



August 31, 2025

Request for Quotation (RFQ): Sealed Quotation for Document Management System (DMS) for the Bank.

Scope of bid

Shahjalal Islami Bank PLC. (Hereinafter referred to as "the **Bank**") wishes to receive bids from the bona fide firms for Document Management System (DMS) for the Bank.

Terms and Conditions:

1.1 Bidder's qualification

- The Firm should have registered office in Bangladesh at least for the last 05 years.
- The Bidder should have at least 03 (three) years of experience in providing customized software solutions.
- The Bidder should have working experience in minimum 03 (three) Bank/NBFI/Corporate Houses, providing Document Management System (DMS) and related experience certificates must be submitted.
- Bidders shall possess his own office and adequately trained and experienced manpower to install, configure and maintain the supplied solutions.
- Bidders shall expand the solution (including hardware and software) as per bank needs and integrate all the devices/software/application/solutions used or shall be used by the bank.
- Bidders shall have the capacity to solve any support related issue occurred between the client and the parent company of the product.
- Bidders shall provide training to the relevant employees of the Bank about the solution.
- Local Joint Venture considering only Software Part of DMS is highly discouraged.
- 24x7 support service need to be ensured.

1.2 Documents comprising the bid

- a. Business and Technical Description of the deliverables to demonstrate the specified technical requirement as per **the attached business and technical specifications (Annexure-A)**.
- b. Schedule for financial proposal as per **attached financial format (Annexure-A)**.
- c. Photocopy of following documents may be submitted with the offer:
 - i. Valid Trade License and Company Profile.
 - ii. E-TIN and VAT Certificate
 - iii. Business Identification Number (BIN) Details
 - iv. Name, contact number and e-mail address of the Contact person
 - v. Proof of Experience.
 - vi. List of corporate clients.
 - vii. Number of bank clients using this Security Document Management System.
- d. All Proper documents, brochure, data sheet, technical spec papers of mentioned Products with proof have to be provided by the bidder in the Technical Proposal.
- e. All required documents needs to be provided as a proof of evidence to fulfill the need of supplier qualification.
- f. Number of Employees, Software Developers and Description of their support team with experts' profile.
- g. Day wise Project Implementation Plan along with chart according to product delivery.

1.3 Bid prices

Bidders shall quote the price **excluding VAT (VAT to be borne by the bank) and including Tax** in Bangladeshi Taka (BDT) for the solution. Vendors must submit the price for the full solution along with an **optional Annual Maintenance Charge (AMC)**.

(Signature)

(Signature)



1.4 Bid validity

Bid shall remain valid for a period of 120 days from the date of opening the bids. 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.

1.5 Bid Security / Earnest Money

The bidder shall submit 2 % (Two) of their bid price in the form of Payment Order/ Bank Guarantee as bid security in favor of Shahjalal Islami Bank PLC. The Bid Security/ Earnest Money should be enclosed on the top of the Financial offer. Any bid not accompanied by an acceptable bid security shall be rejected as non-responsive.

The bid security of unsuccessful bidders will be returned within 120 days from the date of bid opening. Successful bidder will get back the Bid Security/ earnest money on submission of performance security.

The bid security may be forfeited if

- (a) The bidder withdraws its bid during the period of bid validity.
- (b) A successful bidder fails to sign the contract.
- (c) A successful bidder fails to furnish the performance security.

1.6 Sealing and marking of bid

The envelope shall:

1. Be addressed to the Bank at the following address: **SVP and Head of CSD, 2nd floor, Shahjalal Islami Bank Tower, plot#4, Block- CWN(C), Gulshan Avenue, Gulshan, Dhaka.**
2. Bidder(s) should submit the financial, business and technical offer in separate envelope mentioning the name of the offer and both envelopes must be submitted together in a single envelope.
3. Bid Security/ Earnest Money should be enveloped separately and attached on the envelop of the financial offer.
4. In addition to the above requirements, the envelope shall indicate the name and address of the bidder to enable the bid to be returned unopened in case may be declared "late" pursuant to clause 1.7.
5. If the 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. on September 14, 2025.**

1.8 Late Bids

Any bid received by the Bank after the deadline may be rejected and returned unopened to the bidder.

1.9 Evaluation of proposals

The Bank will choose the offer that will be more comprehensive and that conform the relevant required solution. The Bank will carry out business and technical as well as financial evaluation according to the criteria of the bank. Bank will give emphasis on quality and the richness of the product as well as experience of the vendor during evaluation.

1.10 Price Negotiation

The Bank may request qualified bidders to negotiate the price or any other relevant queries. Representative of the Bidders must have authorization for price negotiation. Bank is no way responsible to award the lowest price bidder(s).

1.11 Award of Contract

The Bank will award the Contract to the successful bidder as per clause 1.9 and 1.10.

(Signature)

(Signature)



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

Notwithstanding Clause 1.10, 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 award of Contract, 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.

1.13 Notification of Award/Work Order

Prior to expiration of the period of bid validity prescribed by the Bank and after successful negotiations (if any), the Bank will notify/issue work order in favor of the successful bidder that his bid has been accepted. The notification of award/work order may constitute the updated terms and conditions and basic formation of the Contract.

1.14 Performance Security

The successful vendor will have to deposit an amount equivalent to 5% (Five) of the total work order/contract value as performance security in the form of Payment Order / unconditional Bank Guarantee in favor of Shahjalal Islami Bank PLC. for the period of 01(one) year (It may be extended) while accepting the Work Order. Performance security will be returned after successful completion and implementation of the solution at live environment.

These clauses should be added while issuing the unconditional bank guarantee as performance security,

a. At the request of the supplier, we, (issuing Bank),...(address).... hereby irrevocably undertake to pay you, without cavil or argument, any sum or sums not exceeding in total amount of Taka only upon receipt by us of your (Shahjalal Islami Bank PLC.) first written demand.

b. Any such demand made by Shahjalal Islami Bank PLC. on us (issuing Bank) shall be conclusive and binding notwithstanding any difference between you and the supplier or any dispute pending any Court, Tribunal, Arbitrator or any other authority.

1.15 Security Money

An amount equivalent to 5% of total work order/product value will be considered as security money. Security money amount will be deducted from the bill and retained up to the warranty period of 01 (one) year.

1.16 Product Delivery at Live Environment

Successful bidder is responsible for successful delivery of the solution at live environment within 03 (three) months from the date of receiving the Work Order in case of no/minor customization. However, if further customization is required then the successful delivery of the solution at live environment should be done within 06 (six) months from the date of receiving the Work Order.

1.17 Warranty /Maintenance:

The Successful bidder will ensure free 01 (one) year maintenance for the solution after successful delivery, implementation & commissioning of the solution at live environment. The vendor should also quote yearly annual maintenance charge (AMC) for the product after the free maintenance support for 01 (one) year.

1.18 Penalty

In case of failure or any kind of delay regarding delivery of the product and support service within due time, vendor will be liable to pay 1% of the total Notification of Award /work order value, as penalty, to the bank for delaying each month after the due date. Upon reaching the penalty to 5% of total Notification of Award / Work Order, the performance security and security money as well as the Notification of Award / Work Order may be forfeited on sending a letter to the vendor.

However, Bank must be informed for any foreseeable delay due to uncontrolled situation prior to exceed the delivery deadline which may be considered by the bank if situation justify such delay and the decision of purchase committee of the bank will be final.



1.19 Payment

No advance payment will be made. Full payment will be made after successful delivery of the solution at live environment after deducting 5% Security Money & VAT/Tax/AIT as per Government rules. Recurring bill will be paid every 3 months.

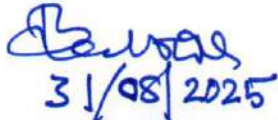
1.20 Withholding Sales Tax & VAT

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.

1.21 Contact Person

The bidder may contract with below mentioned official(s) for any queries.

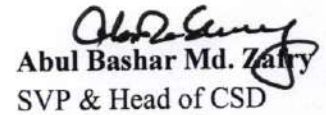
For Technical queries:	For Business queries:	For Financial queries:
Tushar Saha IT Division e-mail: tushar2866@sjiblbld.com Cell: 01716-090998	Galib Mahmood Centralized Trade Services Division e-mail: galib2103@sjiblbld.com Cell: 01755-556098	Tanvir Ahamed Chowdhury Common Services Division e-mail: tanvir3543@sjiblbld.com Cell: 01755-556362


31/08/2025

Khandker Bedoura Mahbub
CTO & Head of ITD



Galib Mahmood
VP & Head of CTSD


Abul Bashar Md. Zafray
SVP & Head of CSD



شاه جلال اسلامي بنك بي إل سي

Shahjalal Islami Bank PLC.



