



GRAMEEN[®]
COMMUNICATIONS
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REQUEST FOR QUOTATION

Request for Quotation for Selection of Bidder (Lot-1, Lot-2 & Lot-3)
for Establishing Tier-III Data Centre Passive Infrastructure for
Grameen Communications at Grameen Telecom Bhaban

December 07, 2025

Grameen Communications
Telecom Bhaban (Level - 7) 53/1 Box Nagar, Zoo Road, Mirpur, Dhaka-1216.

Disclaimer

This Request for Quotation (RFQ) is issued by Grameen Communications (GC) to provide bidders with information for preparing their proposals. The RFQ is not a contract, offer, or invitation, and the information herein is provided in good faith but is neither comprehensive nor independently verified. GC, its employees, officers, advisors, or consultants do not accept any liability for the accuracy, completeness, or reliability of the information and make no warranties or representations, express or implied.

The RFQ is intended solely to assist bidders and may be updated, revised, or amended at GC's discretion. Bidders are responsible for conducting their own investigations, analysis, and due diligence regarding the project, applicable regulations, and related matters. Statements, estimates, or forecasts contained in this RFQ are based on assumptions that may or may not prove accurate, and no reliance should be placed on them as guarantees or promises.

By participating in this RFQ, bidders acknowledge that GC accepts no liability for any loss or damage arising from the use of, or reliance on, the information provided.

Table of Content

1. RFQ Notice/Forwarding Letter 6

2. Definitions 7

3. Acronym 9

4. Introduction..... 10

 4.1. About GC 10

 4.2. Project Objectives..... 10

5. General Instructions to Bidders..... 11

 5.1. Introduction..... 11

 5.2. General..... 11

 5.3. Completeness of Response 11

 5.4. GC reserves the right to accept any Bid and to reject any or all Bids 11

 5.5. Authentication of Bids..... 11

 5.6. Conformance of Participation to the Bid..... 12

 5.7. GC’s Right to Terminate the Process 12

 5.8. Deadline for submission of bid 12

 5.9. Late Bids 12

 5.10. Bid Security..... 12

 5.11. Tender Participation 13

 5.12. Bidder & Sub-Contracting..... 13

 5.13. Conflict of interest 13

 5.14. Fraud and Corrupt Practices 14

6. Bid Submission Instructions 15

 6.1. Format of Submission..... 15

 6.2. Documents Comprising the Bids..... 15

 6.3. Authorized Signatory (Bidder) 15

 6.4. Bidder’s Eligibility 15

RFQ for Selection of Bidder for Establishing GC Tier-III DC

6.5. Technical Bid..... 17

6.6. Financial Bid 17

6.7. Deviations..... 17

6.8. Validity of Bids..... 17

6.9. Amendment of RFQ..... 17

6.10. Language of Bids 17

6.11. Bid Price and Currency..... 17

6.12. Disqualification..... 18

6.13. Modification and Withdrawal of Bids 18

6.14. Rights to the Content of the Proposal 18

6.15. Conditions..... 18

7. Data-sheet 20

8. Bid Opening and Evaluation Process 21

8.1. Evaluation Process..... 21

8.2. Bid Rejection Criteria 21

9. Contract Finalization and Award 22

9.1 Award Criteria 22

9.2 Letter of Intent (Lol) 22

9.3 Signing of Contract..... 22

10. Project Governance, Approach and Methodology..... 23

A. Project Governance and Management 23

B. Project Initiation..... 23

C. Project Planning 23

D. Project Execution..... 24

E. Project Monitoring & Controlling 24

F. Implementation Sign-Off 25

G. Project Maintenance Within Warranty Period 25

RFQ for Selection of Bidder for Establishing GC Tier-III DC

H. Project Closure 25

11. Mandatory Requirement 26

 11.1 *Manufacturer Authorization Letter (MAL)* 26

 11.2 *Technical Compliance* 26

12. Forms 27

 12.1 *BG-PO Form 2: Bank Guarantee for Performance Security (for successful bidder)* 27

 12.2 *MAL Form 1: Manufacturer’s Authorization Letter Format* 29

RFQ for Selection of Bidder for Establishing GC Tier-III DC

1. RFQ Notice

Date: December 07, 2025

RFP Reference Number: 1182

Subject: RFQ Documents for ‘Establishing Tier-III Data Centre Passive Infrastructure for Grameen Communications at Grameen Telecom Bhaban’

1. The Grameen Communications (GC), Bangladesh is executing a project entitled " Establishing Tier-III Data Centre Passive Infrastructure for Grameen Communications at Grameen Telecom Bhaban".
2. GC is inviting a Request for Quotation (RFQ) from the Bidder to provide the services as stated in the tender document.
3. This RFQ includes the following (General Instructions, Data-sheet, Bid Evaluation Process, Scope of Work, Technical Specification, BOQ & Compliance, etc.).
4. The last date for bid submission is 3:00 PM BST on December 22, 2025.
5. Official communications to be made to purchase.evaluation@grameen.technology/gc@grameen.technology
6. Address of the project location: Grameen Communications, Telecom Bhaban (Level - 7) 53/1 Box Nagar, Zoo Road, Mirpur, Dhaka-1216

Thank you.

