



11<sup>th</sup> September, 2013

**Sealed Quotation for Up gradation and Implementation of Internet Connectivity, Mail services and Mail security services**

The following terms and conditions and technical specifications for the required services are given hereunder for the bidders/vendors.

**Scope of Work:**

**Scope 1: Mail Server Configuration**

Primary Domain:	shahjalalislamibank.com or sjibl-bd.com
Total Users	More than 1500
Relay infrastructure	1 (one) Outgoing Server and 1(One) Incoming server
Mail server Hosted	Data Center of SJIBL, UDAY SANJ 2/B Gulshan South Avenue, Gulshan-1.
Operating System	CentOS 6.3 or latest
Software on servers	Mail Transport Agent (Sendmail/postfix), Mail Retrieval Agent (IMAP and POP3), Webmail (any Open Source software)
Mail security	MailsScanner , spam filtering, iptables and other securities
Average delay in MTA queue for incoming email	2 seconds OR less
Max attachment size permitted for emails to/from internet	10 MB OR On Demand
Mail Group	10 Groups OR on Demand, Member of per groups maximum 100 users
Inbound Message Security	To identify and block spam and purging e-mail, Blacklists and whitelists
Anti-spam techniques (outgoing)	SPF, Sender ID and DKIM Configuration
Free Service Period	1 (One) year OR More
Price	One Time Cost for All Configuration
SLA	Yearly (including VAT & TAX)

**Scope 2: Mail Server Maintaining**

Task :	Mail Server Maintaining of Our existing SMTP and POP server.
Additional Task :	Spam filtering and mail related security ensure
Service :	Any sorts of troubleshooting with consult of SJIBL system Administrator.
Our SMTP or POP server specification	More or less same of SCOPE 1
Recurring Cost (RC)	Monthly/Yearly (Including VAT & TAX)

## Scope 2: Internet Connectivity

Location :	Our Data Center, Gulshan-1
Media :	Primary : Fiber Optic Link
	Secondary : Fiber Optic Link but Different POP
Bandwidth :	Full duplex dedicated submarine cable
	1(one) Mbps, 2.5 Mbps(Swift) and 5Mbps (Head office and Mail server)
VSAT Backup	25 % of Swift Bandwidth
Real/Static IP	AS required.
OTC	Free
Monthly Recurring Cost (MRC)	Monthly (Including VAT & TAX)
MRTG	AS per real IP wise

### Terms and Conditions:

#### 1.1 Scope of Bid

Shahjalal Islami Bank (Hereinafter referred to as "the Bank") wishes to receive bids from the bona fide firms for developing the infrastructure of a modern data center located at the 2<sup>nd</sup> floor, UdaySanz, 2B Gulshan South Avenue Gulshan-1.

#### 1.2 Bidder's qualification

- The Bidder should preferably be a reputed ISP/Firm/Company/ incorporated in Bangladesh and should have 10 years' experience in implementation of Linux based mail messaging solution. Documentary proof should be submitted along with the Bid.
- The bidder should submit details like name of contact person, along with his phone number for above projects.
- The Bidder should have registered IP blocks from APNIC with proven certificate.
- The Bidder should have ISPAB membership with proven certificate.
- The Bidder should have agreement with any IIG with proven certificate.
- The Bidder shall possess his own office and adequately trained and experienced manpower to install, configure the said services
- The Bidder shall be an assessed under Income Tax Department
- 24x7 support needed to be ensured.

#### 1.3 Documents comprising the bid:

- a. Technical Description of the deliverables to demonstrate the specified technical requirement
- b. Schedule for financial proposal
- c. Photocopy of following documents should be submitted with the offer.
- d. Valid Trade License and Company Profile (Establishment date, no of tech engineers, no of employees, no of bank clients, no of support center in Dhaka, hardware replacement period etc.)





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- e. TIN and VAT Certificate
- f. Proof of Experience
- g. List of corporate clients for said type of work with Certificates.

#### 1.4 Bid prices

Bidders shall quote the price in Bangladeshi Taka (BDT) for the items quoted including VAT & Tax. Bidders shall quote separate price for annual maintenance contract (AMC) for said (scope of work -1) that will be valid for 1 (One) year after the end of the free service period.

#### 1.5 Bid validity

Bid shall remain valid for a period of 60 days after the date of opening of technical proposals. In exceptional circumstances, prior to expiry of the original bid validity period, the Bank may request the bidder to extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing. A bidder agreeing to the request will not be permitted to modify its bid.