শাহজালাল ইসলামী ব্যাংক পাবলিক লিমিটেড

Annexure-A

Technical Specification

Of

“Document Management System (DMS) for the Bank”

IT Division & Centralized Trade Services Division, Corporate Head Office (CHO)
Shahjalal Islami Bank Tower, Plot-04, Block-CWN(C),
Gulshan Avenue, Gulshan, Dhaka-1212

Sl. No	Particulars/Features/Descriptions	Bidder Response	Remarks
1. System Architecture:			
1.	Bidder should submit necessary documents, diagrams and illustrations having complete explanation of the system architecture including:		
	a) End-user manual		
	b) Installation of solution on servers and clients		
	c) Generate diverse MIS reports		
	d) Administrative Guide: Installation, operation and maintenance of server solution including database		
	e) Configuration of the Solution		
	f) Integration methods - e.g. API, web services		
	g) High Availability configuration and operation; failover tests		
	h) Disaster Recovery Procedures		
	i) Data flow diagrams with security and encryption descriptions		
	j) Data dictionary with training		
	Details description of all security parameters and configuration		
Scalability:			
2.	The system shall have facility to provide administration tools and procedures for ongoing support and maintenance, including customization, of the proposed solution. This includes:		
	a. Database Administration Tools- Specify which tools are provided by the vendor and which are provided by the database vendor.		
	b. OS Administration Tools- Specify the tools provided by the contractor and which are provided by the system vendor.		
	c. System Administration Tools- Specify any tools being proposed to support or supplement the application solution being proposed as well as for support of any third-party software		

Sl. No	Particulars/Features/Descriptions	Bidder Response	Remarks
Hardware and environmental Platform (Please mention detailed specifications and quantities in a separate attachment document)			
3.	a) Operating System (i.e. OS Independent, of UNIX/LINUX based will be preferred)		
	b) Database (i.e. PostgreSQL/MySQL/Oracle)		
	c) Compatible database software must support cluster in active-active and Active Passive mode, database replication server for disaster recovery, business continuity with seamless failover.		
	d) Application (System must support both 32bit and 64-bit processors and operating system).		
	e) Bidder must submit a complete list of required hardware along with 3rd Party software requirements.		
	f) System Monitoring		
4.	<p>All hardware requirements should be listed along with specification for the proposed software architecture. The proposed hardware requirements have to be justified with the capacity and assumption of the volume of data and proposed growth for at least 5 years and shall be capable of accommodating future expandability and storage scalability for documents as per bank policy.</p> <p>Hardware requirement should cover</p> <ul style="list-style-type: none"> • Development • Testing • Production • DR site 		

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Sl. No	Particulars/Features/Descriptions	Bidder Response	Remarks
5.	<p>The following hardware components shall be required for each environment: Data Center (DC), Disaster Recovery (DR), Failover Data Center (FDR), User Acceptance Testing (UAT), Training and Testing (TAT), and Development:</p> <p>a) Servers: Specify server types (e.g., application servers, database servers, web servers), number of servers required for each environment, and their required specifications (CPU, memory, storage).</p> <p>b) Storage (If required): Specify storage type (e.g., SAN, NAS will be preferred), capacity requirements for each environment, and redundancy levels. Must Support popular brand storage like Dell, HPE, IBM, NetAPP, Hitachi etc.</p> <p>d) Network: Specify network infrastructure requirements, including bandwidth, redundancy, and security measures.</p>		
System Support:			
6.	Provide all general application support. Bidder must maintain a 24*7 help desk with adequate technical support personnel and infrastructure.		
7.	Check and certify all hardware and network interfaces operate correctly with the new system.		
8.	Coordinate with IT Support team to document solution setup		
9.	During UAT, along with test users, the system should have facility to enable tests to be run with simulated stored script in the Testing environment.		
10.	Software licenses are installable, configurable, and operable for live operation, enabling service from any site such as DC, near DR, and far DR environments.		
11.	The system should have a feature for setting up static codes or reference codes.		
12.	System shall have facility to display Bank logo in the system at the time of running the DMS and during viewing & printing the reports or statement		