(Feroz Mahmud)

Name: Managing Director

Grameen Communications

Telecom Bhaban (Level - 7) 53/1 Box Nagar,

Zoo Road, Mirpur, Dhaka-1216

2. Definitions

The definitions of various terms that have been used in this RFQ are as follows:

1. **“Authorized Signatory”** shall mean the one who has signed the Bid document.
2. **“Bidder”** means the party who will be offering the solution(s), service(s) and /or materials as required in the RFQ. The word Bidder when used in the pre-award period shall be synonymous with parties bidding against this RFQ, and when used after award of the Contract shall mean the successful party with whom GC signs the agreement for rendering of services for implementation of this project.
3. **“Business day”** shall be construed as a reference to a day (other than Friday, Saturday and other gazetted holidays in Bangladesh) on which GC is generally open for business. Unless stated otherwise where-ever days are to be counted with reference to a particular date, the days shall be counted after excluding that particular date. Unless stated otherwise all days –weekdays and weekends/holidays- will be counted.
4. **“Business Hours”** shall mean the working time for GC users which is 9:00 AM to 5:00 PM BDT on a business day or any other time as determined by the competent authority from time to time.
5. **“GC”** means the Grameen Communications, Dhaka, Bangladesh
6. **“Conditions Precedent”** means the obligations to be fulfilled by the Parties prior to the Effective Date.
7. **“Contract / Agreement / Contract Agreement/ Master Services Agreement”** means the Agreement to be signed between the successful bidder and Purchaser, including all attachments, appendices, documents incorporated by reference thereto together with any subsequent modifications, this RFQ, the bid offer, the acceptance and all related correspondences, clarifications and presentations.
8. **“Data Centre”** means a well-protected physical infrastructure along with Passive Infrastructure (power, cooling, cabling, physical racks) and Active Infrastructure (servers, storage, networking switches, routers, firewalls).
9. **“Go-Live”** means date of roll-out of application with all required functionalities for each of the specified phases and completion of all activities in accordance with the requirements of the RFQ and put to use for business operations to the satisfaction of GC.
10. **“LOI”** means the Letter of Intent issued by GC to the selected bidder towards award of contract.
11. **“Implementation”** means all product delivery, installation, testing, commissioning, labeling and 24/7 support and other necessary support ensure by the bidder.
12. **“Prohibited Practice”** refers to any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
13. **“Project”** means Supply and Implementation of Data Centre Passive Infrastructure at DC as per the scope of work of the Bidder specified in this RFQ.
14. **“Proposal / Bid”** means the Technical and Financial bids submitted for this project against this RFQ.
15. **“Purchaser”** refers to the Grameen Communications, Dhaka, Bangladesh

RFQ for Selection of Bidder for Establishing GC Tier-III DC

16. **“Request for Quotation (RFQ)”** means Request for Quotation prepared by the Purchaser for Selection of Bidder for Establishing Tier-III Data Centre Passive Infrastructure for Grameen Communications at Grameen Telecom Bhaban which comprises of RFQ document and its annexures, and any other documents provided or issued during the course of the selection of bidder.
17. **“Requirements”** include all the documents prepared by GC for the Project, scope of work, Service Level Agreement, schedules, details, description, statements of technical data, performance characteristics and standards as applicable and specified in the RFQ.
18. **“Unit Cost”** means cost of all kinds of product or hardware and other related cost including all kinds of TAX.
19. **“Total Contract Value or Total Project Cost or Grand Total”** means of “Total cost” of 03 Years or Specify warranty period with service support including all kinds of TAX and VAT.
20. **“Grand Total”** means supply of all kinds of product supply and installation cost including all kinds of TAX and VAT.
21. **“Bidder”** means the bidder who has been selected to execute the given scope of work under this RFQ.
22. **“Warranty”** means a period (3 years from the date of PAT) during which the bidder is responsible for the repair, replacement, or correction of any defects or malfunctions in the supplied and installed items at no additional cost to the client.
23. **“Preventive Maintenance”** means to the maintenance activities carried out to ensure proper functioning of supplied and installed systems. **Preventive Maintenance** involves regular, planned actions to prevent potential faults or failures,
24. **“Corrective Maintenance”** involves unscheduled repairs or replacements performed to restore normal operation after a fault or malfunction occurs.

3. Acronym

| Sl. | Abbreviation | Meaning |
|-----|--------------|---|
| 1. | BOQ | Bill of Quantity |
| 2. | GC | Grameen Communications |
| 3. | FAT | Final Acceptance Test |
| 4. | LOA | Letter of Agreement |
| 5. | LOI | Letter of Intent |
| 6. | PAT | Provisional Acceptance Test |
| 7. | PBG | Performance Bank Guarantee |
| 8. | BG | Bank Guarantee |
| 9. | PQ | Pre-Qualification |
| 10. | RFQ | Request for Quotation |
| 11. | SRS | System Requirement Specification |
| 12. | TCCF | Tier Certification Constructed Facilities |
| 13. | TCDD | Tier Certification Design Document |
| 14. | TQ | Technical Qualification |
| 15. | UI | Uptime Institute |
| 16. | UoM | Unit of Measurement |
| 17. | UAT | User Acceptance Test |

4. Introduction

4.1. About GC

Grameen Communications (GC) was established in 1997 by Nobel Laureate Professor Muhammad Yunus with the vision of utilizing Information and Communication Technology (ICT) to drive social and economic development. As a leading IT solutions provider in Bangladesh, GC has been at the forefront of digital transformation, delivering innovative and sustainable ICT solutions to organizations worldwide.

With the leadership and direction of Professor Muhammad Yunus, Grameen Communications has grown significantly, now serving over 30 national and international organizations. The company specializes in end-to-end ICT services, offering a One-Stop ICT Solution.

