

Date: September 10, 2026

Request for Quotation (RFQ): Sealed Quotation for Renewal of OEM Support Licenses for 05 (Five) unit of Network Firewalls for 03 (Three) Years.

1.1 Scope of Bid

Shahjalal Islami Bank (hereinafter referred to as “the Bank”) invites bids from renowned firms for the renewal of OEM support licenses for 05 (five) unit of Network Firewalls for a period of three (03) years at the Banks Data Center, Disaster Recovery and Far Data Recovery Site.

1.2 Bidder's qualification

- Bidder shall pose his own office and trained & experienced manpower to supply service/product.
- The bidder shall provide a list of certified engineers/personnel involved in similar projects completed or currently ongoing by the bidder.
- Bidder shall be assessed under Income Tax Department.
- Bidder shall be an authorized dealer/partner for supplied product.
- The bidder should have the capability to resolve any support-related issues arising between the client and the OEM of the service/product during the license validity period.
- The bidder must have experience in the design, supply, delivery, installation, commissioning, and maintenance of network devices for banking, telecom, or corporate organizations. The bidder should also have been operating in similar fields for at least the last 05 (five) years.
- The bidder has to submit the partnership certificate from quoted devices OEM.
- The bidder must ensure 24*7*365 support services along with valid licenses within the License validity period.

1.3 Documents comprising the bid

- Valid and updated Trade License
- e-TIN and VAT Certificate
- Lease agreement / ownership title of office and full contact number of representative.
- Company Profile (Establishment date, no of engineers, no of employees, no of bank clients, etc.)
- Proof of Experience.
- List of corporate clients with proof.
- List of experience technical members with related vendor certification.
- Certificate of Authorized Dealer/ Supplier from the Manufacturer.
- Original Catalogue with a mark/signature on respective items.

1.4 Bid prices:

Bidders shall quote the price in Bangladeshi Taka (BDT) for the items excluding VAT & including Tax (VAT to be borne by the Bank). The price will include supply, installation and any charges thereof.

1.5 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, 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.



Common Services Division, Corporate Head Office, Dhaka

1.6 Deadline of bid:

The bidder must submit the bids addressing to “Member Secretary, Procurement Committee, Shahjalal Islami Bank PLC., Corporate Head Office (2nd Floor), