



CITIZENS BANK PLC

**Information & Communication Technology Division
Chini Shilpa Bhaban-2,76- Motijheel C/A
Dhaka-1000**

Request for Quotation

Procurement of Desktop Computer and Online UPS

Submission Deadline: August 08, 2022 (Monday) within 03:00 PM



1. Introduction

Citizens Bank PLC (সিটিজেনস ব্যাংক পিএলসি) is one of the fifth-generation banks, scheduled 61st Private Commercial Bank in Bangladesh. The bank started its commercial banking operations on July 03, 2022.

2. Scope

This document constitutes a formal Request for Proposal (RFP) for Procurement of Desktop Computer and Online UPS Solution including associated services in the Bank as per the functional and technical requirements given in this RFP.

3. Instruction to Bidders

Citizens Bank reserves the right to reject any or all proposals, to waive any informality or technical defect in the proposals, or to award the contract in whole or in part, if deemed to be in the best interest of the Bank to do so. The purchase committee will award this contract to the firm as the most responsive and responsible offer, based on criteria specified herein.

Additionally, the Bank reserves the right to alter the mentioned functional and technical requirements, in part or whole, during the proposal evaluation process, and without re-issuing the RFP. All claims for functional/technical delivery made by the bidders in their response to the proposal shall be assumed as deliverable within the quoted financial offers.

Successful bidder must follow Bangladesh Bank's Guideline on ICT Security for Scheduled Banks and Financial Institutions, during device configuration and implementation. Bidder may submit offer for all items or any single items.

4. Bidder Qualifications:

- The bidder should be a company registered and working in Bangladesh having long business track in the same type of business.
- The bidder should be a manufacturer/partner/distributor of participated items. A copy of the necessary certification to be enclosed.
- Minimum Three (03) years of experience in selling proposed/similar Products. A proof of the necessary experience to be enclosed.
- The bidder shall not be under a declaration of ineligibility for corrupt, fraudulent, collusive or coercive practices.
- The bidder should have capability to provide after sales support for sold products.
- Bidder must have expert engineer for offered product. A copy of the necessary certification to be enclosed.
- Bidder should have minimum 03 (Three) existing customer (preferably in financial sector) for offered products.

5. Tender Submission Method:

Technical and Financial proposal should be submitted by the bidder in separate envelopes signed and sealed by the authorized personnel of the bidder organization. **Technical Offer will contain exhaustive and comprehensive information about proposed solution and details Bill of Material & Services without pricing, whereas the Financial Offer will contain the price related information.**

DELIVERS PROPOSAL TO:

**Senior Vice President & Head of ICT Division, Citizens Bank PLC
Chini Shilpa Bhaban-2 ,76, Motijheel C/A Dhaka-1000**

6. Bank Authority rights:

The Bank reserves the right to reject any or all proposals without showing any reason and shall not be under any obligation to accept the lowest price quotation. The authority reserves the right to relax, change or drop any of the terms and conditions of the schedule without any further notice.



7. Delivery, Installation and Commissioning:

The successful bidder shall ensure the delivery of all devices within forty-five (45) days from the date of work order and installation, configuration and testing by next ten (10) days of successful delivery. Days will be counted from the date of placement of order by Citizens Bank to the successful bidder.

8. Quoted Price:

All quoted Total Price/Amount should include delivery, installation, testing and training cost and AIT, Vat, Tax and Other Duties applicable as per Govt. rules and Bank Policy. All prices shall be quoted in Bangladesh Taka (Tk.) and the payment will be made in BDT to the successful bidders.

9. Warranty/Support/AMC:

- All AIO and Desktop PC should be offered with 03 (Three)-years warranty and Support service including faulty parts replacement within this 03 (Three) years and all UPS should be offered with 01 (One) year warranty.

10. Deliverables with Bidding Documents

Following documents must be submitted with other bidding documents:

- Manufacturer Authorization/Partner certificate;
- Valid Trade License;
- TIN certificate;
- VAT registration certificate;
- List of professionals for maintenance and service;
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11. Language of RFP response

All response of RFP, supporting documentation as well as all correspondence and documents relating to the RFP must be in the English language only.

12. Validity of Bids:

Bids shall remain valid, at a minimum, for the period of 180 Days after the deadline date for bid submission.