GC provides 360-degree IT solutions to around 6000 branches of various microfinance institutions (MFIs) serving 15 Million members. Also It supported Grameen Bank, the Nobel Peace Prize-winning microcredit organization for 27 years with its 2500 branches and 10 Million members. Through its work, Grameen Communications plays a key role in the broader Grameen family's mission of leveraging technology for social impact, helping empower low-income and low-literate populations in Bangladesh and beyond with connectivity, digital tools, and ICT services.

4.2. Project Objectives

The objective of this assignment is to engage a qualified IT System Integration firm to support Grameen Communications (GC) in establishing a concurrently maintainable Tier III standard Data Centre at its office premises. The selected firm will be responsible for the supply, delivery, installation, commissioning, and full implementation of the Data Centre's passive infrastructure in accordance with GC's design and planning guidelines. Additionally, the selected partner must ensure comprehensive knowledge transfer to the GC IT team for future operations and maintenance.

The IT System Integration firm shall ensure the following key aspects throughout the project lifecycle:

- Adoption of best implementation and project management practices
- High-quality electrical and mechanical systems aligned with Tier III standards
- Structured telecommunication and network cabling infrastructure
- Integrated safety, security, and environmental monitoring systems
- Deployment of state-of-the-art and energy-efficient technologies
- Scalable and modular infrastructure to support future expansion
- Full compliance with international standards TIA-942 and Uptime Institute guidelines

In summary, this Request for Quotation (RFQ) invites experienced and professional IT System Integration firms to submit proposals for the design, delivery, commissioning, and implementation of a Tier III Data Centre at GC's premises. The proposal should present the most effective, reliable, and future-ready solution that aligns with GC's operational requirements and long-term digital transformation goals.

5. General Instructions to Bidders

5.1. Introduction

The Grameen Communications (hereinafter referred as “GC”) invites eligible bidders to submit their Technical and Financial bids **For Selection of Bidder for Establishing Tier-III Data Centre Passive Infrastructure for Grameen Communications at Grameen Telecom Bhaban** in accordance with the conditions and manner prescribed in this Request for Proposal (RFQ) document.

5.2. General

- (i) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by GC on the basis of this RFQ.
- (ii) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of GC.
- (iii) GC may cancel this bid process at any time prior to a formal written contract being executed by or on behalf of GC.
- (iv) This RFQ supersedes and replaces any previous public documentation and communications, and Bidders should place no reliance on such communications.
- (v) This RFQ document is non-transferable.
- (vi) The RFQ should not be used to market the bidder’s product or services.
- (vii) All time and date mentioned in the RFQ represent Bangladesh Standard Time (BST) and date.

5.3. Completeness of Response

- (i) Bidders are advised to study carefully all instructions, forms, terms, requirements, and other information given in the RFQ documents. Submission of bid shall be deemed to have been done after careful study and examination of the RFQ document with full understanding of its implications.
- (ii) Failure to furnish all information required by the RFQ documents or submission of a proposal not substantially responsive to the RFQ documents in every respect will be at the Bidder's risk and may result in rejection of its proposal

5.4. GC reserves the right to accept any Bid and to reject any or all Bids

Notwithstanding anything contained in this RFQ, GC reserves the right to accept or reject any Proposal and to annul the selection process or any part of the selection process and reject any or all Proposals or waive any requirements at any time without any liability or any obligation for such acceptance, rejection, waiver or annulment, and without assigning any reasons thereof. GC reserves the right to reject any Proposal if:

- (i) at any time, a false claim and/or misrepresentation of information is made or discovered; or
- (ii) bidder does not provide, within the time specified by GC, the supplemental information sought by GC for evaluation of the Proposal.
- (iii) Resorting to unethical /unfair business practices
- (iv) Misrepresentation / improper response by the Bidder may lead to the disqualification of the Bidder. If such disqualification / rejection occurs after the Proposals have been opened and the highest-ranking Bidder gets disqualified / rejected, then GC reserves the right to consider the next best Bidder or take any other measure as may be deemed fit in the sole discretion of GC, including annulment of the selection process.

RFQ for Selection of Bidder for Establishing GC Tier-III DC

5.5. Authentication of Bids

Bids shall be signed by an authorized representative of the bidding entity. The Letter of Authorization from the Lead bidder need to be attached along with the bid. The authorization shall be in the form of a letter in favour of the person submitting the Bid.

5.6. Conformance of Participation to the Bid

It is required by the prospective bidder to acknowledge receipt of this RFQ by sharing the following information to RFQ issuing authority at the email address mentioned below. The information captured through this receipt will be used for correspondence with the bidders during the subsequent stages of the bidding process.

| GC | Bidder information to be Provided |
|--|---|
| Name: Mr.Feroz Mahmud Designation: Managing Director Address: Telecom Bhaban (Level - 7) 53/1 Box Nagar, Zoo Road, Mirpur, Dhaka-1216 E-mail: purchase.evaluation@grameen.technology | Company Name: Address: Primary Contact: Name: Address: E-mail Address: Telephone Number (Mobile): |

5.7. GC's Right to Terminate the Process

GC may terminate the RFQ process at any time and without assigning any reason. GC makes no commitment, explicit or implicit, that this process will result in a business transaction with anyone. Further, this RFQ does not constitute an offer by GC. The bidder's participation in this process may result in GC selecting the bidder to engage in further discussions and negotiations. The commencement of such negotiations does not, however, signify a commitment by GC to execute a contract or to continue negotiations. GC may abort/terminate RFQ process including negotiations at any time without assigning any reason whatsoever.

