



## **CITIZENS BANK PLC**

**Information & Communication Technology Division  
Chini Shilpa Bhaban-2,76- Motijheel C/A  
Dhaka-1000**

**Request for Quotation**

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**Procurement of Desktop Computer, Online UPS, MICR Scanner, Flatbed Scanner and printer**

**Submission Deadline: 24 June, 2024**



## 1. Introduction

Citizens Bank PLC (সিটিজেনস ব্যাংক পিএলসি) is one of the fifth-generation banks, scheduled 61st Private Commercial Bank in Bangladesh. The bank started its commercial banking operations on July 03, 2022.

## 2. Scope

This document constitutes a formal Request for Proposal (RFP) for Procurement of Desktop Computer, Online UPS, MICR Scanner, Flatbed Scanner, Printer Solution including associated services in the Bank as per the functional and technical requirements given in this RFP.

## 3. Instruction to Bidders

Citizens Bank reserves the right to reject any or all proposals, to waive any informality or technical defect in the proposals, or to award the contract in whole or in part, if deemed to be in the best interest of the Bank to do so. The purchase committee will award this contract to the firm as the most responsive and responsible offer, based on criteria specified herein.

Additionally, the Bank reserves the right to alter the mentioned functional and technical requirements, in part or whole, during the proposal evaluation process, and without re-issuing the RFP. All claims for functional/technical delivery made by the bidders in their response to the proposal shall be assumed as deliverable within the quoted financial offers.

Successful bidder must follow Bangladesh Bank's Guideline on ICT Security for Scheduled Banks and Financial Institutions, during device configuration and implementation. **Bidder may submit offer for all items or any single item.**

## 4. Bidder Qualifications:

- The bidder should be a company registered and working in Bangladesh having long business track in the same type of business.
- The bidder should be a manufacturer/partner/distributor of participated items. A copy of the necessary certification to be enclosed.
- Minimum Three (05) years of experience in selling proposed/similar Products. A proof of the necessary experience to be enclosed.
- The bidder shall not be under a declaration of ineligibility for corrupt, fraudulent, collusive or coercive practices.
- The bidder should have capability to provide after sales support for sold products.
- Bidder must have expert engineer for offered product. A copy of the necessary certification to be enclosed.
- Bidder should have minimum 05 (Five) existing customer (preferably in financial sector) for offered products.
- Bidder should be capable to support all over the country.

## 5. Tender Submission Method:

Technical and Financial proposal should be submitted by the bidder in separate envelopes signed and sealed by the authorized personnel of the bidder organization. **Technical Offer should contain exhaustive and comprehensive information about the proposed solution and details Bill of Material & Services without pricing, whereas the Financial Offer will contain the price-related information.**

## DELIVERS PROPOSAL TO:

Head of ICT Division, Citizens Bank PLC  
Chini Shilpa Bhaban-2, 76, Motijheel C/A Dhaka-1000

## 6. Bank Authority rights:

The Bank reserves the right to reject any or all proposals without showing any reason and shall not be under any obligation to accept the lowest price quotation. The authority reserves the right to relax, change or drop any of the terms and conditions of the schedule without any further notice.





## 7. Delivery, Installation and Commissioning:

The successful bidder shall ensure the delivery of all devices within **Thirty (30) days** from the issuance date of work order and installation, configuration and testing within the next ten (10) days of successful delivery.

## 8. Quoted Price:

All quoted Total Price/Amount should include delivery, installation, testing and training cost and AIT, Vat, Tax and Other Duties applicable as per Govt. rules and Bank Policy. All prices shall be quoted in Bangladesh Taka (Tk.) and the payment will be made in BDT to the successful bidders.

## 10. Deliverables with Bidding Documents

Following documents must be submitted with other bidding documents:

- Manufacturer Authorization/Partner certificate;
- Valid Trade License;
- TIN certificate;
- VAT registration certificate;
- List of professionals for maintenance and service;

## 11. Language of RFP response

All response of RFP, supporting documentation as well as all correspondence and documents relating to the RFP must be in the English language only.

## 12. Validity of Bids:

Bids shall remain valid, at a minimum, for the period of 60 Days after the deadline date for bid submission.

## 13. Clarification of Bids:

Please send query by e-mail to [rezaul.hossain@citizensbankbd.com](mailto:rezaul.hossain@citizensbankbd.com) minimum three (03) days before deadline date of bid submission. Responses will be sent to all parties.

