Islami Bank Bangladesh PLC
Digital Banking Wing (ABW)
Head Office, Dhaka.

Date: 28.01.2024

NOTICE: Inviting financial offer for engaging Service Provider for Contact Center system of IBBPLC.

Contact Center and IPT systems play pivotal role in ensuring seamless communication and customer interaction within our organization. The current systems have been running from 2012 and it is imperative to maintain their optimal functionality. Now the Bank is inviting financial offer from the enlisted/reputed Service Providers for troubleshooting, maintenance and support (24X7X365) for Contact Center and IP Telephony system of the Bank having wide experience on the mentioned work under the following terms & conditions:

Name of the work: Annual Maintenance Support for Contact Centre and and IP Telephony system of the Bank.

Solution Components Included Under AMC: Complete support for below mentioned items only will be provided as per the agreement. List of Hardware, Software and Services:

Sl.	Item	Quantity
1.	Cisco Unified Communications Manager Enhance Licenses	10
2.	Cisco Unified Contact Center Express Premium Licenses	10
3.	Calabrio Voice Logger Named license	65
4.	Cisco Business Edition 7000M Server	2
5.	Cisco Business Edition 6000M Server	1
6.	Windows Server OS (2016 Standard, 64 bit)	4
7.	MS SQL Server (2014 Standard)	1
8.	Cisco Unified Communications Manager Enhance Licenses	65
9.	Cisco Unified Communications Manager Basic Licenses	5
10.	Cisco Unified Contact Center Express Premium Licenses	60
11.	Cisco Unified Contact Center Express Outbound License	10
12.	Middleware Application	1
13.	TPIN/Phone Banking Application	1
14.	Wallboard Application	1
15.	Customized Reporting Application	1

Terms and Conditions:

1. **Pricing & Currency:** The AMC price must be submitted by the intended bidder for the items (Hardware and Software) mentioned in Annexure- A yearly basis for a year period of 02 years and currency must be in BDT.

2. **Eligibility of the Bidder:**

Item	Skills Required	Minimum Required Resources	Minimum Working Experience
Cisco Collaboration Specialist	- Cisco Unified Communication Manager (CUCM) - Cisco Unified Contact Center Express (UCCX) - Cisco IP Telephony - Cisco Telepresence and Video Conference - Cisco UCCX Scripting - Cisco IM & Presence - Routing & Switching and IP Telephony Infrastructure - Cisco Unified Intelligence Center (CUIC) - Customer Collaboration Portal (CCP, formerly SocialMiner) - CUCM CDR Analysis and Reporting - Certification on Cisco UCCX - Experience of working on minimum 5 Banking Contact Center Projects	1	5 Years

Application Integration Specialist	- IVR Scripting & Integration with Cisco UCCX solutions - Cisco Agent Desktop (CAD/Finesse) Customization -Finesse Gadget Development - Integration with Banking host systems through Middleware using .net core, J2EE - Integration with Card PIN systems using HSM and various encryption methodologies like 3DES, AES, SHA256 - Technical knowledge on PCI DSS Compliance - Creating and maintaining MSSQL and Informix databases - Customized ISO 8583 Message format for socket programing - Web Services protocols such as REST, SOAP and API design for extensibility and portability - Designing SAP Crystal Reports by connecting with various Database Systems like MS SQL, MySQL, Informix - Experience of working on minimum 5 Banking Contact Center Projects	1	5 Years
Recording Solution Specialist	- Administration of Voice Recording Solutions specially Calabrio - Troubleshooting of Recording Solutions - Create and Modify Evaluation Forms as per customer requirements - Create and Modify customized reports using Data Explorer (DX) - Training and Certification on Calabrio Solution - Experience of working on minimum 5 Banking Contact Center Projects	1	3 Years

3. The Technical offer should contain the following information for evaluation of the Bidder:
   - A brief Company Profile along with a list of Clients with contact person with active email addresses & phone number.
   - CV of all technical personnel available for support.
   - Professional certification of the Engineers of the proposed solution.
   - Necessary information with document/ evidence must be submitted.
   - Latest Certificate of Income Tax & VAT and Trade license.
   - Any other items the bidder feels necessary to include.

4. **Receiving & Opening of Offers, Date & Time**: Offer will be received in the Office of the undersigned through hand to hand / email **from 28ᵗʰ January 2024 to 08ᵗʰ February 2024 up to 03.00 PM** and will be opened on the same day at 03.15 PM in presence of Bidder(s)/ representative(s) who may like to be present. The intending Bidders will submit the quotations in their letter head pad hand to hand at the **DMD & Head of Wing, Digital banking Wing (DBW), 75 Dilkusha, Mothijeel C/A. Dhaka-1000** or /send email at **pa.abw@islamibankbd.com**

5. **Reservation:** Islami Bank Bangladesh PLC reserves the right to accept any Offer and reject any or all Offers without assigning any reason whatsoever. Islami Bank Bangladesh PLC is not bound to issue the work order in favor of the lowest Bidder.