5.8. Deadline for submission of bid

All Bidders are required to submit the hard copy responses to the RFQ as specified in the Data-sheet along with the required documents as specified in Qualification Checklist, complete in all respects as specified within RFQ, not later than date and time specified in the Data-sheet.

5.9. Late Bids

- (i) Bids submitted after the due date and time will not be accepted.
- (ii) GC may, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing an addendum or by intimating all bidders who have been provided the RFQ, in writing or through e-mail, in which case all rights and obligations of GC and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.
- (iii) Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained.

RFQ for Selection of Bidder for Establishing GC Tier-III DC

5.10. Bid Security

- i. Performance Bank Guarantee (PBG): The bidder must provide an unconditional PBG of 10% of the total contract value for warranty. It will be placed during handover period.

The decision of GC regarding forfeiture of the bid security and rejection of bid shall be final and shall not be called into question/challenged/litigated under any circumstances.

5.11. Tender Participation

These RFQ anticipated three (03) different Lot for establishing Data Center project. So, the bidders are required to submit this bid in format specified in each 'Lot' either single or multiple Lots along with this document at a time as described below. Furnishing all the required information, and supporting documents need to be submit separately.

Lot-1: Civil Works for Data Center Infrastructure

Lot-2: Electrical System for Data Center Infrastructure

Lot-3: Safety and Security for Data Center infrastructure

*** Bidder shall submit the Tier-III Compliance relevant designs (Structural, Electrical, AFFS, Safety, Security, etc.) along with the RFQ, based on the site survey

5.12. Bidder & Sub-Contracting

- (i) The bidder shall be participated single
- (ii) Sub-contracting allowed for implementation of any component under the scope of the project.
- (iii) Bidder would be subject to the following conditions:
 - a) The bidder remains fully accountable for all deliverables, performance, and obligations under the contract.
 - b) GC reserves its right to go for security clearances check of their resources involve with this project. if it deems necessary.

5.13. Conflict of interest

A Bidder must have **no conflict of interest** affecting the Selection Process or Solution delivery. Any Bidder found in conflict shall be disqualified. In such cases, the GC may claim pre-estimated compensation for time, cost, and effort, without prejudice to other rights or remedies.

The Bidder shall **prioritize GC's interests**, avoid conflicts with other assignments, and not act against GC's corporate interests.

The Bidder must **not engage in any business** that conflicts with the project, except work assigned by GC.

RFQ for Selection of Bidder for Establishing GC Tier-III DC

- A conflict of interest occurs when a party's interests could improperly influence their duties, contractual obligations, or compliance with laws, and may constitute a Prohibited Practice. Fraud and Corrupt Practices
- (i) The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the selection process. Notwithstanding anything to the contrary contained in this RFQ, GC shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice ("Prohibited Practice") in the selection process. In such an event, GC shall, without prejudice to its any other rights or remedies as the case may be.
- (ii) Without prejudice to the rights of GC under clause above and the rights and remedies which GC may have under the LOI, if the Bidder is found by GC to have directly or indirectly or through an agent, engaged or indulged in any Prohibited Practice during the selection process, or after the issue of the LOI or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFQ issued by GC during a period of two years from the date such bidder is found by GC to have directly or through an agent, engaged or indulged in any Prohibited Practice.

RFQ for Selection of Bidder for Establishing GC Tier-III DC

6. Bid Submission Instructions

Bids must be correct and complete in all aspects. GC will evaluate the bid based on its clarity, correctness and completeness of its response to the requirements of the project as outlined in this RFQ.

6.1. Format of Submission

(i) The RFQ shall be submitted in the following manner:

Process:

| Envelope | Content of envelope |
|--------------------------------------|--|
| Technical Bid (Sealed Envelope 1) | Hard Copy of the Technical Bid (One Original + One Copy), signed by an authorized representative of the bidding entity, along with all necessary documents and attachments. In addition to Hard Copies, the soft copy of the Technical Bid must be submitted in a flash drive soft copy should include scan copy of MAL & List of critical components declared by OEM, word/Excel copy of technical compliance, technical proposal etc. |
| Financial Bid (Sealed Envelope 2) | Hard Copy of the Financial Bid (One Original + One Copy), signed by an authorized representative of the bidding entity to be submitted. |
| Outer Envelope | Sealed Outer Envelope will contain the above mentioned two (2) sealed envelopes (Envelope 1 + Envelope 2) and need to be submitted at the following address within date and time specified in the Data Sheet: Managing Director, Grameen Communications Telecom Bhaban (Level - 7) 53/1 Box Nagar, Zoo Road, Mirpur, Dhaka-1216 |

6.2. Documents Comprising the Bids

Bid submitted by the bidder shall comprise the following:

- (i) Bidder shall submit the required information as mentioned in this document.
- (ii) Bidder's Eligibility: Bidder's Eligibility in the format as specified under Lot-1, Lot-2 and Lot-3.
- (iii) Technical Bid: Technical Bid following under Lot-1, Lot-2 and Lot-3 separately along with relevant document information.
- (iv) Bidder shall submit technical with all compliance including main RFQ separately.
- (v) Financial Bid: Bidder shall submit Lot wise financial offer.
- (vi) Bidder shall submit its proposal along with a Letter of Authorization from the bidder to sign/execute the proposal which will constitute as a binding document and also to execute all relevant agreements forming part of RFQ on behalf of the bidder.

