

CITIZENS BANK PLC

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

Request for Proposal

"Supply and installation of passive network accessories at upcoming three urban branches for the establishment of LAN (Local Area Network) infrastructure for online banking operations of Citizens Bank"

Tender Submission Deadline: October 05, 2023, by 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 constitutes a formal Request for Proposal (RFP) for the "Supply and installation of passive network accessories at upcoming three urban branches for the establishment of LAN (Local Area Network) infrastructure for online banking operations of Citizens Bank" including associated services 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/Managing Director will award this contract to the firm as the most responsive and responsible offer, 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 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.

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

4. Bidder Qualifications:

- The bidder company should be registered and working in Bangladesh having a long business track in the same type of business.
- Minimum Five (5) years of experience in selling proposed/similar Solutions. Proof of the necessary experience is to be enclosed.
- The bidder shall not be under a declaration of ineligibility for corrupt, fraudulent, collusive, or coercive practices.
- The bidder should have the capability to provide after-sales support for given solutions.
- Bidder should have a minimum of four (4) existing customers (preferably in the financial sector) for offered solutions.

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 organization. **Technical Offer will contain exhaustive and comprehensive information about the proposed solution and details of the Bill of Material and Services without pricing, whereas the Financial Offer will contain the detailed item-wise price breakup & services with pricing information.**

DELIVERS PROPOSAL 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 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 twenty (20) days from the date of the work order and installation, configuration, and testing by the next twenty (20) days of successful delivery. Production days will be counted from the date of live placement of the order by Citizens Bank to the successful bidder.

8. Quoted Price:

All quoted Total Price/Amount should include delivery, installation, testing, and training costs 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. Brand and Price Validity for SIP IP-Phones:

- The SIP IP-Phones prices must be valid up to March 2024.
- Brand of Phone Sets: Fanvil/Yealink/Dinstar/Grandstream. The bank may procure a single brand of full quantity or may procure multiple brands of different quantities.

10. Warranty/Support:

- Selective products should have one (01) year replacement warranty.

11. Deliverables with Bidding Documents

The following documents must be submitted with other bidding documents:

- Valid Trade License;
- TIN certificate;
- VAT registration certificate;
- Experience Certificate and References;
- List of professionals for maintenance and service;

12. Language of RFP response

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

13. Validity of Bids:

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

14. Clarification of Bids:

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

15. Payment Terms:

The terms of payment will be as under:

- 100% payment will be made after successful installation, commissioning, and satisfactory performance report of two weeks of operation subject to submission of invoice.

The bidder should submit the bill with the following documents:

- Two Original copies of Bill
- Duplicate copy of Delivery Challan
- Copy of Work Order
- VAT Mushok (if applicable)

VAT, Income TAX, and other charges shall be realized from the bill amount as per government rules and the Bank's policy.

16. Miscellaneous:

Successful bidders should provide an original sample of each mentioned product in **Serial# 3 to 8 of Table-A** before receiving the final purchase order. A discrepancy between the sample and the delivered products may result in a penalty or even cancellation of the purchase order.



**TECHNICAL SPECIFICATION
(for Urban Branches)**

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

**Technical requirements summary
(Total for three branches: two are within Dhaka City and another at Cumilla City)**

A. BOQ Compliance for the LAN Infrastructure Accessories of the Urban Branches			
SL	Particulars	Quantity	Units
1	Wall-mount 9U Server/Network Cabinet	3	Set (s)
2	Wall-mount 6U Server/Network Cabinet	3	Set (s)
3	Wire Manager, 1U 19" Horizontal	6	Nos
4	CAT-6 UTP Modular Patch Panel 24-Ports with Modular/Keystone	6	Nos
5	Dual Port square type Faceplate	114	Nos
6	CAT6 UTP Modular Jack	114	Nos
7	CAT-6 RJ45-UTP 4-Pair Patchcord 2M	117	Nos
8	CAT-6 UTP RJ45 Metal Shielded Connector	50	Pc (s)
9	Wall-mount Rack, and Node installation with necessary accessories (PVC Pipe, Channel, Flexible pipe, Royal Plug, Angles, Bolt, tape, screw, etc.)	24	Nos
10	UTP Node Installation, Dressing, and Identification Marking (Tagging) of network accessories at the ISO standard.	114	Nos

B. BOQ Compliance for the Physical Access Security Accessories of the Urban Branches			
SL	Particulars	Quantity	Units
1	ZKTeco F18 Fingerprint Standalone Access Control Machine	3	Set (s)
2	EM Lock LM-280	3	Nos
3	U Bracket LM280	3	Nos
4	Wireless Push Button	3	Nos
5	Exit Button	3	Nos
6	Accessories	3	Nos
7	Installation Device	3	Nos

