

Ref: BBL/Proc/RFQ/Y23/32 (RFI 2000001685);

Date: January 29, 2023

Subject: RFI for Support Service of Microsoft product for BRAC Bank Limited

Dear Sir:

BRAC Bank Limited (hereinafter referred to as “BBL”) invites Technical proposals for the requirement mentioned in the RFI from reputed Companies having experience in Banking and are OEM specialized partners/Telco and IT industry.

Please check the following attached files for detailed scope and instructions for your response

a) Annexure 1: Scope of Work

Technical Evaluation Criteria:

SL	Evolution Item	Required Response
1	Experience with Microsoft Premier Support	No of Microsoft Premier Support Contract with Banks & FI
2	Service length of Microsoft Premier Support	No of year providing Microsoft Premier Support
3	Resource Strength	No of Certified MS local Engineers during business & non-business-hours
4	Service report	Have dedicated ticket management and client account system for service status reports (yes/no)
5	SLA Compliance	Compliance as per SLA (yes/no)

Submission of the above-mentioned documents has got a direct bearing on the technical scoring of the bidder. Hence utmost care in preparing the bid documents from the bidder's end is expected.

GENERAL TERMS AND CONDITIONS:

- Purchaser's Right:** The Purchaser reserves the right to accept/ cancel/ reject any orall offer without assigning any reason. The Purchaser is not obliged to purchase the lowest offer or any offer at all. The Purchaser reserves the right to share the Bidder's response to this RFQ with its advisors and Purchaser Business Units. Purchaser reserves the right to: conduct negotiations with one or more Bidder and/ or accept the Bid without any negotiations.
- Bid Submission/ Closing Date:** The bidder has to submit their Technical bid in BBL Fusion Portal by **05:00 PM, 02 February 2023 (Bangladesh Standard Time)** at **<https://eega.fa.ap1.oraclecloud.com/>**

Vendor will submit technical proposal only. Commercial bid will be conducted through online bidding later. The Purchaser reserves the right to reject any Offer submitted after the Closing Date. The Purchaser reserves the right to change the Time schedule at any time.
- Quotation Validity:** The Quotation shall be valid for minimum One Twenty (120) calendar days from the Quotation submission/ bid closing date. However, during the tendering process if asked by the Bank, bidder shall be prepared to extend quotation validity.
- 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 in the bidding.**

5. Vendors must submit the filled up and signed (by minimum CXO or Director level) 'Supplier Relationship Declaration Form' attached below.
6. In case a willing participant does not have Fusion ID or is not enlisted, they are requested to express their interest to participate by mailing the following document to ivy.rahman@bracbank.com by 1st January 2023 by email: (Mail size Should not exceed 10 MB)
 - a. Trade License/Certificate of Incorporation
 - b. TIN Certificate
 - c. BIN Certificate
 - d. Bank Solvency/Bank Statement
 - e. Company profile
 - f. Contact persons : Name, Mobile no, Email Address

7. Point of Contact:

Technical Related Issues: Taslima Akter, email: taslima.akter@bracbank.com,
Contact no: +8801708807442

Commercial/Fusion Participation Related Issues: Ms. Ivy Rahman, Email: ivy.rahman@bracbank.com;
Contact no: +8801708453478

8. After quoting price in Oracle Fusion (BRAC Bank ERP system), bidder has to submit breakdown of price through a mail. If ERP/system price does not match with breakdown price then BBL will consider ERP/system price or breakdown price, whichever is lower, as final one. BBL also reserves the right to disqualify the vendor if price differ.
9. If procurement committee deems that the existing outcome of a particular Open tender is not suitable/viable/feasible/lucrative enough to meet BBL standard and expectation, the particular bid may be negotiated with most suitable vendor(s) or may be floated again as re-tender to allow participation that may ensure submission of better technical and commercial proposals to suit BBL need/expectation the best.

COMMERCIAL TERMS AND CONDITIONS:

1. **Price and VAT and Tax:** The quoted price must include carrying cost, maintenance, installation, commission, manual labor charge and any kind of charge thereof-if applicable. The price must also include applicable withholding Tax and VAT, which shall be deducted during payment as per Government rules and regulations.
2. **Delivery Place & Time:** The Bidder will deliver the product as per instruction of BBL Concerned department, on the Agreed Date of Delivery. The Delivery time must be mentioned in vendor's offer.
3. **Liquidated Damages for Delay:** The Bidder has to complete the entire work within the stipulated period as mentioned in clause no 2, in failure 5% of total contract value will be deducted for each Week delay but Penalty will be considered pro-rata basis. Bank will not consider any delay in delivery unless due to force majeure (Natural, Political, Government or other similar factors that are out of control of the participant).
4. **Payment Terms:** Payment will be made after successful completion of the job and upon submission of the bill with work order and original challan which is duly signed by authorized personnel of BBL (IT Person's Sign, Name, PIN & Seal, if available). Payment will be made through Bank Account only. BBL will deduct all applicable withholding income Tax and VAT from the invoice at the time of payment as

per Government Rules. Any advance payment and payment milestone fixation request is subject to BBL Policy and Management approval.

