

## **RFP for Microsoft Support Service**

### **Terms & Condition:**

1. This offer is valid for next 3 (Three) years.
2. SLA: A brief SLA will be signed after the PO between Technology Division and Respective Service Provider.
3. Deliver Contact Person: With this Work Order, we would like to request you to take necessary preparation to next step of the project and arrange to deliver the project to BRAC Bank Limited. Delivery contact person: Sumit Roy (E-mail: [sumit.roy@bracbank.com](mailto:sumit.roy@bracbank.com)), Sr. Manager, Enterprise System Administration, Infrastructure & Systems Management Technology Division Cell: +8801713659237.