**REF:** BRACBANK/Proc/RFQ/Y25/298 (2000002929)

**Dated: September 8, 2025**

**Subject: RFQ for DDOS protected Internet Connectivity.**

**Dear Sir:**

BRAC Bank Limited invites Financial and Technical proposals separately for the Link Connectivity mentioned in the RFQ from reputed IT Companies having experiences in Telco & Banking and are OEM authorized partners.

**General Terms and Conditions:**

1. **Purchaser’s Right:** The Purchaser reserves the right to accept/ cancel/ reject any or all 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.
2. **Bid Submission/ Closing Date:** The bidder has to submit their Technical bid in BRAC BANK Fusion Portal **by** 18.00 PM, 11 September, **2025** (Bangladesh Standard Time) at https://eega.fa.ap1.oraclecloud.com

Vendor will submit technical proposal & commercial offers in 2 separate files. 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.

1. **Quotation Validity:** The Quotation shall be valid for One Twenty (120) calendar days from the Quotation submission/ closing date.
2. **Manipulation or any kind of unusual approach or failure to submit the proposal/offer within stipulated time frame will be treated as “Disqualification” to attend in the bidding.**
3. Vendors must submit the filled up and signed (by minimum CXO or Director level) ‘Supplier Relationship Declaration Form’ attached below.
4. 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 documents to [ashrafhossain.bhuiyan@bracbank.com](mailto:ashrafhossain.bhuiyan@bracbank.com) / [shakil.ahmed@bracbank.com](mailto:shakil.ahmed@bracbank.com) . 5:00 AM, **Sep 9, 2025,** by email: (Mail size Should not exceed 05 MB)
   1. Trade License/Certificate of Incorporation
   2. TIN Certificate
   3. BIN Certificate
   4. Bank Solvency/Bank Statement
   5. Company profile
   6. Tax return Acknowledgement Slip
   7. Contact persons: Name, Mobile no, Email Address
5. **Point of Contact:** Point of Contact: For **technical** issues please communicate with – **Saiful Haque robin ,** **01713187775**

For **Commercial** Issues please communicate with Rufyda Jahan, [Rufyda.jahan@bracbank.com](mailto:Rufyda.jahan@bracbank.com), +8801708453485

1. After quoting price in Oracle Fusion (BRAC Bank ERP system), the 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.
2. 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:** Supplier has to complete the entire work within the stipulated period as agreed with both parties, in failure the bank will reserve the right to deduct 1% of the delivery value for each 3 working days delay at pro-rata basis on the discretion of the management of the bank. Bank will not consider any delay in delivery unless due to force majeure or mutually agreed time extension.
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.**

Bidders are not complying to below queries will be considered as disqualified:

|  |  |  |
| --- | --- | --- |
| **Premises Name** | **Bandwidth** | **Address** |
| **BRAC Bank Data Center** | **300 Mbps** | **House # 11, Road # 18 | Rashid Tower, 1st Floor | Gulshan-1, Dhaka-1212** |
| **BRAC Bank Disaster Recovery Site** | **Plot No.- 9/F| SKCC (1st Floor)**  **Tongi-1710** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Technical Compliance Sheet to meet RFQ response** | | | |
| **Serial** | **Description** | **Response** | **Remarks** |
| **1** | **DDOS Protected Bandwidth** | **300Mbps** |  |
| **2** | **Bandwidth Type** | **Internet** |  |
| **3** | **Backbone & NTTN Information** |  |  |
| **4** | **Media Type** | **Fiber** |  |
| **5** | **IIG Providers Information with documentation** |  |  |
| **6** | **ITC Providers Information with documentation** |  |  |
| **7** | **Does Bidder have BDIX connectivity for local traffic** | **(Y/N)** |  |
| **8** | **Does Bidder have agreement with minimum 3 NTTNs for path redundancy. Document must be provided.** | **(Y/N)** |  |
| **9** | **Does Bidder have own Data Center and Data Recovery Center. Document must be provided.** | **(Y/N)** |  |
| **10** | **Does Bidder ensure redundancy across customer's Data Center and Disaster Recovery Site** | **(Y/N)** |  |
| **11** | **Last mile fiber distance** | **(Meter)** |  |
| **12** | **Number of Backbone connectivity's with name till POP location** |  |  |
| **13** | **Does Bidder have power backup at POP** | **(Y/N)** |  |
| **14** | **Last mile path diagram from POP** | **(Y/N)** |  |
| **15** | **Infrastructure strength at POP** | **(Y/N)** |  |
| **16** | **Average support response time towards BRAC Bank for last 6 months** | **(Y/N)** |  |
| **17** | **Average restoration time towards BRAC Bank for last 6 months** | **(Y/N)** |  |
| **18** | **Client lists of DDOS protected Internet Service in Banking Industries** | **(Y/N)** |  |
| **19** | **Client lists of DDOS protected Internet Service in Other Industries** | **(Y/N)** |  |
| **20** | **Number of Technical resources to ensure uninterrupted DDOS protected Internet throughout** |  |  |
| **21** | **Number of Years in providing DDOS protected Internet** |  |  |
| **22** | **Provide Physical Route path between ISP to BRAC DC&DR** |  |  |
| **23** | **Technical strength on the quoted geographical area as well as local office address nearest radius** |  |  |
| **24** | **Must carry out site survey and provide quotation by comprising the above measurement** | **(Y/N)** |  |
| **25** | **Ensure IP MTU 1500 byte (testing mechanism: ICMP echo with size 1500 & DF bit set)** | **(Y/N)** |  |
| **26** | **The solution must be capable of automatically detecting and mitigating DDoS attacks without manual intervention.** | **(Y/N)** |  |
| **27** | **The solution must support a hybrid architecture, combining on-premises and cloud-based protection mechanisms.** | **(Y/N)** |  |
| **28** | **The system must respond to attacks within seconds of detection.** | **(Y/N)** |  |
| **29** | **The auto switching, and the network must be built on Domestic MPLS (Multi-Protocol Level Switching) to ensure uninterrupted service.** | **(Y/N)** |  |
| **30** | **Bidder must have licensed NMS tools, dedicated NOC and dedicated helpdesk team for pro-active support for stable Network.** | **(Y/N)** |  |
| **31** | **Bidder must allow service subscriber to the procured service portal** | **(Y/N)** |  |
| **32** | **Bidder Must provide real time packet analysis report.** | **(Y/N)** |  |
| **33** | **Bidder must ensure Both on prem and cloud-based DDoS protection capability.** | **(Y/N)** |  |
| **34** | **DDoS capability should cover BDIX/NIX traffic** | **(Y/N)** |  |
| **35** | **Bandwidth should be DDoS protected with volumetric, protocol and application layer attacks** | **(Y/N)** |  |
| **36** | **Same DDoS functionality should be in providers DC, DR both location** | **(Y/N)** |  |
| **37** | **Provider to connect us with 10G capability** | **(Y/N)** |  |
| **38** | **Connectivity to terminate both DC and DR location** | **(Y/N)** |  |
| **39** | **Proof of bandwidth availability that provider has no congestion historically** | **(Y/N)** |  |
| **40** | **Dashboard access for traffic and DDoS monitoring and reporting** | **(Y/N)** |  |
| **41** | **Bandwidth and DDoS Reporting** | **(Y/N)** |  |
| **42** | **Auto failover of BDIX traffic to internet if Providers BDIS link is down** | **(Y/N)** |  |
| **\*\*\* Bidder must provide all responses with relevant documentation and leave comment on remarks.** | | | |