

**Annexure-A**  
**Technical Specification**  
**Of**  
**“03 unit servers for the Bank”**

ITD, Corporate Head Office (CHO)  
Plot # 04, Block # CWN (C), Gulshan Avenue  
Gulshan, Dhaka-1212.

**Technical specifications:**

1	Brand	To be mentioned by the bidder
2	Model No.	To be mentioned by the bidder
3	Country of origin	To be mentioned by the bidder
4	Processor	2x Intel Xeon-Silver Minimum (4 <sup>th</sup> Generation and above, Clock Speed: 2.9 and above GHz ,12-core. 18 MB of Cache)
5	Chipset	To be mentioned by the bidder
6	Memory	32GB x 8 = 256GB (Please mention details with expandability)
7	Hard Disk	2x480GB SSD SATA Read Intensive 6Gbps 512 2.5in Hot-plug AG Drive
8	Capacity	4 x 2.4TB10K RPM SAS 12Gbps 2.5in Hot-plug Enterprise Hard Drive
9	RAID Controller	Proper RAID Controller with minimum 8GB Cache; must support common RAID Levels.
10	NIC	Broadcom Dual Port 10GbE BASE-T Adapter
11	Power supply and Fan kit	Redundant & fully provisioned compatible power supply with Back-to-Back Cable. High performance redundant cooling fan must be provided.
12	Driver Bays	2.5" Chassis with 8 Universal Drive Slots (SSD/SAS/SATA/NVME)
13	PCIe Riser	Please provide.
14	Form Factor	2U Rack Mountable Server with Rail Kit, Cable Management Arm and standard bezel
15	I/O Ports	Please provide.
16	Management	iDRAC9, Enterprise/ILO 16G
17	Security	Trusted Platform Module 2.0 must be provided. All others Standard Security Features must be provided.
18	Supported Operating System	Shall support the below operating systems and hypervisors <ul style="list-style-type: none"><li>• Windows Server 2016 Standard / Enterprise Edition and Higher.</li><li>• Red Hat Linux Enterprise Edition 64-bit version 7.x and Higher.</li><li>• SUSE Linux Enterprise Server</li><li>• VMware ESXi</li><li>• Ubuntu x64 20.04 LTS to Higher.</li><li>• Oracle Linux 7.x and Higher.</li><li>• Citrix</li><li>• All other renowned operating systems (x86 &amp; x64) should be supported.</li></ul> Hardware must support all virtualization environment.
19	Warranty & After Sales Service	Minimum 3 Years full warranty with 24/7 support with faulty parts replacement. With 4 <sup>th</sup> & 5 <sup>th</sup> year AMC.

**For Any Query regarding technical specification please communicate with following Number:**

*Mr. Ahmed Mainul Hassan (Cell: 01819783087)*

**Annexure-B**  
**Financial Offer of**  
**“03 unit servers for the Bank”**

Common Services Division, Corporate Head Office (CHO)  
Plot # 04, Block # CWN (C), Gulshan Avenue  
Gulshan, Dhaka-1212.

## **Format of the Financial Offer**

Sl.	Product Description	Unit Product Price excluding VAT	Quantity	Product Price excluding VAT with warranty period of 3 years	4 <sup>th</sup> year AMC Price excluding VAT	5 <sup>th</sup> year AMC Price excluding VAT	Total Price excluding VAT
1	..... Server	USD.../-	01 unit	USD.../-	USD.../- (...% of Total Price)	USD.../- (...% of Total Price)	USD.../-
2	..... Server	USD.../-	01 unit	USD.../-	USD.../- (...% of Total Price)	USD.../- (...% of Total Price)	USD.../-
3	..... Server	USD.../-	01 unit	USD.../-	USD.../- (...% of Total Price)	USD.../- (...% of Total Price)	USD.../-
Total			03 units	Total Product Price	Total 4 <sup>th</sup> year AMC Price	Total 5 <sup>th</sup> year AMC Price	USD.../-

- All prices are including Tax & excluding VAT (VAT to be borne by the bank).
- All Prices are to be quoted in USD.
- The payment of the products will be made in BDT at the “Bank's USD BC selling rate” at the date of delivery of the product.

