Export Import Bank of Bangladesh Limited

(Shariah Based Islami Bank)

EXIM BANK

Tender Schedule of Supply and Installation of Core SAN Storage, SAN Switch and Oracle Active Data Guard along with related support and services

April 2022

General Services Division
Head Office, Dhaka, Bangladesh

Export Import Bank of Bangladesh Limited
Head Office: "Symphony", Plot # SE (F): 9, Road # 142, Gulshan Avenue, Dhaka- 1212
Phone: 55045547, 55045548, 55045549, 55045550, 55045551, Fax: 55045559

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(Shariah based Islami bank)

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Tender Notice

Supply and Installation of Core SAN Storage, SAN Switch and Oracle Active Data Guard along with related support and services

Export Import Bank of Bangladesh Limited, one of the well-recognized and reputed Shariah based islami Bank in Bangladesh. The Bank intends to setup a new IT infrastructure and software at Data Centre (DC), Near Disaster Recovery (NDR) and Far Disaster Recovery (FDR) Site to support and expanding new techno financial service and relevant software's for the bank.
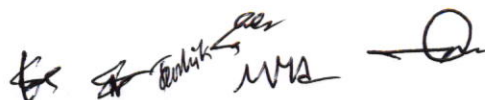
Sealed Tenders are hereby invited from the eligible bona-fide firms/suppliers with long business track record and adequate supporting experts includes supply, installation, configuration, commissioning, migration, acceptance and maintenance of essential hardware and software, making operational of the same and other necessary activities to support complete solution to serve the purpose.

Tender schedule will be available at the General Services Division, Export Import Bank of Bangladesh Limited Head Office, "Symphony" Ground Floor, Plot # SE(F)-9, Road # 142, Gulshan Avenue, Dhaka-1212 from April 17, 2022 during office hour upon payment of Tk. 10,000.00 (Taka Ten Thousand only) through Payment Order (non-refundable) in favor of "Export Import Bank of Bangladesh Limited". Tender should be submitted in a sealed tender box kept at the General Services Division of the Bank on or before April 28, 2022 within 3:00 pm.

Bank reserves the right to accept or reject any tender partially or fully without assigning any reason whatsoever.

SVP and Head of GSD (General Services Division)

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SECTION 1 – INSTRUCTIONS TO TENDERERS

1.1 Scope of Tender

Export Import Bank of Bangladesh Limited (hereinafter referred to as "the Bank") wishes to receive Tender from the bona fide firms for procuring Core SAN Storage, SAN Switch and Oracle Active Data Guard along with related support and services for its Production Data Centre at Symphony, Plot No- SE (F)- 9, Road # 142, Gulshan Avenue, Gulshan, Dhaka-1212, Near Disaster Recovery at Dhanmondi Tower, House # 4/A, Plot # 4, Road # 16 (Old-27) Dhanmondi, Dhaka and Far Disaster Recovery Site at Jashore Branch, Holding # 37, M.K. Road, Jashore Sadar , Jashore- 7400.

The scope of the Tender includes quantities and prices of Core SAN Storage, SAN Switch and Oracle Active Data Guard and their supply, installation, configuration, commissioning, migration, acceptance and maintenance as mentioned in SECTION 3 and 4 of this document and any other items that deem necessary but not mentioned in this document.

Tenderer is required to propose solution as specified in the Technical Specification in SECTION 3 of this document. Tenderer is required to propose all items and are wholly responsible for all products and its' implementation services offered unless otherwise specified and as specified in the terms and conditions.

The successful Tenderer shall be the contractor for all the products and services offered and be fully responsible for the overall project management, implementation and co-ordination.

1.2 Tenderer's qualification

1.2.1. The Tenderer should preferably be a manufacturer / Local Agent / Dealer / Distributor / Supplier / Authorized OEM Partner of an internationally reputed brand Core SAN Storage, SAN Switch and Oracle Active Data Guard .

1.2.2. The Tenderer must have adequate arrangement to provide onsite after Sales Service within Data Centre Site, Near Disaster Recovery Site and Far Disaster Recovery Site or any preferable location inside Bangladesh for Core SAN Storage, SAN Switch and Oracle Active Data Guard by professionally certified engineers.

1.2.3. The Tenderer must have experience in supplying similar products of Core SAN Storage, SAN Switch, related software and Oracle Active Data Guard to any reputed Bank/FI and/or Telecommunications/Corporate industry in Bangladesh. Their experience in maintaining the same satisfactorily will be weighted. These will have to be supported by documentary evidence.

1.2.4. The Tenderer shall be an assesses under the Income Tax Department of Bangladesh.

1.3 Tender Prices

Tenderer shall quote in Bangladeshi Taka (BDT) for the items quoted including VAT & Tax and any other charges if applicable. The price will include supply, installation, configuration, migration, commissioning, acceptance, maintenance with 05 (five) years full warranty for the Section-A and 01 (One) year full ATS (Annual Technical Support) for the Section-B.

Tenderer shall quote separate price for annual maintenance contract (AMC) for the Section-A that will be valid for additional 02 (two) years after the end of the warranty period and additional 04 (four) years after completion of the 01 year ATS (Annual Technical Support) for the Section-B accordingly.

1.4 Tender Security

The Tenderer shall furnish as Tender security of 2.50% of the total financial offer in the form of Bank Guarantee. The Tender security should be valid for 90 days after the date of Tender opening. Any Tender not accompanied by an acceptable Tender security shall be rejected as non-responsive.

The Tender security of unsuccessful Tenderers will be returned as mentioned in clause 1.10 of this document. The Tender security of the successful Tenderer will be returned when the Tenderer has signed the agreement and furnished the required performance security.

The Tender security may be forfeited if (a) the Tenderer withdraws its Tender during the period of Tender validity specified in the Tender form; (b) if a successful Tenderer fails to sign the contract and (c) if a successful Tenderer fails to furnish the performance security.

1.5 Availability of Tender Schedule

The tender schedule will be available at the General Services Division, Export Import Bank of Bangladesh Limited, Head Office, Symphony, Plot No- SE (F)- 9, Road # 142, Gulshan Avenue, Gulshan, Dhaka-1212 of the Bank during office hours from April 17, 2022 to April 28, 2022 on payment of Tk. 10,000.00 (Taka Ten thousand only) through Payment Order (non-refundable) in favor of "Export Import Bank of Bangladesh Limited".

1.6 Tender Submission

All tenders including supplementary data and information shall be in English.

The Bank will reject any Tender submission if the Tender document was not purchased directly from the Bank.