6.3. Authorized Signatory (Bidder)

The "Authorized Signatory" as used in the RFQ shall mean the one who has signed the Bid document. The authorized signatory is the duly Authorized Representative of the Bidder. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall be signed by the duly Authorized Representative of the Bidder.

6.4. Bidder's Eligibility

RFQ for Selection of Bidder for Establishing GC Tier-III DC

Bidder's eligibility will be used for assessing the bidders based on qualification criterion laid down in this single RFQ with separate Three (03) 'Lot' as mentioned below:

Lot-1: Civil Works for Data Center Infrastructure

Lot-2: Electrical System for Data Center Infrastructure

Lot-3: Safety and Security for Data Center infrastructure

Therefore, the bidders are required to submit this bid in format specified in each 'Lot' either single Lot or multiple Lots, furnishing all the required information, and supporting documents need to be submit separately.

This section must not contain any pricing information. A bid may be rejected and not considered for further evaluation if it fails to satisfy the eligibility criterion specified in this RFQ.

RFQ for Selection of Bidder for Establishing GC Tier-III DC

6.5. Technical Bid

The technical bid should be submitted in the format specified under Lot-1, Lot-2 and Lot-3. The bidder shall submit all the technical forms with required information and supporting documents separately. The technical bid must not contain any pricing information. The bids which are qualified in technical bid evaluation shall only be considered for financial evaluation

6.6. Financial Bid

- (i) The financial bid must be submitted in the format specified in specified different Lot.
- (ii) The bidder shall submit a priced bill of material as part of the financial bid. The format of the priced bill of material as specified under Financial Forms under Lot-1, Lot-2 and Lot-3 of this RFQ.

6.7. Deviations

The bidder shall not provide for any deviations in the Bid. If GC is of the opinion that the Bid contains any deviations from RFQ, then GC reserves the right to reject the bid.

6.8. Validity of Bids

All bids must be valid for 90 days from the last date of submission of bids. A bid valid for a shorter period may lead to disqualification of the bidder. GC reserves the right to take appropriate action in this regard. On completion of the validity period, unless the bid is rejected, it will be deemed to be valid.

GC reserves the right to extend such period(s) as it deemed fit, in view of time involved in procedural approvals. Under such conditions, based on GC's formal communication bidders shall extend validity of their bid.

6.9. Amendment of RFQ

At any time prior to the deadline for submission of bids, GC, for any reason, may modify the RFQ by amendment notified in writing or by email to all bidders who have received this RFQ and such amendment shall be binding on them. GC, at its discretion, may extend the deadline for the submission of bids.

6.10. Language of Bids

The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and GC, shall be written in the English language, provided that any printed literature furnished by the Bidder may be written in another language so long the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

6.11. Bid Price and Currency

- (i) The bidder shall quote an all-inclusive charge for the services on a single responsibility basis in the financial bid. The successful bidder shall be solely held responsible for the components / services provided during the period of contract. The price shall be quoted only in Bangladeshi Taka and would be inclusive of any direct or indirect taxes, rates, duties, charges and levies payable.

RFQ for Selection of Bidder for Establishing GC Tier-III DC

- (ii) Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted price will be entertained after the bids are submitted.
- (iii) Notwithstanding any price (s) quoted in the offer across different sections of the bid, only prices given in the prescribed format given under Lot-1, Lot-2 and Lot-3 of this RFQ shall prevail.

6.12. Disqualification

The bid is liable to be disqualified in the following cases or in case bidder fails to meet the bidding requirements as indicated in this RFQ:

- (i) Bid not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming bid.
- (ii) During validity of the bid, or its extended period, if any, the bidder increases the quoted prices.
- (iii) All critical and major features should be complied otherwise full proposal will be disqualified.
- (iv) Bidder must write response in details in bidder response column in technical specifications. Don't write only 'complied'.
- (v) Bid is received in incomplete form.
- (vi) Bid is received after due date and time.
- (vii) Bid is not accompanied with all the requisite documents as mentioned in tender.
- (viii) If Bidder provides quotation only for a part of the project

6.13. Modification and Withdrawal of Bids

No bid may be modified or withdrawn in the interval between the deadline for submission of bids and the expiration of the validity period specified by the bidder on the bid form. Entire bid security may be forfeited if any of the bidders modify/withdraw their bid during the validity period.

6.14. Rights to the Content of the Proposal

All bids and accompanying documentation of the technical proposal will become the property of GC and will not be returned after opening of the technical proposals. The financial proposals of bidders who are technically qualified shall be opened. GC is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without compensation to the bidders. GC shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

6.15. Conditions

The following terms are applicable to this RFQ and the bidder's proposal:

- (i) Any intangible product/ construction/ software developed under a contract awarded as a result of this RFQ shall be the intellectual property of the GC only unless stated otherwise in the master services agreement.
- (ii) Timing and sequence of events resulting from this RFQ shall ultimately be determined by the GC.
- (iii) No oral conversations or agreements with any official, agent, or employee of GC shall affect or modify any terms of this RFQ. Oral communications by GC, to bidders shall not be considered binding on GC, nor shall any written materials provide by any person other than GC.
- (iv) Proposals may be rejected if they limit or modify any of the terms and conditions or specifications of this RFQ.
- (v) By responding, the bidder shall be deemed to have represented and warranted:

RFQ for Selection of Bidder for Establishing GC Tier-III DC

- a) that its proposal is not made in connection with any competing bidder submitting a separate response to this RFQ and is in all respects fair and without collusion or fraud;
- b) that the bidder did not participate in the RFQ preparation process and had no knowledge of the specific contents of the RFQ prior to its issuance; and
- c) that no employee or official of GC participated directly or indirectly in the bidder's proposal preparation.

