

Request for Proposal (RFP)

Cisco SMARTnet Renewal for 2025

AB Bank PLC.
Department of Information Technology
30-31 Dilkusha C/A, Dhaka 1000 Bangladesh

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This RFP is neither an agreement nor an offer but an invitation from The Bank to interested parties to submit their bids. The purpose of this RFP is to provide bidders with relevant information to assist in formulating their proposals. The Bank does not claim that this RFP contains all the information required by each bidder. Each bidder should conduct its own investigations and analysis to verify the accuracy, reliability, and completeness of the information provided and seek independent advice where necessary.

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The Bank reserves the right at its sole discretion to update, amend, or supplement the information in this RFP without any obligation to do so.

CONFIDENTIALITY / NON-DISCLOSURE

By opening this RFP, bidders agree not to disclose or share the information contained herein with any third party. The Bank reserves the right to utilize the information submitted in response to this RFP as deemed appropriate. Bidders may request confidential treatment for any portion of their response by clearly indicating the sensitive section in writing. If confidentiality cannot be granted, the bidder will have the option to withdraw its proposal.

INTRODUCTION

AB Bank PLC. invites qualified vendors to submit proposals for the Cisco SMARTnet contract for the year 2025. The selected vendor will be responsible for providing support for all installed cards/components and software licenses included in the contract as specified in this document. The Bank's decision regarding vendor selection will be final and binding.

SCOPE OF WORK

Interested vendors are requested to collect the detailed product list from the Administration Department or by sending an email to rfp@abbl.com with the subject line: "**RFP for Cisco SMARTnet Renewal for 2025**". The list includes chassis serial numbers. Vendors must ensure that all installed cards/component and software licenses must be included in the contract.

SERVICE LEVEL AGREEMENT (SLA) REQUIREMENTS

The proposed service must adhere to the following minimum Service Level Agreement (SLA) terms. Bidders must explicitly confirm compliance with each point in their technical proposal.

- **Cisco TAC Support:** Vendors must ensure access to Cisco's Technical Assistance Center (TAC) providing 24x7x365 support for all covered devices.
- **Hardware Replacement:** The hardware replacement SLA must strictly match Cisco's current global policy for the specific service tier.
- **Software Updates:** The service must include access to all software updates, including major and minor releases, and critical security patches for all covered devices.
- **Escalation Matrix:** The vendor must provide a detailed escalation matrix. This must include local (Bangladesh) support contacts and a clear path for escalation to Cisco (OEM) support to ensure timely resolution of critical issues.

VENDOR REQUIREMENTS

Only bidders meeting the following criteria are eligible to respond to this RFP:

- Must be a legally registered entity in Bangladesh.
- The bidder must be a regular taxpayer.
- Must submit a Manufacturer's Authorization Letter (MAF) from the OEM.
- Must have prior experience in delivering and supporting similar solutions.
- Any bidder who has been blacklisted or barred by any Government Department, Financial Institution, Bank, or Regulatory Body shall be disqualified. A Litigation Declaration Letter must be submitted.

PROPOSAL SUBMISSION

Vendors must submit their hard copy of the commercial proposal in a sealed envelope, addressed to the **Head of Administration** at the following address:

Head of Administration

AB Bank PLC.

The Skymark, Level 4, 18 Gulshan Avenue, Dhaka 1212, Bangladesh

TECHNICAL BID FORMAT

Vendors should organize their proposals as follows:

1. Letter of Proposal
2. Manufacturer's Authorization Letter (MAF) from the OEM
3. Certificate of prior experience in the Bangladesh market
4. Detailed pricing structure, including applicable discounts

SUBMISSION GUIDELINES

Proposal Submission Deadline: September 11, 2025

CONTACT INFORMATION

For any clarifications, please contact rfp@abbl.com.