The tenders shall be marked: **"Tender Schedule of Supply and Installation of Core SAN Storage, SAN Switch and Oracle Active Data Guard along with related support and services"** and shall be submitted to the following address:

Senior Vice President & Head of GSD
General Services Division
Export Import Bank of Bangladesh Limited
Head Office: "Symphony", Plot # SE (F): 9, Road # 142, Gulshan Avenue, Dhaka- 1212

1.7 Deadline of Tender

The Tenderer must submit the Tenders in original (sealed) and one copy, duly marking the envelope as "ORIGINAL" AND "COPY" in the tender box to be kept at Export Import Bank of Bangladesh Limited, General Services Division, Head Office: "Symphony", Plot # SE (F): 9, Road # 142, Gulshan Avenue, Dhaka- 1212 by 3:00 P.M on or before April 28, 2022. No tender shall be entertained after the specified time and date. Tender papers must be properly filled in, sealed and signed by authorized official with tenderer's name, address, etc.

1.8 Evaluation and Comparison of Tenders

The Bank will carry out a detailed evaluation of the Tenders according to the information supplied by the Tenderer through its proposal. Bank reserves the rights to arrange a discussion meeting with each Tenderer on short notice to understand each and every aspects of the proposal.

Information relating to the examination, clarification, evaluation and comparison of Tenders and recommendations for the award of contract shall not be disclosed to Tenderers or any persons not officially concerned with such process until the award to the successful Tenderer has been announced. Any efforts by a Tenderer to influence the Bank's processing of Tenders or award decision may result in rejection of the Tenderer's Tender.

To assist in the examination, evaluation and comparison of Tenders, the Bank may, at its discretion, ask any Tenderer for clarification of its Tender. This will be done in writing, but no change in substance or price of the Tender will be sought.

In addition to the Technical Specification and price, evaluation of Tender will also take into account the following factors:

a) Worldwide reputation, reliability and dependability of the supplier/manufacturer.

b) Number of certified technical personnel available (at least 02 engineers for proposed products) for Core SAN Storage, SAN Switch and Oracle Active Data Guard along with support and services in full-time (24/7 basis).

c) Supply and support maintenance of Core SAN Storage, SAN Switch and Oracle Active Data Guard with proven record of accomplishment of number of years and number of clients in Bangladesh.

d) Quality and performance of the required Core SAN Storage, SAN Switch and Oracle Active Data Guard .

e) The financial strength, distributorship license, market share, delivery and project implementation schedule those are required to meet the Tender.

f) Quality of services and quantity (at least two organizations) of similar products installed in Bangladesh and technical support given there-upon for smooth operation of the Core SAN Storage, SAN Switch and Oracle Active Data Guard and performance certificate there against from the respective clients.

Tender Schedule of Core SAN Storage, SAN Switch and Oracle Active Data Guard along with related support and services

g) Spare availability in local warehouse and post implementation support service would be weighted.

1.9 Awarding the successful Tenderer

The bank may negotiate with the successful Tenderer regarding price reduction / modification if necessary before issuing the award notification.

Prior to the expiry the period of Tender validity, the Bank will notify the successful Tenderer by letter that their proposal has been accepted. This letter (herein called the "Letter of Acceptance / Work Order") shall name the sum, which the Bank will pay the Contractor for the execution of the works as prescribed by the Contract (herein and in the Conditions of Contract called "the contract Price"). This notification of award will constitute the formation of the Contract.

Within 7 days of receipt of the Letter of Acceptance / Work Order, the successful Tenderer shall sign a copy of it and return it to the bank. Within 15 days of receipt of the notification of award from the Bank, the successful Tenderer shall furnish to the Bank a performance security amounting 10% of the Contract price in accordance with the conditions of contract in the form of bank guarantee (format is provided in SECTION 5).

The performance security will be returned back to contractor after 01 (One) year by successfully finishing the implementation, migration and Project Acceptance Test (PAT) of the Core SAN Storage, SAN Switch and Oracle Active Data Guard along with support and services.

1.10 Advising Unsuccessful Tenderers

After getting performance security from the successful Tenderer, the bank will promptly notify in writing the other Tenderers that their Tenders have not been selected. The bank will then return the tender security to the unsuccessful tenderers.

1.11 Acceptance and rejection of Tenders

The Bank reserves the right to accept or reject any Tender, and to terminate the Tendering process and reject all Tenders at any time prior to award of Contract, without thereby incurring any liability to the affected Tenderer or Tenderers or any obligation to inform the affected Tenderer or Tenderers of the grounds for the Bank's action.

1.12 Validity of Tender

Tender offer must be valid for acceptance within a period of 90 (ninety) days from the date of opening of tender. Tenderer's offering short of validity period will be rejected.

1.13 Delivery

The delivery period shall be maximum 08 (eight) to 12 (twelve) weeks (including holidays) from the date of issuance of the Work Order. Complete delivery of each item along with the packing list or Bill of Materials (BOM) at the Bank's premises (i.e. at Production DC, Near DR and Far DR Site or any preferred location inside Bangladesh as mentioned in the Work Order) shall be made within this specified period at the supplier's own expense.

1.14 Completion Period

The supply, installation, configuration, commissioning, migration, acceptance and maintenance of the Core SAN Storage, SAN Switch and Oracle Active Data Guard along with the required software shall have to be completed within a period of 04 (Four) weeks from the date of delivery of the products. The Tenderer will provide a detail implementation plan of the project using Gantt chart.

1.15 Penalty

In case of a failure of the successful Tenderer to meet the contract obligations in the prescribed time, the tenderer will be liable to pay 1% of the Contract price as liquidated damages for every week after the deadline.

Upon reaching the penalty to 10% of contract price, the performance security will be forfeited on sending a letter to the contractor.

1.16 Choice of Law

The laws of the Government of Bangladesh shall apply to all contracts and in case of any dispute; the decision of the Bank shall be final & binding upon the contractor.

Bank also reserves the rights to employ any external legal representation to resolve any conflict.

1.17 Payment

40% payment will be made after delivery of the items at Production DC, Near DR and Far DR Site or any preferred location inside Bangladesh and 50% payment will be made after successful installation, configuration, migration along with the commissioning report and successful acceptance test (PAT) report jointly signed by the vendor and Export Import Bank of Bangladesh Limited authority. The remaining 10% payment will be made after 03 (three) months of the successful live operation of the Core SAN Storage, SAN Switch and Oracle Active Data Guard.