RFQ for Selection of Bidder for Establishing GC Tier-III DC

7. Data-sheet

| Sl | Items of Information | Information |
|-----|--|--|
| 1. | RFQ Inviting Authority | Grameen Communications |
| 2. | RFQ number | GC/RFQ/2025/1182 |
| 3. | Purpose of RFQ | Request for Quotation for Selection of Bidder for Establishing Tier-Iii Data Centre Passive Infrastructure for Grameen Communications at Grameen Telecom Bhaban |
| 4. | RFQ Publishing Date | 7 December, 2025 |
| 5. | Procurement Address | procurement@grameen.technology |
| 6. | GC Officer-In-Charge (Name of the contact person for any clarification) | Mr. Feroz Mahmud Managing Director, GC |
| 7. | Availability of RFQ documents | RFQ document(s) will be published on the GC website and may also be mailed to the registered email ID provided by the bidders or enlisted significant bidders. |
| 8. | Site Visit | The site visit will be held on 11 December 2025, from 10:00 AM to 2:00 PM. Bidders must inform the GC by mail in writing of their preferred visit time, along with the visitor's name and designation. A maximum of two (02) representatives per bidder will be allowed for the site visit. |
| 9. | Bid Queries | Bidders shall submit all bid-related queries by email no later than 13 December 2025. No questions will be allowed during the pre-bid meeting or afterward. |
| 10. | Pre bid Meeting | 15 December, 2025; Time 10:30 AM to 12:30PM |
| 11. | Last date and time for submission of Bids | Up to 3:00 PM BST on December 22, 2025 |
| 12. | Addressee and address at which the bid is to be submitted | Managing Director Grameen Communications Telecom Bhaban (Level - 7) 53/1 Box Nagar, Zoo Road, Mirpur, Dhaka-1216. |
| 13. | Date till which the RFQ response should be valid | 90 days from the last date of submission of bids. |
| 14. | Language | Proposals should be submitted in English only |
| 15. | Currency | The price shall be quoted only in BDT |
| 16. | Time | All time and date mentioned in the RFQ represent Bangladesh Standard Time (BST) and date. |

8. Bid Opening and Evaluation Process

8.1. Evaluation Process

- (i) GC will engage their existing technical team and consultant for technical evaluation.
- (ii) Evaluation team may ask for meetings/Presentations with the Bidders to seek clarifications on their bids.
- (iii) Evaluation team reserves the right to reject any or all bids on the basis of any deviations.
- (iv) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFQ.

8.2. Bid Rejection Criteria

Besides other conditions and terms highlighted in the tender document, bids may be rejected under following circumstances:

- (i) Technical Rejection Criteria
 - a) Technical Bid containing financial details or any such hints/ calculations/ extrapolations/ records.
 - b) Partial bid will be considered as disqualification from the evaluation process.
 - c) Revelation of Prices in any form or by any reason before opening the Financial Bid.
 - d) Failure to furnish all information required by the tender Document or submission of a bid not substantially responsive to the RFQ Document in every aspect.
 - e) Failure to furnish Manufacturer's Authorization Letter (MAL) for the products mentioned under **Section D of forms**
 - f) Bidder not quoting for the complete scope of Work as indicated in the tender documents, addendum (if any) and any subsequent information given to the Bidder
 - g) If the bid does not confirm to the timelines indicated in the bid.
- (ii) Financial Rejection Criteria
 - a) Incomplete Price Bid (not as per given format).
 - b) Price Bids that do not conform to the RFQ's price bid format.

9. Contract Finalization and Award

9.1 Award Criteria

- (i) The Purchaser may negotiate with the bidder, provided the agreed price does not exceed the approved budget.
- (ii) The 1st and 2nd ranked companies will be short-listed for negotiations.
- (iii) After the negotiation process is completed, the Contract will be awarded to the Bidder on the basis of the Best Total Score (Technical Score + Financial Score based on final negotiated price).
- (iv) The Purchaser may purchase Lot wise separately or combined (Lot-1, Lot-2 and Lot-3).

9.2 Letter of Intent (LoI)

- (i) Prior to the expiration of the period of bid validity, GC will notify the successful Bidder by e-mail or by post (or couriered) that its bid has been accepted.
- (ii) The Letter of Intent will constitute the formation of the Contract.

9.3 Signing of Contract

- Signing of Contract: GC will enter into a contract with the successful bidder, incorporating all clarifications and the bidder's proposal.
- Contract Finalization and Award: GC may negotiate with the top-ranked bidder. The final contract covers 3 years, including hardware, implementation, warranty and service support. The bidder shall implement and manage the project as per RFQ timelines.
- Performance Bank Guarantee (PBG): The bidder must provide an unconditional PBG of 10% of the total contract value for warranty period.

