



CITIZENS BANK PLC

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

Request for Proposal (RFP)

Co-location space with racks (server/network) for the Bank's Disaster Recovery Center/Near Data Center on a monthly rental basis in Dhaka or adjoining areas.

Tender Submission Deadline: **May 30, 2024, within 03:00 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. Now, the Citizens Bank (CZB) is continuing its business through a total of twelve branches and alternative delivery channels.

2. Scope

This document constitutes a formal Request for Proposal (RFP) for the Co-location space with racks (server/network) for the Bank's Disaster Recovery Center/Near Data Center on a monthly rental basis in Dhaka or adjoining areas. The co-location Data Center facility should not only meet the current requirements of the Bank but also consider a long-term perspective for expandable/scalable IT installations of the Bank.

The Bank will not bear any additional cost for the facility that the vendor must have to incur on account of repair/upgrade of power/air conditioner (AC) for enhancement of capacity etc., to support the Bank's equipment unless the Bank requests for any additional space or power/AC requirements or brings in additional major equipment that would impact the infrastructure allocated to the Bank by the vendor for the period of the contract.

The vendors, who meet the minimum eligibility for co-location of the Bank's DR/NDC, can submit technical and commercial bids with all relevant annexures/enclosures in separate envelopes, labeled clearly as Technical & Commercial Bids.

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, if deemed to be in the best interest of the Bank to do so. The Managing Director will award this contract to the reputed vendor who will be selected by the Purchase Committee after evaluation of eligibility criteria, technical aspects, and financial offer.

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. Amendment to the bidding document:

At any time prior to the date of submission of Bids, the Bank, for any reason, may modify the Bidding Document, by amendment.

5. Language of Bid:

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

6. Documents Comprising the Bid:

The bid shall consist of Pre-qualification/minimum eligibility criteria, a Technical bid, and an Indicative Commercial bid.

7. Air Distance and Transport Facility:

Bidder's offered Data Center must be situated at a **minimum 10 km Air Distance from Motijheel C/A**, Dhaka-1000. It is preferred (optional) that the bidder will provide a transport service (vehicle) facility for a maximum 2 (two) times in a month (including emergency cases) for travel to & from between CZB Head Office and the offered Data Center.

8. Bid Currency & Period of Validity of Bids:

- i) Bids should be quoted in Bangladeshi Taka only.
- ii) Prices and other terms offered by Bidders must be firm for an acceptance period of 180 days from the date of closure of this RFP.
- iii) The bank, however, reserves the right to call for fresh/revised quotes at any time during the period, if considered necessary.

9. Pre-Bid Meeting:

A pre-bid meeting will be held on **16 May 2024** at the ICT Division, Head Office, Chini-Shilpa Bhaban-2 (Level-2), 76 Motijheel C/A, Dhaka-1000. If any mismatch/error(s) is/are detected or changes are required in the RFP, the same has to be informed by the bidder to the bank in writing through mail/hard copy by **21 May 2024**. The bank will issue the amendment (if justified) of this document by **26 May 2024**.



10. Minimum Eligibility Criteria:

The bidder has to satisfy the following Minimum Eligibility criteria:

SL	Criteria	Proofs to be submitted
1	The bidder should be a company registered and working in Bangladesh having a business track in the same type of business.	<ul style="list-style-type: none"> Partnership firm: Certified copy of Partnership Deed. Limited Company: Certified copy of Certificate of Incorporation or Certificate of Commencement of Business.
2	The bidder should have minimum experience in providing Data Center co-location services in Bangladesh for the last three (03) years as of the date of the RFP.	<ul style="list-style-type: none"> Related proved documents must be submitted.
3	Bidder should have a minimum of five (05) existing customers (preferably in the financial sector) in colocation services.	Work order/Purchase order would be included as an example.
4	The bidder's proposed Data Center premise should be at least Tier-III compliant.	<ul style="list-style-type: none"> Supporting document - publicly available information about the proposed data center along with an undertaking on a vendor letterhead, clearly mentioning that the Data Center Premise is complying with tier-III [or higher] requirements. A valid certification copy from the authorized agency is to be submitted. Undertaking/declaration on bidder letterhead with the details of the proposed address duly attested, signed, and stamped to be submitted.
5	The offered/proposed Data Center to the Bank should have the ISO:9001. The certification should be in force.	ISO Certification from the Governing Body for the proposed Data Center.
6	The offered/proposed Data Center to the Bank should have the ISO:14001. The certification should be in force.	ISO Certification from the Governing Body for the proposed Data Center.
7	The offered/proposed Data Center to the Bank should have the ISO:27001. The certification should be in force.	ISO Certification from the Governing Body for the proposed Data Center.
8	Uptime or ANSI/TIA-942 (Mandatory) for the bidder's Data Center offered/proposed to the Bank. The certification should be in force.	TIA Certification from the Governing Body for the proposed Data Center.
9	The Data Center has an Industrial Fire License.	Attested Copy of the Document.
10	The Data Center should have a NOC (No Objection Certificate) from the Department of Environment - Government of the Peoples Republic of Bangladesh	Attested Copy of the Document.

- The Bidder should comply with all the above-mentioned criteria. Non-compliance with any of the criteria will entail the rejection of the bid summarily. The criteria mentioned above are mandatory.
- Photocopies of relevant documents/certificates duly attested by authorized signatory and the company seal affixed should be submitted as proof in support of the claims made. The Bank reserves the right to verify/evaluate the claims made by the Bidder independently.

11. Documents to be submitted:

Bidders are required to submit their responses in TWO envelopes (Technical Bid and Financial Bid), with the contents of each envelope, as under:

SL	Bid Contents
A.	TECHNICAL BID
1	No. of Copies: One Hard Copy
2	Cover Label: "Technical Proposal- RFP for Co-location space with server/network racks for the Bank's Disaster Recovery Center/Near Data Center on a rent basis in Dhaka or adjoining areas."
3	Contents: <ol style="list-style-type: none"> Attested Copy of Certificates of Partnership Deeds/Certificate of Incorporation. Proof of a minimum of Three (03) years of experience in the co-location business. Proof of five (05) existing customers/clients (Preferable in Financial Sectors). Data Center Tier-III Certificate. ISO:9001 Certificate. ISO:14001 Certificate. ISO:27001 Certificate. ANSI/TIA-942 Certificate. Data Center Industrial Fire License. NOC from the Department of Environment, Government of the People's Republic of Bangladesh. Proof of financial strength. Copy of Up-to-date Trade License, TIN, and VAT Certificates; and Technical Offer
B.	FINANCIAL BID
1	No. of Copies: One Hard Copy
2	Cover Label: "Financial Proposal- RFP for Co-location space with server/network racks for the Bank's Disaster Recovery Center/Near Data Center on a rent basis in Dhaka or adjoining areas."



3	Contents:	
	i)	Cover Letter
	ii)	Financial Proposal

12. Sealing and Marking:

- i) The Bid shall be typed or written in indelible ink, all pages numbered, and shall be signed by the Bidder representative.
- ii) Relevant documents must be submitted as proof wherever necessary.
- iii) Responses should be concise and to the point. Submission of irrelevant documents must be avoided.
- iv) If the bids do not contain all the information required or are incomplete, the proposal is liable to be rejected.
- v) Each of the envelope(s) shall be addressed to the Bank at the address given below:

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

13.1 Technical Evaluation Methodology:

- i) Bidders satisfying eligibility criteria will be thoroughly evaluated by the Bank on compliance with the Technical Specifications of the desired solution/facility. Bidders are expected to submit detailed documentary evidence for all services provided by their solution/facility.
- ii) After the above, technical bids of eligible bidders will be thoroughly evaluated by the Bank and those bidders satisfying the eligibility Criteria will receive a technical score based on their responses to the evaluation format.
- iii) This evaluation will be carried out on a total score of 500 on the basis of the following evaluation parameters defined in this section.
- iv) The evaluation methodology is further broken down into sub-areas as under:

