



AB BANK PLC.

Request for Proposal

for Infrastructure as a Service (IaaS) Cloud
Providers

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DISCLAIMER

The information contained in this Request for Proposal (“RFP” or “Tender”) document or information provided subsequently to bidder(s) whether verbally or in documentary form by or on behalf of AB Bank PLC. (“The Bank”), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer and is only an invitation by The Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice.

Subject to any law to the contrary, and to the maximum extent permitted by law, The Bank and its directors, officers, employees, representatives, agents, and advisers disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities expenses or disbursements incurred therein or incidental thereto) or damage (whether foreseeable or not) (“Losses”) suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the losses arises in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of The Bank or any of its directors, officers, employees, representatives, agents, or advisers.

The Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

CONFIDENTIALITY / NON-DISCLOSURE

By opening this RFP, the bidder agrees not to use or share with other parties the information contained herein. The Bank reserves the right to use the information submitted in response to this RFP in any manner deemed appropriate. Bidder may request confidential treatment of any portion of its response with written indication of which portion of the document. After review of the request, if confidentiality cannot be granted, vendor will be permitted to withdraw its proposal.

1 INTRODUCTION

AB Bank PLC invites Cloud Service Providers (CSPs) to submit only technical proposal for the provision of a comprehensive Cloud Infrastructure as a Service (IaaS) solution. This solution will support a few of the Bank’s essential applications with industry-standard security practices and in compliance with Bangladesh Bank’s BRPD Circular 5 on Cloud Computing Guidelines.

2 INVITATION TO BID

This RFP document is solely for the purpose of selecting a cloud service provider to provide Infrastructure as a Service (IaaS) for bank’s various applications. The bid proposals should include but not limited to license / subscription, implementation, integration, setup and maintenance of the cloud services.

The decision of the Bank will be final and binding.

3 SCOPE OF SERVICES

The required cloud infrastructure must support the following services and meet the specified standards for security, scalability, and operational integrity:

- **Technical Standards:** Providers must ensure compliance with the following IaaS features:
 - Security protocols to protect applications and data from unauthorized access or threats.
 - Robust compliance with industry standards through relevant certifications (e.g., ISO/IEC 27001, PCI DSS).
 - Comprehensive backup and disaster recovery capabilities.
 - Secure VPN setup and configuration options.
 - Data center reliability and high availability.
 - Support for both Linux and Windows OS environments.
 - Management of cloud services through a user-friendly service portal.
 - Dynamic scalability to meet fluctuating demands.

3.1 FEATURES AND FUNCTIONALITIES UNDER THE SCOPE OF SERVICES

TECHNICAL PROPOSAL REQUIREMENTS

Providers are required to submit a detailed technical proposal covering the following aspects:

1. Security and Compliance

- Describe the security measures implemented to safeguard applications, data, and network integrity.
- Outline compliance certifications that ensure adherence to industry standards.
- Describe backup and recovery processes, including recovery point objectives (RPO) and recovery time objectives (RTO).
- Provide options for secure VPN configurations and detail security protocols within data centers.
- Confirm adherence to Bangladesh Bank BRPD Circular 5 on Cloud Computing Guidelines.

2. Infrastructure Specifications

- Support for both Linux and Windows operating environments.
- Access and management capabilities through a Cloud Service Management Portal.
- Scalability options that allow automatic / on-demand resource allocation based on workload demands.

3. Performance and Reliability

- Define service availability SLAs.
- Describe disaster recovery and failover capabilities to ensure uninterrupted service.

NO COMMERCIAL PROPOSAL

This RFP is for technical proposal only and hence no commercial proposal is to be included. Technically qualified bidders shall be asked for commercial proposal only.

4 INSTRUCTIONS TO BIDDERS

4.1 GENERAL INSTRUCTIONS

No Bid will be considered unless it is prepared as per the requirement of this RFP by the Bank. Bids must be made in duplicate and must include all documents required as part of technical and commercial bids and the Annexures.

Bidders must acquaint themselves fully with all the Terms and Conditions of this RFP. No plea of insufficient information or lack of information will be entertained at any time after the closing of the tender at the specified date and time.

