



# Terms of Reference

## For

### Cloud Migration of DMIS Using F5 Technologies

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## 1 Executive Summary

World Vision is a Christian humanitarian organization dedicated to working with children, families, and their communities worldwide to reach their full potential by tackling the causes of poverty and injustice. Working in nearly 100 countries around the world, World Vision serves all people, regardless of religion, race, ethnicity, or gender.

During the last few years World Vision Bangladesh (WVB) has extended its' operation to remote village level and supporting its operation through 67 remote offices and 3 Cluster offices (total number of 69 Zone- remote offices) and the National Office (NO) being located at Abedin Tower, Banani, Dhaka. All WVB field offices having router (Mikrotik) and switch (Cisco) are connected via 4 Mbps MPLS connection to the NO having Edge Routers (Cisco/Mikrotik), UTM (Meraki) There are 10 physical Dell servers, 2 Dell Storage Server, 3 Dell 42u Rack and located in the National Office Data Centre. There are various industry standard as well as proprietary applications – such as Cloud based (at WVI Malaysia Data Centre), Desktop /Web Interface on Virtual Environment on HyperV (at NO Data Centre) - are serving our ICT (Information and Communication Technology) users to perform their day-to-day job and to collect various data from the field level.

Authentic and reliable data is the main component to show up program quality and impact. So, accurate data collection from valid sources is very important by maintaining proper system. Now a day frequently we need to collect different types of age, gender and social category segregated data along with sponsorship and non-sponsorship project to fulfil demand of different level stakeholders. At present WVB is implementing its program operations in more than 55 areas along with so many grants and PNS projects.

WVB GTD Department and Program Quality Team have developed a digital platform named DMIS to capture all kinds of programmatic data digitally. Based on the captured data different types of reports can be generated for different types of stakeholders internal and external including Support Country and Government. Nevertheless, these data are being used by the management team for strategic decision making as well.

### **Document Summary:**

Field people need to enter the data from their end time to time in the DMIS. Due to some other priorities, sometimes it is not possible for the field staff to always present in the office premises. On the other hand, they need to work beyond office hours. Therefore, to complete day to day data entry in the DMIS, it is not possible for the staff to always present in the office. As a result, they fall behind the deadline. Consequences of this, data not entering in the system timely and users are not getting the updated information timely for the decision making. It is also time consuming and required to double work.

Based on the requirement of Program Learning and Effectiveness department, need to migrate DMIS application to Cloud Platform. After migrating in the cloud platform, users will get access by maintaining all compliances and security measurements in DMIS from anywhere in the county where internet connectivity is available. Getting the DMIS access from any location, field staff will be able to carry out their day to day data entry timely. There will be

no pending data entry. On the other hand, after entering the data in the system, the necessary report will be updated atomically so the management and other stakeholders will get the field update which will help to take strategic decisions instantly. Getting the update information by the technical team members, it will also be very helpful for them to provide support the field for the improvement of the program quality. As a result, through these changes, a huge positive impact will be added in the life of the targeted community, especially for the children.

## F5 Solution Details

Migrating this DMIS application through F5 security solution will allow us the access through public network with an extra security layer. It will provide the **Advanced Web Application Firewall (AWAF), Access Policy Manager (APM), Global Traffic Manager (DNS), F5 THREAT CAMPAIGNS**. Using F5 Solution, we can migrate other in house applications in public and it will be also ensuring the web security.

### F5 Access Policy Manager (APM):

F5 Access Policy Manager (APM) is a secure, flexible, high-performance access management proxy solution managing global access to our network, the cloud, applications, and application programming interfaces (APIs). Through a single management interface, BIG-IP APM consolidates remote, mobile, network, virtual, and web access. With BIG-IP APM, we can create, enforce, and centralize simple, dynamic, intelligent application access policies for all our apps, regardless of where or how they are hosted.

### F5 ACCESS POLICY MANAGER (APM) FEATURES:

- Identity aware proxy (IAP)
- Identity federation and SSO
- Endpoint inspection
- Secure remote and mobile access
- Secure and managed web access
- Template based APP Access based on user group & location.
- Simplify authentication & secure user experience across all apps.

### F5 Global Traffic Manager (DNS):

F5 BIG-IP DNS (formerly BIG-IP Global Traffic Manager™) secures our DNS infrastructure through high-performance DNS services; hyperscale's DNS responses geographically to survive volume increases and DNS DDoS attacks; and ensures high availability of our applications and services. In addition, BIG-IP DNS distributes service requests based on business policies, POPs, network conditions, user location, and service performance—and delivers high-performance DNS services with visibility, reporting, and analysis.

