

SL.	Description
1	Trust Bank Limited will be entitled for Support Service with own bidder's arrangement of the company or with help of Microsoft if required (for business critical incidents).
2	Technology workshop need to be provided on all the deployed solutions (2-3 days each) for Trust Bank IT team to manage the Microsoft infrastructure. Any other required training will be conducted based on mutual understanding between Your Company & Trust Bank Limited. Training will be delivered with LAB facilities and resources having Microsoft solution deployment experience in Banking sector in Bangladesh.
3	Trust Bank Limited should be able to use all licensed products (purchased under this agreement) to the fullest. In this connection the company will assist and suggest Trust Bank Limited at all time.
4	Monthly health checkup of all OS and ensure necessary critical patches are deployed on proactive manner.
5	Required local training may be provided to TBL for better understanding of the tasks under this scope.

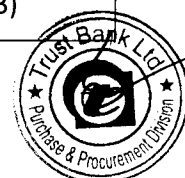
Scope of Implementation & Support Services of Microsoft Solutions:

Sl.	Description	Service Type
1	Microsoft Active Directory	Re-structuring/Re installation/Migration
2	Microsoft Exchange Server	Re-structuring/Re installation/Migration
3	System Center Configuration Manager	Re-structuring/Re installation/Migration
4	System Center Operation Manager	New-Deployment/Migration
5	System Center Service Manager	New-Deployment/Migration
6	System Center Data Protection Manager	Re-structuring/Re installation/Migration
7	Hyper-V and System Center Virtual Machine Manager	New-Deployment/Migration
8	Skype for Business	Re-structuring/Re installation/Migration
9	Microsoft SQL Server (for core banking software & other system)	Re-structuring/Re installation/Migration
10	AMC for Installation, Support and Maintenance as per above list in TBL Production(DC, NDC & DR) Environment till 03(three) years	AMC/SLA (24x7x365) /Migration



Scope of Work

Key Benefits	Key Features	Availability
Engagement management	Phone support incidents	Available
	Mail support incidents	Available
	SMS support incidents	Available
	Remote vs. Onsite Resource	On Site
	Account Profiling and Reporting	Quarterly
	Account Representative	Shared
	Dedicated Support Team	Shared
	Case Monitoring and Escalation Management	24/7
Problem Resolution Support	Problem Resolution Support Severity-(A,B,C,D & E)	All Incidents within SLA period
	24/7 elevated break/fix support	Available
	Rapid Onsite Support	Available
	24x7 Critical Situation Escalation Management	Available
Proactive Services	Health Check and Reporting	Quarterly
	Support Account Manager Engagement	Available
	Notification of announcement of critical patches and other updates	Available
Knowledge Transfer	Existing Solution Enhancement Workshop	Available (24 hours Workshop per solution) / Yearly (3 days workshop per solution)
	Proactive Information Distribution	Available
	Existing Solution Enhancement Workshop	Available (24 hours Workshop per solution) / Yearly (3 days workshop per solution)
Other Services	Windows Server Patch Management	Available (Monthly / on demand)
	Feature enhancement of Deployed Solution	Available
	Windows Patch Management	Available Monthly / on demand
	Application Update (Service Pack, Cumulative Update & Update Rollup Level)	Available Monthly / on demand
	Hot Fix Support	Available
Support Services Schedule	Critical Support (Serverity-1&2) Schedule Onsite / Remote	24/7
	Onsite Support Assistance Schedule (Except Serverity-1&2)	10:00 AM to 08:00 PM
	Remote Support Assistance Schedule (Except Serverity-1&2)	09:00 AM to 09:00 PM and on demand any time
Support Level	Case escalation	Support Level (1, 2 & 3)



Areas to Cover

- Active Directory Domain Services
- Microsoft Exchange Server
- Skype for Business
- Microsoft SharePoint Server
- Microsoft DHCP Services
- Virtualization (hyper-V & SCVMM)
- SCCM, SCOM, SCSM, SC-DPM
- Microsoft SQL Server
- Windows and SQL Cluster including CBS database
- Microsoft File Services (FTP, FILE Server)
- Microsoft Endpoint Configuration Manager
- Microsoft SharePoint Server (Infrastructure Only) and
- Other services as per TBL purchase any solution from Microsoft

Vendor Qualification

1. The vendor will need to have the experience of working in local Banks / NBFi of Bangladesh (minimum 03 Banks / NBFIs WO may be placed as evidence)
2. The vendor should have enough certified resources to work in different areas of products simultaneously.
3. The vendor should have own resource for deploying SharePoint related projects.
4. The vendor shall have the capability to assist TBL for any platform change or upgradation which is required to install/deploy for higher version of Microsoft products. If such upgradation or modification require integration changes or management such operation will also be performed by vendor.
5. The vendor should deliver documents for change management and configuration management which is requirement for regulatory compliance.
6. The vendor will sign or include necessary clause in SLA for Non-Disclosure terms.
7. The vendor will extend his full cooperation with TBL and third party solution provider. However, the vendor will not subcontract any parties.

Other terms and conditions:

1. The vendor will be responsible to provide compensation if any loss or damage occur during any installation or changes. This penalty or compensation will be decided on mutual discussion with TBL
2. If the vendor discontinues its partnership with Microsoft, then the vendor will shift/transfer the liabilities and same working scope to other partner vendor as suggested by Microsoft for the interim period.