13. Clarification of Bids:

Please send query by e-mail to ehasan@citizensbankbd.com & rezaul.hossain@citizensbankbd.com minimum three (02) days before deadline date of bid submission. Responses will be sent to all parties.

14. Payment Terms:

The terms of payment will be as under:

- 50% payment will be made after successful delivery of the items as per work order and accepted by Citizens Bank.
- Rest of 50% payment will be made after successful installation, commissioning and two weeks successful use of the system.

The bidder should submit the bill with following documents:

- Two Original copies of Bill
- Duplicate copy of Delivery Challan
- Copy of Work Order
- VAT Mushok

Vat, Income Tax and others charges shall be realized from the bill amount as per government rules and Bank's policy.



Technical requirements summary:

Items	Qty
Item 1: All in One (AIO) PC	35
Item 2: Desktop Computer with monitor	15
Item 3: Online UPS (6 KVA)	2
Item 4: Online UPS (3 KVA)	1
Item 5: Online UPS (2 KVA)	3

TECHNICAL SPECIFICATION

All the Functionalities are mandatory and should be available in the offered solution as standard product. In case any of these are not offered as standard product, the bid may be made non-responsive.

Item 1: All in One (AIO) PC: Qty: 35

Item	Required Specification
Brand	HP/Dell/Lenovo
Model	Please mention
Country of Origin	USA
Processor Type	Intel Core i5 with Intel UHD Graphics (Min 1.6 GHz base frequency, up to 4.2 GHz with Intel® Turbo Boost Technology, Min 6 MB cache, Min 4 cores)
Display	21.5"
Storage	1TB HDD
Memory	8 GB DDR4 2666 MHz Up to 32 GB, dual-channel capable
Form Factor	All in One
Graphics Card	Intel UHD Graphics
LAN	Integrated LAN
Audio	high performance internal speaker, combo microphone/headphone jack, line-in and line-out rear ports (3.5 mm)
Expansion Slots	1 M.2 2230; 1 M.2 2280; 1 SATA storage connector (1 M.2 slot for WLAN and 1 M.2 2280 slot for storage.)
Optical Drive	Slim DVD-Writer
Power	external power adapter
Mouse	Universal USB wired Mouse
Keyboard	Universal USB wired keyboard
Ports & Connectors	Rear: 1 HDMI-out 1.4; 1 headphone/microphone combo; 1 power connector; 1 RJ-45; 2 USB 2.0; 2 USB 3.2 Gen 1 Bottom: 1 3-in-1 SD card reader
Communications	Wi-Fi 5 (2x2) and Bluetooth® 4.2 M.2 PCIe
Drive Bays	One 3.5" HDD
Camera	Pull-up webcam with integrated dual array digital microphone, maximum resolution of 2592 x 1944
Security Management	Standard security lock slot; Trusted Platform Module (TPM) 2.0
Warranty	3 Years Full Warranty
OS	Free DOS



Item 2: Desktop Computer with monitor: Qty:15

Item	Required Specification
Brand	HP/Dell
Model	Please mention
Country of Origin	USA
Processor	Intel Core i5- (Min 12M Cache, Min 3.10 GHz up to 4.50 GHz)
Motherboard	Intel
RAM	8GB DDR4 2666 MHz RAM
Graphics Card	Intel UHD Graphics 630
Storage	1TB SATA HDD
Monitor	18.5" HD Monitor
Audio	2W internal Speaker
Power Supply	Mention watt
Network	Ethernet RJ-45
Operating System	Free-Dos
Keyboard	USB Keyboard
Mouse	USB Mouse
Optical Drive	DVD RW
External I/O Ports	Front: 4 x USB Type-A, Rear: 3 x USB Type-A 1x SD card reader 1x HDMI 1x DisplayPort (DP) 1x Multimedia Card Slot
Warranty	3 years

