

MMBL/CSD/RFQ/2021/0043
Date: 20/12/2021

Subject: Request for Quotation (RFQ) of **Software & Hardware Incorporation for IDTP Project of Bangladesh Bank** for Modhumoti Bank Limited.

Dear Sir,

Modhumoti Bank Limited wants to Incorporate Software & Hardware for IDTP Project of Bangladesh Bank. In this connection, we would request you to submit your financial and technical offer as per below requirements.

Summary BOQ

Lot 1		
SL.	Detail	Qty.
1	PIM - Participant IDTP Interface Module Server	1
2	ICP - IDTP Client Platform Server	2
3	ICP - IDTP Client Platform Database & Log Server	1

Lot 2		
SL.	Detail	Qty.
1	SQL Server Database for Red Hat Platform	1
2	Windows Server 2019 License	3
3	Red Hat Enterprise Linux Server License	1

Lot 3		
SL.	Detail	Qty.
1	ICP - IDTP Client Platform Server as per BB Spec	2
2	ICP - IDTP Client Platform Database & Log Server as per BB Spec	1

Lot 4		
SL.	Detail	Qty.
1	USB key based HSM as per BB Spec	2
2	Network based HSM as per BB Spec	2

Lot 5		
SL.	Detail	Qty.
1	PIM Solution for BB IDTP project through all channels with API Integration	1

Technical Specifications: Lot 1

1.1. PIM - Participant IDTP Interface Module Server

SL.	Features	Specifications	Bidder's Response
1	Quality	ISO 9001/9002 or higher for manufacturer, FCC Class A/B, Energy Star for quality assurance Bidder must submit appropriate documents for the certifications.	
2	Brand	To be mentioned by the bidder	
3	Model	To be mentioned by the bidder	
4	Quantity	One (01)	
4	Environmental	Maintain International Quality Environmental Safety Standard	
5	Form factor	Rack mountable and maximum 2U	
6	Processors	Should propose with 2x Intel latest generation Processors . Each processor should have minimum 2.4 GHz clock speed and 12 cores, 16.5M Cache	
7	Chipset	Intel chipset compatible with the offered processors.	
8	Internal Storage	Server should be proposed with 5 Nos 1.2TB SAS 10K Hot Plug HDD And should support 16 Nos HDD/SSD as future upgradability.	
		RAID controller should support RAID 0, 1, 5, 6, 10, 50, and 60	
		RAID controller should be proposed with minimum 2GB of cache module.	
9	Memory	Should have at least 24 DIMM slots per server and support minimum up to 3TB of DDR4 2933 MHz memory.	
		Should be proposed with minimum 128 GB of Minimum 2933MT/s dual rank DDR4 Memory.	
		Support for advanced memory redundant technologies like memory mirroring, sparing, failed DIMM isolation etc.	
10	Graphics	Should support up to 16 MB video memory	
11	Network	Should have 2x 1 GbE adapter and 2x Dual Port 10GbE and Should have additional Dual Port 10GbE BASE-T Adapter	
12	DVD	Should proposed with internal optical DVD drive	
13	PCIe Slots	Should support up to 8 PCIe Generation 3.0 slots	
14	Management	Should support out of band upgrades, Agentless out-of-band management, integrated diagnostics and Power monitoring and reporting.	
		Should support industry standard management protocols like IPMI v2 and SNMP v3	
		Should have One 1-Gbps RJ-45 management port	
		Should have HTML5 based management GUI.	
		Should support multiple management interfaces including web user interface and command line interface.	
		Automatic Configuration of management port, using a central repository for the configurations and XML files to configure the server	
		Automatic updates of all firmware, using a central repository to handle the upgrade	
15	Security Feature	Should support System Lock Down (Locks down configuration and firmware, protecting the server from inadvertent or malicious changes)	
		Should support System Erase (instant secure erase) including NVMe drives	
		Should support Rapid OS Recovery (Allows users to boot a trusted backup OS image from a hidden boot device)	
		Should support Enhanced UEFI secure boot with custom certificates	
		Should support dynamically enable USB ports (The USB ports should support dynamically enabled and disabled without rebooting the server)	

		Should support silicon root of trust	
16	Ports	Front ports: Video, 2 x USB 2.0, available USB 3.0, dedicated Micro-USB port for direct remote access management controller Rear ports: Video, serial, 2 x USB 3.0, dedicated remote access management network port Video card: VGA Serial connector	
17	Others	Should have 6 hot plugs fans with redundancy	
		Supports hot swappable energy efficient redundant power supply	
		Rail Kit and cable management arm to be provided along with the server	
18	Operating Systems	Should support Microsoft Windows Server ,Red Hat Enterprise Linux (RHEL) ,SUSE Linux Enterprise Server (SLES) , VMware	
19	Warranty & Support	Next Day Onsite Service by manufacturer for 3 yrs with 24 x 7 x 365 Technical Support & Assistance. System should have label for support contacts to mail or phone through TFN.	
		Proposing Hardware Brand should have local depot for smooth after sales support and service	

1.2. ICP - IDTP Client Platform Server:

SL.	Features	Specifications	Bidder's Response
1	Quality	ISO 9001/9002 or higher for manufacturer, FCC Class A/B, Energy Star for quality assurance Bidder must submit appropriate documents for the certifications.	
2	Brand	To be mentioned by the bidder	
3	Model	To be mentioned by the bidder	
4	Quantity	Two (02)	
4	Environmental	Maintain International Quality Environmental Safety Standard	
5	Form factor	Rack mountable and maximum 2U	
6	Processors	Should propose with 2x Intel latest generation Processors . Each processor should have minimum 2.4 GHz clock speed and 12 cores, 16.5M Cache	
7	Chipset	Intel chipset compatible with the offered processors.	
8	Internal Storage	Server should be proposed with 5 Nos 1.2TB SAS 10K Hot Plug HDD And should support 16 Nos HDD/SSD as future upgradability.	
		RAID controller should support RAID 0, 1, 5, 6, 10, 50, and 60	
		RAID controller should be proposed with minimum 2GB of cache module.	
9	Memory	Should have at least 24 DIMM slots per server and support minimum up to 3TB of DDR4 2933 MHz memory .	
		Should be proposed with minimum 128GB of Minimum 2933MT/s dual rank DDR4 Memory.	
		Support for advanced memory redundant technologies like memory mirroring, sparing, failed DIMM isolation etc.	
10	Graphics	Should support up to 16 MB video memory	
11	Network	Should have 2x 1 GbE adapter and 2x Dual Port 10GbE and Should have additoinal Dual Port 10GbE BASE-T Adapter	
12	DVD	Should proposed with internal optical DVD drive	
13	PCIe Slots	Should support up to 8 PCIe Generation 3.0 slots	
14	Management	Should support out of band upgrades, Agentless out-of-band management, integrated diagnostics and Power monitoring and reporting.	
		Should support industry standard management protocols like	

		IPMI v2 and SNMP v3	
		Should have One 1-Gbps RJ-45 management port	
		Should have HTML5 based management GUI.	
		Should support multiple management interfaces including web user interface and command line interface.	
		Automatic Configuration of management port, using a central repository for the configurations and XML files to configure the server	
		Automatic updates of all firmware, using a central repository to handle the upgrade	
15	Security Feature	Should support System Lock Down (Locks down configuration and firmware, protecting the server from inadvertent or malicious changes)	
		Should support System Erase (instant secure erase) including NVMe drives	
		Should support Rapid OS Recovery (Allows users to boot a trusted backup OS image from a hidden boot device)	
		Should support Enhanced UEFI secure boot with custom certificates	
		Should support dynamically enable USB ports (The USB ports should support dynamically enabled and disabled without rebooting the server)	
		Should support silicon root of trust	
16	Ports	Front ports: Video, 2 x USB 2.0, available USB 3.0, dedicated Micro-USB port for direct remote access management controller Rear ports: Video, serial, 2 x USB 3.0, dedicated remote access management network port Video card: VGA Serial connector	
17	Others	Should have 6 hot plugs fans with redundancy	
		Supports hot swappable energy efficient redundant power supply	
		Rail Kit and cable management arm to be provided along with the server	
18	Operating Systems	Should support Microsoft Windows Server ,Red Hat Enterprise Linux (RHEL) ,SUSE Linux Enterprise Server (SLES) , VMware	
19	Warranty & Support	Next Day Onsite Service by manufacturer for 3 yrs with 24 x 7 x 365 Technical Support & Assistance. System should have label for support contacts to mail or phone through TFN.	
		Proposing Hardware Brand should have local depot for smooth after sales support and service	

1.3. ICP - IDTP Client Platform Database & Log Server

SL.	Features	Specifications	Bidder's Response
1	Quality	ISO 9001/9002 or higher for manufacturer, FCC Class A/B, Energy Star for quality assurance Bidder must submit appropriate documents for the certifications.	
2	Brand	To be mentioned by the bidder	
3	Model	To be mentioned by the bidder	
4	Quantity	One (01)	
4	Environmental	Maintain International Quality Environmental Safety Standard	
5	Form factor	Rack mountable and maximum 2U	
6	Processors	Should propose with 2x Intel latest generation Processors . Each processor should have minimum 2.4 GHz clock speed and 12 cores, 16.5M Cache	
7	Chipset	Intel chipset compatible with the offered processors.	

8	Internal Storage	Server should be proposed with 5 Nos 1.2TB SAS 10K Hot Plug HDD And should support 16 Nos HDD/SSD as future upgradability.	
		RAID controller should support RAID 0, 1, 5, 6, 10, 50, and 60	
		RAID controller should be proposed with minimum 2GB of cache module.	
9	Memory	Should have at least 24 DIMM slots per server and support minimum up to 3TB of DDR4 2933 MHz memory.	
		Should be proposed with minimum 128 GB of Minimum 2933MT/s dual rank DDR4 Memory.	
		Support for advanced memory redundant technologies like memory mirroring, sparing, failed DIMM isolation etc.	
10	Graphics	Should support up to 16 MB video memory	
11	Network	Should have 2x 1 GbE adapter and 2x Dual Port 10GbE and Should have additional Dual Port 10GbE BASE-T Adapter	
12	DVD	Should proposed with internal optical DVD drive	
13	PCIe Slots	Should support up to 8 PCIe Generation 3.0 slots	
14	Management	Should support out of band upgrades, Agentless out-of-band management, integrated diagnostics and Power monitoring and reporting.	
		Should support industry standard management protocols like IPMI v2 and SNMP v3	
		Should have One 1-Gbps RJ-45 management port	
		Should have HTML5 based management GUI.	
		Should support multiple management interfaces including web user interface and command line interface.	
		Automatic Configuration of management port, using a central repository for the configurations and XML files to configure the server	
15	Security Feature	Automatic updates of all firmware, using a central repository to handle the upgrade	
		Should support System Lock Down (Locks down configuration and firmware, protecting the server from inadvertent or malicious changes)	
		Should support System Erase (instant secure erase) including NVMe drives	
		Should support Rapid OS Recovery (Allows users to boot a trusted backup OS image from a hidden boot device)	
		Should support Enhanced UEFI secure boot with custom certificates	
		Should support dynamically enable USB ports (The USB ports should support dynamically enabled and disabled without rebooting the server)	
16	Ports	Should support silicon root of trust	
16	Ports	Front ports: Video, 2 x USB 2.0, available USB 3.0, dedicated Micro-USB port for direct remote access management controller Rear ports: Video, serial, 2 x USB 3.0, dedicated remote access management network port Video card: VGA Serial connector	
17	Others	Should have 6 hot plugs fans with redundancy	
		Supports hot swappable energy efficient redundant power supply	
		Rail Kit and cable management arm to be provided along with the server	
18	Operating Systems	Should support Microsoft Windows Server ,Red Hat Enterprise Linux (RHEL) ,SUSE Linux Enterprise Server (SLES) , VMware	

19	Warranty & Support	Next Day Onsite Service by manufacturer for 3 yrs with 24 x 7 x 365 Technical Support & Assistance. System should have label for support contacts to mail or phone through TFN.	
		Proposing Hardware Brand should have local depot for smooth after sales support and service	

Technical Specifications: Lot 2

SQL Server Database for Red Hat Platform:

SL.	Features	Specifications	Bidder's Response
1	Database	Microsoft SQL Server 2019 Standard Edition for Red hat platform (5 User CALs)	
2	Service & Support	Ensure 24x7 professional service & Support	
3	Quantity	1 (One) Unit	

Windows Server 2019:

SL.	Features	Specifications	Bidder's Response
1	Server Operating system	Windows Server 2019 License	
2	Service & Support	Ensure 24x7 professional service & Support	
3	Quantity	3 (Three) Unit	

Red Hat Enterprise Linux Server:

SL.	Features	Specifications	Bidder's Response
1	Server Operating system.	Red Hat Enterprise Linux Server with Smart Management, Premium (Physical Nodes)	
2	Service & Support	Ensure 24x7 professional service & Support	
3	Quantity	1 (One) Unit	
4	Subscription	3 (Three) Years	