5. Bank Reserves right to conduct 2nd or multiple rounds of bid if deemed necessary.
6. BBL reserves the right to call in the bill of Entry for availing applicable adjustment in the VAT or ATV at import stage.
7. **Any Terms/Conditions in Bidders' offer contradictory to this Instruction to Bidder (ITB) may lead to disqualification.**

EVALUATION CRITERIA:

O Two Stage Techno-Commercial Evaluation and Scoring

The final selection will be done by the Technical and Price on the basis of combined Techno-commercial scoring as under:

The total score will be arrived at by integrating the Technical Scores and Commercial Scores (separately for each unit) assigning 70% weightage to Technical Score and 30% weightage to Commercial Score as under:
(Technical Score out of 100 x 70%) + (Commercial Score out of 100 x 30%).

The proposals will be ranked in terms of Total Scores arrived at as above. The proposal with the highest Total Score (H1) will be the selected bidder and the price quoted by him will be taken as the bid-winning price and will be considered first for award of contract.

Guidelines on Fusion Participation Contingencies

Dear Participants

Please see below precautionary guidelines regarding submission of bid through Fusion Portal:

1. Participants must ensure redundancy with alternate internet connection (broadband/mobile data)
2. Advised to quote best possible offer at the earliest instance
3. Any technical malfunction, if faced, must be captured in a screenshot and mailed to responsible procurement personnel immediately. Any communication without the screenshot or done after the bid is over shall not be entertained.
4. If said malfunction/technical difficulties is not validated by BBL Technology Team from system records, it will not be entertained.
5. In case of failure of the bidder to continue full time during the bidding, the latest quote offered by the bidder during the bidding process shall be taken into account.
6. If similar technical difficulty is not reported by more than 2 bidders, BBL management reserves the discretion to ignore or accept the complaints/reports.
7. Any technical difficulty occurring due to participant's technical issue or their lack of understanding or following the manual properly shall not be taken into account.

We look forward to your successful participation in the Bid.

Regards

Procurement Department
General Services Division
BRAC Bank Ltd.

ফিউশন বিডিং অংশগ্রহণ ও ত্রুটি সংক্রান্ত যোগাযোগ নীতিমালা

১. বিকল্প ইন্টারনেট সংযোগ (ব্রডব্যান্ড / মোবাইল ডেটা) দিয়ে নিরবিচ্ছিন্ন ইন্টারনেট সংযোগ নিশ্চিত করতে হবে
২. নিজ কোম্পানির সর্বনিম্ন মূল্যের প্রস্তাবটি সিস্টেমে সর্বাগ্রে প্রদান করার পরামর্শ দেওয়া হল।
৩. যে কোনও প্রযুক্তিগত ত্রুটির মুখোমুখি হলে অবশ্যই সেটির স্ক্রিনশট গ্রহণ করে ততক্ষণিক ভাবে ব্যাঙ্কের প্রকিউরমেন্ট ডিপার্টমেন্টের কাছে ইমেইল করতে হবে। উল্লেখ্য, স্ক্রিনশট ব্যতীত কোন অভিযোগ আমলে নেয়া হবে না। বিড এর জন্য বরাদ্দ নির্দিষ্ট সময়সীমা শেষ হওয়ার কোন অভিযোগ গ্রহণযোগ্য না।
৪. যদি উল্লেখিত ত্রুটি / প্রযুক্তিগত সমস্যাগুলির যথার্থতা ব্যাঙ্কের আইটি ডিপার্টমেন্ট দ্বারা যাচাইপূর্বক নিশ্চিত করা না যায়, তবে সেগুলো গ্রহণযোগ্য হবে না।
৫. দরদাতা যদি বিড চলাকালীন পুরো সময় ধরে অংশগ্রহণ অব্যাহত রাখতে ব্যর্থ হয় তবে বিড চলাকালীন সময়ে উক্ত দরদাতা কর্তৃক প্রদত্ত সর্বশেষ অফারটিকে বিবেচনায় নেওয়া হবে।

৬. যদি দুইয়ের অধিক অংশগ্রহনকারী দরদাতাদের একই রকম প্রযুক্তিগত অসুবিধার অভিযোগ উত্থাপন না করেন, তবে ব্যাংক কর্তৃপক্ষ এ সঙ্ক্ৰান্ত অভিযোগ / প্রতিবেদনগুলি উপেক্ষা বা গ্রহণ করার বিবেচনা সংরক্ষণ করেন।

৭. অংশগ্রহনকারীদের নিজস্ব কম্পিউটার কিংবা ইন্টারনেট সংযোগের প্রযুক্তিগত সমস্যার কারণে বা ম্যানুয়ালটিকে সঠিকভাবে অনুসরণ না করার কারণে যে কোন সমস্যার সম্মুখীন হলে তা বিবেচনায় নেওয়া হবে না।

আপনাদের সার্থক অংশগ্রহণ কামনা করছি।

ধন্যবাদান্তে

প্রকিউরমেন্ট ডিপার্টমেন্ট
জেনারেল সার্ভিস ডিভিশন
ব্রাক ব্যাংক লিঃ