## 14. Payment Terms:

The terms of payment for **PC and UPS** will be as under:

- 50% payment will be made after successful installation, commissioning and two weeks successful use of the system.
- Rest of 50% will be made after two months of first installment payment.

The terms of payment for **Scanner and Printer** will be as under:

- Payment will be made after one month of successful delivery

The bidder should submit the bill with following documents:

- Two Original copies of Bill
- Duplicate copy of Delivery Challan
- Copy of Work Order
- VAT Mushok

Vat, Income Tax and others charges shall be realized from the bill amount as per government rules and Bank's policy.



**Technical requirements summary:**

Items	Qty
Item 1: Desktop Computer with monitor	70
Item 2: Online UPS (6 KVA)	03
Item 3: Online UPS (3 KVA)	15
Item 4: MICR Scanner	09
Item 5: Flatbed Scanner	09
Item 6: Printer	09

**TECHNICAL SPECIFICATION**

All the Functionalities are mandatory and should be available in the offered solution as standard product. In case any of these are not offered as standard product, the bid may be made non-responsive.

**Item 1: Desktop Computer with monitor: Qty:70**

Item	Required Specification
Brand	HP/Dell/Lenovo
Model	HP: HP Pro Tower 280 G9 / Dell: OptiPlex 3000 Tower/Lenovo: ThinkCentre Neo 50t Gen4
Country of Origin	USA
Processor	Intel® Core™ i3-12100 -12th Gen or above (3.3 GHz base frequency, up to 4.3 GHz with Intel® Turbo Boost Technology, 12MB cache, 4 cores)
Motherboard	Intel
RAM	8GB DDR4 3200 MHz RAM
Graphics Card	Intel UHD Graphics 630
SSD M2 NVMe	<b>512 GB</b>
Monitor	18.5"/19.5" HD Monitor
Power Supply	Mention watt
Network	Ethernet RJ-45
Operating System	Free-Dos
Keyboard	USB Keyboard
Mouse	USB Mouse
External I/O Ports	4 x USB 1x HDMI 1x DisplayPort (DP) 1x VGA
Warranty	<b>3 years with parts</b>

**Item 2: Online UPS (6 KVA) Qty:03**

Items	Required Specifications
Brand	APC/VARTIV/
Model	To be mentioned by bidder
Country of Origin	USA/UK
Country of Manufacture	To be mentioned by bidder
Phase	Single Phase in /Single Phase out
<b>INPUT PARAMETERS</b>	



<b>Nominal Voltage</b>	<b>220V</b>	
Rectifier type	IGBT	
Rated voltage	220Vac	
Input frequency range	46-54 Hz or 56-64Hz	
Input power factor	Single phase $\geq 0.99$ / @ 100% Load	
<b>BATTERY</b>		
Charging capability	<6h for recharging to 90% of standard model	
Battery brand	LEOCH/Quanta/Long <b>(Must be provide proof of authenticity)</b>	
Battery type	Lead-acid maintenance free battery	
Battery cabinet	External rack	
Battery Capacity	Min.12V-18 Ah	
No of Battery	16 pcs	
Battery backup time	30 minutes with full load	
<b>OUTPUT PARAMETERS</b>		
Rated power	4.8 kW / 6 kVA	
Voltage precision	230Vac $\pm 3\%$	
Frequency precision	50+/-0.2%	
Step load performance	100	
Transfer Time	Bypass to Inverter	Zero
	Inverter to Bypass	Zero
<b>System parameters and standard</b>		
Switching time (power failure)	0	
Language	English	
Whether LCD display is available	Yes (optional)	
EMC	Conducted emission: EN50091-2 EN55022 ClassA Immunity: EN61000-4-2.3.4.6.8.11 Level III EN61000-4-5 Level IV	
Surge protection	Meet installation requirements of IEC60664-1 IV Be able to withstand at least 6KV/3KA 1/2/50uS+8/20uS	
<b>Communication and management</b>		
Interface type	USB/intelligent slot (SNMP) including	
<b>LCD</b>		
Load Level, Battery level, AC Mode, Battery Mode, Bypass Mode, & Fault Indicator		
<b>ALARM</b>		
Battery Mode	Sounding every 4 seconds	
Low Battery	Sounding every second	
Overload	Sounding Twice every second	
Fault	Continuously Sounding	
<b>Warranty</b>	<b>1 year</b>	