SL	Technical Proposal Evaluation	Maximum Score
1	Bidders past experience	100
2	Site Visit for Technical Compliance as in Annexure-I .	300
3	Customer Feedback	100
Total		500

- v) Any critical non-compliance/deviations may lead to disqualification of the Bidder.
- vi) The bank at its discretion may reject the proposal of the Bidder, without giving any reason whatsoever, if in case the submission/responses received from the Bidder or site visits were found to be unsatisfactory.

13.2 The detailed Technical Evaluation Methodology is given below:

A. Bidders Past Experience

The various parameters and weightage for Past Experience are as follows:

SL	Parameters	Mark Allocation	Maximum Marks	Supporting Documents as proof
a	Client with at least 2 racks	10	100	Copy of PO or client certificate.
b	Client with at least 4 racks	20		
c	Client with at least 6 racks	30		
d	Client with at least 8 racks	40		

B. Compliance with Technical requirements as in Annexure-I

1. Bidders should comply with the Minimum Technical Specifications listed in **Annexure-I**.
2. Major non-compliances could lead to disqualification of the Bidder.
3. The bank shall also carry out Site Visits of the proposed floor in the proposed facility to verify the details and based on which marks will be awarded.
4. The bidder is to make required arrangements for site visits to the sites offered by the bidder to the Bank.



C. Customer Feedback

1. The Bidders are to provide contact details of maximum four (04) customers, out of which at least two should be in the FI/NBFI sector who have co-located their Data Center or Near Disaster Recovery site or Disaster Recovery Site at the premises proposed to the Bank.
2. The Bank's team would contact the bidder's customer over the phone/visit/email. Hence, the bidder has to obtain the necessary approvals from their customers.
3. The customer feedback, for each customer would carry a weightage of 25 points and would be evaluated on the following parameters. Maximum four customers' feedback will be considered for max. score.:

SL	Parameters	Weightage
I	Overall satisfaction of the customer	10
II	Performance of providing timely service as per SLAs	5
III	Feedback on the facilities offered by the bidder	5
IV	Incidents of downtime/failures	5
Total		25

13.3 Financial Evaluation:

- i) All the technically short-listed bidders shall be notified in writing about the date and time of opening of the commercial bid envelope(s).
- ii) The Bidder should not offer any options or any conditional offers to the Bank while giving the price information.

13.4 Final Shortlisting of Vendor:

- i) Based on the total cost quoted by the Bidders, the shortlisted Bidders would be declared L1, L2, L3, and so on.
- ii) In case two or more bidders have identical final scores, in such a scenario L1 bidder will be the one who has a higher aggregate technical score, latest/high-end solution, extra facility etc. among them.
- iii) The bank may invite revised financial quotations and negotiate the cost offered by the shortlisted bidders.

13.5 Award and Signing of Contract:

- i) The Bank will issue a Purchase Order to the selected bidder based on final selection and completion of internal approval formalities of the bank.
- ii) The bidder will be required to initialize the process for finalization and execution of the contract within one month (30 days) from the date of the PO.

