

**TENDER SPECIFICATION OF SUBSCRIPTION AND SUPPORT SERVICE OF E-MAIL  
COLLABORATION SOLUTION-(ZIMBRA)**

1. **General.** Bangladesh Navy (BN) uses Zimbra Email collaboration solution for its messaging and mailing management. Presently it has 1000 user licenses. BN intends to purchase subscription and support service from OEM for full mail box. In this regard BN calls offer from OEM or their authorized distributor/ agent in Bangladesh for subscription and support services of said e-mail collaboration solution.

2. **Purpose.** To buy subscription and support service of e-mail collaboration solution (Zimbra) for 01 (One) year.

3. **Supplier.** Name and full address of the bidder with e-mail address is to be mentioned.

4. **Qualification of the Supplier.** The Bidder should meet the under-mentioned criteria. Incomplete or partial compliance will not be accepted to BN.

a. The bidder must have own valid trade license having experience in e-mail system setup and maintenance including data center building or management. Work experience with any of the Bangladesh government entity or defense level is mandatory.

b. A list of clients should be attached with the offer for reference. The firm must have adequate number of qualified professionals in addition to the followings:

(1) Have valid trade license as an IT service provider (E-mail Management) with experience of at least 05 years.

(2) Recently supplied, implemented similar Zimbra Email system for a government or defense organization with a large number of active users. (Details to be mentioned).

(3) Partial offer will not be accepted.

(4) The supplier shall be a certified partner/distributor of Zimbra/ Synacor Company. Distributorship/partnership certificate should have enclosed with the tender document. Proof of certificate from OEM should be submitted with the offer.

(5) Manufacturer Authorization Letter must be submitted with the offer.

(6) Registered member of BASIS & BCS.

(7) No joint venture agreement to fulfill any qualification will be accepted.

(8) The bidder must submit CV's of technical resources with vendor certificate. (at least three certified professional).

(9) The bidder should be ISO certified in related field.

5. **Scope of Work.** The scope of supply is mentioned below:

Ser	Product Description		Qty.
a.	Zimbra Collaboration Suite - Professional Edition (per mailbox, perpetual -Premier Support, 250 - 2,499 mailboxes) Support Level-Premier Support. Support Period-05 Jun 2025 - 04 Jun 2026		1000 Users
b.	Dhaka DC Site	Support for Primary E-mail Systems at NHQ DC-Dhaka	
c.	Chattogram DR Site	Support for Secondary E-mail Systems at CTG DR, Chattogram	



6. **Current Product Description (E-mail Collaboration Solution-Zimbra).**

Ser	Description	Value
1.	Name of item	Email collaboration solution
2.	Use	Email collaboration solution and management
3.	Brand	Zimbra
4.	Model/Version	Version 10.0.0.6
5.	Country of Origin	USA
6.	Country of Manufacturer	USA
7.	Active E-mail Users	1000 users

7. **Installation & Training.** All items are to be installed and commissioned with the existing system by the bidder at NHQ at Dhaka within 30 days after signing of the contract/firm Order. Necessary training should be given to 05 (Five) BN personnel for minimum 02 (Two) working days on the item at NHQ premises.

8. **Installation Material/ Service.** All installation material/ service which are required to install and operate the system/service are to be provided by the bidder without any additional cost.

9. **Installation, Supervision & STW.** The following are to be complied:

- Installation of the new license with the current license will be done by bidder. Installation server/storage will be provided by the buyer.
- Installation of the items (if any) will be done by the bidder under the supervision of the buyer.
- A qualified bidder's representative is to supervise the installation works and setting to work.
- The installation and configuration work should be complete and full proof.
- All relevant works related to installation and configuration are to be provided by bidder

10. **Test, Trial, and Acceptance.** Bidder shall carry out test/trial and supply of the system if replacement is done without any additional cost. After successful test/trial and commissioning, acceptance certificate will be given.

11. **Support Service.** Minimum 12 (Twelve) Months warranty for Trouble free operation of the whole E-mail System of BN to be provided by the bidder from the date of acceptance by the buyer. If the Email System becomes ineffective, the supplier should repair and rectify the problem immediately at any time (ie-24 x 7) without any additional cost. All sorts of e-mail related support will be provided by the bidder. The types of support required are mentioned below.

Ser	Type of Support	Requirement by BN
1.	24/7/365 days call center	(a) Supplier should maintain trouble ticket system and provide a ticket number for every call raised by BN. (b) Provide support for trouble ticket logging and addressing of the same as per the SLA (Service Level Agreement)
2.	Internal assessment and evaluation	(a) The support team of the supplier must assess the trouble from telephone conversation with BN. (b) The support of the supplier must evaluate the situation and suggest probable solutions to BN. (c) Remote access of any kind to BN email system will be not be provided to the supplier.
3.	Physical support	(a) The supplier shall send support engineer within 02 (two) hours of reporting the trouble.



