary.

9. Signing of Bid

The Bid shall be signed by a person or persons duly authorized to sign on behalf of the Bidder.

All pages of the bid, except for printed instruction manuals and specification sheets shall be initialed by the person or persons signing the bid. The Bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case such corrections shall be initiated by the person or persons signing The Bid.

The Bid shall be signed by a person or persons duly authorized to bind the Bidder to the contract. Such authority shall be either in the form of a written and duly stamped Power of Attorney or a Board Resolution duly certified by the company's competent authority, extract of which duly certified as true copy should accompany the Bid.

10. Bid Language

The Bid shall be in English Language.

11. Rejection of Bid

The Bid is liable to be rejected if:

- The document doesn't bear signature of authorized person.
- It is received through Telegram/Fax/E-mail.
- It is received after expiry of the due date and the time stipulated for Bid submission.
- Incomplete/incorrect Bids, including non – submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and

conditions stipulated in this Request for Proposal are liable for rejection by SBI.

12. Extension of Deadline for submission of Bid

SBI may, at its discretion, extend this deadline for submission of bids by amending the Bidding Documents which will be intimated through SBI website (<https://bd.statebank>), in which case all rights and obligations of SBI and Bidders will thereafter be subject to the deadline as extended.

13. Intellectual Property and Copy right

The L1 vendor shall pass on genuine and licensed copies of System software's as per Intellectual Property and Copyright act, and SBI can't be in anyway held responsible for any act or omission of the vendor in this regard.

14. Amendment of Bidding Documents

At any time prior to the deadline for submission of bids, SBI, may, for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, amend the Bidding Documents.

Amendments will be provided in the form of Addenda/corrigenda to the Bidding Documents, which will be posted in SBI's website. Addenda will be binding on Bidders. It will be assumed that the amendments contained in such Addenda / corrigenda had been taken into account by the Bidder in its Bid.

In order to afford Bidders reasonable time in which to take the amendment into account in preparing their bids, SBI may, at its discretion, extend the deadline for the submission of bids, in which case, the extended deadline will be posted in SBI's website.

From the date of issue, the Addenda to the tender shall be deemed to form an integral part of the RFP

15. Late Bid

Bids received after the scheduled time and date will not be accepted by the SBI under any circumstances. SBI will not be responsible for any delay due to postal service or any other means.

16. Modifications and Withdrawal of Bids

Bids once submitted will be treated, as final and no further correspondence will be entertained on this. No Bid will be modified after the deadline for submission of bids.

17. Right to Reject, Accept/Cancel the bid

SBI reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever. SBI does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the Tender, any

time during the tender process, without assigning any reason whatsoever. SBI also has the right to re-issue the Tender without the Vendors having the right to object to such re-issue.

18. **How to submit the Bids:**

Separate bids need to be submitted for (i) Desktop Computer , (ii) OS Windos10/11 (iii) Cisco Router (iv) Cisco Switch (v) Cisco Firewall (vi) Online UPS The quotes have to be submitted in two parts. One technical quote (A) and second is commercial quote (B). The two quotes have to be placed in two different envelop (A & B) and shall be sealed. The envelope containing Technical Quote shall be superscribe with “Containing technical quote” (C) and the envelopes containing commercial quote shall be superscribe with “Containing Commercial quote”. Both the sealed envelope shall be put inside a big envelope and sealed for submission and superscribe with **“Bids for procurement of DESKTOP PCS Procurement of windows10 /11 (32/64 bit) Operating system (OS) e- license /box product” Procurement of Cisco Router, Procurement of Cisco Switch, Procurement of Cisco Firewall, Procurement of Online UPS.** The Technical quotes will be opened first and evaluated and the commercial quotes of those bidders will be opened who would qualify as per the technical specifications. The sealed Bids shall be dropped inside the **TENDER BOX** kept at the above address or it can be sent by post or couriered. However, it shall reach to the undersigned within the date and time specified in clause 21 below.

