

**MEGHNA BANK LIMITED  
INFORMATION TECHNOLOGY DIVISION**



**May 10, 2022**

**TENDER SCHEDULE FOR SUPPLY, INSTALLATION, TESTING & COMMISSIONING OF**

**1) SOFTWARE DEFINED NETWORK (SDN) SOLUTION**

**&**

**2) FIREWALL SYSTEM FOR MEGHNA BANK LIMITED**

## **1. TERMS AND CONDITIONS**

### **1.1 Tender Preparation:**

- (I) Tenders must be submitted in two-envelope system i.e. one Technical Proposal & one Financial Proposal mentioning Technical/Financial Proposal on top of each envelope. These two proposals will be submitted together in a third envelope. All the envelopes should be sealed & signed.
  - (II) Technical proposal will be opened on the specified date in the Tender Notice. Date of opening of the financial proposal will be communicated later on.
  - (III) The bid forms must be filled in through computer printer or in typing without overwriting and without any erasing and modifications and when completed shall contain all the required information.
  - (IV) The Offer should be submitted in a sealed cover.
  - (V) The Offer shall be marked as “SUPPLY, INSTALLATION, TESTING & COMMISSIONING OF (a) SOFTWARE DEFINED NETWORK (SDN) SOLUTION (b) FIREWALL SYSTEM FOR MEGHNA BANK LIMITED”
  - (VI) Offers in the bid should be free from any condition and any conditional offer will disqualify the bidder. Unless otherwise provided herein bids shall be submitted on a firm and final price basis including all charges. Each page of the offer must be signed and sealed properly by the authorized representative of the bidder and filled in where applicable.
- 1.2. Award Finalization and subsequent actions: The Bank will award the Contract to the Bidder whose offer is found to be substantially responsive and who has offered technically suitable proposal & whose quoted price is within the acceptable limit of the Bank. After selection of the vendor, the vendor will maintain close contact with the client to sort out details of works to be undertaken.
- 1.3. Meghna Bank reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.
- 1.4. In case of any error detected in the Bill of Quantities or in other documents at any time, Meghna Bank reserves the right to rectify such error.
- 1.5. The detailed specifications, terms and conditions are incorporated in this tender schedule.
- 1.6. Meghna Bank is not bound to accept the lowest price.
- 1.7. For the purpose of warranty period, work completion time will be counted from the date of installation, testing and commissioning of the offered solution.
- 1.8. After commencement, work may be delayed due to unforeseen reasons; in such cases, no compensation will be entertained.
- 1.9. No tender document will be issued/received by mail.
- 1.10. Import documents should be issued in favour of bidder itself.
- 1.11. Tender offer may be rejected for any one of the reasons listed herein under. Decision of the Bank will be final in this regard:
- a) Failure to submit Tender before the specified closing time.
  - b) All or any pages of the Tender document are not signed and sealed by the Tenderer.
  - c) Failure to comply with Specifications annexed herewith.
  - d) Any false statement or evidence of fraud.

- e) Failure to comply with all the instructions of the Tender.
- f) Any alteration in the tender schedule.
- g) Failure to submit any document as specified in paragraph 3 of this schedule.
- h) Any discrepancy, overwriting, erasing, ambiguity or omission in quoting rate and in furnishing the tender document.

1.17. No price escalation will be entertained.

1.18. Other Terms & Conditions:

- (I) Bank has the right to execute full or part of the work.
- (II) The Vendor should consider that the firm can be requested to do some extra work those are not specifically mentioned in the schedule but might be necessary for the completion of the work.
- (III) No tender will be accepted for partial quantity.
- (IV) **The bid owner must maintain "Business Account" with Meghna Bank Limited. All Payment will be disbursed through the Business Account.**

**1.19. Delivery:**

(I) **Delivery period: To be mentioned by the bidder.**

(II) Delivery of the items to be made at IT Division/Head Office or designated place as desired by the Bank.

(III) Penalty for Delay in delivery: For any delay in delivery and implementation of the system solely due to failure on the part of the BIDDER, the BIDDER will be subject to penalty charges of 0.5% per week of total price.

**2. TENDER SUBMISSION**

2.1. The Tender shall be submitted to the following address:

The Chairman, Procurement Committee, Meghna Bank Ltd.  
Suvastu Imam Square, 65 Gulshan Avenue, Gulshan-1, Dhaka 1212.

2.2. The Tender documents shall be dropped in the tender box on **Date: May 30, 2022 5:00 PM**. No tender shall be entertained after the specified time and date. Tender papers must be properly filled in, sealed and signed by authorized official with bidder's name, address, etc.

2.3. No Tender document will be received by mail.

2.4. Technical Clarification:

For any technical Clarification, please contact with the following Bank's Official:

Name: Mr. Md. Azizul Islam

Contact: +880 1745991120

Email: [azizul.islam@meghnabank.com.bd](mailto:azizul.islam@meghnabank.com.bd)

**03. PAPERS & DOCUMENTS TO BE SUBMITTED**

3.1 Valid Registration/ownership document, VAT & TIN certificate, up-to-date Trade License, & Others Official documents.

3.2 **Manufacturer Authorization Letter (MAL)**

3.3 Copies of work-order(s) and performance certificate(s) of execution of SDN solution in Banking, NBFi & Enterprise industry.

3.4 List of Team Members with position and technical qualification (Certified or not) for the mentioned solution with the implementation scope and client list.

3.5 List of clients with whom have AMC running for the mentioned solution.

**4. SCOPE OF WORK**

**(I) LOT – A, SOFTWARE DEFINED NETWORK (SDN) SOLUTION**

SL	Device Type	Device & Components Name	Qty		Total Qty.	Interface Required per unit	Transceiver Per Unit						
			DC	DR			40G SR	10G SR	10G LR	10G T	1G SX	1G LX	1G T
1	Router	Core Router/WAN Edge Router	2	2	4	4X10G SFP+ 2X1G SFP 6X1G Base-T	0	4	0	0	2	0	6
2	Firewall	Core Firewall	2	2	4	8x10G SFP+	0	8	0	0	8	0	0
3	Core Switch	Back Bone Switch	2	2	4	48x10/25G QSFP28	6	40	0	0	8	0	0
4	SDN Fabric Switch	Spine Switch	2	2	4	32x40/100G QSFP28	24	0	0	0	0	0	0
5	Server Access Switch	Leaf (Fiber)	2	2	4	48x10/25G QSFP28 6x40G/100G QSFP28	4	48	0	0	0	0	0
6		Leaf (Copper)	5	2	7	48x10GE Base-T 6x40G/100G QSFP29	2	0	0	0	0	0	0
7	OOB Switch	L2 Switch (Copper)	2	2	4	48x10GE Base-T 4x10G SFP+	0	2	0	0	0	0	0
8	L3 Switch at Inte. Zone	L3 Distribution Switch	2	2	4	24x10G SFP+ 4x40G QSFP+	0	4	0	0	0	0	16
9	WAN EDGE Switch	WAN Switch (Fiber)	2	2	4	24x10G SFP+ 4x40G QSFP+	0	4	20	0	0	0	0
10	Controller	SDN/Fabric Controller	2	2	4	To be mentioned by the bidder	To be mentioned by the bidder						

**(II) LOT – B, FIREWALL SYSTEM FOR MEGHNA BANK LIMITED**

SL	Device Type	Device & Components Name	Qty		Total Qty.	Interface Required per unit	Transceiver Per Unit						
			DC	DR			40G SR	10G SR	10G LR	10G T	1G SX	1G LX	1G T
1	Firewall	Internet/Perimeter/DMZ Firewall	2	0	2	4X10G SFP+ 12X1G Base-T 4X25G	0	4	0	0	0	0	0
2		East West Traffic/Microsegmentation/Server Farm Firewall	2	2	4	8x10G SFP+	0	8	0	0	8	0	0
3		Extranet Firewall (BB)	2	2	4	4x1G SFP 8x1G Base-T	0	0	0	0	4	0	8
4		SWIFT Firewall	2	2	4	4x1G SFP 8x1G Base-T	0	0	0	0	4	0	8
5		Partner Firewall	2	2	4	4x1G SFP 8x1G Base-T	0	0	0	0	4	0	8
6	Management	Centralized Management	2	1	3	To be mentioned by the bidder	To be mentioned by the bidder						

**4.2 WORK COMPLETION TIME:**

(I) The client will issue a work-order to the successful bidder upon acceptance of the offer.

(II) Work must be completed within the time specified in the work order/Notification of Award.

**4.3 QUALITY ASSURANCE:**

The Vendor shall comply with the technical specification as mentioned in the Tender Schedule.

**4.4 TRAINING FOR OPERATION & TROUBLESHOOTING:**

Product related full Network Administration/Certification Training from OEM or Certified Solution Center for 5 people in 2 slots.

**05. WARRANTY, AMC & AFTER SALES SERVICE**

- I. The client requires **03 (Three) years full warranty from the date of UAT Signed**. During this period, the selected vendor must repair any defect/replace any parts of the equipment and render services in connection thereto at its own cost.
- II. **Vendor to quote AMC & Support for 4th & 5th year separately for the offered solution for each type of product.**
- III. The vendor shall also provide after sales service of the supplied equipment at free of cost as and when asked by the client for 03 (Three) years including periodic service & maintenance.
- IV. The response time should be 01 (One) hour and trouble must be resolved/rectified within 4-5 hours.

**5.1. High level Service Level Agreement (SLA):**

Severity Level	General Evaluation Criteria	Response Time (24/7/365)	Resolution Time (24/7/365)
High	A problem that critically effect on ability of doing regular business. System functionality is unavailable or down due to software failure.	Immediate	04 Hours
Medium	Any software component failure that leads to degradation of system performance.	Within 1 hour	08 Hours
Low	Software is having minor issue. Insignificant error without impacting usual business or system performance.	Within 4 hours	24 Hours

**5.2 Penalty Clause on Service Failure**

1% of the work order value will be penalized on each failure to meet service level agreement. If resolution time is greater than agreed service level, then 0.5% will be penalized for each hour delay for severity level ‘High’ and 0.25% will be penalized for each hour delay for severity level ‘Medium’ and ‘Low’.

**5.3 Scope of Installation, Testing, Commissioning & Warranty Service:**

The scope of service is as below but not limited to:

- ✓ OEM & Vendor will ensure the proposed solutions Installation, Testing, Commissioning (PSO or certified SI), Warranty, AMC & Support service.
- ✓ Maintain all the Solutions support by 24/7/365 days without any interruption.
- ✓ High & Low level design will be prepared by bidder before implementation by analyzing Meghna Bank’s existing network & system infrastructure architecture.
- ✓ After successful implementation by covering every possible areas vendor will provide the “As build Document”.
- ✓ Provide patch, upgradation, Security Enhancement, Bug fix, New project integration as required to maintain compliance and standard practice preferably without any service interruption.
- ✓ Bridge between OEM and Meghna Bank for knowledge transfer, problem troubleshoot and best use of the product.
- ✓ Meghna Bank should have direct access to OEM portal to log a case and communicate with OEM global support on any issue.
- ✓ Ensure that Meghna Bank can use all the product facilities as and when required.

- ✓ Ensure the new integration of any types of network & security items/software/Application/Solution as per requirement of the Bank.
- ✓ Ensure single point of contact, backup contact and support contact escalation matrix.
- ✓ To provide a quarterly report of the health status of the Network/solution/software along with performance forecast and performance improvement plan.
- ✓ During the migration or implementation 100% data consistency will be ensured by the Vendor/OEM.

**06. Price Submission**

- 6.1. Prices must be quoted both in figures & in words. If there is any discrepancy between the price in figure & the price in words, the later one will prevail.
- 6.2. The client reserves the authority to rectify any computation error in the price quotation of the bidders.
- 6.3. The quoted price should be including VAT & Tax. The client shall deduct VAT & income Tax as per applicable Govt. rules while making payments.
- 6.4 Financial offer should contain the Bill of Material (BOM) with details pricing information.
- 6.5 Financial offer should use separate sheet for each LOT in case a bidder participate for more than one LOT.
- 6.7 Validity of Bids: Bids shall remain valid, at a minimum, for the period of 90 Days after the deadline date for bid submission.

**6.8. Financial Offer format**

**LOT – A, SOFTWARE DEFINED NETWORK (SDN) SOLUTION**

Sl.	Item/Part Number	Qty.	Unit Price in BDT (Including Tax and all other cost)	Applicable VAT rate (%) and VAT amount on unit price in BDT	Total Price in BDT (with 3 years warranty) (inclusive of VAT & Tax)	AMC/Renewal/warranty Price for 4th year (Inclusive of VAT & Tax)	AMC/Renewal/warranty Price for 5th year (Inclusive of VAT & Tax)	Remarks
1								

**LOT – B, FIREWALL SYSTEM FOR MEGHNA BANK LIMITED**

Sl.	Item/Part Number	Qty.	Unit Price in BDT (Including Tax and all other cost)	Applicable VAT rate (%) and VAT amount on unit price in BDT	Total Price in BDT (with 3 years warranty) (inclusive of VAT & Tax)	AMC/Renewal/warranty Price for 4th year (Inclusive of VAT & Tax)	AMC/Renewal/warranty Price for 5th year (Inclusive of VAT & Tax)	Remarks
1								

**07. Payment & Security**

- 7.1. The client may issue single work order or in phases. The vendor may submit separate bill/invoice for every unit and client will make payment accordingly.
- 7.2. While making payment, VAT & income TAX will be deducted at source as per Govt. rule.

- 7.3. Successful bidder(s) to be agreed for submission of a performance security amounting 10% of the total price in the form of Bank Guarantee at the time of receiving Work Order. Or 10% security deposit of gross invoice will be deducted & retained for 6 (Six) months. This amount will be refunded after 6 (Six) months from the date of successful delivery, handover and satisfactory performance of the item.
- 7.4. The 90% payment will be released after successful delivery, installation, testing, commissioning, and UAT signed off.

**08. TECHNICAL COMPLIANCE SHEET FOR**

**LOT – A, SOFTWARE DEFINED NETWORK (SDN) SOLUTION**

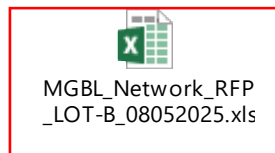
1. The vendor should consider & manage all sorts of additional accessories like interfaces, transceivers, cables (Fiber/Copper/DAG), software, and licenses with their own cost during the project deployment & implementation as and when required.
- 2. The vendor must consider & manage professional services for LOT-A implementation.**



**09. TECHNICAL COMPLIANCE SHEET FOR**

**LOT – B, FIREWALL SYSTEM FOR MEGHNA BANK LIMITED**

The vendor should consider & manage all sorts of additional accessories like interfaces, transceivers, cables (Fiber/Copper/DAG), software, and licenses with their own cost during the project deployment & implementation as and when required.



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**THE END**