**Item 3: Online UPS (3 KVA) Qty:15**

Items	Required Specifications
Brand	APC/VERTIV
Model	To be mentioned by bidder
Country of Origin	USA/UK
Country of Manufacture	to be mentioned by bidder
MODEL	to be mentioned by bidder
<b>OUTPUT PARAMETERS</b>	
Capacity	Min. 3000VA/2400 W
Power Factor	0.8
Nominal Voltage	220 / 230 / 240 Vac
Voltage regulation	1%
Frequency range - Hz	47 Hz-53Hz or 57 Hz-63 HZ
Frequency Range battery mode	50 Hz or 60 Hz +/-1%
Harmonic distortion	<= 3% THD (Linear Load)
Transfer time - Mains to battery	0 milli sec
Transfer time - Inverter to bypass - synchronous mode	4 msec
<b>INPUT PARAMETERS</b>	
Configuration	1 phase, L-N + PE
Nominal Voltage	230VAC
Voltage range	110V-280V @ 50% load
Frequency range - Hz	40 - 70 Hz
Power Factor	>=0.99@ nominal voltage (100% load)
<b>BATTERY PARAMETERS</b>	
Type	maintenance free lead acid battery
Battery Brand	LEOCH/Quanta/Long <b>(Must be provide proof of authenticity)</b>
Backup Time	30 minutes with full load
Battery cabinet	External rack
Battery capacity	Min. 12V-26AH
<b>No. of battery blocks sustain (LB Model)</b>	<b>6 (Six)</b>
<b>MECHANICAL PARAMETERS</b>	
MONITORING SOFTWARE	SNMP (must be included), dry contact card
<b>STANDARDS</b>	
EMI	EN 62040-2: 2006
SAFETY	EN 62040-1-1: 2003
PERFORMANCE (technical feature)	IEC / EN 62040 - 3
<b>Warranty</b>	<b>1 year</b>



**Item 04: MICR Scanner: Qty 09**

Items	Required Specifications
Brand	Canon/ Burroughs (SDK Support)
Model	CR-120 UV cheque scanner
Technology	MICR
Feeding Capacity	150 Sheets
Document Feeding	Automatic sheet feeding
Speed	120cpm
Duplex print	Simplex/duplex
Light Source	RGB LED (CR-120 UV: UV LED + RGB LED)
Interface	Hi-Speed USB 2.0 (Type A x 1, Type B x 1)
<b>Genuine OEM warranty</b>	1 Year

**Item 05: Flatbed Scanner: Qty: 09**

Items	Required Specifications
Brand	Canon/Epson
Model	Please mention
Type	Flatbed Slim Scanner
Country of Origin	Japan
Scan Technology	CIS (Contact image Sensor)
Scanning Speed (B & W)	8.2 msec/line (4800 dpi)
Scanning Speed (Color)	24.4 msec/line (4800 dpi)
Scanning Speed (Gray)	8.2 msec/line (4800 dpi)
Resolution	4800 x 4800 dpi
Selectable Resolution	25-19200dpi
Scan Size	A4/Letter
Color Bit Depth	48-bit input -> 48/24-bit output
Grayscale Bit Depth	16-bit input -> 8-bit output
Scan File Format	PDF, AUTOSCAN, COPY, SEND
Light Source Type	3-color (RGB) LED
Image Sensor	CIS
Interface (Built-in)	USB
USB Type	USB-Type C
Preview Speed	Approx. 7 sec
Warranty	1 year

**Item 06: Printer Qty: 09**

Items	Required Specifications
Brand	HP
Model	Laser 1008a
Technology	Laser
Print Speed	Up to 20 ppm (black)
Up to 20 ppm (black)	USB
Duplex	Manual
Genuine OEM warranty	1 Year



**PRICE SHEET**

**Name of the Company :**

Items	Qty	Unit Price (including VAT/TAX)	Total Price (including VAT/TAX)
Item 1: Desktop Computer with monitor	70		
Item 2: Online UPS (6 KVA)	03		
Item 3: Online UPS (3 KVA)	15		
Item 4: MICR Scanner	09		
Item 5: Flatbed Scanner	09		
Item 6: Printer	09		
<b>Total Price</b>			

**Price In words:**

**\*Price must be inclusive VAT/TAX and installation charge (if any).**

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(Signature)

Name:

Date:

**THANK YOU**