C. BOQ Compliance for the Attendance System of the Urban Branches			
SL	Particulars	Quantity	Units
1	ZKTeco F18 Time Attendance	3	Nos
2	Installation of Access control and attendance Device, Configuration, Data Entry, and finger Entry.	3	Nos

D. BOQ Compliance for the Generic SIP Phones of the Urban Branches			
SL	Particulars	Quantity	Units
1	Generic SIP (Session Initiator Protocol) Phone (Fanvil/Yealink/Dinstar/Grandstream) <i>Note: The Bank may procure a single brand of full quantity or may procure multiple brands of different quantities.</i>	Upto 30	Nos

Detail TECHNICAL SPECIFICATIONS of Products for Three Urban Branches

S/L	Items	Descriptions	Qty.	Unit (s)
A. Branch LAN Infrastructure Accessories				
1	9U Wall Mount Server/Network Cabinet	Brand: Cote / Toten Model: Mentioned by the bidder Manufacturer: Mentioned by the bidder Country of Origin: Malaysia / China Size: 9U Dimensions: (600 x 600) mm Features: 2 x 4-inch Fan (Low Noise) on Vented Top Brush Panel. Front Door –Glass with Handle Lock. Side panels with round lock: 2PCS 1 x Rear panel with hanging plate 1 x Power Distribution Unit (6-Way Universal PDU)	3	Set (s)





		<p>20 Sets of Philip screws and Nuts. Brush Panel on top and bottom cable entry. Maximum Load Capacity (KG): Industry Standard. Standard & Compliance: ANSI/EIA RS310-D, IEC 60297-2, DIN41494, RoHS & CE Color: Black Warranty: Mention by the bidder</p>		
2	6U Wall Mount Server/Network Cabinet for ATM booth	<p>Brand: Cote / Toten Model: Mentioned by the bidder Manufacturer: Mentioned by the bidder Country of Origin: Malaysia / China Size: 6U Dimensions: (600 x 450) mm Features: 2 x 4-inch Fan (Low Noise) on Vented Top Brush Panel. Front Door –Glass with Handle Lock. Side panels with round lock: 2PCS 1 x Rear panel with hanging plate 1 x Power Distribution Unit (6-Way Universal PDU) 20 Sets of Philip screws and Nuts. Brush Panel on top and bottom cable entry. Maximum Load Capacity (KG): Industry Standard. Standard & Compliance: ANSI/EIA RS310-D, IEC 60297-2, DIN41494, RoHS & CE Color: Black Warranty: Mention by the bidder</p>	3	Set (s)
3	Wire Manager	<p>Brand: Rosenberger / Belden Model: Mentioned by the bidder Manufacturer: Mentioned by the bidder Country of Origin: Germany/Taiwan Type: 1U, Horizontal Dimensions: Mention by bidder Features: Horizontal, Special construction ensures patch cord bending to guarantee transmission performance, Standard 19", widely used industry standard Standard & Compliance: Mention by bidder Material: Steel Color: Black Warranty: Mention by the bidder</p>	6	Nos
4	Cat6 UTP Modular Patch Panel, 24-port with Modular/Keystone	<p>Brand: Rosenberger / Belden Model: Mentioned by the bidder Manufacturer: Mentioned by the bidder Country of Origin: Germany/Taiwan Category: Cat6 Capacity: 24 Ports Size: 1U Features: Standard 19" widely used industry standard; each keystone can be individually disassembled. Plenty of tag space. Cat6 24 ports patch panel. Part Number: Mention by the bidder Footprint/Type: MDVO-Style Front Connection: Lead Frame- Copper Allow with 50u inch Gold over Nickel. Product Structure: Individual Modular/keystone system. Panel Front Connection- Flush Termination Area: Rear Modular Jack: Cat6 UTP Included Parts: Modular- 1 T-Bar, Panel- 4 Screws (10x32); 4 Screws (12x24); 1 Printable Label-flex Half-Sheet; 1 Rear Cable Management Bar, 1 Installation Guide. Standard & Compliance: ISO/IEC 11801 and EN 50173, ANSI/TIA-568-C.2 Category 6 UTP Safety Listing: Mention by the bidder Warranty: Mention by the bidder</p>	6	Nos
5	Dual port Square Type Face Plate	<p>Brand: Rosenberger / Belden Model: Mentioned by the bidder Manufacturer: Mentioned by the bidder</p>	114	Nos



