



PBL/HO/ICT-OD/TENDER/APM & API / 1365/2020

June 8, 2020

NOTICE INVITING QUOTATION FOR ANTI-FRAUD MOBILE SOLUTION, ACCESS POLICY MANAGEMENT (APM) AND API GATEWAY SOLUTION FOR DATA CENTER AT OUR BANK.

Sealed quotations are hereby invited from bonafide Seller, Trader, Importer for procurement of 02 (Two) units of Anti-Fraud Mobile Solution, 02 (Two) units of Access Policy Management (APM), 01 (One) unit of API Gateway Solution our Bank as per following specifications.

Specification of Anti-Fraud Mobile Solution, Access Policy Management (APM) and API Gateway Solution with Warranty for Data Center (DC).

Product	ITEM 01	ITEM 02	ITEM 03
	Anti-Fraud Mobile Solution	Access Policy Management (APM)	API Gateway Solution
Required Brand	To be mentioned by the Bidder	To be mentioned by the Bidder	To be mentioned by the Bidder
Required Model	To be mentioned by the Bidder	To be mentioned by the Bidder	To be mentioned by the Bidder
Quantity	02	02	01

Terms and Conditions:

- 1) The required technical specification of Anti-Fraud Mobile Solution, Access Policy Management (APM) and API Gateway Solution for Data Center are enclosed with the schedule.
- 2) The offer must be submitted through "**Offering Sheet**" enclosed with the schedule.
- 3) The Anti-Fraud Mobile Solution & Access Policy Management (APM) and API Gateway Solution for Data Center will be under comprehensive warranty/annual subscription/ Liscence for full 36 (thirty-six) months from the date of supply at our ICT Operation Division, Head Office. No EOL product will be allowed. Also product/ software which will be EOL within 03 (three) years from the tender submission will not be allowed.
- 4) Bidder must have to be the authorized partner of OEM and must need to submit manufacture Authorization Certificate of providing solution of that OEM. Bidder have to submit experience certificate. In case of no previous experience of deploying said solutions, the successful bidder has to ensure OEM service integration for deployment. Tenderers having below 05 (five) years' working experience (any solutions) strongly advised not to submit tender documents.
- 5) Bidder must submit list of Engineers / Certified personnel involved in similar project completed or ongoing by the bidder. Please submit valid certificates.
- 6) Bidder must submit description of Level wise 24/7 Support, Services and Communication facility.
- 7) Bidder must submit detailed support levels such as emergency, critical, major, minor, service request. Please mention specific response and resolution time for each level.
- 8) Bidder must submit detailed description on availability of Support device and installation procedure during device failure.
- 9) Bidder must submit 2.5% of total bid amount in the form of Payment Order/ Bank Gurantee favoring **Pubali Bank Limited**, Head Office, Dhaka-1000 with the Quotation.. "No tender will be considered without tender Security (Earnest Money)."
- 10) Supplier will complete the supply, installation and configuration within **30 (thirty) Days** of obtaining work order at Data Center, Head Office, Dhaka.



- 11) In case of any trouble with the Anti-Fraud Mobile Solution, Access Policy Management (APM) and API Gateway Solution for Data Center within the warranty/ license period of 36 (thirty-six) months, the supplier shall have to replace/repair/fix bugs of the same free of cost at the premises where it will be in use within 24(twenty four) hours. If the Anti-Fraud Mobile Solution, Access Policy Management (APM) and API Gateway Solution for Data Center is not in repairable condition/ out of service on the premises, it must be replaced by a similar one within 24 (twenty four) hours from getting the information of trouble prior to taking/bringing the same at their end for repairing purpose. In case of failure of the supplier, the Bank shall have the right to get necessary repairing works done by other agency at the expense of the supplier. Such expense will be adjusted from the supplier's security money and the supplier shall have no objection to it.
- 12) Payment of the bills will be made from ICT Operation Division, Head Office, after delivery, installation and working properly of the same as per specification mentioned in the Supply Order.
- 13) 10% (ten percent) of the bill amount will be retained as Security Money or 10% (ten percent) of the bill amount will be supplied by the supplier as Bank Gurantee which will be paid/returned to the supplier after expiry of the warranty/subsription/license period of 36 (thirty-six) months at the satisfaction of the purchaser.
- 14) Bidder will mention price of 2nd Year and 3rd Year CON/Warranty/Subsription/License on all products/items with on site support, accessories and labor. 10% (ten percent) of the warranty amount will be retained as Security Money at the beginning of the warranty year which will be paid to the supplier after expiry of the warranty period/subsription period of 36 (thirty-six) months at the satisfaction of the purchaser. Security money may be PO or Bank Gurantee.
- 15) The supplier must provide comprehensive solution with relevant document covering installation, configuration and maintenance of Anti-Fraud Mobile Solution, Access Policy Management (APM) and API Gateway Solution for Data Center.
- 16) Successful bidder have to ensure and must have define scope integration with future security solution under their comprehensive solution offer if deemed necessary.
- 17) Successful bidder will arrange relavent training on Anti-Fraud Mobile Solution, API Access Policy Management (APM) and API Gateway Solution for Data Center (Installation, Configuration, Management, Administration & Troubleshooting) for minimun 12 (Twelve) officials after successfully supply appliances/ softwares & before implementation/installation.
 - (a). Bidder must arrange OEM Authorize training from OEM Authorized training partners (Inside/outside country).
 - (b). In case of continued COVID-19 pandemic situation training may be arranged via online. For this the bidder should have to submit separate pricing for Instructor led Training Physical and Instructor led Training Virtual.
 - (c). For training, Bank will provide training premise at ICT Operation Division or Computer Lab and the successful bidder have to arrange entertainment & other logistics for all trainee and trainer.
- 18) All Tax, Vat, Govt. Duties etc. will be deducted from the bill as per rule prior to payment of the same.
- 19) The authority reserves the right either to accept or to reject all or any offer without assigning any reason.
- 20) 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.



- 21) Suitable management tools must be available to administer the various parts of the Anti-Fraud Mobile Solution, Access Policy Management and API Gateway Solution for Data Center remotely, including change control, statistic generation/ reporting, capacity planning, etc.
- 22) Attested Photocopy of Trade License, BSTI Certificate, TIN Certificate, VAT registration Certificate (if any), Financial Solvency Certificate, Appreciation letter, Major client List and Company profile must be submitted with the Quotation.

Interested parties may participate the tender to be submitted in the Tender Box kept in **Establishment Division, Pubali Bank Limited, Head Office, 12th Floor, 26 Dilkusha C/A, Dhaka by 11.00 a.m** up to **28.06.2020** which will be **opened** on the same day at **11.30 a.m.** in presence of the bidders present (if any).

Sd/-

(Md. Aminul Islam)

Assistant General Manager

Sd/-

(Md. Helal Uddin)

GM & Division Head

- CC TO : The Member Secretary, Purchase Committee, Pubali Bank Ltd., Head Office, Dhaka for information and necessary action.
- CC TO : Notice Board, Pubali Bank Ltd., Head Office, Dhaka.
- CC TO : www.pubalibangla.com

Assistant General Manager


GM & Division Head