### F5 Global Traffic Manager (DNS) FEATURES:

- Application High Availability in Multiple Datacenter
- Continues Monitoring and Automated Failover
- Superior DNS Performance
- DNS Firewall Services
- DNSSEC Protection
- Secure DNS records for internal & external DNS communication.

### F5 THREAT CAMPAIGNS

F5 Threat Campaigns is an add-on threat intelligence subscription for F5 Advanced WAF™. The service provides intelligence that contains contextual information about the nature and purpose of the active threat campaign. In contrast, although a WAF may detect a syntax error in a web application form, without threat intelligence, it cannot correlate the singular attack incident as part of a more extensive and sophisticated threat campaign.

### F5 THREAT CAMPAIGNS FEATURES:

- Tactical Threat Intelligence

- Improved web application security with near-zero false positives
- Cost-effective model for confident risk mitigation As-a-Service Delivery
- Live updates with actionable threat intelligence from F5

## 1.1 Vision

- i. Users will get access in DMIS by maintaining all compliances and security measurements from anywhere in the county where internet connectivity is available
- ii. To capture real time data which will help to take strategic decision by the management team for the improvement of the program quality

## 1.2 Objectives

### 1.2.1 Business Objectives

- i. Ensure DMIS access for every level from anywhere
- ii. User will get information quickly and instantly
- iii. User will get access DMIS application by using any network from any where
- iv. Field staff will be able to carry out their day to day data input on time
- v. Extend support to keep smooth functionalities of DMIS
- vi. Ensure minimize cost system and reduce backlog of work

### 1.2.2 Technology Objectives

- I. To get 24x7 support and response
- II. To get technical support for ensure smooth operation of DMIS System
- III. To get migration of DMIS Application with extra layer of security i.e; Advanced Web Application Firewall (AWAF), Access Policy Manager (APM), Global Traffic Manager (DNS), F5  
THREAT CAMPAIGNS

## 1.3 Scopes

- I. To get any after deployment support as needed during contract period
- II. To get assistance to deploy and configure by ensuring required environment
- III. Vendor will be responsible for lifting and shifting from on-premises to cloud platform
- IV. Make ensure all functionalities running smoothly after deploying

## 1.4 Requirement Engineering

The selected vendor is expected to do following as a part of requirement engineering after receiving LOI (Letter of Intent):

- i. Vendor must ensure our required specifications for cloud migration of this application with providing extra layer of security with providing the **Advanced Web Application Firewall (AWAF), Access Policy Manager (APM), Global Traffic Manager (DNS), F5 THREAT CAMPAIGNS**
- ii. Vendor must provide LLD and HLD of on-premises to cloud platform before implementation
- iii. Vendor should arrange knowledge sharing session (on all setup and configure) with WVB ICT team.

## 1.5 Engineering Support

This includes surveys and other information gathering, as required, to document configuration, to determine specific operational capability requirements, development of installation plans, determine personnel/equipment requirements, and develop an EID, UAT, and Bill of Materials (BOM) for WVB review and approval. The selected vendor shall also:

- Be responsible for the installation, Integration, deployment and testing of this application as per business objective.
- Provide Comprehensive system documentation of system deployed including diagrams, labelling, schematics, configuration, SOPs, orientation, if WVB asks for each time supply or deployment during the contract period.

## 1.6 Implementation Support

This includes Design, installation, Configurations, test and acceptance, and transition support

The selected vendor shall:

- Ensure that the supplied equipment/system/software/platform is fully operational, new and performs properly and meet technical specification with evidence based documentation.
- Be responsible for warranty and support service for the period as specified in the BOM **(Apendix-2)**.
- Provide consultancy, guidance to improve where necessary to make those devices/platform more functional or smooth if found any.
- Assist network high level and low level designs, services design, etc. if requested or applicable.
- If World Vision Bangladesh needs to extend this contact, they can and also can terminate the contact base on urgent issues of the organization at any time.

## 1.7 Deliverables

Vendor will provide, unless otherwise directed, the following deliverables:

- Ensure application’s all functionalities with proper data backup up to contract period
- Vendor needs to ensure sufficient resources are available in hand to meet the following response and resolution time:
  - Critical Event – Any failure affecting data storage data access, data recovery. Expected Resolution Time: Within 12 hours of vendor notification.
  - Major Event – Redundancy Outage – Any failure resulting in loss of redundancy. Expected Resolution Time: Within 48 hours of vendor notification.