		Country of Origin: Germany/Taiwan Part Number: Mention by bidder Material: PC Size: (H x W x D) 86 x 86 x 10 mm Port No: 2 with shutter-type dust cover Inner Spring: Alloy Spring Compatible Jack: Support UTP, STP; CAT-5e, CAT-6, CAT-6A Features: Anti Dust Protection Color: White Standard & Compliance: RoHS Compliant Warranty: Mention by the bidder		
6	Cat6 UTP Modular Jack	Brand: Rosenberger / Belden Model: Mentioned by the bidder Manufacturer: Mentioned by the bidder Country of Origin: Germany/Taiwan Part Number: Mention by bidder Type: CAT-6 UTP 90-Degree Toolless Features: 1.5 Amp max current rating, 150V voltage rating, 20m-ohm contact resistance, 500M-ohm insulation resistance, 1000V AC RMS, 60Hz 1min dielectric withstand voltage. Compatible with CAT-5e, CAT-6, and CAT-6A copper cable. Shielded or unshielded option CM, CMR, CMP, and LSZH series fire retardant. Method of Shielding: CAT-6 Unshielded Working Temperature: -25~60°C Wiring Scheme: T568A/B Included Parts: 1 T-Bar Footprint/Type: Key-Connect Plug/Connector Retention: 50.042 N Standard & Compliance: ISO/IEC 11801, ANSI/TIA/EIA 568 C.2 Warranty: Mention by the bidder	114	Nos
7	Cat6 RJ45-RJ45 UTP 4-pair patchcord, 2M	Brand: Rosenberger / Belden Model: Mentioned by the bidder Manufacturer: Mentioned by the bidder Country of Origin: Germany/Taiwan Length: 2 Meter Material: Bare copper (99.99%) Method of Shielding: U/UTP (Unshielded) Jacket: CM (PVC) and LSZH Insulation: HDPE Connector-Type: RJ45 Part Number: Mention by bidder Color: Red/Blue/Yellow Plug Housing: PC—Polycarbonate, UL 94 V-2 rated Contact Blade: Phosphor bronze plated with 50u" gold over 100u" nickel undercoat Current Rating: 1.5 A maximum Insulation Resistance: 100 MΩ minimum Dielectric Strength: 1000 VAC (RMS) minimum Voltage Rating: 72 VDC minimum Insertion Life: 750 mating cycles minimum Temperature Range: -10°C to 60°C Standard & Compliance: ISO/IEC 11801:2008, ANSI/TIA 568-C.2, IEC 61156-5	117	Nos
8	Cat6 UTP RJ45 Shielded Connector	Brand: Rosenberger / Vention Model: Mentioned by the bidder Manufacturer: Mentioned by the bidder Part Number: Mention by bidder Country of Origin: Germany/Taiwan Cable Category: CAT-6 UTP Color: Silver / Grey Material: Metal Data Transfer Rate: 1000 Megabits per second Features: Cat6 RJ45 Connector Lan Connector. Aluminum shield, metal shield with load bar ethernet connector. Operating temperature: -40°C to 80°C	50	Pc (s)



9	Wall-mount Rack, and Node installation with necessary accessories (PVC Pipe, Channel, Flexible pipe, Royal Plug, Angles, Bolt, tape, screw, etc.)	Mention by the bidder	24	Nodes
10	UTP Node Installation, Dressing, and Identification Marking (Tagging) of network accessories at the ISO standard.	Mention by the bidder	114	Nodes

S/L	Items	Descriptions	Qty.	Unit (s)
B. Physical Access Security Accessories				
1	ZKTeco F18 Fingerprint Standalone Access Control Machine	Features: • Model: ZK F18 • Less than 1-second user recognition • Stores 3000 fingerprint templates and 30,000 transactions • Reads fingerprint and/or RFID cards. • Built-in Serial and Ethernet ports	3	Nos
2	EM Lock LM-280	Brand: ZKTeco; Made in China or Equivalent	3	
3	U Bracket LM280	Brand: ZKTeco; Made in China or Equivalent	3	
4	Wireless Push Button 	Good Quality; Made in China or Equivalent	3	
5	Exit Button 	Model: ABK 800B; Brand: YLI; Made in China or Equivalent	3	
6	Accessories	Wiring cable, Power Cable, PVC, Flexible pipe, channel, cable clip, tape, screw &, etc. (as required)	3	
7	Installation Device	Mention by the bidder	3	

S/L	Items	Descriptions	Qty.	Unit (s)
C. Attendance System				
1	ZKTeco F18 Time Attendance	Features: • Model: ZK F18 • Less than 1-second user recognition • Stores 3000 fingerprint templates and 30,000 transactions • Reads fingerprint and/or RFID cards. • Built-in Serial and Ethernet ports	3	Nos
2	Installation of Access control and attendance Device, Configuration, Data Entry, and finger Entry.	Mention by the bidder	3	Nodes