**For Any Query regarding financial specification please communicate with following Number:**

*S.M. Tarekul Islam Hyder (Cell: 01712480201)*



**Shahjalal Islami Bank PLC**  
Common Services Division  
Corporate Head Office, Dhaka

August 12, 2025

**Request For Quotation (RFQ): Sealed quotation for "03 unit servers"**

**1.1 Scope of bid**

Bank requires "03 unit servers" under the following terms and conditions and technical specifications (Annexure-A of the RFQ) for the required items are given hereunder for the bidders/vendors.

**1.2 Bidder's qualification**

- Bidder shall pose his own office and trained & experienced manpower to install, configure the supplied products.
- Bidder shall be assessed under Income Tax Department.
- Bidder shall be an authorized dealer for supplied brand product.
- Bidder should repair or replace any hardware unit or the server itself without any cost within the warranty and AMC period if situation demands.
- Bidder must have the capacity to solve any support related issue occurred between the client and the mother company of the server/product within the warranty and AMC period.
- The bidder must have at least three (03) years of experience of Server selling and installation of mentioned products in Bangladesh.
- 24x7 support need to be ensured.
- The bidder must submit the partnership certificate from OEM (Original Equipment Manufacturer) of quoted devices.
- Bidder has to ensure successful installation, configuration and commissioning of all the products.

**1.3 Documents comprising the bid**

- a. Technical Description of the deliverables to demonstrate the specified technical requirement (Annexure-A of the RFQ).
- b. Schedule for financial proposal as per above mentioned format of Financial Offer (Annexure-B of the RFQ).
- c. Photocopy of following documents may be submitted with the technical offer:
  - i. 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.)
  - ii. E-TIN, VAT and BIN Certificate
  - iii. Name, contact number and e-mail address of the Contact person
  - iv. Previous business relationship history with Shahjalal Islami Bank PLC. (if any)
  - v. Experience Certificate of at least 1 (one) existing corporate customers (Banks should be preferable) at a date within last one year.
  - vi. Proof of Experience
  - vii. List of corporate clients with Certificates.
  - viii. Copies of the Quality Certification obtained by the Vendors on the products they quoted and quality Certification on their process, if any.
  - ix. Certificates of Authorized Dealer/Supplier from the manufacturer to be submitted.

Supporting Papers (Hard Copy) and relevant data is required to fill up by suppliers in the Technical offer with proper indexing:

Criteria for Company Strength	Requirement Information
Date of Establishment	Year (.....), Paper required as a proof
Memorandum and Article of Association	Paper required as a proof
Certificate of Incorporation	Paper required as a proof
e-TIN, Trade, VAT certificates	Paper required as a proof (3)
Proof of Product Authorized Dealer	Paper required as a proof
Proof of Experience (3 Years)	Years Max (....) Installation/WO Paper required
No of IT Professionals	No (.....), Paper required
Certification of Support Engineers (No.)	No (.....), One cert. for one engineer at least
Number of Clients with Certificate (at least 3)	No (....) Paper required as a proof (3)
No of Support Centre in Dhaka	No (.....), Paper required
Faulty Parts Replacement period (in Hours)	In Hours (.....), Paper required
Physical Presence of Engineer after 1st call/mail (in Hours)	In Hours (.....), Paper required
24/7 Support Service	Paper required as a proof

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**Shahjalal Islami Bank PLC**  
Common Services Division  
Corporate Head Office, Dhaka

**1.4 Bid prices:**

Bidders shall quote the price excluding VAT in US Dollars (USD). The payment of the products will be made in BDT at the "Bank's USD BC selling rate" at the date of delivery of the product. The product price will include supply, installation, configuration with **03 (three) years full warranty and maintenance as well as AMC**. Bidders must submit the financial offer as per financial offer format given in Annexure-B.