		(b) The physical support includes all government and bank holidays and 24 hours if required by BN.
4.	OEM Support	(a) If any equipment is damaged or if there is any problem, OEM shall be contacted by the supplier.  (b) Supplier must advise change of any item or spares if it is necessary for rectification of the problem.
5.	Hardware Support	If any hardware related with BN Webmail system is found defective and for which the mail system cannot be made operational, then the supplier must have the arrangement to collect that hardware within shortest possible time. However, the expenditure for procuring hardware will be borne by BN.
6.	Reporting	(a) A post issue report to be submitted to BN on completion of the rectification done.  (b) Supplier shall provide monthly or when required reports on E-mail Collaboration Solution.

12. **Validity of Offer.** The offer shall remain valid for at least for 06 (six) months from the date of submission of the tender.

13. **Site Visit.** The bidder may visit NHQ, Banani, Dhaka before submitting the offer.

14. **Price Quotation.** The supplier should quote price (in BDT) according to scope of work. The quoted price should include all government taxes (VAT, AIT etc) as SFC (Navy) will make the final payment after deducting the taxes from submitted bills.

15. **Source of Supply.** To be mentioned (related document is to be submitted).

16. **Payment Terms.** The payment for the said service will be made by BN in following phases:

a. Initial 95% of total quoted price for the service will be paid after satisfactory test, trial and acceptance of the service of the e-mail system.

b. Rest 5% of total cost will be paid on successful completion of 12 (Twelve) months support service period.

17. **Count of Downtime.** BN will take will take network security service availability into consideration by means of the time for which the service was not available due to disruption of whatever kind. Accumulation of such down time in a month will be calculated and an equivalent amount of money will be deducted from the total bill due for the corresponding month, along with 10% or more of monthly fee for the inconvenience caused to the clients and naval administrative system.

18. **Security of Information.** All data transaction through this network is to be considered security sensitive. Adequate security measures are to be applied while providing this service. Any breach of information shall be dealt with "The Official Secrets Act 1923.

19. **Security Clearance.** Immediately after signing of the contract, the bidder will submit the bio-data of Engineers/Technicians to BN authority for obtaining security clearance. If any person is 'not cleared' he shall be substituted. The bidder (or his employees) will guarantee complete 'security of information' while working within working the naval premises.

20. **Compliance Statement.** A clear and complete compliance statement of the bidder with necessary specification and drawing/ diagram will be submitted for evaluation of the quotation. If any clause of this specification does not commensurate with offered items/services practically, the deviation has to be spelt out clearly. Incomplete compliance statement will attribute to cancellation the offer.

21. **Loss of Data:** The Bidder shall be responsible for any loss of records or data of BN during any procedures under taken in pursuant to this job. If such loss is proven to be done intentionally or negligently. Both parties shall take all necessary precautions and step to prevent any loss of data.



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22. **Damage to Facilities.** The bidder shall be responsible for any damage done to any of the BN facilities, if such damage is proven to be done intentionally or negligent! Both parties shall take all necessary precautions and steps to prevent any kind of damage to any BN facilities.

23. **Liquidated Damage.** LD for late delivery will apply as per existing BN procurement practice.

24. **Documents.** The bidder should provide following documents in English:

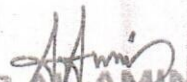
- Operation manual for e-mail users.
- Administrators manual for system administrator
- Maintenance manual.
- Brochure from the OEM.

25. **Settlement of dispute.** If any dispute arises between the user (BN) and the contractor, it has to be settled through logical approach. If the dispute couldn't be solved through logical approach, then a board could be informed in order to resolve the issue.

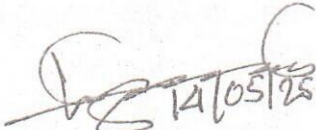
26. **Delivery.** The subscription and support service of e-mail collaboration solution (electronic License) will be delivered to DNIT, NHQ within 30 days by e-mail of the purchase order.


  
MD. ASADUZZAMAN  
Assistant Director  
DNIT (Rep) Member Secy  
Naval Headquarters  
Banani, Dhaka-1213  
Date 14.05.2025

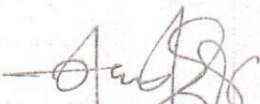
  
M IMTIAZ UDDIN  
Lt Commander BN  
DNIT (Rep) Member  
Naval Headquarters  
Banani, Dhaka-1213  
Date

  
A R AL AMIN  
Lt Commander BN  
DNIT (Rep) Member II  
Naval Headquarters  
Banani, Dhaka-1213  
Date 14.05.2025

  
A K M BODRUL QADIR  
DNIT Member  
Director of Naval Info & Tech  
Naval Headquarters  
Banani, Dhaka-1213  
Date 14.05.2025

  
A.K.M. IKRAMUL HOSSAIN  
DNIT & S, Member  
Director of Naval Armament  
Inspection and Supply  
NHQ, Banani, Dhaka-1213  
Date 14/05/25

  
MD. SHAHIDULLAH AL FARUQ  
DNIT Member  
Director of Naval Engineering  
Naval Headquarters  
Banani, Dhaka-1213  
Date 14/05/25

  
HASANET MAHELUZ  
DNW&EE President  
Commodore BN  
Director of Naval Weapons  
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NHQ, Banani, Dhaka-1213  
Date 14.05.25