### 1.8 Severity Level

Vendor will provide centralized single contract info for 24 X 7 support with following SLA Matrix:

Priority	Designation	Impact	Response Initiation Time	Response Window	Service Restoration Time	In case of workaround for an issue resolution time no more than (Problem Management window)	Grade of Service (GOS) for each priority level
P1*	Critical	Outages affecting traffic flow	Immediate	24 x 7	2 Hours	20 business days	95%
		Requests critical in nature					
P2*	Urgent	Loss of network (redundancy)	Immediate	8 x 7	8 Hours	30 business days	92%
		No traffic flow impact					
P3*	Major	Outages or intermittent problems that are small scale and under control	Within 8 business hrs	8 x 5 (8AM-5PM)	Within 5 business days	45 business days	90%

#### Definition of Severity:

##### **Critical (P1)**

Critical events severely affect service, capacity/traffic and maintenance capabilities. Critical events require immediate corrective action, regardless of time of the day, or day of the week. Critical Failure is deemed to exist when e.g.:

- ✓ Traffic or system capacity is reduced by 10% or more



- ✓ There is a failure of a major network element component or a loss of operational capability
- ✓ There is a significant reduction of revenue generating capability (more than daily average 3%)

**Urgent (P2)**

Urgent event causes such a conditions that seriously affect system operation, maintenance, and administration. Urgent events require immediate attention. Urgent Failure category is deemed to exist when e.g.:

- ✓ A non-service imparting network element component (e.g. network management port) fails
- ✓ Traffic capacity has no impact
- ✓ There is a loss of network redundancy

**Major (P3)**

The urgency is less than an Urgent event because of a less immediate or impending effect on system performance, end-users, operation, and revenue. An Urgent event on the device could impact a majority of the users but situation is under control. Urgent Failure category is deemed to exist when e.g.:

- ✓ Traffic capacity reduced by more than 3% but less than 10% of major network elements
- ✓ There is a loss of diagnostic functionality
- ✓ There is a loss of reporting functionality

*Note: WVB has the right to adjust a failed system priority / urgency based on business needs. WVB also has full right to deduct 1% of the quarter cost for SLA/ GOS/ Availability violation or partial-delivery of deliverables/ scope from 'monthly invoice' or earnest money or performance bond.*

**1.9 Stakeholders**

Stakeholder	Interested in
National Director	Alignment with Organization vision and strategy
PQA Director	Providing planning, budgeting and operation services
GTD Department	Providing planning, implementation and operation support services
All other departments	Benefited as general IT resource users.
Remote Offices	Benefited as general IT resource users.

### 1.10 Location & Charging

We are using all of the facilities in remote offices, Coordination offices and National Office through Data Center. Therefore, any cost charge for the support service or any equipment Servicing or add a new device should be equally distributed to all active projects and AP offices and budget will be confirmed by Programme Quality Assurance Team.

Serial No	AP Name
1	Biral
2	Birampur
3	Birganj AP
4	Bogura Office
5	Dhamoirhat AP
6	Dinajpur AP
7	Fulbari AP
8	Gaibandha AP
9	Ghoraghat AP
10	Godagari AP
11	Kaharole AP
12	Kishoregonj AP
13	Mithapukur AP
14	Mother & Child health Care Project
15	Nilphamari AP
16	Paba AP
17	Pirganj AP
18	Rangpur AP
19	Tanore AP
20	Thakurgaon AP
21	Amtoli AP
22	Barishal AP
23	Bhandaria AP
24	BleNGS Project
25	Debhata AP
26	Dharampasha AP
27	Fulbaria AP
28	Improving Maternal & Child Health Care Project (IMCHCP)
29	Increasing Community Resilience to Disaster In Bangladesh (ICR)
30	Islampur AP
31	Jamalpur AP
32	Kachua AP
33	Konna Rotno Project
34	Kotalipara AP
35	Morelgonj AP
36	Muktagacha AP
37	Muktagacha South AP
38	Nandail AP
39	Nazirpur AP

40	NSVC Project
41	Pirojpur AP
42	Purbadhala AP
43	Rampal AP
44	Right to Grow Project
45	SHOMOTA Project
46	Sribordi AP
47	Youth Empowered Project
48	Wazirpur
49	Nobo Jatra Project
50	Cox's Bazar
51	Falia para
52	Palong
53	Bandarban Sadar AP
54	Dhaka East AP
55	Gowainghat AP
56	Hazaribaugh AP
57	Karnaphuli AP
58	Laksam AP
59	Mirpur Urban AP
60	MUCEF
61	Sunamganj AP
62	SUPER Project
63	Sylhet AP
64	Tahirpur AP
65	Tongi Urban AP
66	Ukhya(Rajapalong) AP
67	Teknaf AP
68	Ramu AP

## 1.11 Quality Control

### 1.11.1 Vendor QA

WVB will perform a test on platform and implemented application as per WVB contract and vendor will troubleshoot and fix any issues if raises.