14. Technical Specifications:

Parameters	Detail of Specification
Technical	Rack dimension: 42U x w600 mm x d1150 mm.
	Rack Load: 800 KG
	Cold Aisle Containment or equivalent
	Carrier Neutral Structured Cabling System.
	Cross-Connect On-Demand in Every Rack.
	Continuous (N+1) Cooling System (HVAC System running under UPS).
	The rack is to be provided with two numbers of power strips of 32amps with 16 sockets, each power strip connected to a separate UPS.
	Physical Safety-Security, Building Technology, and DCIM or equivalent.
	Loading-Unloading, Staging, and Storage Area.
	24/7 Access to Client Lounge for 1 Person.
	Fault Tolerant Design for Power and Network System.
	Concurrently Maintainable for HVAC and DCIM Systems.
Power	UPS must have N+N redundancy.
	Power with Rack (Per Rack).
	220 Volt, 50 Hz, Unity Power Factor.
	Nominal ICT Load (Per Rack).
	3.5 KW – 4.4 KW
	Maximum ICT Load (Installable Per Rack).
	5.0 KW (23 Ampere).
	Power Billing (Per Rack).
	Built-In / Minimum Power Bill.
	Auto Transfer Switch (ATS) support for single power input systems.



Network	Fully Redundant (N+N) Cabling System, On-Demand, from Client's Rack to ISP's POP / Client's Rack via Meet-Me Room as per TIA-942.
	Data Connectivity with redundancy between DC to DR/NDC through underground Dark Fiber with 100 Mbps bandwidth.

15. Miscellaneous:

The Co-location Service Provider must allow the Connectivity Service Providers appointed by the Bank to establish new connectivity. Accordingly, if required, the Co-location Service Provider could not charge more than Tk 500/- per connection to the Connectivity Service Provider (ISP). Moreover, Connection Service Providers (ISPs) are only authorized to establish a connection in ODF (Optical Distribution Frame)/Meet-me-room. The Co-location Service Provider/Data Center Service Provider must allow the Bank and its designated vendors to lay cables and associated works on their premises like for MUX installation, cable laying, MUX installation space in the communication room, etc., without incurring additional costs to the Bank or its designated vendors.

16. Financial Format

Items	Rate and detail	Amount	Remarks
30 Days Rent of "X" Rack			Power Consumption Calculation:
"Y" KWhr Power consumption for the months of X' Year			
<ul style="list-style-type: none"> Units mentioned are in kWh per month. Will be paid on actual usage. 			
100 Mbps data links with redundancy between DC and DR/NDC through underground Dark Fiber			
The total cost incurred in the month of "X' Year" =			