1.18 Warranty

All products / items supplied should be covered under 05 (five) years full warranty including license of any required software, labor & spares and maintenance unless specified within the detail specification for the Section-A and 01 (one) year full ATS (Annual Technical Support) for the Section-B. Price for such maintenance should be included in the Tender price.

The warranty period will be started from the date of successful commissioning of the Core SAN Storage, SAN Switch and Oracle Active Data Guard. The SLA (Service Level Agreement) will have to be signed between Bank and successful Tenderer to ensure smooth support during warranty period. The Tenderer has to provide draft SLA to cover the warranty period support along with the offer.

1.19 Insurance

The Tenderers shall bear the cost of insurance of the goods under the contract till installation in the respective locations. The insurance shall cover all losses, damages or destruction, theft, dacoits etc which may arise in the equipment during transportation, installation, migration and commissioning of the system.

1.20 Amendment

The bank will issue the amendment of this Tender document by May 10, 2022, if any error(s) is / are detected and informed to the bank in writing by any Tenderer(s) within May 08, 2022.

1.21 Disqualification

The Bank shall disqualify a Tenderer who submits a document containing false information for purposes of qualification, misleads, or makes false representations in proving its qualification requirements. If such an occurrence is proven, the Bank may declare such a Tenderer ineligible, either indefinitely or for a stated period, from participation in all future procurement proceedings.

The Bank may disqualify a Tenderer who has a record of poor performance, such as abandoning the supply, not properly completing the contract, inordinate delays, litigation history or financial failures.

The factors related to considering any tender as being rejected or non-responsive have been detailed in below and the tenderers shall be required to pay particular attention to those. However, some of the major factors leading to rejection/non-responsiveness of tender are highlighted below for convenience of the Tenderers:

a) Non-compliance to submit Tender as per the instruction which is mentioned in SECTION 3

b) Failure to meet any of the terms and conditions as per the instruction mentioned in SECTION 2

c) Non-compliance to submit Tender security as per tender requirement

d) Non-compliance with requirement of validity of tender

e) Failure to quote tender price as per tender requirement

f) Non-fulfillment of financial obligations

g) Non-compliance with delivery schedule

h) Failure to meet the qualification criteria

i) Non-submission or incomplete submission as per the instruction which is mentioned in SECTION 3 and SECTION 4 duly signed

j) Tender not signed/submitted by duly authorized person.

SECTION 2 – TERMS AND CONDITIONS

1. The Tenderer must follow the guidelines as described in SECTION 1 (Instruction to Tenderer). Failing to comply with these guidelines will disqualify the proposal.

2. The Tenderer and/or OEM must have experience of supply, installation, configuration, commissioning, migration, acceptance and maintenance of similar products (HP/Hitachi/Dell EMC/IBM) for Core SAN Storage, SAN Switch and Oracle Active Data Guard of at least 02 (two) organizations in the Bank/FI and/or Telecommunications/Corporate industry.

3. The Tenderer shall furnish the following documentary evidence:

    1. A profile of the Tenderer (as per the format given in SECTION 5 (5.3)

    2. Valid Trade license or other documents to prove the legal status and place of registration of the business.

    3. Valid Distributorship license of the equipments to be delivered

    4. Bank Solvency Certificate and Audited Balance Sheets for last 03 (three) years

    5. Required bench-mark reports (given in SECTION 3)

    6. Operating Procedure Manual

    7. Recent Performance Certificate from clients (in the banking and/or telecommunications industry)

    8. Income tax certificate (of the last year) and VAT certificate (of the last year)

    9. Proof of similar assignments carried out by the Tenderer and/or OEM in the last 3-5 years.

    10. Authenticated and accepted Global and local market share of OEM in similar product (Core SAN Storage, SAN Switch and Oracle Active Data Guard).

4. The bank may arrange clarification / demonstration meeting with each Tenderer. The Tenderers' experts will attend in such meeting for which no allowance / fee will be provided by the bank. If the Tenderer fails to respond to such meeting their Tender will be treated as non-responsive.

5. The Tenderer shall quote unit price and total price both in figure and words and there should not be any cutting / erasing / overwriting. All the prices quoted shall be in Bangladeshi Taka (BDT) only and the payment will be made in BDT.

6. In the financial proposal if the values in digits and words differ then the value in words will prevail. Again, if the total value does not match with the calculated value (unit price X quantity), then the total value will be recalculated by multiplying the quantity with the unit price.

7. Emphasis will be given to the quality and technical specification of the item(s) and experience of the tenderer. So, Bank is not bound to accept the lowest Tenderer. Bank reserves the right to accept or reject any or all the tenders without arising any reasons whatsoever.

8. Tenderers must submit description of their present support team member, who are permanent engineer, with the profile of experts (valid certification) of the items and services.

9. The bank reserves the right to reduce or increase the quantity of the products.

10. The Bank shall not accept the work if not supplied as per specification or approved sample.

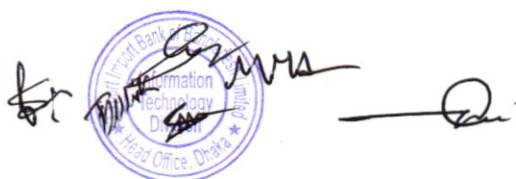11. VAT & Taxes etc. shall be deducted by Bank from the bill as per approved rate of the

National Board of Revenue.

12. If the Tenderer submits any wrong information then the Bank reserves the right to reject their offer. If the Tenderer submits any fraudulent information or performs any fraudulent activity then their Tender security will be forfeited and bank guarantee for this Tender security will be encashed.

13. The Tender will be automatically cancelled if the requisite terms & conditions are not fulfilled.

14. The Tenderer and/or OEM shall offer a minimum of one (and preferably two as desired by the Bank) on-site visit / inspection opportunities of the similar Core SAN Storage, SAN Switch and Oracle Active Data Guard that have been implemented by the Tenderer and/or OEM.

15. The Tenderer shall furnish duly approved copies of audited Balance Sheets and Profit and Loss statements for the last three years. The Tenderer shall warrant its financial solvency i.e. it shall be able to meet all its liabilities and debts as and when they fall due.

16. The Tenderer shall submit the details in respect of the installations done, the specification & quantity of the products and a brief note on the installations etc. A copy of a letter by an authorized representative/s of these organizations, substantiating this, will have to be furnished with the Tender. The Tender of the Tenderer who will fail to respond in such case may be rejected.

17. During evaluation of the financial offer of the Tender, not only the Tendering price but also AMC price will be considered.

18. The Tenderer shall furnish required bench-mark reports which should be authenticated and internationally accepted (given in SECTION 3).

