



পূবালী ব্যাংক পিএলসি.
PUBALI BANK PLC.

PBPLC/HO/ICTOD/ADDS (ATM/CRM)/

1106(3)
/2024

01 April 2024

**Supplying Active Directory Domain Service Migration/ Segregation with
new Domain and New Forest for ATM/CRM Services of Pubali Bank PLC.**



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EXECUTIVE SUMMARY

To meet security and operational compliance of organization **PUBALI BANK PLC** has implemented the **Microsoft's Active Directory Domain Service (ADDS)** in IT infrastructure. This solution consolidates and optimizes IT operation management and control of its infrastructure system and application platforms. Purpose of this engagement is to:

- Envision, design and implement an infrastructure and application management solution addressing the key challenges.
- Prepare a high available and centralized user management solution for **PUBALI BANK PLC** infrastructure solution.
- Fulfil all individual business and technical objectives and verify they have been completed through the engagement.

BACKGROUND

Through migration, up-gradation and implementation of the solutions, **PUBALI BANK PLC** is aiming to gain the following benefits:

- 1. Centralized Identity and Access Management:** Active Directory Domain Serves as a central repository for user accounts, allowing organizations to manage and control user access to various network resources. It simplifies the process of granting and revoking permissions for users, computers, and other objects, enhancing security and streamlining administration.
- 2. Single Sign-On (SSO) Capability:** Active Directory enables users to log in once with their credentials and access multiple resources within the domain without needing to authenticate separately for each resource.
- 3. Scalability and Flexibility:** Active Directory is designed to support large and complex network environments, allowing organizations to scale their infrastructure as they grow. It provides the ability to create multiple domains, forests, and trusts to meet the specific requirements of an organization's structure.
- 4. Group Policy Management:** Active Directory Group Policy allows administrators to define and enforce policies for users and computers within the domain. This feature enables the centralized management of security settings, software installation, and other configurations, ensuring consistent and secure computing environments.



5. **Integration with Other Microsoft Technologies:** Active Directory seamlessly integrates with other Microsoft technologies such as Exchange Server, SharePoint, and Microsoft Azure. This integration enables efficient collaboration, unified authentication, and simplified administration across different Microsoft platforms.
6. **Security and Auditing:** Active Directory provides robust security features, including authentication protocols, password policies, and fine-grained access control. It also supports auditing and logging capabilities, allowing administrators to track changes, monitor events, and troubleshoot issues effectively.
7. **RBAC:** Roles-based access helps protect key resources.
8. **Cost-effective:** Lower IT costs with a flexible and reliable platform.
9. **Protection:** Manage IT security and protection
10. **Compliance:** Maintain ICT operational compliance for regulatory authority.

Overall, Active Directory simplifies network management, enhances security, improves user productivity, and enables seamless integration with a wide range of Microsoft and third-party technologies, making it a valuable tool for organizations using Windows-based network environments.

Implementation Scope of Work:

1. Assessment of Existing Infrastructure:

- Analyze the existing AD environment, including domain structure, forest structure.

2. Planning and Design:

- Define the target AD architecture, including the number of domains, domain controllers, sites, and OUs.
- Determine the migration approach.
- Develop a migration plan, including timelines, resource requirements, and dependencies.
- Identify any potential risks and mitigation strategies.
- Define the scope and criteria for user and group migration.

3. Infrastructure Preparation:

- Install and configure the new AD infrastructure, including domain controllers and DNS servers.
- Ensure appropriate network connectivity and replication between the source and target domains.



4. User and Group Migration:

- Develop a strategy for user and group migration, including account provisioning, password migration, and group membership.

5. Application and Service Migration:

- Identify and assess applications and services that rely on AD integration.
- Plan and execute the migration of application configurations, service accounts, and permissions.
- Coordinate with application owners to update any necessary configurations or dependencies.

6. Testing and Validation:

- Develop and execute test plans to validate the functionality of the new AD environment.
- Verify user authentication, group membership, access controls, and other AD-dependent operations.
- Conduct pilot migrations or phased migrations to ensure a smooth transition.

