



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

Request for Quotation

Supply and Installation of WAN Connectivity as well as Data Bandwidth Service to the upcoming new branches, existing branches, ATM Card Switching Service with ITCL, BACH/BEFTN/RTGS with Bangladesh Bank, and financial value-added service along with NID verification of the Bank, and Internet bandwidth services in DC/NDC with yearly renewal of existing APNIC IPv4/IPv6 (/23) address block along with public ASN of Citizens Bank.

Tender Submission Deadline: September 07, 2023, within 04:00 PM



1. Introduction

Citizens Bank PLC (সিটিজেনস ব্যাংক পিএলসি) is one of the fifth-generation banks, 61st Private Commercial Scheduled Bank in Bangladesh.

The bank started its commercial banking operations on July 03, 2022. After launching, the bank is continuing its business with a total of six branches.

2. Scope

This document contains a formal Request for Quotation (RFQ) for Supply and Installation of WAN Connectivity as well as Data Bandwidth Service to the upcoming new branches, existing branches, ATM Card Switching Service with ITCL, BACH/BEFTN/RTGS with Bangladesh Bank, and financial value-added service along with NID verification of the Bank, and Internet bandwidth services in DC/NDC with yearly renewal of existing APNIC IPv4/IPv6 (/23) address block along with public ASN of Citizens Bank. including associated services as per the functional and technical requirements given in this RFQ.

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 Management of the Bank will award this contract to the firm(s) against evaluation of financial and technical offers, based on the 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 RFQ.

The successful bidders must follow Bangladesh Bank's Guidelines on ICT Security for Scheduled Banks and Financial Institutions, during device configuration and implementation.

4. General Criteria to Submit Documents

If the vendor fails to submit the below mention documents along with the offer, the quotation may be considered non-responsive.

- a. Updated Valid Trade License (2022-2023).
- b. TAX Identification Number (TIN).
- c. VAT Registration Number.
- d. IIG Certificate of at least 2 IIG.
- e. Having Service Contact with at least 3 NTTN i.e. submit a Certificate of NTTN.
- f. ISO Certificate.
- g. ISPAB Membership.
- h. Certificate of Registration of Public/Private Limited Company.
- i. Audited Financial Reports for the last three (03) years.
- j. Vendor must have experience of ten (10) years in similar business. A certificate of Incorporation will be considered as proof.
- k. Selected vendors must have connectivity services with at least twenty (20) enlisted banks; the vendors must submit the list of Connected Banks.
- l. Related Nationwide ISP license from BTRC.
- m. Backed by 24x7x365 support service.
- n. MRTG Support.

5. Tender Submission Method

Technical and Financial proposals should be submitted by the bidder in separate envelopes signed and sealed by the authorized personnel of the bidder. The proposal must be addressed to "**Executive 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 accept/ cancel/ reject any or all offers without assigning any reason. The Bank is not obliged to accept the lowest financial offer or any offer at all. The Bank reserves the right to conduct negotiations with one or more Bidder and/ or accept the bid without any negotiation(s).



7. Proposal Submission Time

The proposal must be submitted by **04:00 PM** (Bangladesh Standard Time) on **07 September 2023**.

8. Required Content of the Quotation

Quotation must be submitted as per the prescribed form as mentioned below. The complete proposal/offer must be signed with the date by the company's authorized representative.

9. Quotation Validity

The Quotation shall be valid for 1 Year (360) calendar days from the Quotation submission date.

10. Language of RFQ Response

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

11. Clarification of Bids

Please send a query by e-mail to ehasan@citizensbankbd.com; akm.shahriar@citizensbankbd.com a minimum of three (03) working days before the deadline date of bid submission. Responses will be sent to all parties.

12. Miscellaneous

Manipulation or any kind of unusual approach or failure to submit the proposal/offer within the stipulated time frame will be treated as "**Disqualification**" to attend the bidding.