Sl. No	Particulars/Features/Descriptions	Bidder Response	Remarks
Integration:			
13.	System shall have facility to allow Open-source architecture for integration of different systems in the bank.		
14.	Systems shall have capacity to integrate with another platform and shall support single sign in. It can be web and app-based banking open platform architecture to integrate existing and upcoming channels, in-house software and security solutions.		
15.	System shall have facility to upgrade its field or logic or option for making the system compatible with change/upgrade bring in any interface for smooth operation.		
16.	System shall have facility to integrate with following but not limited to: a) SMS server b) e-mail server		
17.	System should have capacity to send reminders and notification through SMS and Email on set interval/on demand basis.		
18.	System shall have an integrated facility for data warehousing Solutions.		
19.	Must integrate with CBS (Core Banking System) application,		
20.	Capacity to fetch data from other solutions or systems as per requirement.		
21.	Integration with high-speed scanners		
Version Control			
22.	Document version history tracking of documents including check in, out, view latest version, write version comments, etc.		
23.	Ability to restore previous versions in case of multiple versions of a document.		
24.	Notification of changes to relevant users.		
25.	Existing data (if any or from the hard copy) must be migrated to the new system.		

Sl. No	Particulars/Features/Descriptions	Bidder Response	Remarks
Process Configuration:			
26.	System shall have facility to support parallel processing workflow where an application can be processed across more than one stage of activity		
27.	The system shall have the facility to support modification done in the Workflow, come into effect only after the same has been authorized.		
28.	The system should have a feature for setting up static codes or reference codes.		
29.	Escalation matrix for pending approvals.		
Business Rules:			
30.	The system shall have the capacity to incorporate a flexible, in-built business rules engine that allows bank administrators to: a. Configure and modify business rules/ flow without vendor intervention. b. Easily amend existing business rules/flow c. Implement a maker-checker approval process for flow changes.		
Restrictions for Generation and View			
31.	System shall have facility to restrict any user/class/group (parameterized) for generation, authorization, view, report generation, etc.		
Deployment Requirements			
32.	Bidder is requested to submit a complete deployment diagram with all interface requirements.		
33.	An on-premises solution is preferred (Data Center & Disaster Recovery).		
34.	Test, UAT, and Production environments must be configured.		
User Functionality			
35.	System shall have facility for unlimited user access		
36.	License of the system shall be perpetual		
37.	Capacity to allocate named users by different roles like scan, store and index of documents, search and view documents (Read Only)		

Sl. No	Particulars/Features/Descriptions	Bidder Response	Remarks
38.	The system shall support access permission on folders, documents and object level according to users' roles and privileges.		
39.	The system shall support multiple levels of access rights (Delete/ Edit/ View/ Print/ Download)		
40.	The system shall support system privileges like Create/Delete Users, Define indexes etc.		
41.	System shall support secure login ID and password for each user		
42.	System shall support to store password for each user in database in encrypted format		
43.	System shall have facility to maintain password validation as per bank policy		
44.	System shall have facility to support single sign on.		
45.	The system shall have the facility to assign single or multiple roles to a user as per requirements.		
46.	The system should have flexibility to change user role, approval authority time to time as per requirement.		
47.	System shall have capacity to handle the access granting facility by administrator for user according to the assigned role & privileges, user type –Maker and/or Authorizer (Admin User Define).		
48.	Systems shall have the facility to access or restrict the user in different functions and options/functions are granted or revoked for each user as per assigned role.		
49.	Integration with Active Directory or existing user management system.		
50.	Audit trail and logs (view, edit, delete actions).		
51.	Encryption of data at rest and in transit.		
52.	The system shall have the facility to maintain user groups as per the bank's policy.		
53.	System shall have capacity to set user Terminal IP (case to case basis), Operating Time, Application Server IP, etc.		
54.	The system shall have facility for recovering passwords by the User himself/herself with bank approved process.		





Sl. No	Particulars/Features/Descriptions	Bidder Response	Remarks
55.	The system should have the facility to encrypt all the confidential information when being stored in the database and while being transferred through networks.		
56.	The system shall have facility for automatically logout/session timeout the users after a predefined period of being idle.		
57.	System shall have facility to select approved, review for correction or decline option at every stage of approval.		
58.	System shall have facility to allow the administrators to manually lock/deactivate the users/ unlock/reactivate the users and all the events should be recorded.		
59.	System shall have the feature to restrict admin from unauthorized changes in the system. This feature needs to be flexible, which can be enabled based on organization policy.		
60.	System shall have the facility to restrict the users to log into the system only from one workstation at a time		
61.	The system should have a facility to allow the users to build queries and generate reports from database/ audit trails.		
62.	System shall have facility for automatically locking next login if the maximum number (parameterized) of unsuccessful attempts is exceeded		
Disaster Recovery & Business Continuity:			
63.	The system shall have facility for module-based redundancy and Business Continuity/Disaster Recovery plan including remote location.		
64.	The system should be capable of maintaining the uptime of 100% using the disaster recovery site. Mention all documents describing the disaster recovery planning.		
65.	System server and client software shall maintain its integrity in case of power failures and abrupt shutdowns.		
66.	The system shall be capable of restarting and recovering after system failure with no loss of data or software components.		
67.	System shall have the capability to identify the existence of program and/or system discrepancies and issue an alert to the system administrator.		
Security and Access Control:			
68.	Role-based access control (RBAC).		