19. Tenderer should do full Storage migration from the existing infrastructure to propose Core SAN Storage, SAN Switch and Oracle Active Data Guard. The Tenderer should take data migration planning and full responsibilities.

20. Manufacturer must be ISO-certified.

21. The Tenderer must submit CVs & Certificate of at least 02 (two) Certified Engineers having expertise in supplying, installing, configuring, commissioning, migrating and maintaining of proposed solution (similar products) for the Section-A/B.

22. Hardware Manufacturer should have their own Engineer and Logistic in Bangladesh.

23. Tenderer's support should be under 24x7x365 basis.

24. The following supply, installation, configuration, commissioning, migration, acceptance, maintenance and full responsibilities should be done and taken by Tenderer and/or OEM.

- Full data migration should completed by OEM/Bidder Certified experts from the existing storage to proposed storage in 3-sites without any interruption. The Tenderer should take data migration planning and full responsibilities.

- SAN Switches should configured and migrated by the certified experts.

- Ensure the 3-site replication should configured by the certified experts.

- Ensure recover the data by auto-snapshot (no manual intervention) in NDR/FDR and make available the data on server by the certified experts

- Oracle Active Data Guard software Install and Implementation on both sides (DC and NDR) and on-site training by the certified experts.

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- Ensure the SAN Multipathing between storage and hosts, which connected with SAN (Approx. 30 hosts [OS-latest version i.e AIX 7.2, HP UX 11.31, RHEL, Windows, etc] will have to integrated with storage in 3-sites).

Site	Area	Host OS	Host OS Version	No of Host
DC	CBS	AIX	7.2 or latest	8
	CBS-2	HP-UX v3	11.31	3
	Others	RHEL/CENTOS WINDOWS	5.0 or latest 2008 or latest	10+
NDR	CBS	AIX	7.2 or latest	8
	Others	RHEL/CENTOS (latest) WINDOWS	5.0 or latest 2008 or latest	10+
FDR	CBS	AIX	7.2 or latest	4
	Others	RHEL/CENTOS (latest) WINDOWS	5.0 or latest 2008 or latest	2+

25. The following Offsite-training should be arranged by vendor certified trainer at foreign country (all the expenses i.e. Air fare, hotel expenses, local travel, food, etc should have to be borne by the Tenderer):

   - 06 (Six) Bank Officials - SAN Storage Administration (03 officials in each offsite-training session/schedule)

26. The Tenderer can propose/quote for any single or All Section [Section-A, Section-B] listed as below:

Items	Requirements	Quantity
Section-A		
SAN Storage with 3-site replication	As required	03 (Three)
DC/NDR SAN Switch	48 ports (4 units in each site) – 36 Activated	8 (Four)
FDR SAN Switch	24 ports – 16 Activated	2 (Two)
Fiber Cable	Fiber Cable (72+72+72+72+16+16)	320
Storage Rack	As required	03 (Three)
Section-B		
Oracle Active Data Guard	6 Core License as required	2 (Two)

27. Please contact undersigned for any types of clarifications in regard to products/services/works related clarifications only:

Name	Designation	Contact Cell	Query Purpose
Mr. Syed Ahsan Habib	SAVP, IT Division	+8801819502046	Storage, SAN Switch
Mr. Mohammad Ziaul Haque	SAVP, IT Division	+8801741994911	Database Software Only
Mr. Sk. Nazmur Rahman	FAVP, IT Division	+8801612277606	Storage, SAN Switch

SECTION 3 – TECHNICAL SPECIFICATIONS

<u>Section-A</u>

ITEM-1# STORAGE AREA NETWORK (SAN) STORAGE REQUIREMENT SPECIFICATIONS

Type: Storage Area Network (SAN) Storage: For DC and NDR Site.

Qty: 2 Nos.

Items	Required Specifications	Tenderer Response
Brand	HP/Hitachi/Dell EMC/IBM	
Model	To be mentioned by the bidder	
Country of Origin	USA/EU/Japan	
Machine Type	Rack Mountable with slide rails rack kit.	
Country of Manufacture	Please Mention	
Form Factor	Rack Mountable with slide rails rack kit.	
Architecture	Proposed Storage solution should be NVMe/SSD Flash enabled and configured with Active-Active Dual Controllers for redundancy supporting 32Gbps FC and 10Gbps iSCSI host interface.	
Storage Controller	System should have dual redundant Active-Active Controllers architecture where a single LUN should be accessible by both the controllers simultaneously.	
Processor	The storage should be provided with minimum 4 * 10-Core Intel Xeon or later processor.	
RAID levels support	The offered storage subsystem shall support dynamic RAID 6, 10 levels.	
Front End Connectivity	It must be configured with at-least 8 numbers of 32Gbps front-end Fiber Channel ports across Dual controllers and at-least 4 numbers of 10Gbps iSCSI interface.	
Back End Connectivity	The storage should ensure the back-end connectivity as per requirements or it must be configured with at-least 2 numbers of 12Gbps SAS backend ports across Dual controllers towards disks with the ability to ensure no data loss in the event of failure of any one of the controller.	
Cache	The Storage must be configured with a minimum data cache of minimum 360 GB or above across dual controllers.	
Cache Protection	In case of power failure, system should ensure that there is no loss of data and battery backup for cache should be provided. In addition, the data should be de-staged to internal flash or disk drives for higher protection of data.	
Dynamic LUN expansion	Must support on-line dynamic expansion of LUNs.	
Expandability	The System should support minimum 500 Disk Drives under the same controller.	