19. **Checking of Bid Documents:**

The following items must be checked before the Bid is submitted:

- c) Eligibility criteria response, Technical and Commercial Bids prepared in accordance with the RFP document.
- d) Envelope ‘A’ Technical Bid (as per Annexure-A)
- e) Envelop ‘B’ Commercial Bid (as per Annexure-B)
- f) Envelope ‘C’ , containing Envelope-A, Envelope-B and other papers,.
- g) All the pages of the Bid documents, Technical Bid and Commercial Bid duly sealed and signed by the authorized signatory.
- h) Copy of this RFP document duly sealed and signed by the authorized signatory on every page and enclosed with Envelope – ‘A’.
- i) Prices to be quoted in Bangladeshi Taka (Taka).
- j) All the pages of the submitted document as part of Bid must be duly sealed and signed by the authorized signatory.

k) Please note that any response to this offer, or any other acts or omission by anybody would not confer any right on them or priority to be considered for being considered for short listing under this procurement process. SBI retains

every right to reject any application at any stage of this process, or cancel this process at anytime without assigning any reason.

The RFP shall also be available in the Notice Section of Bank's portal

19. Process of evaluation of Bids:

- a) The Technical quotes will be opened first and evaluated and the commercial quotes of those bidders will be opened who would qualify as per the technical specifications.
- b) The documentary evidence of the Bidder's qualifications to perform the Contract if its Bid is accepted shall establish to the Bank's satisfaction.
- c) In the case of a Bidder offering to supply products and/or Systems under the Contract which the Bidder did not produce, documentary evidence that the Bidder has been duly authorized as per authorization letter.
- d) Eligibility criteria response, Technical and Commercial Bids prepared in accordance with the RFP document.
- e) All the pages of the Bid documents, Technical Bid and Commercial Bid duly sealed and signed by the authorized signatory.
- f) that adequate, specialized expertise are available to ensure that the support services are responsive and the Bidder will assume total responsibility for the fault-free operation of the solution proposed and maintenance during the warranty period and provide necessary maintenance services.
- g) Any deviations from specifications should be clearly brought out in the bid
- h) The Bidder should quote for the entire package on a single responsibility basis for hardware / software / services it proposes to supply

20. RFP Abandonment

SBI may at its discretion abandon this RFP process any time before Notification of Award or Purchase Order.

21. Where and whom to submit the Bids:

Interested parties who are eligible are requested to submit their Bids as per Event schedule to:

The SAVP (Operations),
State Bank of India
128 Navana Pristine Pavilion, Level-12
Gulshan Avenue, Circle-2, Dhaka-1212
Tel-00 88 02 9889152,

The authorized representative(s) of the OEM or authorized/ licensed vendors of OEM in Bangladesh are requested to be present at the time of opening of the Technical and Commercial bids/ quotes. Maximum two representatives from a single

bidder would be allowed to be present. After opening of the technical quote, evaluation would be made as per the specification of the bank. Those who disqualify as per their technical quotes, their commercial quotes would not be opened nor would be returned.

22. Fate of earlier bids when revised bid submitted as per modification made by the Bank.

Please note that for any amendments / or modification in the RFP document, no notification will be published in print media (News paper). The interested vendors should refer to our website for any amendment or modification till the last date of submission of the document. The vendor(s) who might have already submitted their bid at the time of amendment / modification, they can submit fresh revised bid, which will be considered by the bank (the old bid submitted earlier, would not be considered).

Head of IT

State Bank of India
128 Navana Pristine Pavilion, Level-12
Gulshan Avenue, Circle-2, Dhaka-1212
Tel-00 88 02 9889152,

23. Delivery Schedule & Penalty for Delayed Deliveries

Delivery of all equipments should be within 1 week from date of placing of order.