#### 1.6 Sealing and marking of bid

The inner and outer envelopes shall

1. Be addressed to the Bank at the following address:  
**Common Service Division,  
Shahjalal Islami Bank Limited,  
Head Office,  
Uday Sanz (1st floor), 2/B Gulshan South Avenue, Gulshan-1, Dhaka.**
2. In addition to the above requirements, the inner envelope shall indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared "late" pursuant to clause 1.8.
3. If the outer envelope is not sealed and marked as above, the Bank will assume no responsibility for the misplacement or premature opening of the bid.

#### 1.7 Deadline of bid

The bidder must submit the bids in original (sealed), duly marking the envelope as addressed at the following no later than 3:00 p.m. (sharp) on 18<sup>th</sup> September, 2013.

#### 1.8 Late Bids

Any bid received by the Bank after the deadline for submission of bid prescribed in clause 1.7 will be rejected and returned unopened to the bidder.

#### 1.9 Evaluation of proposals



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The Bank will carry out a detailed evaluation of the bids according to the information supplied by the bidder through its proposals. The Bank may arrange a discussion meeting with each bidder to understand each and every aspect of technicality of the proposal. The Bank will choose the offer that will be more comprehensive.

Information relating to the examination, clarification, evaluation and comparison of bids and recommendations for the award of a contract shall not be disclosed to bidders or any persons not officially concerned with such process until the award to the successful bidder has been announced. Any efforts by a bidder to influence the Employer's processing of bids or award decision may result in rejection of the bidder's bid.

The Bidder should submit below information as below format:

Sl.	Description	Submitted Information
1	Company establishment date	<e.g. 2001>
2	Starting Date of Said support service (a) Mail Server configure and implementation of Mail security (b) Internet Connectivity	< (a) e.g. 2004 (b) e.g. 2001>
2	Number of Technical & Qualified Manpower who are engage in Mail Server configure and implementation of Mail security	< e.g. 8(eight)>
3	Number of implemented said projects on Linux platform. Satisfactory Services Certificate by Client where said project was carried out	< e.g. 25 (twenty five)>
4	Number of client where using their Said services including more than Mail box size 500. Certificate by Client where said project was carried out	< e.g. 5 (five) UCBL, SIBI, EBL, Jumuna Group, SALAM Group>
5	24/7 Support availability	< e.g. 1 <sup>st</sup> Level, 2 <sup>nd</sup> Level>

### 1.10 Price Negotiation.

After evaluation the Bank may call the bidder with higher score for negotiation of price. Representative of the Bidders must have authorization in favor of his company for price negotiation.

Bank will choose the successful bidder, after price negotiation, considering other performance and quality of products which deem fit to the Bank.

### 1.11 Award of Contract

Subject to Clause 1.10, the Bank will issue the work order to the successful bidder.



**1.12 Bank's right to accept any bid and to reject any or all bids.**

Notwithstanding Clause 1.11, the Bank reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to issue of work order, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the Bank's action.

**1.15 Process to be confidential**

Information relating to the examination, clarification, evaluation and comparison of bids and recommendations for the work order shall not be disclosed to the bidders or any other persons not officially concerned with such process until the work order to the successful bidder has been announced. Any effort by a bidder to influence the Bank's processing of bids or award decisions may result in the rejection of the bidder's bid.

**1.16 Duration and Penalty**

In case of a failure of the successful bidder to meet the contract obligations in the prescribed time to successful installation and commission of services, the firm will be liable to pay 1% of the Contract price as liquidity damages for every week after the dead line.

**1.17 Service/Connectivity Delivery**

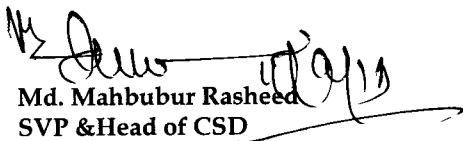
Within 30 days after receiving the Work Order.


**1.18 Payment**

- The Vendor will submit the bill with a certificate of respective division regarding successful installation, testing & commissioning. Payment may be made within 30 days after getting the same.

**1.19 Withholding Sales Tax & VAT**

The bidder is hereby informed that the Government shall deduct tax at the rate prescribed under the Tax Laws of Bangladesh, from all payments for services rendered by any bidder who signs a contract with the Bank. The bidder will be responsible for all taxes on transactions and/or income, which may be levied by the bank. If bidder is exempted from any specific taxes, then it is requested to provide the relevant documents with the proposal.

  
Md. Mahbubur Rasheed  
SVP & Head of CSD

  
Md. Rafiqul Islam  
EVP & Head of IT