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Items	Required Specifications	Tenderer Response
System IOPS by the system	System must be capable to provide minimum 150K with 70:30 read/write ratios and support up to 2M IOPs with 100% sequential Reads, 8k average block with less than 01 ms response time with zero cache hits.	
Intermix of Disks	The storage must support an intermix of NVMe Flash Drive or SCM, SSD Flash Drive disks and 2.5" and 3.5" form factor drives.	
Hot Spare Disks	The storage array should support Global Hot Spare disks. A minimum of 1 global hot spare per disk type and per disk enclosure should be supplied and configured.	
Capacity Requirement	**Option-1** The Storage Array shall be offered with: DC Storage: i. 40TB usable capacity under RAID 10 (4D+4P) using NVMe or SCM or SSD Flash Disk Drive without considering any data reduction technologies like compression, deduplication, etc. ii. 70TB usable capacity under dynamic RAID 6 (6D+2P) using NVMe or SCM or SSD Flash Disk Drive without considering any data reduction technologies like compression, deduplication, etc. NDR Storage: i. 40TB usable capacity under RAID 10 (4D+4P) using NVMe or SCM or SSD Flash Disk Drive without considering any data reduction technologies like compression, deduplication, etc. ii. 110TB usable capacity under dynamic RAID 6 (6D+2P) using NVMe or SCM or SSD Flash Disk Drive without considering any data reduction technologies like compression, deduplication, etc. Each drive should not be more than 5TB (for NVMe or SCM or SSD Flash Disk Drive) **Option-2** The Storage Array shall be offered with: DC Storage: i. 40TB usable capacity under dynamic RAID 6 (6D+2P) using NVMe or SCM or SSD Flash Disk Drive without considering any data reduction technologies like compression, deduplication, etc. ii. 70TB usable capacity under dynamic RAID 6 (6D+2P) using NVMe or SCM or SSD Flash Disk Drive without considering any data reduction technologies like compression, deduplication, etc. NDR Storage: i. 40TB usable capacity under dynamic RAID 6 (6D+2P) using NVMe or SCM or SSD Flash Disk Drive without considering any data reduction technologies like compression, deduplication, etc. ii. 110TB usable capacity under dynamic RAID 6 (6D+2P) using NVMe or SCM or SSD Flash Disk Drive without considering any data reduction	

Items	Required Specifications	Tenderer Response
	technologies like compression, deduplication, etc. Each drive should not be more than 5TB (for NVMe or SCM or SSD Flash Disk Drive)	
No single point of failure	It should have provision for redundancy of critical units like CPU, disk drives, controllers, fan, power supply etc. and non-disruptive online micro-code upgrades in order to ensure no single point of failure.	
	It should support hot plugging and hot swapping of critical components like disk, power supplies, cooling fans, hot-swappable disk enclosures/ disk bays with support for hot add with minimal disruption.	
Multipathing	Have to provide Multi pathing Software (Native or third party) which is supported by latest version of AIX, Solaris, RHEL, ESXi, Windows, HPUX etc.	
Operating Systems Support	Proposed storage must support all industry-leading operating system such as AIX, Solaris, HPUX, RHEL, Hyper-V, Windows etc. The storage should support clustering solutions such as Microsoft cluster, MS SQL cluster, VMware cluster, Linux cluster etc.	
Protocol Supports	FC, iSCSI	
LUN Support	The storage device should support minimum 1024 LUN's/Host.	
LUN/Volume Management	The storage should support dynamic LUN expansion/concatenation while LUN is mounted on the host.	
Thin Provisioning and Space optimization	The storage should have Virtual/Thin provisioning and traditional raid group provisioning for better utilization of unused capacity with necessary license.	
Deduplication & Compression	Deduplication and Compression feature might be configured with offered storage with necessary license.	
Storage Encryption	Storage should be configured with data encryption capability or support disk based encryptions technology. Encryption should be configured for the entire storage.	
Online upgrade	Any firmware upgrade or OS patch of the storage system should have the capability to complete without any service interruption.	
Management Software	The proposed array should be supplied with native Storage management software with Web-based GUI capable of generating customized reports, real-time monitoring, historical performance data for analysis and trending, capacity utilization monitoring. Proposed management software should support the management of multiple storage systems from a single console.	
Monitoring & reporting	Proposed solution should also have monitoring and management tool/portal with support for historical reporting. Software/Portal should support monitoring and reporting multiple storage systems, Virtualization environment and SAN switches.	

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Items	Required Specifications	Tenderer Response
	Required on premise software or cloud and/or hardware should be included in the solution.	
Snapshots & Full Copy /Point in time copy/Clone	The storage should have the requisite licenses to create point-in-time snapshots. The system should support instant creation of clones of active data, with near zero performance impact for both block and file. Should be configured with point in time snapshots (up to 4000 or for last 7 days snapshot), full volume copy. Please mention the interval time of snapshot (prefer 5 min.)	
Data Recover/rollback	The proposed storage should be able to make available or rollback at any point-in-time from the journal/data of last 7 days in NDR / FDR and be easily accessible on the server.	
Replication	The storage array should support hardware-based Synchronous (DC/NDR) and Asynchronous (DC/FDR) data replication at the array controller level across all models of the offered family. The Storage should also capable of supporting 3-way Disaster Recovery with zero data loss delta resync. Any separate hardware or/and SW License if required should be supplied with the proposed storage from day one.	
Performance and Quality of Service	Storage must be configured with on premise or cloud performance monitoring and reporting tool, which gives the utilization report for storage in a single window. The performance monitoring must include storage space utilization, storage throughput, IOPS, read/write response time, read/write ratio etc. This software must be capable of historical performance reporting and trending and utilization reports for storage. The storage management application must provide real-time and historical performance monitoring. The required software/tool/portal should come with unlimited storage capacity. The storage should be able to provide Quality, Service (QOS) to ensure bandwidth is allocated to desired servers, or ports.	
Security Compliance	Proposed storage must support Controller Based Data at-rest Encryption (D@RE), HIPPA compliant, TLS 1.3 support, native SHA-256 certificate support, IPV dual stack certified, FIPS 140-2 level.	
Supporting Cluster Software:	All reputed branded cluster software should be supported	
Licenses	The storage should be supplied with Storage management, virtual/thin provisioning, snapshot, clone and other required software to meet the technical requirements. Licenses to be supplied for Unlimited capacity.	
Rack Accessories	Storage system should be provided with pre-integrated Rack system (OEM) with accessories:	

Items	Required Specifications	Tenderer Response
	PDUs, grounding kit, side panels, baying, door kit etc.	
Implementation and Data Migration	OEM Professional Service Team/Certified Engineer must complete implementation. The Tenderer will have to migrate storage data (DC/NDR-32TB+48TB) from the existing storage (2 units Dell EMC VNX 5400) to proposed storage. The Tenderer should take data migration planning and full implementation responsibilities.	
Warranty and Support	Should have five (5) years OEM warranty (all parts replacement and 24x7 service). Vendor must change faulty / damage / low performance disk due to write endurance limit within warranty and AMC period free of cost. Labor and Parts (Disk/controller /any internal components) should be free of cost for any kinds of repair and replacement within warranty period and AMC period. The vendor should submit the proof of OEM's/Bidder's local logistics center in Dhaka. OEM/Bidder should also have a local office for an emergency contact point.	
Call Response time	2 Hour or less	
Maintenance	The storage must provide non-disruptive firmware/micro code upgrade, device reallocation and configuration changes.	

ITEM-2# STORAGE AREA NETWORK (SAN) STORAGE REQUIREMENT SPECIFICATIONS

Type: Storage Area Network (SAN) Storage: For FDR Site.