Technical Specifications: Lot 3:

Server Specification:

Detail	Specification	Quantity
ICP	CPU: 2x Intel Xeon Silver 4216 2.1GHz,16-Core or equivalent CPU Memory:256GB (at least 3200MT/s) Storage:4 x 800GB SSD SAS 12Gbps HDD Networking : 1 x DP 10G Base-T+ DP 1G Base-T, rNDC 1 x DP 10G Base-T Adapter Other: RAID Controller, 2GB NV	2x for redundancy
ICP DB & Logs	CPU: 2 x Intel® Xeon® Gold 6252 2.1G, 24CoreCore or equivalent CPU Memory:512GB (at least 3200MT/s) Storage:4 x 1.92TB SSD SAS 12Gbps Mixed use HDD Networking : 1 x DP 10G Base-T+ DP 1G Base-T, rNDC 1 x DP 10G Base-T Adapter Other: RAID Controller, 2GB NV	1x for logs and local storage of transactions from Fi perspective
Warranty & Support	Next Day Onsite Service by manufacturer for 3 yrs with 24 x 7 x 365 Technical Support & Assistance. System should have label for support contacts to mail or phone through TFN.	
	Proposing Hardware Brand should have local depot for smooth after sales support and service	

Technical Specifications: Lot 4

Hardware Security Module (USB HSM):

SL.	Specifications	Bidder's Response
1	USB key based HSM that implements PKCS#11 standards	
2	Quantity 2 (Two)	

Or/And

Hardware Security Module (Network HSM):

SL.	Specifications	Bidder's Response
1	Network HSM that implements PKCS#11 standards	
2	Quantity 2 (Two)	

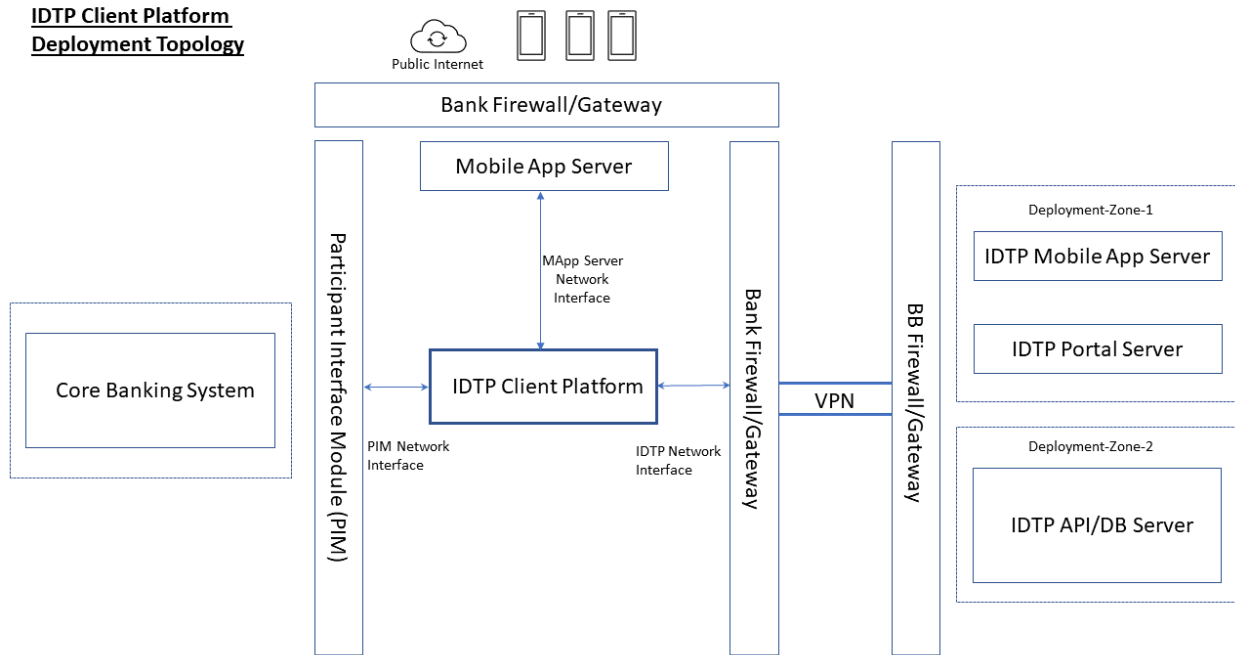
HSM should meet the following Criteria's:

1. Secure key storage and operations
2. Role-based access controls for key management and key usage
3. Extensive cryptographic capabilities as described below
 - 3.1 Hashing (used with HMAC and asymmetric signature) : SHA-1, SHA-256, SHA-384, SHA-512
 - 3.2 RSA : 2048, 3072, and 4096 bit keys (PSS & OAEP) – Signing and Decryption
 - 3.3 Elliptic Curve Cryptography (ECC) ; Curves: secp224r1, secp256r1, secp256k1, secp384r1, secp521r, bp256r1, bp384r1, bp512r1, curve25519
 - 3.4 Key wrap - NIST AES-CCM Wrap at 128, 196, and 256 bits
 - 3.5 Random Number generation - seed NIST SP 800-90 AES 256 CTR_DRBG

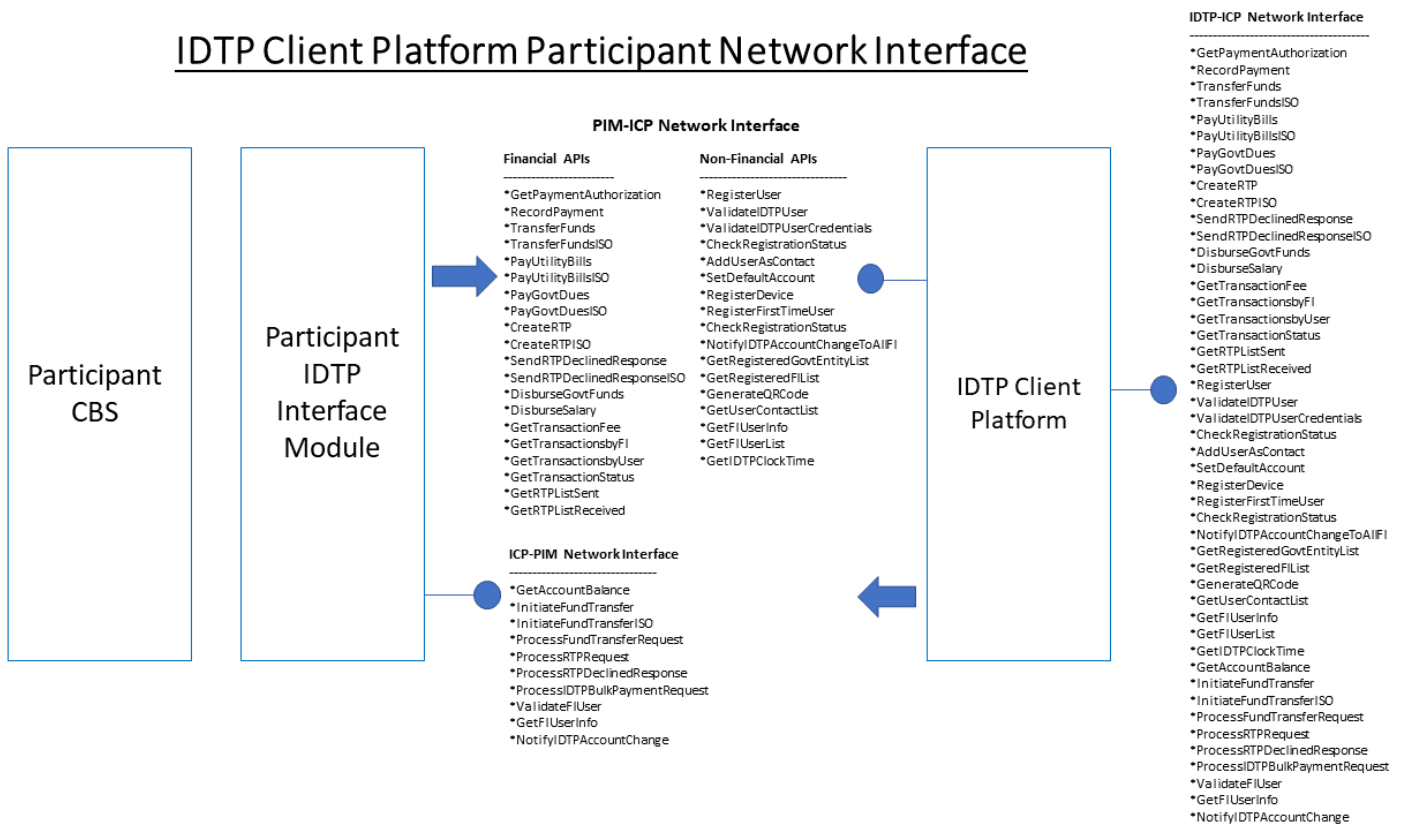
Warranty: 03 years with parts & labor

IDTP-ICP Deployment Topology:

IDTP Client Platform Deployment Topology



IDTP Client Platform Participant Network Interface



6.4: Set of APIs

The following steps describe the minimum set of APIs that are required for conducting a transaction. Bidder has to comply

- To register the FI users in IDTP, RegisterIDTPUser API will be used for single user
- Registration and bulk user' registration.
- To transact via IDTP, TransferFunds or TransferFundISO API will be used. The non- ISO20022 compliant FIs will use TransferFunds, whereas the TransferFundsISO API will be used by ISO20022 compliant FIs for the same purpose.
- To receive the TransferFunds request, the receiving FI PIM needs to implement ProcessFundTransferRequest API to process the request.
- To send Request to Pay via IDTP, CreateRTP or CreateRTPISO API will be used. The non- ISO20022 compliant FIs will use CreateRTP, whereas the CreateRTPISO API will be used by ISO20022 compliant FIs for the same purpose.
- To receive the RTP request, the receiving FI PIM needs to implement the ProcessRTPRequest API at receiving end.
- To receive the RTP declined response, the receiving FI PIM needs to implement the ProcessRTPDeclinedResponse API at receiving end.
- To receive Fund Transfer Initiation request from white label app or IDTP app, FI PIM needs to implement InitiateFundTransfer (if the FI is non-ISO20022 compliant) API or InitiateFundTransferISO (if the FI is ISO20022 compliant) API. This API will return PACS.008 to ICP and the ultimate response for this API is defined in the respective API section.
- To view the RTPs list, the FI will use the GetRTPListSent API.
- To view the transactions done using TransferFunds or TransferFundsISO APIs, FI will use GetDailyTransactions API.
- To view the updated balance of the user, FI PIM needs to implement GetAccountBalance API.
- To validate a user of FI during registration, FI PIM needs to implement ValidateFIUser API.
- To get notified on IDTP user VID change, FI PIM needs to implement NotifyIDTPAccountChange API.
- To get available government organization list FI PIM needs to implement GetRegisteredGovEntityList API
- To pay government dues FI PIM needs to implement PayGovDues API or PayGovDuesISO API
- To pay utility bills FI PIM needs to implement PayUtilityBills API or PayUtilityBillsISO API
- To get IDTP session times FI PIM needs to implement GetIDTPClockTime API
- To get registered FI list for transaction FI PIM needs to implement GetReisteredFI List API
- To get own FI registered user information FI PIM needs to implement GetFIUserList and GetFIUserInfo API

When the user logs into the app for the first time, FI PIM needs to implement GetFIUserInfo that will be called to view the NID, Date of Birth etc. of the user.

Technical Specification

PIM Solution for BB IDTP project with unlimited users in all channels- web portal & Apps (Branches/Agents/Booth) through Desktop/ Smartphone/ Laptop/ tabloid/ ATM etc.

Technical Specification of PIM Solution for BB IDTP project through all channels with API Integration

SL	Specification	Bidder's Response
i.	Application should be built in a way that is easy to use and navigate.	
ii.	All the design /creative/images are to be customized and approved by the Bank.	
iii.	System settings should be dynamic and parameterized	
iv.	The system shall support provide support for HTTP/SSL for secured data transfer	
v.	Users should be able to do registration via mobile or web portal. The application should cater all the facility of IDTP functionality as detailed in BB Guideline and future all requirements	
vi.	Application (through web browser or mobile apps) should have the facility for – * Customer Registration * Virtual ID for doing transactions	