17. Annexure

17.1 Annexure-I: Technical Compliance

17.1.1 Technical Specifications Compliance

Parameters	Detail of Specification	Sub-Specifications	Status
General	The proposed Data center building must be owned by the bidder or on lease with an unexpired lease duration of at least 10 years as of the date of the RFP. The site should be up and running and existing clients must be functional at the proposed site.	Owned / Leased but exclusive Data Centre building	<input type="checkbox"/>
		Owned / Leased but shared with multiple tenants	<input type="checkbox"/>
	Age of the Data Center building	Less than 10 years	<input type="checkbox"/>
		More than 10 years	<input type="checkbox"/>
	The building housing the data center and all infrastructures therein must be covered under comprehensive insurance on an ongoing basis including risks related to earthquakes, floods, fire, lightning, terrorist attacks, etc.		<input type="checkbox"/>
	The Data Centre facility building must be designed and constructed for Earthquake resistance and must be away from hazardous chemical industries, like: Asbestos, Lead, and Poly-Chlorinated Biphenyl.		<input type="checkbox"/>
	Security for the building must be available 24/7x365 at the entry /exit levels and have an adequate access control mechanism in place.		<input type="checkbox"/>
	Must have CCTV Camera with minimum Six (06) months backup capacity.		<input type="checkbox"/>
Site Location	The bidder should have at least "A indicative" credit rating.		<input type="checkbox"/>
	The data center should be located in a separate seismic zone as per the seismic zone map published by the Bangladesh National Building Code (BNBC) considering Dhaka Metropolitan Area as the first location.		<input type="checkbox"/>
	The altitude of the site location of the Bidder's data center should be at least 20 meters from Mean Sea Level.		<input type="checkbox"/>
Establishment Features	The Site Location's ground floor should be high enough to sustain any flash flood based on 50 (fifty) years of flood history.		<input type="checkbox"/>
	The data center should have a dedicated and at least 25,000-liter fuel storage.		<input type="checkbox"/>
	The data center should be designed and capable of withstanding seismic activity of magnitude 7.0 or higher on the Richter scale.		<input type="checkbox"/>
	The data center should have facilities with adequate stormwater drainage systems.		<input type="checkbox"/>
	The data center building should be capable of Load Bearing Capacity (Uniformly Distributed Load) of every floor-slab (from Ground to Roof) of your Data Center in weakest point 5.4 KN/m2 (551 Kg/m2 or 113 PSF).		<input type="checkbox"/>
Systems	The data center building should have the Load Bearing Capacity (Moving/Rolling Load) of every floor-slab (from Ground to Roof) of your Data Center in weakest point is 4.3 KN/m2 (441 Kg/m2 or 90.4 PSF).		<input type="checkbox"/>
	The Data Center must have an Infrastructure Management System (DCIM) from any G-7 country brand.		<input type="checkbox"/>
	The Data Center must have EMS (Environment Monitoring/Management System) with SMS and email notification.		<input type="checkbox"/>
	The Data Center must have a Building Management System from any G-7 country brand.		<input type="checkbox"/>
HVAC System	The Data Center must have a Fire Suppression System backed up by both primary and secondary solutions.		<input type="checkbox"/>
	The Data Center must have a dedicated and continuous (N+1) Cooling system.		<input type="checkbox"/>
	The data center must have the required air conditioning equipment to adequately cool the systems. Installed an automatic alarm system to notify personnel if temperature or humidity exceeds the specified thresholds.	Automated Temperature	<input type="checkbox"/>
		Automated Humidity	<input type="checkbox"/>
		Automated Alarm	<input type="checkbox"/>
	The Data Center must have a Water Leakage Detection and Monitoring System.		<input type="checkbox"/>
	The data center should have a central HVAC control system. The data center HVAC system should be under UPS and backup power.		<input type="checkbox"/>
	The data center should have a proper fire system including Detection/Protection.		<input type="checkbox"/>
Power	The data center should have a monitoring/alarm system facility in case of any failure of UPS /Surge/Fire/HVAC and other systems.		<input type="checkbox"/>
	The data center must have a dedicated Power substation.		<input type="checkbox"/>
	The data center must have a dedicated HT-AVR.		<input type="checkbox"/>
	The data center should have a dedicated and separate powerhouse that is at least 100 feet away from the data hall.		<input type="checkbox"/>
	The data center should have an Isolation Transformer to ensure clean energy and eliminate Common Mode Noise from ICT Devices to improve IT load lifetime.		<input type="checkbox"/>
	The data center must have redundant power feeds in the N+N model.		<input type="checkbox"/>
	Gen-set and UPS brands should both originate from G-7 countries in power feeds.		<input type="checkbox"/>
	The generator's engine should be COP rated.		<input type="checkbox"/>