Qty: 1 Nos.

Items	Required Specifications	Tenderer Response
Brand	HP/Hitachi/Dell EMC/IBM	
Model	To be mentioned by the bidder	
Country of Origin	USA/EU/Japan	
Machine Type	Rack Mountable with slide rails rack kit.	
Country of Manufacture	Please Mention	
Form Factor	Rack Mountable with slide rails rack kit.	
Architecture	Proposed Storage solution should be NVMe/SSD Flash enabled and configured with Active-Active Dual Controllers for redundancy supporting 32Gbps FC and 10Gbps iSCSI host interface.	
Storage Controller	System should have dual redundant Active-Active Controllers architecture where a single LUN should be accessible by both the controllers simultaneously.	
Processor	The storage should be provided with minimum 2 * 6-Core Intel Xeon or later processor.	
RAID levels support	The offered storage subsystem shall support dynamic RAID 6, 10 levels	
Front End	It must be configured with at-least 4 numbers of	

Tender Schedule of Core SAN Storage, SAN Switch and Oracle Active Data Guard along with related support and services

Items	Required Specifications	Tenderer Response
Connectivity	32Gbps front-end Fiber Channel ports across Dual controllers and at-least 4 numbers of 10Gbps iSCSI interface.	
Back End Connectivity	The storage should ensure the back-end connectivity as per requirements or it must be configured with at-least 2 numbers of 12Gbps SAS backend ports across Dual controllers towards disks with the ability to ensure no data loss in the event of failure of any one of the controller or ensure the back-end connectivity	
Cache	The Storage must be configured with a minimum data cache of minimum 128 GB or above across dual controllers.	
Cache Protection	In case of power failure, system should ensure that there is no loss of data and battery backup for cache should be provided. In addition, the data should be de-staged to internal flash or disk drives for higher protection of data.	
Dynamic LUN expansion	Must support on-line dynamic expansion of LUNs.	
Expandability	The System should support minimum 240 Disk Drives under the same controller	
System IOPS by the system	System must be capable to provide minimum 50K with 70:30 read/write ratios and support up to 500K IOPs with 100% sequential Reads, 8k average block with less than 01 ms response time with zero cache hits.	
Intermix of Disks	The storage must support an intermix of NVMe Flash Drive or SCM, SSD Flash Drive disks and 2.5" and 3.5" form factor drives.	
Hot Spare Disks	The storage array should support Global Hot Spare disks. A minimum of 1 global hot spare per disk type and per disk enclosure should be supplied and configured.	
Capacity Requirement	The Storage Array shall be offered with: FDR Storage: i. 40TB usable capacity under RAID (6D+2P) using NVMe or SCM or SSD Flash Disk Drive without considering any data reduction technologies like compression, deduplication, etc Each drive should not be more than 5TB (for NVMe or SCM or SSD Flash Disk Drive)	
No single point of failure	It should have provision for redundancy of critical units like CPU, disk drives, controllers, fan, power supply etc. and non-disruptive online micro-code upgrades in order to ensure no single point of failure.	
	It should support hot plugging and hot swapping of critical components like disk, power supplies, cooling fans, hot-swappable disk enclosures/ disk bays with support for hot add with minimal disruption.	
Multipathing	Have to provide Multi pathing Software (Native or third party) which is supported by latest version of AIX, Solaris, RHEL, ESXi, Windows, HPUX etc.	

Tender Schedule of Core SAN Storage, SAN Switch and Oracle Active Data Guard along with related support and services

Items	Required Specifications	Tenderer Response
Operating Systems Support	Proposed storage must support all industry-leading operating system such as AIX, Solaris, HPUX, RHEL, Hyper-V, Windows etc. The storage should support clustering solutions such as Microsoft cluster, MS SQL cluster, VMware cluster, Linux cluster etc.	
Protocol Supports	FC, iSCSI	
LUN Support	The storage device should support minimum 512 LUN's/Host	
LUN/Volume Management	The storage should support dynamic LUN expansion/concatenation while LUN is mounted on the host.	
Thin Provisioning and Space optimization	The storage should have Virtual/Thin provisioning and traditional raid group provisioning for better utilization of unused capacity with necessary license.	
Deduplication & Compression	Deduplication and Compression feature might be configured with offered storage with necessary license.	
Storage Encryption	Storage should be configured with data encryption capability or support disk based encryptions technology. Encryption should be configured for the entire storage.	
Online upgrade	Any firmware upgrade or OS patch of the storage system should have the capability to complete without any service interruption.	
Management Software	The proposed array should be supplied with native Storage management software with Web-based GUI capable of generating customized reports, real-time monitoring, historical performance data for analysis and trending, capacity utilization monitoring. Proposed management software should support the management of multiple storage systems from a single console.	
Monitoring & reporting	Proposed solution should also have monitoring and management tool/portal with support for historical reporting. Software/Portal should support monitoring and reporting multiple storage systems, Virtualization environment and SAN switches. Required on premise software or cloud and/or hardware should be included in the solution.	
Snapshots & Full Copy /Point in time copy/Clone	The storage should have the requisite licenses to create point-in-time snapshots. The system should support instant creation of clones of active data, with near zero performance impact for both block and file. Should be configured with point in time snapshots (up to 4000 or for last 7 days snapshot), full volume copy. Please mention the interval time of snapshot (prefer 5 min.)	
Data Recover/rollback	The proposed storage should be able to make available or rollback at any point-in-time from the journal/data of last 7 days in NDR / FDR and be	