13. Commercial Terms and Conditions

- i) **Price:** The quoted price should include applicable VAT & AIT. The rate of VAT & AIT should be mentioned in the quotation. The bidder shall have to submit the price on a letterhead pad.
- ii) **OTC (One-Time Cost):** OTC charges will be applicable outside Dhaka city only, usually for rural areas as well as extra connectivity (Layer-1) for distanced ATMs.
- iii) **Payment Terms:** One Time Cost (if any) will be paid after installation, configuration and commissioning of the connectivity link(s). Monthly Recurring Charge (MRC) will be paid on monthly basis upon submission of the bill with a copy of work order & original challan duly signed by authorized personnel (Name & Seal, if available).
- iv) Payment will be made through Bank Account/Pay-order only.
- v) The Bidder shall submit their proposal as per the format attached with the RFQ. If the vendor does not follow the format, the same may be considered disqualified and may not consider for evaluation.

14. Delivery Terms and Conditions

The Service Provider shall have to complete the establishment and commissioning of the connection in all respects within **Two (02) weeks** of the issuance of the Work order in conformity with the Terms and Conditions. As the Bank's Datacenter and Near Datacenter positions have been rented, therefore, the Service Provider has to negotiate with the Datacenter's authority regarding the establishment of the network connectivity at their own responsibility and cost.

Technical Specification:

SL	Name of Item or Related Service	Technical Specification and Standards
1	Data/Internet Bandwidth	Full Duplex Dedicated Data and Internet Bandwidth
	Round Trip Delay	0-10ms
	Uptime KPI	99.99%
	Mode of Connectivity	Fiber optic with redundant link
	BGP-ASN Parking, DNS Parking, MX Entry, Host Entry	Must be provided as a complimentary service
	International Internet Gateway (IIG) Provider	Should be mentioned
	IIG's Upstream Provider	Should be mentioned
	International Terrestrial Cable (ITC) Provider	Should be mentioned
	ITC's Upstream Provider	Should be mentioned
	Service Time	Should be 24 hours
	Support	24/7
Experience	The Tenderer shall have a minimum of Ten (10) years of specific experience in works and installation of related equipment.	



Financial Format

A. Data/Internet Bandwidth:

SL	Location & Address	Media	Backbone	Bandwidth	One Time Cost	Monthly Recurring Cost
1	Dhanmondi Branch Address: Mullik House, 48 Satmasjid Road, Dhanmondi, Dhaka-1205	Fiber	Mention by the bidder	05Mbps/Aggregate	Mention by the bidder	Mention by the bidder
2	Uttara Branch Address: Liberty Tower, House-19, Road-02, Sector-03, Uttara, Dhaka	Fiber	Mention by the bidder	05Mbps/Aggregate	Mention by the bidder	Mention by the bidder
3	Cumilla Branch Address: Basu Vila, 615/682 Jhawtola Main Road, 01 no Kandirpar, Cumilla.	Fiber	Mention by the bidder	05Mbps/Aggregate	Mention by the bidder	Mention by the bidder
4	Sonakanda Branch Address: Sun Tower, Natun Sonakanda Bus Stand, Syedpur (BSCIC) Area, Ruhitpur, Keraniganj, Dhaka.	Fiber	Mention by the bidder	05Mbps/Aggregate	Mention by the bidder	Mention by the bidder
5	Seedstore Bazar Branch Address: Shikder Market, Seedstore Bazar, Valuka, Mymensingh.	Fiber	Mention by the bidder	05Mbps/Aggregate	Mention by the bidder	Mention by the bidder
6	SSL Wireless	Fiber	Mention by the bidder	02Mbps	Mention by the bidder	Mention by the bidder
7	EC (Election Commission) for NID verification	Fiber	Mention by the bidder	02Mbps	Mention by the bidder	Mention by the bidder
8	ITCL-Datacenter (DC) 260/B, I/A, Tejgaon, Dhaka.	Fiber	Mention by the bidder	03Mbps/Aggregate	Mention by the bidder	Mention by the bidder
9	Bangladesh Bank (DC, and DR) for BACH, BEFTN, RTGS Services.	Fiber	Mention by the bidder	02Mbps	Mention by the bidder	Mention by the bidder
10	Data Center/Near Data Center Internet Connectivity	Fiber	Mention by the bidder	100 Mbps	Mention by the bidder	Mention by the bidder

B. Renewal of APNIC IPv4/IPv6 (/23) Address with ASN:

SL	Description	Service Charge (if any)	Annual Membership Fee	Discount (%)	Total Amount (Including VAT & TAX)
1	APNIC IPv4/IPv6 (/23) Address block with ASN Number.				

End of RFP