10. Project Governance, Approach and Methodology

A. Project Governance and Management

Bidder will adopt industry best practices throughout the contract duration for project governance and management necessarily covering:

1. Creation and update of project management plan
2. Monitoring and execution of project as per plan
3. Change control management
4. Providing regular status updates

B. Project Initiation

Activities envisaged during this project phase include:

- (i) Interaction with key stakeholders within project to understand and set the expectations related to the project
- (ii) Outline the understanding of objectives, timelines, dependencies, and constraints related to execution of the project
- (iii) Establish a project governance structure including review and escalation mechanism in consultation with GC in accordance with this RFQ
- (iv) Agree on reporting and communication mechanism and publish the same for consumption by relevant stakeholders.
- (v) Develop a high-level project integration and implementation approach with further detailing of milestones as mentioned within the RFQ in consultation with GC

C. Project Planning

- (i) The Bidder shall arrange a project kick off meeting of the proposed team members with the GC team on the defined date. The Bidder shall discuss the project charter to foster a mutual understanding for the project.
- (ii) The Bidder shall prepare and maintain a detailed project plan during the course of project. The project plan would be maintained in the following hierarchy:
 - a) Project plan for integration and implementation phase for each stage
 - b) Project plan for Warranty phase for each stage
 - c) Project plan for maintenance phase for each stage
 - d) Master Plan incorporating above three plans for all the four stages. This will be agreed upon during project initiation. It will keep getting updated based on individual plans for the phase.
- (iii) The Bidder shall prepare a detailed project plan and get it approved from GC at the start of the project. The plan shall be made available for viewing using internet online from anywhere by GC and shall be updated on a regular basis as per agreed frequency during initiation. All updates related to the plan will be available for view.
- (iv) Bidder will setup an initial baseline of the plan and conduct execution in relation to this baseline. Any updates to baseline will be duly approved by GC and updated and maintained by the Bidder for record keeping.
- (v) Project plans for all phases will consist of the following:
 - a) Detailed WBS and breakdown of modules mentioned within scope of work and other components as identified as critical for project execution by Bidder or GC during the phase
 - b) Schedule management plan – overall and for each stage

RFQ for Selection of Bidder for Establishing GC Tier-III DC

- c) Activities and Scope management plan – overall and for each stage
 - d) Resource deployment and management plan – overall and for each stage
 - e) Communication management plan – overall and for each stage
 - f) Risk management plan – overall and for each stage
 - g) Operations management plan – for each stage
 - h) Any other plans that may be deemed necessary for effective project management by Bidder or GC
- (vi) All deviations to the project plan will have to be compulsorily communicated formally as part of periodic progress report and be accepted by GC.
- (vii) Project plan baseline will be agreed upon mutually with GC before beginning of execution.

D. Project Execution

- (i) Bidder shall enable monitoring of project status against plan. Bidder shall maintain project baseline. Fortnightly/ Monthly and Quarterly status of project as applicable against activities / sub-activities defined shall be maintained on this portal.
- (ii) Bidder will be required to submit draft structure of all deliverables at least 2 weeks before each milestone date and incorporate changes as suggested by GC.
- (iii) Bidder shall maintain risk register for the project and updated on a periodic basis as mutually agreed with GC defined during project initiation
- (iv) Bidder shall maintain list of open issues for the project and share and discuss this with GC and record such interactions which will be accessible to all GC officials
- (v) Bidder shall ensure that execution of the project shall be governed as per the project plan as defined and agreed with GC. In case of any changes request, such changes need to be formally approved by GC. Such audit history shall be maintained by the Bidder and made accessible to the relevant stakeholders when necessary.
- (vi) Bidder shall deploy adequate personnel as specified within RFQ
- (vii) Bidder shall take complete responsibility for all activities as specified within the RFQ during the execution of the contract period.
- (viii) Bidder shall put in sufficient mechanisms for validation and verification of deliverables. The deliverables shall be accepted as per the acceptance criteria defined within the RFQ
- (ix) Bidder shall be responsible to manage SDLC following industry leading practices in compliance to various policies agreed as per RFQ
- (x) Bidder shall implement robust risk management practices to identify and manage risks occurring during the project
- (xi) Bidder shall ensure adherence and compliance to all policies, standards and regulatory provisions defined within this RFQ.
- (xii) Bidder shall enable quality assurance and quality control mechanisms internally and as specified within this RFQ.

E. Project Monitoring & Controlling

- (i) Bidder shall establish and maintain a robust and detailed project monitoring and controlling practices throughout the contract period across phases.
- (ii) Periodic project status will also be mailed and maintained formally in official repository as agreed during project initiation. Report on project performance shall be promptly provided on agreed frequency during project initiation.
- (iii) Bidder shall be responsible to put up a mechanism of comprehensive system change management for tracking all system related changes.

RFQ for Selection of Bidder for Establishing GC Tier-III DC

- (iv) Bidder shall establish version control of all deliverables; work products or intermediate documents shall be maintained as part of this.
- (v) The Bidder shall circulate written progress reports at agreed intervals to GC and other stakeholders. These project status reports shall include progress against the Project Management Plan, status of all risks and issues, exceptions, and issues along with recommended solutions etc.
- (vi) The Bidder shall provide contact point of escalation to GC for communicating and discussing open issues.

F. Implementation Sign-Off

- (i) Provisional Acceptance Test (PAT)
- (ii) Final Acceptance Test (FAT)
- (iii) Assist to Completion of TCDD & TCCF Report / Project Closing Report
- (iv) User Acceptance Test (UAT) 2 month later from the date of Go-Live

G. Project Maintenance Within Warranty Period

The Bidder will maintain all the components of the System for a period as defined in this RFQ, after Go-Live date and shall continue unless terminated earlier or extended on the same terms & conditions. During the maintenance phase, the Bidder shall ensure that service levels are monitored on continuous basis; service levels are met and are reported to GC.