Sl. No	Particulars/Features/Descriptions	Bidder Response	Remarks
69.	Integration with Active Directory or existing user management system.		
70.	Audit trail and logs (view, edit, delete actions).		
71.	Encryption of data at rest and in transit.		
72.	System should have facility to maintain hash values of the passwords when being stored in the database.		
73.	System shall have capacity for being browser independent and must be compatible with latest version of browser, operating system and database		
74.	Systems have the capacity to protect all kinds of security threats (Internal/External).		
75.	The system should have flexibility for providing any exception report and should be accessible only for the authorized authorities.		
76.	Systems have a facility to generate reports indicating the success/ failure of the batch processes. Any failure should be recorded with the failed item and the reason for failure.		
77.	The system should have facility for application to handle all possible exceptional and erroneous events and appropriate user-friendly error messages should be displayed. i.e. server level messages should not be displayed to the end user		
78.	System shall have facility to support secure communications utilizing SSL/TLS over HTTPS for secure data transfer.		
79.	Systems have capacity for easily upgrading to future operating systems, database and third-party software.		
80.	The system shall have facility for Users to query the logs for specific events and view filtered log reports, using a simple interface with fields for search and sorting parameters.		
81.	The system shall have facility to document the access control privileges and its profiles.		
82.	The system should be compatible with any new technology or upgraded technology that is integrated with the system: a) Server b) Storage c) Operating system d) Database e) Network f) Security solution		

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Sl No	Particulars/Features/Descriptions	Bidder Response	Remarks
83.	System should have capacity for controlling the flow of information within the system and between interconnected systems in accordance with applicable business rules and policy		
84.	The Vendor must be capable of incorporate the relevant change immediately according to the recommendation of security advisories.		
85.	System should have facility to identify and authenticate specific devices before establishing a connection		
86.	Capacity to classify the documents under security levels and restrict documents access through security levels like role - based rights.		
87.	The vendor should share the security recommendation of overall platform.		
88.	DMS application shall follow secure software development framework		
89.	System must be compatible to integrate with all type of ISSS (Industry Standard Security Solution)		
90.	All software, libraries and components used by the system must have valid licenses and are up to date.		
91.	Software code of the system should follow the industry standard security principle		
Reporting & Analytics			
92.	Predefined and custom report generation		
93.	Generate diverse MIS reports		
94.	Usage analytics and document lifecycle tracking		

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FUNCTIONAL/BUSINESS REQUIREMENTS

A.	Document Capture and Organization	Complied (Yes/No)
1.01	System shall have capacity to capture various documents from following sources but not limited to: <ul style="list-style-type: none"> • Scanning • Physical documents • Importing digital files 	
1.02	System shall have tools for organizing documents into logical structures in the following form but not limited to <ul style="list-style-type: none"> • Folder • Sub folder 	
1.03	System shall have capacity for easy searching using metadata	
1.04	System shall capacity to upload, store, manage, view by various document in following formats but not limited to: <ul style="list-style-type: none"> • PDF • DOCX • XLSX • JPEG 	
1.05	System shall have native OCR/ICR facility for scanned documents	
1.06	System shall have facility to add keywords with documents to act as quick reference for the documents.	
1.07	System shall have ability to support web interface for viewing image documents	
1.08	System shall have ability for physical document tracking with storage mapping for hybrid environments. Capable to track exactly where each document is stored with customizable location hierarchies.	
2.	Intelligent Indexing, Search and View	
2.01	Systems shall have ability to employ different indexing techniques including full-text search.	
2.02	System shall have ability to employ data enrichment techniques to enable efficient retrieval of documents.	
2.03	System shall have capability to provide user-defined indexes for easy search and retrieval of files	
2.04	System shall have capacity to allow users to find the required information/documents by searching in the following form but not limited to. <ul style="list-style-type: none"> • Keywords • Dates • Other relevant information. 	
2.05	System shall have scope to enhanced indexes (metadata) based on database records from application	
2.06	System shall support logical folder and sub-folder structure based on trade service categories	