	The data center must have surge protection for the total load.	<input type="checkbox"/>
	The data center must have a manual bypass facility in case of a failure of ATS.	<input type="checkbox"/>
	The data center must have a provision for single power input systems.	<input type="checkbox"/>
Network	The data center connectivity with Motijheel / Gulshan should be less than 4ms.	<input type="checkbox"/>
	The data center must have BDIX hosted inside.	<input type="checkbox"/>
	The data center should have an Anti D'DoS firewall by any brand featured in Gartner's Magic Quadrant's top 5 list.	<input type="checkbox"/>
	The data center should have a Web Application Firewall including API Protection by any brand featured in Gartner's Magic Quadrant's top 5 list.	<input type="checkbox"/>
	The data center should have a Next Generation Network Firewall including API Protection by any brand featured in Gartner's Magic Quadrant's top 5 list.	<input type="checkbox"/>
	The data center should have a List of Link providers, The Provider must have carrier-neutral policy and structure cabling.	<input type="checkbox"/>
	The data center should have a Fully Redundant (N+N) Cabling System, On-Demand, from the Client's Rack to the ISP's POP / Client's Rack via Meet-Me Room as per TIA-942. Power Source and Bill should be Managed by the Colocation Service Provider.	<input type="checkbox"/>
	The data center should have a dedicated Network Operation Center with 24/7 manpower resources allocated.	<input type="checkbox"/>
	The data center should have a dedicated and separate Facility Operation Center.	<input type="checkbox"/>
	The Data Center should have a dedicated Storage Room.	<input type="checkbox"/>
	The Data Center should have at least one dedicated Cargo/Freight lift.	<input type="checkbox"/>
	The Data Center should have a dedicated load/unload bay (Fork Lift and Pickup accessible).	<input type="checkbox"/>
Dedicated Facilities	The Data Center should have a dedicated ramp to move the equipment into the data hall.	<input type="checkbox"/>
	The Data Center should have a wheelchair ramp.	<input type="checkbox"/>
	The Data Center should have multiple passenger lifts.	<input type="checkbox"/>
	The Data Center should have separate employee and guest car parking.	<input type="checkbox"/>
	The Data Center should have a biometric access control system at the entry of the office, data hall, and operation center(s).	<input type="checkbox"/>
	The Data Center should have VESDA as a Fire Detection System.	<input type="checkbox"/>
	The Data Center should have a Fire Suppression System backed up by both primary and secondary solutions.	<input type="checkbox"/>
	The Data Center should have a floor-to-roof height of at least 12 feet.	<input type="checkbox"/>
	The Data Center should have Public Address and Voice Alarm Systems (PAVA).	<input type="checkbox"/>
	The Data Center should have multiple Man-Traps.	<input type="checkbox"/>
	The Data Center should provide dedicated containment to the bank.	<input type="checkbox"/>
	The data center must have fire-rated doors as well as emergency exits.	<input type="checkbox"/>
	The bidders should have an available vehicle facility for clients' emergency support service.	<input type="checkbox"/>
Rack Access Control	The Data Center should have Containment Access Control.	<input type="checkbox"/>
	The Data Center should have segregated Rack Access Control.	<input type="checkbox"/>

17.1.2 Reference Customer Details

- The details of existing customers to whom the bidder has provided Data Center co-location space with server/network racks facility:

SL	Organization	Contact Details				
		Name	Designation	Phone No.	Mobile No.	Email Id
1						
2						
3						
4						

- The Bank's team would be contacting the bidder's customers for their feedback. Hence, the bidder to take all necessary approvals from the client.

I certify that the above-mentioned information and the relevant annexure and enclosures are true and correct.

Date:

Signature of Authorized Signatory:

Place:

Name of the Authorized Signatory:

Designation:

Phone & E-mail:

Name of the Organization:

Seal:



18. Appendix

18.1 Appendix-I: Lists of Current Devices in NDC

SN	Device Particulars	Model & Part Number	Qty
1	Core Router	ISR4431/K9 FGL2630LV0W	1
2	Core Switch	Nexus9000 C93180YC-FX/ FDO2515110A	1
3	Core Firewall	Cisco FPR-2130-FTD/ JAD2528069X	1
4	Bach-II Router	ISR4321/K9 FDO2516M19A	1
5	Swift-Firewall	FGT30E5619049148	1
6	ISP-WAN Switch	C9200L-24T-4G/FOC25102PE1	1
7	DMZ Switch	C9200L-24T-4G/FOC25102PHU	1
8	DMZ Firewall	Cisco FPR-1140-FTD/ JAD251609Y8	1
9	Internet Router	ISR4331/K9 FDO2615M06P	1
10	Dell Servers		5

N.B. Number of devices in NDC/DR may increase as and when required.

End of RFP