Items	Required Specifications	Tenderer Response
	easily accessible on the server.	
Replication	The storage array should support hardware-based Synchronous (DC-NDR) and Asynchronous (DC-FDR) data replication at the array controller level across all models of the offered family. The Storage should also capable of supporting 3-way Disaster Recovery with zero data loss delta resync. Any separate hardware or/and SW License if required should be supplied with the proposed storage from day one.	
Performance and Quality of Service	Storage must be configured with on premise or cloud performance monitoring and reporting tool, which gives the utilization report for storage in a single window. The performance monitoring must include storage space utilization, storage throughput, IOPS, read/write response time, read/write ratio etc. This software must be capable of historical performance reporting and trending and utilization reports for storage. The storage management application must provide real-time and historical performance monitoring. The required software/tool/portal should come with unlimited storage capacity. The storage should be able to provide Quality, Service (QOS) to ensure bandwidth is allocated to desired servers, or ports.	
Security Compliance	Proposed storage must support Controller Based Data at-rest Encryption (D@RE), HIPPA compliant, TLS 1.3 support, native SHA-256 certificate support, IPV dual stack certified, FIPS 140-2 leve1.	
Supporting Cluster Software:	All reputed branded cluster software should be supported	
Licenses	The storage should be supplied with Storage management, virtual/thin provisioning, snapshot, clone and other required software to meet the technical requirements. Licenses to be supplied for Unlimited capacity.	
Rack Accessories	Storage system should be provided with pre-integrated Rack system (OEM) with accessories: PDUs, grounding kit, side panels, baying, door kit etc.	
Implementation and Data Migration	OEM Professional Service Team/Certified Engineer must complete implementation. The Tenderer will have to migrate storage data (FDR-10TB) from the existing storage (1 unit Dell EMC VNXe3200) to proposed storage. The Tenderer should take data migration planning and full implementation responsibilities.	
Warranty and Support	Should have five (5) years OEM warranty (all parts replacement and 24x7 service). Vendor must change faulty / damage / low performance disk due to write endurance limit within warranty and AMC period free of cost. Labor and Parts (Disk/controller /any internal components) should be free of cost for any	

Tender Schedule of Core SAN Storage, SAN Switch and Oracle Active Data Guard along with related support and services

Items	Required Specifications	Tenderer Response
	kinds of repair and replacement within warranty period and AMC period. The vendor should submit the proof of OEM's/Bidder's local logistics center in Dhaka. OEM/Bidder should also have a local office for an emergency contact point.	
Call Response time	2 Hour or less	
Maintenance	The storage must provide non-disruptive firmware/micro code upgrade, device reallocation and configuration changes.	

ITEM-3# STORAGE AREA NETWORK (SAN) SWITCH REQUIREMENT SPECIFICATIONS

Group: Storage Area Network (SAN) Switch: For DC, NDR Site.

Qty: 8 Nos. (48 Ports Switch)

Items	Required Specifications	Tenderer Response
Brand	Brocade/Cisco	
Model	To be mentioned by the bidder	
Country of Origin	To be mentioned by the bidder	
Chassis	To be mentioned by the bidder	
Country of Manufacture	To be mentioned by the bidder	
FC ports	SAN Switch should be configured with Thirty Five (35), with 35 X 32Gbps SW & 1 x 16G LW (Up to 25KM) SFP Transceiver and should be expandable up to at least 48 ports.	
Port Speed/Bandwidth	32 Gbps speed on all ports (Non-blocking architecture with 1:1 performance) with auto-sensing of 4/8/16/32 Gbps.	
Characteristics of Port	All port modules shall support hot-swappable Small Form Factor Pluggable (SFP) LC typed transceivers that are interchangeable for 4, 8, 16 & 32Gbps Fiber Channel ports.	
Aggregate Device Bandwidth	The switch should have non-blocking architecture designed to provide up to 1536Gbps aggregate throughput.	
No. of SFP	36 x 32Gb SW SFP + 1 x 16Gb LW SFP	
FC Cables	35 x 10m LC-LC Cables depends on switch ports	
Management software and tools	Switch shall have flexible management methods like web based management, integration with Enterprise Management software. The management software must be provided. Soft Zoning / Hard Zoning/ ISL facility should be available. Extended Fabric License required for replication. (Enterprise license)	
Management and communication port	Switch shall have integrated Ethernet and Serial port for management & communication.	
Peripherals and Accessories	All required peripherals and accessories.	
Firmware Upgrade	Non-disruptive, Microcode/Firmware upgrades and hot code activation	

Tender Schedule of Core SAN Storage, SAN Switch and Oracle Active Data Guard along with related support and services

Items	Required Specifications	Tenderer Response
Warranty	The vendor should provide five (05) years years warranty (all parts replacement and 24x7 service) with 4 hours SLA response time. The vendor should submit the proof of OEM's/Bidder's local logistics center in Dhaka. OEM/Bidder should also have a local office for an emergency contact point.	

ITEM-4# STORAGE AREA NETWORK (SAN) SWITCH REQUIREMENT SPECIFICATIONS

Group: Storage Area Network (SAN) Switch: For FDR Site.

Qty: 2 Nos.

Items	Required Specifications	Tenderer Response
Brand	Brocade/Cisco	
Model	To be mentioned by the bidder	
Country of Origin	To be mentioned by the bidder	
Chassis	To be mentioned by the bidder	
Country of Manufacture	To be mentioned by the bidder	
FC ports	SAN Switch should be configured with Sixteen (16), 16 X 32Gbps SW SFP Transceiver and should be expandable up to at least 24 ports.	
Port Speed/Bandwidth	32 Gbps speed on all ports (Non-blocking architecture with 1:1 performance) with auto-sensing of 4/8/16/32 Gbps.	
Characteristics of Port	All port modules shall support hot-swappable Small Form Factor Pluggable (SFP) LC typed transceivers that are interchangeable for 4, 8, 16 & 32Gbps Fiber Channel ports.	
Aggregate Device Bandwidth	The switch should have non-blocking architecture designed to provide up to 768Gbps aggregate throughput.	
No. of SFP	16 x 32Gb SW SFP	
FC Cables	16 x 10m LC-LC Cables	
Management software and tools	Switch shall have flexible management methods like web based management, integration with Enterprise Management software. The management software must be provided. Soft Zoning / Hard Zoning/ ISL facility should be available. Extended Fabric License required for replication. (Enterprise license)	
Management and communication port	Switch shall have integrated Ethernet and Serial port for management & communication.	
Peripherals and Accessories	All required peripherals and accessories.	
Migration	Bidder should migrate data from existing switches to new switches without any destruction.	
Firmware Upgrade	Non-disruptive, Microcode/Firmware upgrades and hot code activation	
Warranty	The vendor should provide five (05) years warranty (all parts replacement and 24x7 service) with 4 hours	

Tender Schedule of Core SAN Storage, SAN Switch and Oracle Active Data Guard along with related support and services
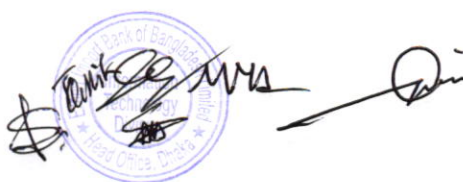
Items	Required Specifications	Tenderer Response
	SLA response time. The vendor should submit the proof of OEM's/Bidder's local logistics center in Dhaka. OEM/Bidder should also have a local office for an emergency contact point.	

Section-B

Database Software: Oracle Active Data Guard Software

Qty: 2 Nos.