7. Documentation and Knowledge Transfer:

- Document the new AD environment, including configuration details, migration steps, and any customizations.
- Create user guides, troubleshooting documentation, and other resources to assist with post-migration support.
- Conduct knowledge transfer sessions or training for IT staff responsible for managing the new AD environment. =]

8. The supplier will ensure 24/7 support service for Active Directory Domain Service for the period of 1 year of Warranty/CON/SLA/AMC as per support escalation matrix of agreement. In case of the failure to provide support with defined time frame, supplier would bear the full cost of 3rd party support appointed by the Bank.

9. Supplier should provide Hands-on Training including certification (AZ-104: Microsoft Azure Administrator) for 7 (seven) persons.

10. Solution must be compatible with Windows Server 2022, Windows Server 2019, Windows Server 2016, Windows 11, Windows 10 and all other latest application.



SPECIFICATION

SL	Product/Service	Description	Support/Service	Quantity
01	Migration, Segregation and implementation of Active Directory Domain Service for ATM/CRM/CDM Service with professional training and 1 (one) year Warranty / CON/ SLA/ AMC for 24/7 support service	Migration, Segregation and implementation of Active Directory Domain Service for ATM/CRM/CDM Service with professional training and 1 (one) year Warranty / CON/ SLA/ AMC for 24/7 support service for DC and DR	1 year	01

TERMS AND CONDITIONS:

- 1) The offer must be submitted through “**Offering Sheet**” enclosed with the schedule.
- 2) Bidder must be Gold Partner of Microsoft and have at least 3 (three) years experiences in Microsoft Active Directory Project in any bank or financial institute.
- 3) Bidder must submit **2.5%** (Two point five percent) of total bid amount in the form of Payment Order/ Bank Guarantee favoring PUBALI BANK PLC, Head Office, and Dhaka-1000 with the Quotation. “No tender will be considered without tender Security (Earnest Money).”
- 4) All Tax, Vat, Govt. Duties etc. will be deducted from the bill as per Govt. rule prior to payment of the same.
- 5) Payment of the bills will be made from ICT Operation Division, Head Office, Dhaka after **15 (fifteen) working days** of the successfully completion of migration, up-gradation and training.
- 6) 10% (Ten percent) of the bill amount will be retained as Security Money which will be paid to the supplier after expiry of the Warranty/CON/SLA/AMC period of 01(one) year at the satisfaction of the service.
- 7) The supplier will ensure the necessary support service for Active Directory Domain Service for the period of 1 year of Warranty/CON/SLA/AMC as per support escalation



matrix of agreement. In case of the failure to provide support with defined time frame, supplier would bear the full cost of 3rd party support appointed by the Bank.

- 8) The authority reserves the right to accept or reject all or any offer without assigning any reason.
- 9) **Bank is not bound** to accept the lowest Quotation. To be successful in the bid, quality of the offered items, financial capability, and reputation etc. of the firm as assessed by the Bank are the prime factors for consideration.
- 10) The successful bidder shall have to inform the Bank **15 (fifteen) working days** before if they are unable to supply the Service.
- 11) Attested Photocopy of Trade License, TIN Certificate, VAT registration Certificate, Financial Solvency Certificate, Appreciation letter, Major client List and Company profile must be submitted with the Quotation.

Offer / Bid to be dropped in the **Tender Box kept in Establishment and General Services Division, Pubali Bank PLC. , Head Office, 12th Floor, 26 Dilkusha C/A, Dhaka by 11-00 AM up to 24-04-2024** which will be opened on the same day at 11.30 AM in presence of the bidders present (if any).

Sd/-

(Md. Anisuzzaman)
Deputy General Manager

Sd/-

(Md. Helal Uddin)
GM & Division Head

CC TO : The Member Secretary, Purchase Committee, Pubali Bank PLC, Head Office,
Dhaka for information and necessary action.

CC TO : Notice Board, Pubali Bank PLC, Head Office, Dhaka.

CC TO : www.pubalibangla.com



Deputy General Manager



GM & Division Head

OFFERING SHEET
 (To be submitted along with the offer)

Tenderer's Name :

Address :

Migration Services:

SL No.	Item Descriptions	Quantity	Unit Price (BDT) Including VAT & TAX	Total Price (BDT) Including VAT & TAX
01	Migration and implementation of ATM/CRM/CDM Active Directory Domain Service in New Domain, New Forest with professional training and 1 (one) year Warranty / CON/ SLA/ AMC for 24/7 support service for DC and DR	01		
Grand Total				

Authorized Signature