- ✓ In the event of the equipment not being delivered, installed, configured, hardened tested and commissioned within a period of 1 week from date of Purchase Order, a penalty of one (1) percent of the total consideration for each week or part thereof the delay, subject to maximum amount of ten (10) percent of the total consideration will be charged to vendor. The vendor should implement Bank's SCD and arrange for compliance of VAPT observations.
- ✓ This amount of penalty so calculated shall be deducted at the time of making final payment after successful installation and commissioning of hardware, software.
- ✓ The Bank also reserves the right to cancel the Purchase Order. In the event of such cancellation, the vendor is not entitled to any compensation. **PLEASE NOTE THE DELIVERY SCHEDULE SHALL BE FOLLOWED STRICTLY AS STIPULATED. ANY DELAY SHALL BE VIEWED SERIOUSLY AND PENALTIES LEVIED.**

24. Delivery & Documentation

- ✓ The Vendor shall provide such packing of the products as is required to prevent their damage or deterioration during transit to their final destination
- ✓ Delivery of the equipment shall be made by the Vendor in accordance with the system approved / ordered. The details of the documents to be furnished by the Vendor are specified hereunder:-

- (a) 2 copies of Vendor's Invoice showing Contract number, Products description, quantity, unit price and Total amount.
 - (b) Delivery Note or acknowledgement of receipt of Products from the Consignee or in case of products from abroad original and two copies of the negotiable clean Airway Bill
 - (c) 2 copies of packing list identifying contents of each package.
 - (d) Insurance Certificate.
- ✓ The Vendor shall provide complete and legal documentation of all subsystems, **licensed operating systems, licensed system software, and licensed utility software wherever applicable**. There shall not be any default in this regard.
 - ✓ Delivery, Installation and commissioning of the equipment shall be made by the vendor in accordance with the system approved / ordered

25. Acceptance Procedure: On successful completion of installation, commissioning, acceptability test, receipt of deliverables, etc., the acceptance certificate signed by the Vendor and the representative of the Bank will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the systems

26. Payment Terms

- ✓ Payment shall be made in Bangladeshi Taka.
- ✓ 100% of the Total amount will be released on installation, commissioning and testing/SCD/VAPT. Payment will be released within 15 days on receipt of Invoice and Installation & Commissioning Certificate duly signed by the Bank. As already stated, for reasons of delays in installation and commissioning not attributable to the Bank the liquidated damages may be levied as stated.
- ✓ Payments will not be released for any part-shipment or short-shipments

27. Signing of Contract:

- ✓ In the absence of a formal contract, the Bid document, together with the Bank's notification of award and the vendor's acceptance thereof, would constitute a binding contract between the Bank and the successful Bidder. The SLA should be executed by the bidder with the Bank within a period of 45 days from the date of acceptance of Purchase Order. A copy of the standard SLA is enclosed and must be executed by the successful bidder. The stamp duty for the execution of SLA shall be borne by the successful bidder.
- ✓ The Bank reserves the right to cancel the purchase order or both if the

Bidder fails to meet the terms of this RFP or contracts/SLA entered into with them

- ✓ The selected Bidder should carry out all installation tasks in coordination with the IT /Systems Department, depending on the Bank's requirement.
- ✓ The selected Bidder should undertake, during the period of contract, if required by the Bank, the relocation / shifting of the equipment without any cost to the Bank.
- ✓ The Selected bidder (Service Provider) has to get itself annually audited by external empanelled Auditors appointed by the Bank/inspecting official or any regulatory authority, covering the risk parameters finalized by the Bank/such auditors in the areas of products (IT hardware/ software) and services etc. provided to the Bank and the Service Provider are required to submit such certification by such Auditors to the Bank. The Service Provider and or his / their outsourced agents / sub – contractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank.
- ✓ Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, the Service Provider shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the Service Provider shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.
- ✓ Service Provider shall, whenever required by the Bank, furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and or any regulatory authority. The Bank reserves the right to call and/or retain for any relevant material information /reports including audit or review reports undertaken by the service provider (e.g., financial, internal control and security reviews) and findings made on Selected bidder in conjunction with the services provided to the Bank.

Note: Notwithstanding anything said above, the Bank reserves the right to reject the contract or cancel the entire process without assigning reasons thereto.