Item 3: Online UPS (6 KVA) Qty:02

Items	Required Specifications
Brand	APC/VARTIV
Model	To be mentioned by bidder
Country of Origin	USA/UK
Country of Manufacture	To be mentioned by bidder
Phase	Single Phase in /Single Phase out
INPUT PARAMETERS	
Nominal Voltage	220V
Rectifier type	IGBT
Rated voltage	220Vac
Input frequency range	46-54 Hz or 56-64Hz
Input power factor	Single phase ≥ 0.99 / @ 100% Load
BATTERY	
Charging capability	<6h for recharging to 90% of standard model
Battery brand	LEOCH
Battery type	Lead-acid maintenance free battery
Battery Capacity	Min.12V-18 Ah (16pcs)
Battery backup time	30 minutes
OUTPUT PARAMETERS	
Rated power	4.8 kW / 6 kVA
Voltage precision	230Vac \pm 3%



Frequency precision	50+/-0.2%	
Step load performance	100	
Transfer Time	Bypass to Inverter	Zero
	Inverter to Bypass	Zero
System parameters and standard		
Switching time (power failure)	0	
Language	English	
Whether LCD display is available	Yes (optional)	
EMC	Conducted emission: EN50091-2 EN55022 ClassA Immunity: EN61000-4-2.3.4.6.8.11 Level III EN61000-4-5 Level IV	
Surge protection	Meet installation requirements of IEC60664-1 IV Be able to withstand at least 6KV/3KA 1/2/50uS+8/20uS	
Communication and management		
Interface type	USB/intelligent slot (SNMP) including	
LCD		
Load Level, Battery level, AC Mode, Battery Mode, Bypass Mode, & Fault Indicator		
ALARM		
Battery Mode	Sounding every 4 seconds	
Low Battery	Sounding every second	
Overload	Sounding Twice every second	
Fault	Continuously Sounding	
Warranty	1 year	

Item 4: Online UPS (3 KVA) Qty:01

Items	Required Specifications
Brand	APC/VARTIV
Model	To be mentioned by bidder
Country of Origin	USA/UK
Country of Manufacture	to be mentioned by bidder
MODEL	to be mentioned by bidder
OUTPUT PARAMETERS	
Capacity	Min. 3000VA/2400 W
Power Factor	0.8
Nominal Voltage	220 / 230 / 240 Vac
Voltage regulation	1%
Frequency range - Hz	47 Hz-53Hz or 57 Hz-63 HZ
Frequency Range battery mode	50 Hz or 60 Hz +/-1%
Harmonic distortion	<= 3% THD (Linear Load)
Transfer time - Mains to battery	0 milli sec
Transfer time - Inverter to bypass - synchronous mode	4 msec
INPUT PARAMETERS	



Configuration	1 phase, L-N + PE
Nominal Voltage	230VAC
Voltage range	110V-280V @ 50% load
Frequency range - Hz	40 - 70 Hz
Power Factor	>=0.99@ nominal voltage (100% load)
BATTERY PARAMETERS	
Type	maintenance free lead acid battery
Backup Time	30 minutes
Battery cabinet	External rack
Battery capacity	Min. 12V-18AH
No. of battery blocks sustain (LB Model)	8
MECHANICAL PARAMETERS	
MONITORING SOFTWARE	SNMP (must be included), dry contact card
STANDARDS	
EMI	EN 62040-2: 2006
SAFETY	EN 62040-1-1: 2003
PERFORMANCE (technical feature)	IEC / EN 62040 - 3
Warranty	1 year

Item 5: Online UPS (2 KVA) Qty:03

Items	Required Specifications
Brand	APC/VARTIV
Model	To be mentioned by bidder
Country of Origin	USA/UK
Country of Manufacture	to be mentioned by bidder
MODEL	to be mentioned by bidder
Capacity	2kVA
Display Type	Load level, battery level, input/output voltage and frequency, operating mode, and fault or warning indicator
Load Capacity	2/1.8 kVA/kW
Battery	lead acid battery
Alarm	Low battery, current limitation, over load, short-circuit, temperature and output over/low voltage
Backup Time	30 minutes
Warranty	1 year



PRICE SHEET

Name of the Company :

Items	Qty	Unit Price (including VAT/TAX)	Total Price (including VAT/TAX)
Item 1: All in One (AIO) PC	35		
Item 2: Desktop Computer with monitor	15		
Item 3: Online UPS (6 KVA)	2		
Item 4: Online UPS (3 KVA)	1		
Item 5: Online UPS (2 KVA)	3		
Total Price			

In words:

***Price must be inclusive VAT/TAX and installation charge (if any).**

(Signature)

Name:

Date:

THANK YOU