## 2 Vendor Furnished Resources

- i. In the case of any changes, all plans and specifications shall be submitted for approval. Prior to install in this task order, all changes of platform/software/services shall be subjected to any and/or all tests as directed by the Senior IT Management or SME, at the vendor's expense, to ensure compliance with the plans and specifications previously approved.

- ii. In no event shall the vendors propose to procure or platform/software/services prior to issuance of a verbal approval from the WVB.

**2.1 Agreement Duration**

- i. The procurement contract duration should be for three years with selected vendor, possibility of one/two more years’ extension
- ii. World Vision reserve all rights to terminate the contract with the vendor with a prior notice of one month

**2.2 Return on Investment (ROI)**

- I. Users will get access by maintaining all compliances and security measurements in DMIS from anywhere in the county where internet connectivity is available
- II. Users will get access 24/7
- III. Field staff will be able to carry out their day to day data entry timely and flexibly
- IV. The necessary report will be updated automatically so the management and other stakeholders will get the field update which will help to take strategic decisions instantly.
- V. It will be very helpful for technical team to provide support the field for the improvement of the program quality
- VI. A huge positive impact will be added in the life of the targeted community, especially for the children.

**2.3 Financial Plan**

The budget needs to be reserved in FY22 under the budget. However, the following amount of budget is required for the project. After receiving the service / goods, yearly payment will be paid.

<b>Price with 03 (Three) years of support</b>						
<b>S No</b>	<b>Part Code</b>	<b>Description</b>	<b>Qty</b>	<b>UoM</b>	<b>Per Year Unit Price Without VAT &amp; TAX (BDT)</b>	<b>Total Price for 5years Without VAT &amp;TAX (BDT)</b>
<b>Subscription</b>						
1	F5-AWF-IG-PRM-SUB	BIG-IP Virtual Edition Subscription Advanced Web Application Firewall License 1 Gbps (Per Month, 7x24 Support) - Duration 36 Months	1			
2	F5-ADD-APM-IG-PRMSUB	BIG-IP Virtual Edition Access Policy Manager Add-on License 1Gbps (500 Concurrent SSL VPN Users, 10000 Access Sessions) (Per Month, 7x24 Support) - Duration 36 Months	1			

3	F5-ADD-DNS-1K-PRMSUB	BIG-IP Virtual Edition Subscription DNS Add-on License (GSLB, DNSSEC, 1000 RPS) (Per Month, 24x7 Support) - Duration 36 Months	I	I		
4	F5-ADD-TC-1G-PRMSUB	BIG-IP Virtual Edition Threat Campaigns Add-on License for Advanced Web Application Firewall I Gbps (Per Month, 24x7 Support) - Duration 36 Months	I			

## 2.4 Service Duration

- The duration of this service will be for 3 years, possibility of 1/2 more years’ extension.
- Payment will be yearly basis.
- There will be a possibility to extend the AMC after end of this service duration.

## 2.5 Resource

To run this F5 solution system, we will be needing virtual machine in the server with the below configuration:

Deployment type	CPUs	RAM	Storage	vNIC
WAF & APM	8	16 GB	200 GB	4 VMXNET3

We have this capacity in our data centre but when we will be migrating all of our servers/ virtual machines in the cloud, we will be needing extra budget for this. That time, we need to purchase required resources in cloud platform for migration. Human resources are as follows:

Human Resources Assigned to this work				
Name	Role	Estimated Time Available per week	When Available	Comments
Kajol Xavier Gomes	Deputy Director GTD, Head of the Department	2 hours/week	Throughout FY22 3-4 quarter	
Jerald Rozario	GTD Specialist, Network & Information Security	5 hours/week	Throughout FY22 3-4 quarter	
Ripon Jony Roy	GTD Coordinator – System Admin	5 hours/week	Throughout FY22 3-4 quarter	
Kallol Sarker	GTD Coordinator – NOC	5 hours/week	Throughout FY22 3-4 quarter	
Shamima Rashid Sumi	GTD Specialist- System Admin	5 hours/week	Throughout FY22 3-4 quarter	
Falguni Das	GTD Coordinator - Application and Database Development	5 hours/week	Throughout FY22 3-4 quarter	
Robayet Mahub	GTD Officer- Application and Database Development	5 hours/week	Throughout FY22 3-4 quarter	

### 3 Project Consideration

#### 3.1 Risks

ICT WVB has identified some initial generic risks related to this service plan. The vendor is also encouraged to review this risk and consult and execute some mitigation of risks. Some typical risk identified for this service plan as follows.