**1.5 Bid validity**

Bid shall remain valid for a period of **120** days from 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 envelope shall:

1. Be addressed to the Bank at the following address: **The Member Secretary, Procurement Committee, Shahjalal Islami Bank PLC, Corporate Head Office, Shahjalal Islami Bank Tower, 2<sup>nd</sup> floor, plot#4, Block- CWN(C), Gulshan Avenue, Dhaka-1212.**
2. Bidder(s) should submit the financial and technical offer in separate envelope mentioning the name of the offer and both envelopes must be submitted together in a single envelope.
3. 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 1.8.
4. 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 **12:00 p.m. on Sunday, August 24, 2025.**

**1.8 Late Bids**

Any bid received by the Bank after the deadline for submission of bid prescribed in clause 1.7 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 product. 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.

Bank reserves the right to accept or reject any or all of the tender(s) without assigning any reason whatsoever. Bank also reserves the right to negotiate with the participating vendors regarding price, warranty and specification of the item(s).

**1.10 Price Negotiation.**

The Bank may request competent bidders to negotiate the price or any other relevant queries. Representative of the Bidders must have authorization for price negotiation. Bank will choose the successful bidder, after price negotiation, considering other performance and quality of products which are deemed fit by the Bank

**1.11 Award of Contract**

Subject to Clause 1.9 & 1.10, the Bank will award the Contract 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 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 as been accepted. The notification of award/work order may constitute the updated terms and conditions and basic formation of the Contract.

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## Shahjalal Islami Bank PLC

Common Services Division  
Corporate Head Office, Dhaka

### 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. while accepting the Work Order. Performance security would be returned along with the final payment.

### 1.15 Warranty

Bidders are requested to submit the price with **three (3) years of warranty** of the servers. Bidders are also requested to submit the price of **Annual Maintenance Cost (AMC)** of next two years (4<sup>th</sup> and 5<sup>th</sup> year) after the warranty period of 3 years. Warranty period of the products start on the date of product delivery of the client premises that means the product receiving date. Bidder must have the capacity for repairing or replacing any hardware unit or the server itself without any cost within the warranty period.

### 1.16 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 the products. Security money will be returned after the stipulated warranty period of 3 years of the products. Security money may be forfeited in case of violation of warranty and or support issues mentioned in clause 1.2 within the stipulated warranty period.

### 1.17 Product Delivery

- Ready stock will be given preference.
- 60 (Sixty) calendar days from the date of receiving the Work Order.

### 1.18 Penalty

In case of failure or any kind of delay regarding delivery of the product within due time mentioned in clause 1.17, vendor will be liable to pay 1% of the total work order value, as penalty, to the bank for delaying each week after the due date. Upon reaching the penalty to 5% of total Work Order/Contract value, the performance security as well as the 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 mentioned in clause 1.18 which may be considered by the bank if situation justify such delay and the decision of purchase committee of the bank will be final. Moreover, security money may be forfeited in case of violation of warranty support issues mentioned in clause 1.2 within the products warranty period.

### 1.19 Annual Maintenance Charge (AMC)

The bidder should provide year wise prices for 02 (two) years Annual Maintenance Charge (AMC) for the solution after the expiration of 03 (three) years warranty period.

### 1.20 Payment


Payment will be made after deducting 5% security money. Security money will be returned after the warranty of period of the products. Fifty Percent (50%) amount of the total work order value may be paid against supply of the products. Rest of the amount may be paid after successful installation & testing of the products. Mentioned performance security would be returned along with final payment.


### 1.21 Maintenance

All products / items supplied / installed should be covered under standard mentioned warranty and maintenance unless specified within the detail specification. Price for such maintenance should be included in the bidding price.

### 1.22 Withholding Sales Tax

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.

  
12/08/2025  
Khandker Bedoura Mahbub  
SVP & CTO

  
Abul Bashir Md. Zafray  
SVP & Head of CSD