	<ul style="list-style-type: none"> * Fund transfer (Customer or Merchants or vise-versa) * Payment request (Customer or Merchants or vise-versa) * Accept or Reject payment request * Bulk fund transfer (within Bank's customers/ Merchant or another Bank's customers/ Merchant) <p>All above events must be real time integrated with source solution like CBS, ABS and so on.</p>	
vii.	<p>Solution should have capacity for processing and settlement for Electronic Payment for all Banks, MFSs and PSPs for cashless transactions</p> <p>Integration with RTGS solution for settlement process with real time reflection in CBS.</p>	
viii.	<p>Solution should have capacity to make payment of Govt. entities, Utility service providers for individuals and Corporates</p> <p>With real time reflection in CBS</p>	
ix.	<p>Solution should have provision to connect the business entity such as eCommerce, customer, merchant and PSO and to do transactions among all such entities.</p> <p>With real time reflection in CBS</p>	
x.	<p>Solution should have capacity to interact two or more proprietary platforms to interact seamlessly and exchange of payment transactions between and among payment service providers and customers</p>	
xi.	<p>Solutions should have all sort of facility and features as per exiting guideline of BB and should be updated to incorporate all other future changes as and when asked by BB</p>	
xii.	<p>Solution should have features for processing payment based on QR (including Bangla-QR) With real time reflection in CBS</p>	
xiii.	<p>Solution should have pre-transaction validation check and record keeping / audit trail of post transaction through the solution</p> <ul style="list-style-type: none"> * Validation process should be performed based on product configuration or account nature. 	
xiv.	<p>Solution should have facility for bulk transactions G2B, B2B, B2C like salary disbursement, Govt payments including all Govt SafetyNet allowances</p> <ul style="list-style-type: none"> * With real time reflection in CBS 	
xv.	<p>The system should have the capacity to seamlessly integrate with internal and external applications through web services/APIs.</p> <p>Followings are must (but not limited to only)</p> <ul style="list-style-type: none"> - CBS & Mobile Apps of Bank, - Other Mobile and Bank's Apps - Sanction Screening solution (e.g., UN, OFAC, PEPS, Adverse media etc. all popular lists) 	
xvi.	<p>Solutions should interact with Core Banking System or real time data transfer to CBS. Transfer of documents / information should be encrypted.</p>	
xvii.	<p>Solutions should be capable to interface and integrate with other applications if required by Bank in future</p>	
xviii.	<p>Ability to use the technology that enable data fetching from other applications through APIs and populate data.</p>	
xix.	<p>System should have the provision to be Integrated with Sanction and Screening systems. Like:</p> <ul style="list-style-type: none"> (a) UNSCRs screening; (b) PEPs/IPs Screening; (c) Identification of beneficial ownership (if any); (d) Adverse media screening; (e) Risk grading of customer; (f) Customer Due Diligence template; (g) Enhanced Due Diligence (if needed). 	

xx.	Integration with SMS & Email Gateway.	
xxi.	System should provide a complete dashboard for a quick view of onboarding customer information	
xxii.	Customized dashboard for different users, should represent real time data in a visual format (graph and charts).	
xxiii.	The solution should allow for printing of various reports and documents; form formats should be flexible and easily modifiable at admin user level.	
xxiv.	System should have the option to integrate additional report when required	
xxv.	System should provide audit trail of each activities performed by the users	
xxvi.	The system should have the option to assign administrator(s) for update, maintenance and management of the system time to time. All activities of administrator should be auditable.	
xxvii.	Complete audit trail of user activities, e.g.: <ul style="list-style-type: none"> • User sign-on and sign-off date, time, device • Details of failed sign-on attempts, e.g., login used & application 	
xxviii.	Bidder must maintain a 24x7 help desk with adequate technical personnel and infrastructure.	
xxix.	The system should have high level of reliability with particular emphasis on data integrity and security.	
xxx.	System Should be Database Independent	
xxxi.	System should maintain 3 tier Architecture	
xxxii.	The solutions will have users' credential, standard authentication mechanism, Multiple level of authorization	
xxxiii.	Support for password encryption and data encryption should be available.	
xxxiv.	System Should have dynamic role-based access control	
xxxv.	The system shall support secure login id and passwords for each user and passwords shall be stored in encrypted format in database	
xxxvi.	The system shall support extensive password validations like passwords must be of minimum 8 characters, shall be alphanumeric, locking of user-id after three un-successful attempts, password expiry, password history so that passwords are not same as previous passwords etc.	
xxxvii.	System should be able to manually put additional registration information of the customer except Unique identifiers captured by the system for security purpose	
xxxviii.	System should have the capability to onboard existing customer for another service through 2 Factor authentication	
xxxix.	2-Factor Authentication security and verification measures like email and mobile should be adopted.	
xl.	System should be able to show a summarize window of customer's all info to check and confirm again before onboarding	
xli.	System should have the ability to integrate with risk grading tool of customer as per the Bangladesh Bank Guideline or Bank CRM Solutions	
xlii.	System should check the phone number of customers by generating PIN code to the customers mobile number for security purpose	
xliii.	System must not store any customer data (including account information, transaction information or any personal and financial information) on databases other than Bank's database	
xliv.	All components of the system must be implemented in Bank Data Center only.	