Description	Likelihood	Impact	Mitigating Actions
Service failure – cost/time overrun or quality issues	High	High	Vendor’s previous dealing with WVB and other NGO/ iNGOs should be verified
Organizational policy not adhered to	Medium	Low	After selection of vendor, they should be introduced with organizational policies
Vendor fails to provide services/ product as committed or change their business strategy or shutdown their business	High	High	Vendor’s previous dealing with WVB and other NGO/ iNGOs should be verified.
Technical obsolesce of service product / services	Low	Medium	Vendor should provide necessary actions to mitigate this risk.

#### 3.2 Assumptions

- There will be no changes in legislative, business strategy or policy during contract period that may go against the expected deliverables/Scoops.
- Prices of cloud platform/services will NOT increase during the course of the contract
- Selected vendor is expert enough to successfully complete the supplies
- World Vision Bangladesh can complete the total replacement of the old technology within the contract period and get the proper budgets accordingly

#### 3.3 Constraints

- Budget/ scope and time allocated is fixed and does not allow for overrun.
- The services must be implemented after-hours to minimize the operational impact on the business.

**Appendix-1: General Compliance**

Serial	Requirement	Compliant Yes / No	Comments
1.1	Vendor is preferred to be a Technical Support partner in the region for proposed Hardware and Software.		
1.2	Vendor must provide default support scheme of 8x7x365.		
1.3	Turn-key project implementation should be done by the factory trained engineers on the proposed technologies and WVB ICT staff will be only involved during UAT and after.		
1.4	At least three customer reference of similar implementation for the proposed work.		
1.6	Able to provide all listed documents.		
1.8	Vendor to provide Typical Escalation Process flow chart for post implementation support.		

**Appendix-2: BOM**

S No	Part Code	Description	Qty	UoM
1	F5-AWF-IG-PRM-SUB	BIG-IP Virtual Edition Subscription Advanced Web Application Firewall License 1 Gbps (Per Month, 7x24 Support) - Duration 60 Months	1	1
2	F5-ADD-APM-IG-PRMSUB	BIG-IP Virtual Edition Access Policy Manager Add-on License 1Gbps (500 Concurrent SSL VPN Users, 10000 Access Sessions) (Per Month, 7x24 Support) - Duration 60 Months	1	
3	F5-ADD-DNS-1K-PRMSUB	BIG-IP Virtual Edition Subscription DNS Add-on License (GSLB, DNSSEC, 1000 RPS) (Per Month, 24x7 Support) - Duration 60 Months	1	
4	F5-ADD-TC-IG-PRMSUB	BIG-IP Virtual Edition Threat Campaigns Add-on License for Advanced Web Application Firewall 1 Gbps (Per Month, 24x7 Support) - Duration 60 Months	1	

**Appendix-3: Financial Plan**

The budget needs to be reserved in FY22 under the budget. However, the following amount of budget is required for the project. After receiving the service / goods, yearly payment will be paid.

Price with 03 (Three) years of support						
S No	Part Code	Description	Qty	UoM	Per Year Unit Price Without VAT & TAX (BDT)	Total Price for 5years Without VAT &TAX (BDT)
<b>Subscription</b>						
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3	F5-ADD-DNS-1K-PRMSUB	BIG-IP Virtual Edition SubscriptionDNS Add-on License (GSLB, DNSSEC, 1000 RPS) (Per Month, 24x7 Support) - Duration 36 Months	1			
4	F5-ADD-TC-IG-PRMSUB	BIG-IP Virtual Edition Threat Campaigns Add-on License for Advanced Web Application Firewall 1 Gbps (Per Month, 24x7 Support) - Duration 36 Months	1			



## 4.0 Others

### 4.1 Evaluation Criteria

The following evaluation criteria and the weighted scale will use to evaluate technical proposal by an evaluation team.

#### Technical proposal evaluation criteria for the Firm/Organization/Contractor

<b>Technical Evaluation for F5 Solution, Total score- 100, Pass marks- 70</b>							
	Understanding the ToR	F5 Solution Authorization	Availability of related Engineers	Support Service	Experience of work with INGO/UN/ Corporate	Real time implementation experience of F5 Solution	Total Score
Marks distribution	25	15	15	25	5	15	100

### 4.2 Mode of Payment:

All payment shall be bank transfer using Straight to Bank (S2B) process and VAT/TAX shall be deducted as per govt. policy and according to the agreement signed in between the Firm/Organization/Contractor and WVB.

Mode of payment must be clearly mentioned by the Firm/Organization/Contractor. Finally, Both the parties will be decided about the mode of payment before signing the contract.

### 4.3 WVB Contact regarding Technical Specification:

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