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28. FORMAT FOR TECHNICAL QUOTE:

ANNEXURE -A

| SL | Particulars | To be filled up by the Bidder | Whether documentary evidence is mandatory (Y/N) | If documentary evidence attached write "YES" |
|----|------------------------------------------------------------------------------------------------------------|-------------------------------|-------------------------------------------------|----------------------------------------------|
| 1 | Name of the Bidder | | | |
| 2 | Constitution | | | |
| 3 | Year of Establishment | | | |
| 4 | Major activity | | | |
| 5 | Who are the major customers | | Y | |
| 6 | VAT Registration No | | Y | |
| 7 | TIN | | Y | |
| 8 | Office Address | | Y | |
| 9 | Name of the owner, or major stake holder | | | |
| 10 | Give detailed about the Trade License | | Y | |
| 11 | Whether OEM / authorised/ licensed representative of OEM (Submission of Documentary evidence is mandatory) | | Y | |

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I certify that the particulars mentioned above are true and correct to the best of my knowledge and believe. If it is found that any information is found to be false and or misleading, I shall be responsible for that and there would not be any liability on the Bank as a result of such misrepresentation on my part.

Dhaka

Date :

SIGNATURE OF THE BIDDER

ANNEXU RE -B

28 B. Product Specification (Details of the product which is offered by the Bidder):

(Shaded description / specification are mandatory and the same should satisfy the minimum requirements of the bank other-wise quote would be disqualified)

| SL | Description | If the product satisfies bank's specifications, Mark "YES", otherwise mark "NO". | Give actual brand name and detailed specification of the product. |
|-----------|-------------|----------------------------------------------------------------------------------|-------------------------------------------------------------------|
| A | | | |
| B | | | |
| C. | | | |
| 1. | | | |
| 2. | | | |
| 3. | | | |
| . | | | |
| 4. | | | |

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| D. | | | | |
|----|--|--|--|--|
| 1. | | | | |
| 2. | | | | |
| 3. | | | | |
| 4. | | | | |
| | | | | |

29. Format for Financial Quote:

ANNEXURE-C

| Sl. No. | Product Specifications | Qty | Unit Price | Total VAT | Total Amount |
|--------------------------------------------|------------------------|-----|------------|-----------|--------------|
| 1. | | | | | |
| 2. | | | | | |
| 3. | | | | | |
| 4. | | | | | |
| Total Amount in BDT (Including VAT) | | | | | |

SIGNATURE OF THE BIDDER

SLA Terms & Conditions
for Hardware, Software & Maintenance Services

1. The Vendor warrants that the products supplied under the Contract are new, unused, of the most recent or current model and they incorporate all recent improvements in design and / or features. The Vendor further warrants that all the Products supplied under this Contract shall have no defect, arising from design or from any act of omission of the Vendor that may develop under normal use of the supplied products in the conditions prevailing in India.
2. Warranty for Hardware Components: Onsite comprehensive warranty for all the hardware components including free replacement of spares, parts, kits as and when necessary will be 36 months from date of installation or 39 months from date of delivery, whichever is earlier.
3. Warranty for the System Software/off-the-shelf Software will be provided to the Bank as per the general conditions of sale of such software.
4. On-site comprehensive warranty: The warranty would be on-site and comprehensive in nature and back to back support from the OEM. The vendor will warrant all the hardware and software against defects arising out of faulty design, materials and media workmanship etc. for a period of three years from the date of acceptance of the hardware and software. The vendor will provide support for Operating Systems and other preinstalled software components during the warranty period of the hardware on which these software & operating system will be installed. The Vendor shall repair or

