**Annexure-04**

**Bidder’s Eligibility Criteria**

**City Bank PLC**

**Procurement Division**

City Bank Center, 4th Floor, 28 Gulshan Avenue, Gulshan-1, Dhaka - 1212, Bangladesh

**Purchase & Renewal of**

**Microsoft Enterprise License for City Bank PLC**

**Support Service**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Description** | | | | | **Complied (Yes/No)** | **Remarks** |
| Service Time | **Business hours:** Sunday to Thursday 10.00 -18.00 **Non-Business Hours and Weekends:** Planned Activities & emergency/ Critical Situations (24x7) | | | |  |  |
| SLA Response Time | **Priority** | **Situation** | **Response Time** | **Operation Hrs.** |  |  |
| Urgent | For any kind of urgent situation where unexpected disasters occur with the related service in operational activities due to technical fault/ issue. | Immediate  (Within  15 mins) | 24x7 |
| High | Server down situation, which is related to the service, whereby the customer is unable to do production work, and a workaround is not available. | Within 1 Hour | 24x7 |
| Medium | A major function is unusable from high-available servers with the related service and the customer can do production work reasonably. | Within 2 Hours | Sunday to Thursday 10.00 -18.00 |
| Low | The problems which have no immediate effect or new feature enablement and change management with the related service. | Within 4 Hours |
| Service Delivery | Bidder should provide On-Site Support as per SLA Response Time. | | | |  |  |

**Bidder Eligibility Criteria**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sl. No** | **Eligibility Criteria** | **Complied (Yes/No)** | **Remarks** |
| 1 | The bidder should be an active Microsoft Partner. |  |  |
| 2 | The bidder should have a Microsoft Solutions Partner designation for Modern Workplace and Security. |  |  |
| 3 | Bidders with Specializations in Modern Workplace or Security are preferred. |  |  |
| 4 | The bidder must have deployment experiences of Microsoft Hybrid Entra ID, Exchange Server Hybrid model, and Intune with at least 2 local banks in Bangladesh. |  |  |
| 5 | The bidder must provide a detailed proposed solution architectural design and clearly defined technical requirements document with project implementation plan. |  |  |
| 6 | The bidder must provide draft 24/7 Services Agreement, where SLA response time, resolution times, support structure & escalation procedure up to OEM shall be mentioned. |  |  |
| 7 | The bidder should have capability to provide Microsoft Premier Support for Critical issue escalation. |  |  |
| 8 | The bidder must have Technical Resources specialized in Microsoft Solutions and will share certification tier and number of resource. The Technical Resources should also have experience in Similar Project Design, implementation, and migration. The Technical Resources’ profile must be attached with key project experience in Bangladesh. |  |  |
| 9 | The bidder should have certified resources for the required Microsoft Solutions as per BOQ. |  |  |
| 10 | Bidder must ensure necessary compliance for provided subscriptions/services. |  |  |
| 11 | City Bank PLC retains the right to evaluate the consultants’ knowledge for the proposed solutions. Bank might also ask for Technical Presentation. |  |  |