

Subject: **Request for Quotation (RFQ) for Local AMC of EOL Servers (with spares) for Modhumoti Bank PLC.**

Dear Sir,

Modhumoti Bank PLC. is one of the leading fourth generation commercial bank in Bangladesh committed to provide best customer services to our valuable customers. To ensure the convenient 24/7 customer service, the Bank is planning to upgrade its Server Infrastructure Systems. The Bank invites proposals from qualified bidders to participate in the bidding process who has multiple years of experience for supporting Enterprise Level Server Infrastructure and have implementation experience in any Bank/NBFI/Enterprise to participate in the bidding process. The details of the required products are included in the tender document. In this connection, we would request you to submit your financial offer as per below requirements and technical offer as per attachment:

A. Financial Offer:

Category	Description	Particulars/	Model	Quantity	Unit Price (BDT)	Total Price (BDT)
1	LOT 1: Server Hardware AMC	Dell PE R420	Xeon E5-2407 / 4 Cores / 32 GB RAM / 3x600GB HDD / PERC H310 (Tags: 3LKK4Y1; 3MKK4Y1; 49FK4Y1)	3		
2	LOT 1: Server Hardware AMC	Dell PE R630	Xeon E5-2670 v3 / 12 Cores / 64 GB RAM / 3x1.2TB HDD / PERCH730P (Tag: 7CCRY42)	1		
3	LOT 1: Server Hardware AMC	Dell PE R720	Xeon E5-2609 / 4 Cores / 32 GB RAM / 3x600GB HDD / PERC H710 (Tags: 1B8K4Y1; 1H8K4Y1; 31CH4Y1; 32CH4Y1; 42CH4Y1; 61CH4Y1; DWBH4Y1; G1CH4Y1)	8		
4	LOT 1: Server Hardware AMC	Dell PE R720	Xeon E5-2609 / 4 Cores / 64 GB RAM / 5x600GB HDD / PERC H710 (Tags: 60CH4Y1; GF8K4Y1)	2		
5	LOT 1: Server Hardware AMC	Dell PE R730	Xeon E5-2620 v4 / 8 Cores / 128 GB RAM / 6x1.2TB Mixed / PERC H730 Mini (Tag: BJ5Q7N2)	1		
6	LOT 1: Server Hardware AMC	Dell PE R740	Xeon Silver Series / 128GB to 384GB RAM Mixed / Varying Disks & RAID Controllers (15 Service Tags)	15		
Grand Total Financial Offer (Including VAT & Tax)				30		

B. Support Type: Support to be provided by Local partner of DELL for next 3 years.

Severity Level	General Evaluation Criteria	Response Time (24/7/365)	Resolution Time (24/7/365)
High	A problem that critically effects on ability of doing regular business. System functionality is unavailable or down due to hardware or software failure.	By Email/Phone: 15 Minutes Onsite: 02 Hours	02 hours
Medium	Any Hardware or software component failure that leads to degradation of system performance.		04 Hours
Low	System is having minor issue. Insignificant error without impacting usual business or system performance.		08 Hours

C. Scope of AMC Service:

1. Vendor will replace the **faulty Parts (RAM, HDD, NIC, SSD & Power-supply)** except Mother-board and Processor as per support level agreement.
2. Complete diagnosis and Part replacement, will be carried out by bidder local partner Dell.
3. Local vendor will Install, configure and commission of the Server systems as per requirement of the Bank.
4. Maintain all the hardware in case of any vulnerability and software of the Server systems by 24/7/365 days without any interruption.
5. Ensure resource or emergency product support, if required any application/server related maintenance from Modhumoti Bank.
6. General preventive maintenance (Every 3 months) followed by detail report to be submitted to the Bank.
7. All the firmware, patch and driver updates for the servers will be provided by the local partner's subject to their availability.
8. Ensure that Modhumoti Bank can use all the product facilities as and when required.
9. To ensure single point of contact, backup contact and support contact escalation matrix.
10. To provide a quarterly report of the health status of the Server system along with performance forecast and performance improvement plan.
11. All services and supplied parts, labor (minimum parts should be stocked by vendor), transport and logistic cost is inclusive in the AMC amount.

12. Bank will audit the vendor stock at every quarter.

D. Bidder Eligibility Criteria

1. The Bidder must have at least 05 (five) engineers certified in Dell PowerEdge Blade Server Solutions / Information Storage and Management v4.0 / Specialist–Technology Architect / Midrange Storage Solutions v2.0.0.
2. The Bidder/Partner must have **at least 05 (five) AMCs and 02 (two) implementation projects** in the Banking Sector, Telco, government organization, or non-government organization.
3. The bidder must have a minimum of 5 (five) years working experience **with at least 05 (five) Banks and 02 (two) Telco** organization as a Service Provider Company in Bangladesh.
4. The bidder must have updated Trade License, TIN, BIN, and Certificate of Incorporation. The mentioned certificates must be provided with bidding documents.

E. 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 Quotation shall be mail to the below mentioned address: **Chairman Purchase Committee, Common Services Division (CSD), Level-7, Modhumoti Bank PLC., Head Office, 94 Gulshan Avenue, Dhaka-1212 on or before 12th July, 2026.** The Purchaser reserves the right to reject any Quotation submitted after the Closing Date. The Purchaser reserves the right to change the Time Schedule at any time.
3. **Required Content of the Quotation:** Quotation must be submitted as per prescribed form as instructed below:
 - a) Proposal must be addressed for **"Chairman Purchase Committee"** of Modhumoti Bank PLC.
 - b) Complete proposal/offer must be signed with date by the authorized representative of the company.
4. **Quotation Validity:** The Quotation shall be valid for 90 calendar days from the Quotation submission/ closing date.
5. **Commercial Terms and Conditions:**
 - a) **Price:** Rate should be quoted in BDT with figure & words including VAT and Taxes as per Govt. rules.
 - b) **Payment Terms:** Payments shall be made quarterly, based on service requirements, within ninety (90) days following the receipt of an approved invoice for the satisfactory completion of that quarter's assigned services.
 - c) Payment will be made after Final Acceptance (FAC will be given after successful delivery) & upon submission of the bill with work order & original challan which is duly signed by authorized personnel (Name & Seal, if available).
 - d) Payment will be made through Bank Account only.
 - e) **Price Submission:** The bidder shall have to submit the price in the letter head pad.
6. **Penalty Clause on Service:** Failure 1% of the work order value will be penalized on each failure to meet service level. If resolution time is greater than agreed service level, then 0.5% will be penalized for each hour delay for severity level 'High' and 0.25% will be penalized for each hour delay for severity level 'Medium' and 'Low'.
7. **Disqualification Conditions:**
 - a) 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.
 - b) The Bidder shall have to submit their proposal as per the format attached with the RFQ. Any proposal not following the format will be considered as disqualified and will not be considered for evaluation.

Thanking you.

S. M. Shahin Iqbal

VP & Head of Common Services Division

Modhumoti Bank PLC.

Head Office, 94 Gulshan Avenue, Dhaka-1212.