7. Financial Proposal

Price and payment Schedule for development, supply, Installation/Implementation, commissioning and Maintenance of PIM Products related to IDTP. Bidder must submit their financial proposal according to the below format and bidder must not modify or alter this format, otherwise bidder proposal will be treated as invalid.

PART- I

Supply of Licenses

SL	Product	Qty	Price in BDT			
			Price Per Unit	AIT per Unit	Price incl. AIT (d=b+c)	Line Total (a*d)
1	Participants Interoperable Digital Transaction Platform (IDTP) Interface Module					
Total Service Cost (Excl. VAT)						
VAT Amount %						
Total Payable for License (Incl. VAT)						

PART- II

Supply of Professional Services

SL. No.	Professional Services	Descriptions	No. of Job (a)	Price in BDT.			
				Price Per Unit (b)	AIT Per Unit ©	Price incl. AIT (d=b+c)	Line Total (a*d)
1	Planning, Designing And Deploying PIM Including training	Envisioning- Planning-Build-Stabilize-Deploy & training	1				
Total Service Cost (Excl. VAT)							
VAT Amount %							
Total Payable for Professional Services or Implementation (Incl. VAT)							

PART- III

Supply Service Level Agreements or Annual Maintenance Contract (AMC) after Warranty Period.

SL. No.	Description		Years (a)	Price in BDT			
				Price (b)	AIT ©	Price incl. AIT (d=b+c)	Line Total (a*d)
1	Service level Agreements for IDTP solution	Problem, Resolution, Support-Proactive, Services- Knowledge, Transfer	2				
Total Service Cost (Excl. VAT)							
VAT Amount%							
Total Payable for AMC (Incl. VAT)							

General Terms and Conditions:

- Bidders can participate for either **1 (one) / 2 (Two) or all of the 5 (Five) Lots**. Awarding decision will be in Lot-Wise.
- Bidders have to submit separate Technical and Financial response for each Lot.
- Purchaser's Right:** The Purchaser reserves the right to accept/ cancel/ reject any or all offer without assigning any reason. The Purchaser is not obliged to purchase the lowest offer or any offer at all. The Purchaser reserves the right to share the Bidder's response to this RFQ with its advisors and Purchaser Business Units. Purchaser reserves the right to: conduct negotiations with one or more Bidder and/ or accept the Bid without any negotiations.

4. Bid Submission/ Closing Date: The Quotation shall be mail to the below mentioned address:
Chairman Purchase Committee, CSD Division Level-7, Modhumoti Bank Limited, Gulshan, Dhaka by 16:00 PM (Bangladesh Standard Time) 3rd January, 2022. The Purchaser reserves the right to reject any Quotation submitted after the Closing Date. The Purchaser reserves the right to change the Time schedule at any time.
1. Required Content of the Quotation: Quotation must be submitted as per prescribed form as instructed below:
 - Proposal must be addressed for “Chairman Purchase Committee” of Modhumoti Bank Limited.
 - Complete proposal/offer must be signed with date by the authorized representative of the company.
 2. Quotation Validity: The Quotation shall be valid for 1 year (365) calendar days from the Quotation submission/ closing date.
 3. 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.
 4. **Commercial Terms and Conditions:**
 - Price: The quoted price should include applicable TAX, VAT and duties as applicable. The rate of TAX & VAT should be mentioned in the quotation.
 - Payment Terms: Payment will be made after Final Acceptance (FAC will be given after successful delivery) & upon submission of the bill with work order & original Challan which is duly signed by authorized personnel (Name & Seal, if available). Payment will be made through Bank Account/Pay Order only.
 - Price Submission: The bidder shall have to submit the price in the letter head pad.
 - The Bidder shall have to submit their proposal as per the format attached with the RFQ. Any proposal not following the format will be considered as disqualify and will not consider for evaluation.

With kind regards,

S.M. Shahin Iqbal
AVP & Head of CSD
Head Office | Modhumoti Bank Limited,
94, Khandkar Tower (Level-7),
Gulshan Avenue, Gulshan, Dhaka.