S/L	Particulars	Descriptions of the particulars and features	Qty.	Unit (s)
D. Generic SIP Phones				
1	Brand	Fanvil/Yealink/Dinstar/Grandstream	30	Nos
2	Model	To be mentioned by the bidder		
3	Manufacturer's Part Number	Bidder Must submit BOQ of the proposed device including the details of part numbers and Manufacturer's Warranty.		
4	Country of Origin	To be mentioned by the bidder		
5	General Features	Must have a minimum of 2 SIP Line Must be HD Voice quality Must be PoE enabled and optional external power supply as well. 2.4/2.8-inch color display/screen. Must have the option of Handset/Hands-free/Headset Mode. Including Desktop Stand. Color: Black		
6	Phone Features	Must have local phonebook Minimum of 600 entries of Call logs (in/out/missed) Must have Black/White list Call Filter facility Voice Message Waiting Indication (VMWI) Screen-saver		



		Programmable DSS/Soft keys Network time synchronization Support Plantronics wireless headset Support Jabra wireless headset Support Call Recording Action URL / Active URI		
7	Call Features	Must have the function of Call Out/Answer/reject Must have the option of Mute/Unmute (Microphone) Call Hold/Resume Call Waiting, Intercom Call Forward (Always/Busy/No Answer) Call Transfer (Attended/Unattended) Call Parking/Pick-up Caller ID Display, Speed Dial Anonymous Call (Hide Caller ID) Redial, Do not disturb, Auto-Answering Voice Message, and 3-way Conference Hot Line, Hot Desking		
8	Network Features	Physical: 10/100 Mbps Ethernet, Dual bridge port for PC bypass RJ9 Port x2: Handset x1, Head RJ45 Port x2: Network x1, PC x1 (Bridged to Network) IP Mode: IPv4/IPv6 IP Configuration: Static IP/DHCP/PPPoE Network Access Control: 802.1x VPN: L2TP/OpenVPN VLAN, LLDP, QoS RTCP-XR (RFC3611), VQ-RTCPXR (RFC6035)		
9	Protocol Features	SIP2.0 over UDP/TCP/TLS RTP/RTCP/SRTP STUN, DHCP, LLDP, PPPoE, 802.1x, L2TP, OpenVPN, SNTP, FTP/TFTP, HTTP/HTTPS, TR-069		
10	Management Features	Must have Auto-provisioning via FTP/TFTP/HTTP/HTTPS/DHCP OPT66/SIP PNP/TR-069 Web Management Portal Web-based Packet Dump Configuration Export/Import Phonebook Import/Export Firmware Upgrade Syslog		
11	Audio Features	HD Voice Microphone/Speaker HAC Handset Supported Codecs: G.722, G.711, G.723, G.726, G.729 Full-Duplex Acoustic Echo Canceller (AEC) Voice Activity Detection (VAD)/Comfort Noise Generation (CNG)/Background Noise Estimation (BNE)/Noise Reduction (NR) Packet Loss Concealment (PLC) Dynamic Adaptive Jitter Buffer		
12	Power and Environment	DC Power Input: 5V/0.6A Power Consumption: Idle 0.9~1.65W, Peak 1.8~2.95W Working Temperature: 0~45°C Working Humidity: 10~95%		
13	Warranty & support service	The manufacturer's warranty part number Must be mentioned, and a minimum of 03 (Three) years' warranty including Local & OEM technical solution support, Patch & New Software Upgrade, and RMA replacement Must be provided for this unit from the date of commissioning and services free of cost.		



Pricing Format for said Three branches

A. Detail Offer for Supply and Installation of LAN Infrastructure Accessories for Three (03) Urban Branches.

SL.	Item	Brand	Unit Price Inc. VAT & TAX (BDT.)	Qty.	Amount Inc. VAT & TAX (BDT.)
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
Grand Total =					

In Words:

B. Detail Offer for Supply and Installation of Physical Access Security Accessories for Three (03) Urban Branches.

SL.	Item	Brand	Unit Price Inc. VAT & TAX (BDT.)	Qty.	Amount Inc. VAT & TAX (BDT.)
1					
2					
3					
4					
5					
Grand Total =					

In Words:

C. Detail Offer for Supply and Installation of Attendance System for Three (03) Urban Branches.

SL.	Item	Brand	Unit Price Inc. VAT & TAX (BDT.)	Qty.	Amount Inc. VAT & TAX (BDT.)
1					
2					
Grand Total =					

In Words:

D. Detail Offer for Supply of Generic SIP Phones for Three (03) Urban Branches.

SL.	Item	Brand	Unit Price Inc. VAT & TAX (BDT.)	Qty.	Amount Inc. VAT & TAX (BDT.)
1					
2					
3					
4					
Grand Total =					

In Words:

End of the RFP

