



BASIC Bank Limited

Serving people for progress

A 100% STATE-OWNED BANK

ICT Division

বাসিক ব্যাংক লিমিটেড

শতভাগ রাষ্ট্রমালিকানাধীন ব্যাংক

BASIC Bank PLC.
Head Office, Dhaka.

Ref. No.: 53.09.0000.820.07.001.26.114

Date: 12-03-2026

The Managing Director
M/S Express Systems Limited
House # 8/2, Road # 01
Shyamoli, Dhaka-1207.

Attention: Mr. Md. Adnan Bin Wadud, Assistant General Manager, Sales, Express Systems Limited.

Subject: Notification of Award for 02 units Internet Gateway Firewall Appliance

Tender Ref. (Tender Ref.: BASIC/HO/ICTD/INTERNET FIREWALL/2025/001, Dated 23/10/2025)

This is to notify you that your Tender dated 06.11.2025 for supply of 02 units Internet Gateway Firewall Appliance (Brand: Palo Alto, Model: PA-1420) including 03(three) years warranty period (warranty includes Original Equipment Manufacturer-OEM & local vendor support) for BASIC Bank PLC. for the Contract Price of Tk 98,60,123.00 (Ninety eight lac sixty thousand one hundred twenty three) only (unit price of Tk 49,30,061.50 (Forty nine lac thirty thousand sixty one and fifty paise only) including VAT & Tax and after 03 years warranty period Annual Maintenance Contract (includes Original Equipment Manufacturer-OEM & local vendor support) price at the rate of Tk 18,67,262/- (Eighteen lac sixty seven thousand two hundred sixty two) only per year from 4th to 5th year at a total of Tk.37,34,524/- (Thirty seven lac thirty four thousand five hundred twenty four) only including VAT & Tax as corrected and modified in accordance with the Instructions to Tenderers, has been approved by BASIC Bank PLC.

You are thus requested to take following actions:

- i. Accept in writing the Notification of Award within seven (7) working days of its issuance pursuant to ITT Sub-Clause 62.3
- ii. Furnish a Performance Security in the specified format and in the amount of Tk 9,86,012.30 (Taka Nine lac eighty six thousand twelve & thirty paise only) within fourteen (14) days of receipt of this Notification of Award in accordance with ITT Clause 64.2
- iii. Sign the Contract within twenty-eight (28) days of issuance of this Notification of Award in accordance with ITT Clause 67.2

Terms and Conditions:

1. For all products, support shall cover 24×7×365. You have to rectify and/or provide solution acceptable to the Bank of any problem regarding the items within 2 hours of notifying the problem by the Bank.
2. Warranties and supports to be provided to the Bank by the company shall be backed by back to back warranties/supports from the original hardware/software manufacturer/developer/principal. Proper proofs/documents may need to be provided if and when required by the Bank.

“স্বচ্ছাচার ও শিষ্টাচার, সভ্য জাতির অহংকার”

Peoples Insurance Bhaban(5th floor) 36 Dilkusha, Commercial Area,Dhaka-1000, Bangladesh

Phone: 956 2960, 955 5087, Fax: 88-02-955 5518, Web: basicbanklimited.com



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3. During AMC period you

- have to provide the followings without any extra charge to the Bank:
- all levels of support and resolution
- consultation, support and advice on technical, functional and procedural queries, backup and recovery, data level rectification etc. as and when required by the Bank
- corrections and resolutions of errors, bugs and problems whenever reported by the Bank and/or found by the vendor itself and/or as and when required by the Bank

a) have to respond to critical errors/bugs/problems and provide interim remedy and/or workarounds, which are acceptable to the Bank, within 2 (two) hours, shall respond to non-critical errors/bugs/problems and provide interim remedy and/or workarounds, which are acceptable to the Bank, within 24 (twenty four) hours – in both cases of being notified and shall provide permanent solution to the satisfaction and acceptance of the Bank within 7 (seven) working days – all without any extra charge. In this context the following definitions shall apply:

- non-critical errors are those that affect non-essential parts of the System which are not needed for daily operations, and which the Bank can do without for some reasonable period,
- critical errors are those, which are not non-critical as defined above.

b) have to depute its technical personnel on site (Bank's site) to render services at the earliest without any extra charge to the Bank as and when required by the Bank

c) have to carry out customization/improvement of the Software to meet any requirement of the Bank without any extra charge to the Bank

d) have to promptly notify the Bank of any new/improved releases/editions/versions/updates/upgrades etc. of the Software (device OS, Network Management Software) to the Bank without any extra charge

e) have to respond to critical errors/problems and provide interim remedy and/or workarounds, which are acceptable to the Bank, within 2 (two) hours.

f) have to depute its technical personnel on site (Bank's site) to render services at the earliest without any extra charge to the Bank as and when required by the Bank

g) have to carry out customization/improvement of the device Software to meet any requirement of the Bank without any extra charge to the Bank

h) have to promptly notify the Bank of any new/improved releases/editions/versions/updates/upgrades etc. of the device Software to the Bank without any extra charge

i) have to sign Annual Maintenance Contract (AMC) which will be counted from the license/subscription activation date.

4. During AMC period, like warranty period, cost of spares has to be borne by you.

5. Spare parts of same brand offered in this tender and compatible to the equipments offered must be available for all the equipments for at least 5 (five) years from the date of delivery to the Bank.

6. You must specify and mention the name and the quantity of spares for all the items that will keep for providing support to the Bank during warranty and Annual Maintenance Contract (AMC) period.

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7. If any product(s) is/are declared End-of-Sale within the subscription period 03(three) years, it must be replaced by the replacement product announced by the OEM with subscription.
8. Prices mentioned in this Work Order include all the prices/fees/costs such as price of the equipments and software, licensing, installation, configuration, implementation, testing, commissioning, warranty, support, training, transportation, shipment, consultation, accommodation, room and board, duty, VAT, tax, other government charges and any other cost you would like to charge the Bank.
9. If any item (hardware/software/spare/component/accessory) is omitted from this Work Order but later found to be required to fulfill your obligations under the Tender and/or this Work Order and/or the SLA you shall provide that item to the Bank without any delay and without any extra charge.

The payment terms for products/items will be as under:

- 30% (Thirty percent) of the Contract Price will be paid after successful supply and installation of 02 units Internet Gateway Firewall Appliance certified by the purchaser as per schedule of requirements,
- 70% (Seventy percent) of the Contract Price will be paid after successful configuration, implementation, testing and commissioning of 02 units Internet Gateway Firewall Appliance.
- You have to sign Service Level Agreement (SLA) to cover the warranty period and Annual Maintenance Contract (AMC) which will be effected after the warranty period with the Bank as per Bank's format.
- Annual Maintenance Contract (AMC) fee will be paid after OEM subscription of product activation on a yearly basis. All applicable VAT, Tax etc. will be deducted as per govt. rules from the bill at the time of payment.

You have to observe other applicable terms and conditions mentioned in the Tender Document.

You may proceed with the execution of the supply of Goods and related Services only upon completion of the above tasks. You may also please note that this Notification of Award shall constitute the formation of this Contract, which shall become binding upon you.

We attach the draft Contract and all other documents for your perusal and signature.

With best regards,

Md. Helal Uddin
DGM, ICT Division

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