- replace worn out or defective parts including all plastic parts of the equipment at his own cost including the cost of transport.
5. During the term of the contract, the VENDOR will maintain the equipment in perfect working order and condition and for this purpose will provide the following repairs and maintenance services:
- a) Free maintenance services during the period of warranty. Professionally qualified personnel who have expertise in the hardware and system software supplied by the vendor will provide these services.
 - b) The Bidder shall rectify any defects, faults and failures in the equipment and shall repair/replace worn out or defective parts of the equipment during working hours i.e. from 9.00 A.M. to 9.00 P.M. on all days (viz. Monday to Sunday). In case any defects, faults and failures in the equipment could not be repaired or rectified during the said period, the engineers of the VENDOR are required to accomplish their duties beyond the said schedules in case of any situation if it warrants. In cases where unserviceable parts of the equipment need replacement, the VENDOR shall replace such parts, at no extra cost to the BANK, with brand new parts or those equivalent to new parts in performance. For this purpose the VENDOR shall keep sufficient stock of spares at Bank's premises and at the premises of The VENDOR.
 - c) The maximum response time for a maintenance complaint from the site of installation (i.e. time required for Vendor's maintenance engineers to report to the installations after a request call / fax /e-mail is made or letter is written) shall not exceed 1 (One) hours.
 - d) The VENDOR shall ensure that faults and failures intimated by Bank as above are set right within 3 (three) hours of being informed of the same. In any case the equipment should be made workable and available not later than the Next Business Day.
 - e) The VENDOR shall ensure that the full configuration of the equipment is available to the BANK in proper working condition viz. uptime of **99.99** % of the time calculated on a monthly basis.
 - f) In the event of the equipment not being repaired or a workable solution not provided during Warranty period, a penalty of one (1) percent of the total consideration for each week or part thereof the delay, subject to maximum amount of ten (10) percent of the total consideration will be charged to vendor. The vendor may provide temporary equivalent replacement as a workable solution to avoid the above penalty.
 - g) Any penalty due during the Warranty period will be adjusted against the 10% retention money retained by the Bank. For purpose of calculating penalty, uptime is calculated as under :

Uptime(%)= $\frac{\text{Sum of total hours during month} - \text{Sum of downtime hours during month}}{100}$

Sum of total hours during the month

Total hours during the month = No. of working days x 12 Hours

- h) The VENDOR shall ensure that the meantime between failures (including any malfunctioning, breakdown or fault) in the equipment or any part thereof, as calculated during any and every quarter (period of three consecutive months) is not less than 90 days.
 - i) **Preventive maintenance:** the VENDOR shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment, and necessary repair of the equipment) once within first 15 days of the installation once within the first 15 days of every alternate month during the currency of this agreement on a day and time to be mutually agreed upon. Notwithstanding the foregoing the VENDOR recognizes Bank's operational needs and agrees that Bank shall have the right to require the VENDOR to adjourn preventive maintenance from any scheduled time to a date and time not later than 15 working days thereafter.
 - j) All engineering changes generally adopted hereafter by the VENDOR for equipment similar to that covered by this AGREEMENT, shall be made to the equipment at no cost to the Bank.
 - k) Qualified maintenance engineers totally familiar with the equipment shall perform all repairs and maintenance service described herein.
 - l) The Bank shall maintain an Incident register at its site in which, the Bank's operator / supervisor shall record each event of failure and / of malfunction of the equipment. The VENDOR's engineer shall enter the details of the action taken in such register. Additionally every time a preventive or corrective maintenance is carried out, the VENDOR'S engineer shall make, effect in duplicate, a field call report which shall be signed by him and thereafter countersigned by the Bank's official. The original of the field call report shall be handed over to the Bank's official.
 - m) The VENDOR shall provide replacement equipment if any equipment is out of the premises for repairs.
6. Any worn or defective parts withdrawn from the equipment and replaced by the VENDOR shall become the property of the VENDOR and the parts replacing the withdrawn parts shall become the property of Bank.
7. The VENDOR's maintenance personnel shall be given access to the equipment when necessary, for purpose of performing the repair and maintenance services indicated in this agreement.
8. However if Bank desires to shift the equipment to a new site and install it thereof urgently, the VENDOR shall be informed of the same immediately. THE Bank shall bear the charges for such shifting and the VENDOR shall provide necessary arrangement to Bank in doing so. The terms of this agreement, after such shifting to the alternate site and reinstallation thereof would continue to apply and binding on the VENDOR.

9. Bank shall arrange to maintain appropriate environmental conditions, such as those relating to space, temperature, power supply, dust within the acceptable limits required for equipment similar to that covered by this Agreement.
10. On account of any negligence, commission or omission by the engineers of the VENDOR and if any loss or damage caused to the Equipment, the VENDOR shall indemnify/pay/reimburse the loss suffered by the BANK.
11. On expiry of Warranty, the Bank shall have the sole discretion to enter into an agreement with the existing or a new vendor for Annual Maintenance Contract (AMC) based on the quality/level of services extended by the vendor during the warranty period.

***** End of Document *****