Items	Required Specifications	Tenderer Response
Active Data Guard-Processor Perpetual License	Active Data Guard-Processor Perpetual 6 Core License with Software Update & Support for 12 Months	
Warranty	01 (One) year Processor Perpetual License (24x7x365 Premium Support)	

SECTION 4 - SCHEDULE OF PRICE PROPOSAL

The financial offer should be submitted in the following format and should include applicable charges, Taxes, VAT etc., if any.

Section-A

SAN Storage and Switch (With Option-1 or Option-2)

SL No.	Material & Services	Specification & Detailed Configuration	Quantity/ Number	Unit Cost (Tk.)	Taxes & Duties (Tk.)	Total Cost (Tk.) inclusive 05 (Five) year full warranty	AMC from 6th to 7th Year inclusive VAT & TAX (Year wise) **
1.1	SAN Storage (For DC, NDR) with Capacity-Option-1		2 (Two)				
1.2	SAN Storage (For DC, NDR) with Capacity-Option-2		2 (Two)				
2	SAN Storage (For FDR)		1 (One)				
3	SAN Switch (For DC and NDR)		8 (Eight)				
4	SAN Switch (For FDR)		2 (Two)				

Total price of this offer (For 5 years) in figure: BDT_____

Total price of this offer (For 5 years) in word: BDT_____

Total price of AMC for 2 years in figure: BDT_____

Total price of AMC for 2 years in word: BDT_____

** The proposed solutions will support the next 7 years after commissioning must be written by OEM letter pad.

Section-B

Oracle Active Data Guard Software

SL No.	Material & Services	Specification & Detailed Configuration	Quantity/ Number	Unit Cost (Tk.)	Taxes & Duties (Tk.)	Total Cost (Tk.) inclusive 01 (One) year full warranty	AMC from 2nd to 5th Year inclusive VAT & TAX (Year wise)
1	Active Data Guard 6 CPU Perpetual License		2 (Two)				

Total price of this offer in figure: BDT_____

Total price of this offer in word: BDT_____

Total price of AMC for 4 years in figure: BDT_____

Total price of AMC for 4 years in word: BDT_____

Authorized Signature & seal

SECTION 5 - FORMS

5.1 Bank Guarantee for Tender Security

[this is the format for the Tender Security to be issued by a scheduled bank
of Bangladesh in accordance with Clause 1.4]

Invitation Ref. No.:   Date:

To:

(*Name & address of Bank*)

TENDER GUARANTEE No:

We have been informed that *[name of Tenderer]* (hereinafter called "the Tenderer") intends to submit to you its Tender dated *[date of Tender]* (hereinafter called "the Tender") for the Tender Document of Core SAN Storage, SAN Switch and Oracle Active Data Guard along with related support and services, Export Import Bank of Bangladesh Limited at Head Office, Symphony, Plot No- SE (F)- 9, Road # 142, Gulshan Avenue, Gulshan, Dhaka under the above Invitation for Tender.

Furthermore, we understand that, according to your conditions, a Bank Guarantee must support a Tender.

At the request of the Tenderer, we *[name of bank]* hereby irrevocably undertake to pay you, without cavil or argument, any sum or sums not exceeding in total an amount of Tk *[insert amount in figures and in words]* upon receipt by us of your first written demand accompanied by a written statement that the Tenderer is in breach of its obligation(s) under the Tender conditions, because the Tenderer:

(a) has withdrawn its Tender during the period of Tender validity specified by the Tenderer; or

(b) does not respond to clarification/demonstration meeting as mentioned in the Tender document; or

(c) having been notified of the acceptance of the Tender by the Bank during the period of Tender validity, (i) fails or refuses to furnish the Performance Security in accordance with the Clause 1.9, or (ii) fails or refuses to execute the Contract Form,

This guarantee will expire:

(a) if the Tenderer is the successful Tenderer, upon our receipt of a copy of the Performance Security and a copy of the Letter of Acceptance signed by the Tenderer and issued to you; or

(b) if the Tenderer is not the successful Tenderer, 30 (thirty) days after the expiration of the Tenderer's Tender validity period, being *[date of expiration of the Tender]*

Consequently, we must receive at the above-mentioned office any demand for payment under this guarantee on or before that date.

Signature   **Signature**

5.2   Bank Guarantee for Performance Security

[this is the format for the Performance Security to be issued by a scheduled bank
of Bangladesh in accordance with Clause 1.9]

Invitation Ref. No.:   Date:

To:

(Name & address of Bank)

PERFORMANCE GUARANTEE No:

We have been informed that *[name of supplier]* (hereinafter called "the Supplier") has undertaken, pursuant to Contract No *[reference number of Contract]* dated *[date of Contract]* (hereinafter called "the Contract") for the Tender Schedule of Core SAN Storage, SAN Switch and Oracle Active Data Guard along with related support and services under the Contract.

Furthermore, we understand that, according to your conditions, Contracts must be supported by a performance guarantee.

At the request of the Supplier, we *[name of bank]* hereby irrevocably undertake to pay you, without cavil or argument, any sum or sums not exceeding in total an amount of Tk *[insert amount in figures and in words]* upon receipt by us of your first written demand accompanied by a written statement that the Supplier is in breach of its obligation(s) under the Contract conditions, without you needing to prove or show grounds or reasons for your demand of the sum specified therein.

This guarantee is valid until *[date of validity of guarantee]*, consequently, we must receive at the above-mentioned office any demand for payment under this guarantee on or before that date.

Authorised Signature   **Authorised Signature**

5.3   Tenderer Profile

[this is the format for the Tenderer Profile to be provided along with this proposal]

1.   Introduction [Brief introduction of the Tenderer with contact information such as address telephone no, fax no etc.]

2.   Structure of the Organization [Hierarchical organization of the Tenderer]

3.   Registration Certificates [Tenderer registration information such as incorporation date, copy of trade license etc.]

4.   Import Export Permit [Import, export permit document copy]

5.   Shareholders Information

6.   Background of Major Shareholders

7.   Number of Employees [Department wise]

8.   Main Business & Services [Details of main business and services rendered]

9.   The Product [Details of products supply such as name, short description of product, distributorship license from the principal, how long the products are being supplied]

10. Support Service Centers

11. Credit Record

12. Financial Information

13. Industrial Comparison

14. Technical Support Team [Details CV of each member (at least two persons) of the technical support team]

15. List of Clients [List of relevant clients with contact information and related products supplied with dates]

16. Certificate from relevant clients for successful implementation & satisfaction of support

17. Special Certificates achieved

Any other information feels necessary to be provided along with the Tenderer profile.