H. Project Closure

- (i) Bidder shall be responsible for successful transition and handover of operations to GC or GC designated agency at the end of the contract.
- (ii) Bidder shall prepare a detailed exit management plan in line with the conditions mentioned within the RFQ within one month from date of such intimation by GC.
- (iii) Bidder shall ensure all exit related formalities are completed, documents, deliverables handed over, compliance met, and training completed as part of contract closure.

RFQ for Selection of Bidder for Establishing GC Tier-III DC

11. Mandatory Requirement

11.1 Manufacturer Authorization Letter (MAL)

Manufacturer's Authorization Letter (MAL) to be furnished for the major components of the Data Centre items as per ~~MAL Form 1~~~~MAL Form 1~~. MAL should be for the following items:

- (i) Cold Aisle Containment and Structure including In-row Cooling, RACK and PDU
- (ii) Online UPS
- (iii) Generator
- (iv) Automatic Voltage Stabilizer/Regulator (AVR)
- (v) DCIM (encourage to submit the same brand of UPS,PDU and cooling)
- (vi) Copper items (UTP cable, Patch cord, Patch Panel other related items)
- (vii) Fibre items (Fibre cable, Patch cord, Patch Panel, Pigtail other related items)

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11.2 Technical Compliance

(i)

| Sl | Items | Compliance | Reference |
|----|--|--|---|
| 1. | Products and services as mentioned in the section Error! Reference source not found. Brief of the Scope of Work | Confirmation of the technical standard/rule need to be substantiated with Product Brochure / Product Data-sheet to ensure that the proposed product meets the technical requirements. References to the Page/Chapter number for the supporting Product Brochure / Product Data-sheet must be mentioned in the Technical Compliance document. | Lot-1, Lot-2 and Lot-3: Technical Specification, BOQ & Compliance |

- (ii) GC reserves the authority to increase or decrease the item quantity.

RFQ for Selection of Bidder for Establishing GC Tier-III DC

12. Forms

12.1 BG-PO Form 2: Bank Guarantee for Performance Security (for successful bidder)

To,

Managing Director
Grameen Communications
Telecom Bhaban (Level - 7) 53/1 Box Nagar, Zoo Road, Mirpur, Dhaka-1216

Dear Sir

[Bank name] [Guarantee no.] [date:]

IN THE AMOUNT OF BDT

This Bank Guarantee is executed by [Bank's name & address] (hereinafter referred to as "the Guarantor Bank")

WHEREAS _____ (name of the supplier and address) (hereinafter called "the Bidder") has undertaken, in pursuance of contract no. _____ dated _____ to provide delivery and implementation **Selection of Bidder for Establishing Tier-III Data Centre Passive Infrastructure at GC Own Premises and DR (Co-location) & FDR(Co-location)** (hereinafter called "the contract") to Grameen Communications(hereinafter called "the beneficiary or GC").

And whereas it has been stipulated in the said contract that the Bidder shall furnish GC with a bank guarantee by << Name of the bank >>for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <<Name of the Bank>>a banking company incorporated and having its head /registered office at <<address of the registered office>> and having corresponding bank located in Bangladesh << Name of the bank >>at <<address of the corresponding bank >> have agreed to give the supplier such a bank guarantee.

Now, therefore, we the Guarantor Bank hereby affirm that we are guarantors and responsible to you, on behalf of the Bidder, up to a total of BDT <<10% of the **Total Contract Value or Total Project Cost** >> (<<10% of the **Total Contract Value or Total Project Cost** in words>> BDT only) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of BDT <<10% of the **Total Contract Value or Total Project Cost** >>(<<10% of the **Total Contract Value or Total Project Cost** in words>> BDT only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Bidder before presenting us with the demand.

RFQ for Selection of Bidder for Establishing GC Tier-III DC

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

In witness whereof we the Guarantor Bank do hereby execute this Bank Guarantee on this the [date], which is to remain in force until [date].

Notwithstanding anything contained herein:

- I. Our liability under this bank guarantee shall not exceed BDT <<10% of the **Total Contract Value or Total Project Cost** >> (<<10% of the **Total Contract Value or Total Project Cost** in words>> only).
- II. This bank guarantee shall be valid up to <<insert expiry date>>.
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <<insert expiry date>> failing which our liability under the guarantee will automatically cease.
- IV. This performance guarantee will remain in force up to expiry from date of execution of contract or an earlier date and shall continue till 180 days after the completion of all contractual liabilities including warranty obligations and defect liability period and plus twenty-eight (28) days and any demand in respect thereof should reach the Bank not later than the above date.

(Authorized Signatory of the Bank)

RFQ for Selection of Bidder for Establishing GC Tier-III DC: Annexure-1

12.2 MAL Form 1: Manufacturer's Authorization Letter Format

| | |
|--|-------|
| Invitation for RFQ No.: | Date: |
| To: Managing Director Grameen Communications Telecom Bhaban (Level - 7) 53/1 Box Nagar, Zoo Road, Mirpur, Dhaka-1216 | |

WHEREAS

We *[insert complete name of Manufacturer]*,

who are official manufacturers of *[insert type of goods manufactured]*, having factories at *[insert full address of Manufacturer's factories]*, do hereby authorize *[insert complete name of bidder]* to supply the following Goods, manufactured by us *[insert name and or brief description of the Goods]*.

We hereby extend our full guarantee and with respect to the Goods offered by the above bidder.

Signed: *[insert signature(s) of authorized representative(s) of the Manufacturer]*

Name: *[insert complete name(s) of authorized representative(s) of the Manufacturer]*

Address: *[insert full address including Fax and e-mail]*

Title: *[insert title]*

Date: *[insert date of signing]*