2.07	System shall have Bulk upload feature with following facility but not limited to: <ul style="list-style-type: none"> • Auto-indexing • Metadata extraction • Import from other application 	
2.08	System shall have facility to manage retention of documents based on index	
2.09	Search criteria should be configurable by Bank Admin user	
2.10	System shall have ability to facilitate zoom-in/zoom out, zoom percentage	
2.11	System shall have facility to invert, rotate etc the document	
2.12	System shall have ability to support Thumbnails on image documents and viewing of the same.	
2.13	System shall have facility to assign unlimited number of categorizations	
2.14	System shall have facility to restrict document viewing, printing, downloading etc.	
2.15	System shall have visual markup and annotations tools.	
3.	Workflow Automation	
3.01	Systems shall have workflow automation streamlines document-based processes, such as approvals, routing, and task management, by automating repetitive tasks and ensuring that documents reach the right people at the right time.	
3.02	System shall have the facility for branch wise workflow routing	
3.03	System shall have facility to send workflow tasks to the following user but not limited to: <ul style="list-style-type: none"> • A single user • Group of users • One of group of users 	
3.04	System shall have capacity to postpone the approval of documents by the workflow participant.	
3.05	System shall have facility to send the postpone approval to a previous task in the process for revision or create a onetime review task for another user	
3.06	System shall have capacity to include several documents in a single workflow and can be approved in a single step	
3.07	System shall have facility to search for the status of a workflow (review, approved, not approved, pending approval, not submitted for approval) easily.	
3.08	System shall have ability to facilitate collaboration by enabling multiple users to access and work on documents simultaneously.	
3.09	Systems have capacity to provide tools for communication and feedback among multiple users during access to a document simultaneously.	
3.10	A workflow should be in place with the DMS	



3.11	System shall have capacity to define different workflow for different business and must have built in workflow application for any kind of approval and business rules.	
4.	Audit Trails	
4.01	System shall have ability to track user activity including who accessed, modified, or deleted documents	
4.02	System shall have ability to track user activity with following data but not limited to: <ul style="list-style-type: none"> • User ID • Date • Time 	
4.03	System shall monitor document check-outs and transfers with a comprehensive audit trail. Always know who has a document and when it's due back.	
4.04	System shall have facility to provide an audit trail report for security and compliance purposes.	
5.	Record Management and Retention	
5.01	System shall have ability to record lifecycle of source documents including requisition, storage, movement, printing and disposition of records. This means the solution should manage complete life cycle of documents.	
5.02	System shall have facility to manage and track physical location of documents, record retention, storage (both digitally and physically) and retrieval policies	
5.03	System shall have facility to archive after completion of approval	
5.04	System should have option to track original documents physical status with archiving location	
5.05	System should have capacity to track physical file location in the following form but not limited to: <ul style="list-style-type: none"> • File • Box • Shelf • Rack 	
5.06	DMS provider must have physical storage/archiving facility	
6.	Document Security	
6.01	System shall have ability to provide robust security features, including access control, encryption, and audit trails, to protect sensitive information from unauthorized access and ensure compliance with regulations.	
7.	Other facility	
7.01	<i>SMS Reminders</i> -Automated notifications ensures timely document returns and alert stakeholders to approaching deadlines or required actions.	
7.02	The system should have capacity to store manage, view, play PDF, audio, video files within the system	



7.03	System should have <i>Barcode Recognition</i> facility	
7.04	System should have ability to generate <i>time based reminders</i> (configurable by ADMIN) for user to either complete the specified job i.e. work item or forward/return the same or refer work items to other users.	