The Bidder must furnish all the particulars called for in Technical and Commercial bids along with all other details and information expected to be submitted with the Bid. Additional information or technical details should not be submitted after closing the Tender unless otherwise the Bank requested in writing to do so.

No modifications or alterations with respect to the submitted documents will be permitted after closing of bid submissions.

In the absence of a written request to do so by the Bank, submission of written or verbal clarifications to the Bank will be considered as a disqualification.

The signatory from the Bidder who signs on the bid response forms may be either the Chief Executive Officer or the Managing Director or his duly Authorized Representative, in which case he shall submit a certificate of authority. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the representative and the principal.

The power of authorization or any other document consisting of adequate proof of the ability of the signatory to bind the Bidder shall be annexed to the Bid. Bank may reject outright, any bid not supported with adequate proof of the signatory's authority.

Every Bidder must be prepared to submit documents and other evidence of his ability to execute the contract if called upon to do so, by the Bank

Private companies who submit a Bid should declare the names of current Directors of the Company, Public Companies should declare the names of current Directors and the Proprietorship/Partnership should declare the names of Proprietors/Partners.

The Bidder should be the Principal Owner and have property rights, or be authorized by the Principal Owner to sell the product. In case the Bidder is an authorized partner / reseller for the particular offer of item, authorization from the developer / manufacturer should be submitted to ensure that the regular upgrades and support services requested by the Bank will be made available to the Bank from time to time.

Please note that all the information requested in this RFP needs to be provided by the Bidder. Bids with incomplete information may lead to disqualification.

The Bank reserves the right to change the dates mentioned above or in the RFP, which will be communicated to the prospective bidders.

The Bank reserves the right of rejecting any or all bids and the right of accepting any portion of the bid without citing any reason.

4.2 COMPLETENESS OF PROPOSAL

By submission of a proposal, the Bidder warrants that all components required to fully activate the service support have been identified and included in the proposal.

4.3 PROCEDURE FOR SUBMISSION OF BIDS

The Bank expects only hard copy of the technical proposal addressed to Head of Administration address below.

Head of Administration
AB Bank PLC.
The Skymark
18 Gulshan Avenue, Dhaka 1212
Bangladesh

The submission must be made by close of business dated November 25, 2024

4.4 FORMAT FOR TECHNICAL BID

Technical Bid must be made in an organized and structured manner in the following form:

- a) Table of Contents
- b) Letter of Proposal.
- c) Certificate of prior experience in Bangladesh market.
- d) Solution Brief
- e) Detailed Specifications as per Scope of Work
- f) High-Availability/Backup/Archive
- g) Training to be Provided
- h) Documentation to be Provided
- i) Sample Service Level Agreement
- j) Specifications for Hardware and Any Other Licensing Requirements

All claims made by the Bidder in the response will have to be backed by documentary evidence.

4.5 COST OF BID

The Bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the Bank. In any case, Bank shall not be liable for those costs, regardless of the conduct or outcome of the bidding process.

4.6 AMENDMENT OF RFP DOCUMENT

At any time prior to the last date for receipt of bids, the Bank, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP document by an amendment.

Any amendments to the RFP will be notified on the Bank via electronic mail (email) or printed letter format or via facsimile.

In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, the Bank may, at its discretion, extend the last date for the receipt of Bids.

Bank may at any time during the tendering process request the Bidder to submit revised Technical / Commercial Bids and/or Supplementary commercial bids without thereby incurring any liability to the affected Bidder or Bidders.

4.7 LANGUAGE OF BIDS

The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the Bank, shall be written in the English language.

4.8 PERIOD OF VALIDITY OF BID

Bids shall remain valid for 60 days after the date of opening of Technical Bids prescribed by the Bank. No bidder shall be entitled to withdraw, cancel or revoke their offer within the said period except as mentioned in **Confidentiality / Non-Disclosure** under Error! Reference source not found. section of this RFP.

The Bank may request the Bidder(s) for an extension of the period of validity. The request and the responses thereto shall be made in writing (or by fax or by email).

4.9 INSPECTION OR RIGHT TO AUDIT

Due to regulatory requirement, the bidder shall allow the authorized personnel of The Bank and/or its regulators the opportunity of inspecting and auditing the bidder's operations and the business records which are directly relevant to the services provided by the bidder.