DMD & Head of Wing

Annexure A: Items (Hardware & Software) under IBBPLC Contact Center

Sl.	Item Name	Description	Service Duration (Months)	Qty.
CUCM License for Contact center IP Phones				
1.0	A-FLEX-3	Collaboration Flex Plan 3.0	---	1
1.1	SVS-FLEX-SUPT-BAS	Basic Support for Flex Plan	---	80
1.7	A-FLEX-NUPL-E	NU On-Premises Calling Enhanced	---	75
1.2	A-FLEX-NUPL-A	NU On-Premises Calling Access	---	5
1.3	A-FLEX-SRST-E	SRST Endpoints (1)	---	80
1.4	A-FLEX-P-ACC	Access Smart License (1)	---	5
1.8	A-FLEX-P-ENH	Enhanced Smart License (1)	---	75
1.5	A-FLEX-P-ER	Emergency Responder Smart License (1)	---	80
1.9	A-FLEX-FILESTG-ENT	File Storage Entitlement	---	1500
1.10	A-FLEX-PROPACK-ENT	Pro Pack for Cisco Control Hub Entitlement	---	75
1.11	A-FLEX-MSG-NU-ENT	Messaging Named User Entitlement (1)	---	75
1.6	A-FLEX-SW-14-K9	On-Premises SW Bundle v14 (1)	---	1
Contact Center Agent Premium License				
2.0	A-FLEX-3-CC	Flex 3.0 for Contact Center	---	1
2.1	SVS-FLEX-SUPT-BAS	Basic Support for Flex Plan	---	1
2.2	A-FLEX-CCX-P-C	On-Premises UCCX Premium Concurrent Agent	---	70
2.3	A-FLEX-05-12.5-K9	On-Premises UCCX Std & Prem Media Kit v12.5	---	1
2.4	A-FLEX-CCX-P-AGT	On-Premises UCCX Premium Agent License Smart Licensing	---	70
2.5	A-FLEX-CCX-SVR	On-Premises UCCX Standard & Premium Server Smart Licensing	---	1
CON renewal of DC and DR IP Telephony and Contact Center Server				
3.0	BE7M-M5-K9	Cisco Business Edition 7000M (M5) Appliance, Export Restr SW		1
3.1	BE7K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
3.2	BE7K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
3.3	BE7K-RAM	16GB DDR4-2666-MHz RDIMM/PC4-21300/single rank/x4/1.2v		1
3.4	BE7K-CPU	2.6 GHz 6132/140W 14C/19.25MB Cache/DDR4 2666MHz		1
3.5	BE7K-RAM	16GB DDR4-2666-MHz RDIMM/PC4-21300/single rank/x4/1.2v		1
3.6	BE7K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
3.7	BE7K-PSU	Cisco UCS 1050W AC Power Supply for Rack Server		1
3.8	BE7K-PSU	Cisco UCS 1050W AC Power Supply for Rack Server		1
3.9	BE7K-RAM	16GB DDR4-2666-MHz RDIMM/PC4-21300/single rank/x4/1.2v		1
3.10	BE7K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
3.11	BE7K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
3.12	R2XX-RAID5	Enable RAID 5 Setting		1
3.13	BE7K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
3.14	BE7K-RAIDCTRLR	Cisco 12G Modular RAID controller with 4GB cache		1
3.15	BE7K-DISK	300GB 12G SAS 10K RPM SFF HDD		1