Physical Storage & Management Service Requirements

1.	Infrastructure	Bidder response
1.01	The bidder should preferably provide a stand-alone facility dedicated solely to records management. Shared facilities may be considered with clear isolation and evidence of secure segregation.	
1.02	The layout plan of the building/premise shall be done by the certified consultant and duly approved by competent authority.	
1.03	It is advisable that the facility be located within close proximity to emergency services, including fire brigade, law enforcement and hospitals.	
1.04	A minimum wide road access is encouraged to facilitate vehicle entry and exit.	
1.05	The premises should ideally include adequate parking and vehicle turning space within the compound.	
1.06	Equipment prone to hazards (transformer, generator etc.) should ideally be kept in a separate utility building at a safe distance from the archive structure.	
1.07	Expansion capacity of the archive facility is recommended.	
1.08	The entire perimeter of the facility should be fenced, gated and adequately illuminated during dark hours to ensure safety and visibility.	
1.09	Windows if present should be minimal, non-operable and barred.	
1.10	Adequate air circulation must be ensured to prevent stagnant air pockets in archive rooms.	
1.11	Secure vehicle access and a controlled loading area are recommended to ensure protected transfer of materials.	
1.12	Record movement between vehicles and the facility should be done under covered conditions to prevent exposure to climate elements.	
1.13	Loading/unloading areas should preferably be internal or covered. Records should never be left unattended in exposed areas.	
1.14	The facility should maintain uninterrupted power supply and have a reliable backup system.	
2.	Fire Detection and Protection	
2.01	The fire protection system should ideally be designed by a certified consultant and it should comply the guideline of BNBC code.	
2.02	Obtaining of certification by the fire department is required.	
2.03	Where possible sounding smoke detection system should be used.	
2.04	Fire extinguishers should be installed at strategic points throughout the facility.	
2.05	Emergency contact numbers should be posted visibly throughout the premises.	
2.06	A dedicated water reservoir for firefighting should be maintained, if feasible.	
2.07	Fire alarm systems must have that feature to alert relevant authorities automatically during an emergency.	

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3.	Flood Protection	
3.01	The site selection should prioritize flood-free areas.	
3.02	The facility is recommended to be built on higher ground (ideally 3 feet above road level) to lessen flood risks.	
4.	Pest Control	
4.01	Soil treatment for termite protection is recommended.	
4.04	Pest activity should be monitored regularly with seasonal assessments and necessary action taken through a formal pest control program.	
5.	Safety & Security	
5.01	A 24/7 security presence is a must to ensure safety of the premises.	
5.02	All entry and exit points should ideally be covered by CCTV with recordings stored for at least 30 days.	
5.03	Intruder alarm should be installed at fire exits and other critical points.	
5.04	There should be clear and consistent SOPs for personnel and vehicle checks during entry/exit.	
5.05	First aid kits should be easily accessible and clearly marked.	
6.	Shelving & Storage System	
6.01	The racking system should be static and strong. Avoid placing racks against outer walls where possible.	
6.02	A minimum clearance of 6 inches above floor level for bottom racks is recommended.	
6.03	Boxes should ideally be limited to 2/3 per vertical stack to ensure safety and avoid overloading.	
6.04	Bidder's box dimension & weight should be as follows, recommended box made of minimum 5 ply board with a 3 ply lid, minimum dimension: 15inch(L) x 11inch(W) x 11inch(H)	
6.05	Bidder's boxes should have weight capacity of minimum 13KG.	
6.06	Boxes must not display any visible content related labels or markings that could compromise confidentiality.	

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شاه جلال اسلامي بنك بي إل سي

Shahjalal Islami Bank PLC.



শাহজালাল ইসলামী ব্যাংক পাবলিক লিমিটেড

Annexure-B

Financial Offer

Of

“Document Management System (DMS) for the Bank”

Common Services Division, 2nd floor, Corporate Head Office (CHO)
Shahjalal Islami Bank Tower, Plot-04, Block-CWN(C),
Gulshan Avenue, Gulshan, Dhaka-1212



Price offer for Document Management System (DMS) for the Bank:

SL	Particulars	Price in BDT
1.	Solution cost with 1 (one) year warranty [Software with all features mentioned in RFQ]	BDT...../-
2.	Per Year AMC Cost	BDT...../-
3.	Physical Storage a) Box/ Carton price with barcode (if any) b) Carrying Charge (per box) c) Pickup/ Delivery Charge (per trip/ per box) d) Urgent/ Rush Delivery Charge (for express retrieval) e) Rental Charge (per box per month)	BDT...../- BDT...../- BDT...../- BDT...../- BDT...../-
4.	Other Cost (if any)	BDT...../-
	Total	BDT...../-

- * All prices should be in BDT.
- * All Prices are excluding VAT & including TAX (VAT to be borne by the Bank)
- * Annual Maintenance Charge (AMC) is an optional choice for the Bank.

Signature

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