

RFP for Microsoft Support Service

Awarded LAR will provide support and service to BRAC Bank Ltd

Item No.	Item Name and Related Service	Technical Specification and Standards for Require Support Service	Bidder's Response
01	Problem Resolution Support	<ul style="list-style-type: none"> Problem Resolution Support Severity Level 1 Problem Resolution Support Severity Level 2 & 3 24/7 elevated disruption/fix Rapid onsite support 	
02	Response, Remedy & Restoration Time	<ul style="list-style-type: none"> The Service Provider shall provide service based on criticality of the problem/issue as follow: <ul style="list-style-type: none"> <u>Critical/Severity Level 1:</u> <ul style="list-style-type: none"> Response: 2 Hours Remedy: 4 hours Restoration: 24:00 hours (with root cause analysis) <u>Major/Severity Level 2:</u> <ul style="list-style-type: none"> Response: 4 hours Remedy: 8 hours Restoration: 48:00 hours (with root cause analysis) <u>Minor/Severity Level 3:</u> <ul style="list-style-type: none"> Response: 8:00 hours Remedy: 16:00 hours Restoration: 72:00 hours (with root cause analysis) 	
03	Support Engagement Method	<ul style="list-style-type: none"> Phone support Mail Support SMS support Remote vs. Onsite resource Account profiling and reporting Account representative Dedicated support Team Case Monitoring & Escalation Management 	
04	Service Delivery Reporting	<ul style="list-style-type: none"> Quarterly Support request & delivery report by Service Provider 	
05	Support Service Schedule	<ul style="list-style-type: none"> Critical Support(Severity-1&2) onsite/remote: 24/7 Onsite Support (Except Severity-1&2): 9:00AM-6PM Remote Support (Except Severity-1&2): 9:00AM-7PM 	
06	Support escalation Level	<p>Service Provider should have support escalation matrix based on below Support Level</p> <ul style="list-style-type: none"> Support Level 1 Support Level 2 Support Level 3 <p>Service Provider should have backed support from OEM.</p>	
07	Support for Service Recovery/Restructured	<ul style="list-style-type: none"> Service provider should provide support for those Microsoft All Products under this agreement which are malfunctioning in BBL environment to be back in serviceable stage 	
08	Technical Strengths	<ul style="list-style-type: none"> Service Provider should have experience to handle over 1000 CAL user environment Expert competencies of Technical Resources credentials 	
09	Knowledge Transfer	<ul style="list-style-type: none"> Workshop/Knowledge transfer session for new products with documents Existing Solution Enhancement Workshop 	

Product and Product Service List			
10	Active Directory Domain Services	<ul style="list-style-type: none"> • Parent, child domain structure with DC-DR site • Multiple domain controllers • Domain integrated DNS • Standalone DNS in DMZ • 6000+ domain users • Standard GPO for user • Structured OU for AD objects • ADDS running on 2012 R2 OS • Review Existing ADDS service • BPA analysis and implementation 	
11	PKI Services	<ul style="list-style-type: none"> • Root, sub PKI structure • Certificate issue and revocation • Digital signature • Certificate issue for IIS, apache platform • Review Existing PKI • BPA analysis and implementation 	
12	Active Directory RMS	<ul style="list-style-type: none"> • Usage rights and conditions • Encryption • RMS with Trusted entities • Service Reporting 	
13	Microsoft Exchange Server	<ul style="list-style-type: none"> • Exchange server 2013 with DAG • Mailbox administration • Mailbox, UAG, Edge role management • Role based administration • Transport policy management • Primary and archive database management • Hybrid exchange solution with Office365 • OWA, EWS, Active sync support • Integration with backup solution • Integrated with others MS product • Integration with third party application 	
14	Microsoft Skype For Business Server	<ul style="list-style-type: none"> • Multi node front end server support with cluster database • Features management: <ol style="list-style-type: none"> 1. Instant Messaging 2. Presence 3. Audio, Video Conferencing 4. Application Sharing 5. File Sharing 6. Desktop Sharing 7. Presentation Sharing 9. Pooling 8. Exchange OWA Integration 9. Archiving and Monitoring 	
15	Virtualization & SCVMM	<ul style="list-style-type: none"> • SCVMM console administration support • Ensure new host addition in cluster • Ensure Live migration • Template provision • Storage provision • Failover cluster administration support • Network pool provision • BPA and require remediation if any • SCVMM DC-DR integration/Migration 	

16	System Center Configuration Manager	<ul style="list-style-type: none"> • SCCM & SCEP administration • Package build & deployment • Software update deployment • Custom report build • Product version update • Site & database backup 	
17	System Center Operations Manager	<ul style="list-style-type: none"> • SCOM administration • Agent push • Server monitor • Service monitor • Integration with others MS product • Application & database backup • Custom report build 	
18	System Center Service Manager	<ul style="list-style-type: none"> • SCSM administration • New service request addition • New workflow integration • New change request addition • New incident management provision • Integration with other service • Custom report build 	
19	System Center Orchestrator	<ul style="list-style-type: none"> • Deployed solution support 	
20	Microsoft SharePoint Server	<ul style="list-style-type: none"> • Application & database server maintenance • Deployed solution support • New changes in existing solution if require 	
21	Office 365-Hybrid	<ul style="list-style-type: none"> • Office 365 portal support • O365 integrated application and service support • Case escalation to relevant team if require 	
22	MS SQL server	<ul style="list-style-type: none"> • Support on database backup/ restore • Support on database cluster provision • Support on troubleshooting of any database issue • Support on database migration and version upgradation 	
23	DFS	<ul style="list-style-type: none"> • DFS service administration • Deployed solution support 	
24	Other Services	<ul style="list-style-type: none"> • Root case analysis and detail report share on any problem/incident. • End user support will cover for the Microsoft deployed solution • Windows server patch management • Feature enhancement of deployed solution • Windows client patch management • Application Update (Service pack, CU & update rollup level) • Hot fix support 	
25	Proactive Services	<ul style="list-style-type: none"> • Quarterly health assessment and remediation on below services: <ul style="list-style-type: none"> ○ ADDS ○ Exchange ○ Skype for business ○ System Center ○ SharePoint ○ MS SQL ○ DFS ○ Office 365 • Support Account Manager Engagement • etc 	