3.16	BE7K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
3.17	BE7K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
3.18	BE7K-RAM	16GB DDR4-2666-MHz RDIMM/PC4-21300/single rank/x4/1.2v		1
3.19	BE7K-NIC1	Intel i350 Quad Port 1Gb Adapter		1
3.20	BE7K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
3.21	BE7K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
3.22	BE7K-NIC1	Intel i350 Quad Port 1Gb Adapter		1
3.23	BE7K-RAM	16GB DDR4-2666-MHz RDIMM/PC4-21300/single rank/x4/1.2v		1
3.24	BE7K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
3.25	BE7K-PCIERISER	Riser 1B incl 3 PCIe slots (x8, x8, x8); all slots from CPU1		1
3.26	BE7K-RAM	16GB DDR4-2666-MHz RDIMM/PC4-21300/single rank/x4/1.2v		1
3.27	CAB-C13-C14-2M-JP	Power Cord C13-C14, 2M/6.5ft Japan PSE mark		2
3.28	BE7K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
3.29	BE7K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
4.0	BE7M-M5-K9	Cisco Business Edition 7000M (M5) Appliance, Export Restr SW		1
4.1	BE7K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
4.2	BE7K-RAM	16GB DDR4-2666-MHz RDIMM/PC4-21300/single rank/x4/1.2v		1
4.3	BE7K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
4.4	BE7K-PCIERISER	Riser 1B incl 3 PCIe slots (x8, x8, x8); all slots from CPU1		1
4.5	BE7K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
4.6	BE7K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
4.7	BE7K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
4.8	BE7K-PSU	Cisco UCS 1050W AC Power Supply for Rack Server		1
4.9	R2XX-RAID5	Enable RAID 5 Setting		1
4.10	BE7K-CPU	2.6 GHz 6132/140W 14C/19.25MB Cache/DDR4 2666MHz		1
4.11	BE7K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
4.12	BE7K-NIC1	Intel i350 Quad Port 1Gb Adapter		1
4.13	BE7K-NIC1	Intel i350 Quad Port 1Gb Adapter		1
4.14	BE7K-RAM	16GB DDR4-2666-MHz RDIMM/PC4-21300/single rank/x4/1.2v		1
4.15	BE7K-RAM	16GB DDR4-2666-MHz RDIMM/PC4-21300/single rank/x4/1.2v		1
4.16	BE7K-RAM	16GB DDR4-2666-MHz RDIMM/PC4-21300/single rank/x4/1.2v		1
4.17	BE7K-RAM	16GB DDR4-2666-MHz RDIMM/PC4-21300/single rank/x4/1.2v		1
4.18	BE7K-PSU	Cisco UCS 1050W AC Power Supply for Rack Server		1
4.19	BE7K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
4.20	BE7K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
4.21	BE7K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
4.22	BE7K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
4.23	BE7K-DISK	300GB 12G SAS 10K RPM SFF HDD		1

4.24	BE7K-RAM	16GB DDR4-2666-MHz RDIMM/PC4-21300/single rank/x4/1.2v		1
4.25	BE7K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
4.26	BE7K-RAIDCTRLR	Cisco 12G Modular RAID controller with 4GB cache		1
4.27	BE7K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
4.28	BE7K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
4.29	CAB-C13-C14-2M-JP	Power Cord C13-C14, 2M/6.5ft Japan PSE mark		2
CON renewal for Recording Server				
5.0	BE6M-M5-K9	Cisco Business Edition 6000M (M5) Appliance, Export Restr SW		1
5.1	BE6K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
5.2	BE6K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
5.3	BE6K-RAM	16GB DDR4-2666-MHz RDIMM/PC4-21300/single rank/x4/1.2v		1
5.4	BE6K-RAM	16GB DDR4-2666-MHz RDIMM/PC4-21300/single rank/x4/1.2v		1
5.5	CAB-C13-C14-2M	Power Cord Jumper, C13-C14 Connectors, 2 Meter Length		1
5.6	BE6K-PSU	Cisco UCS 770W AC Power Supply for Rack Server		1
5.7	R2XX-RAID5	Enable RAID 5 Setting		1
5.8	BE6K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
5.9	BE6K-RAIDCTRLR	Cisco 12G Modular RAID controller with 2GB cache		1
5.10	BE6K-CPU	2.2 GHz 4114/85W 10C/13.75MB Cache/DDR4 2400MHz		1
5.11	BE6K-RAM	16GB DDR4-2666-MHz RDIMM/PC4-21300/single rank/x4/1.2v		1
5.12	BE6K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
5.13	BE6K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
5.14	BE6K-DISK	300GB 12G SAS 10K RPM SFF HDD		1
Support Services for Calabrio Call Recording License				
6.0	CAL-SP-CQMAQM-LPUSR	Support Platinum Advanced Quality Management (AQM) Named User License	-	65
VMware License				
7.0	VS8-STD-SK-TLSS-3Y-C	VMware vSphere Standard - 3-Year Prepaid Commit - Per Core	-	48
Associate Software				
8.1	Middleware Application	Handshaking application between Banking API and Contact Center system.		1
8.2	CTI/CAD Application	CRM portal for agent desktop (web-based application)		1
8.3	TPIN/Phone Banking Application	Authentication Service at IVR		1
8.4	Wrap-up Application	To save customer service through the contact center via agent		1
8.5	Wallboard Application	Dashboard solution(web-based application)		1
8.6	Customized Reporting Application	Customized reporting for Contact center and customized applications		1
8.7	Green PIN Application	i-banking TPIN for transaction		1
Windows Server OS & Database Software				
9.1		Windows Server 2022 Standard - 16 Core License Pack		6
9.2		SQL Server 2022 Standard Edition		2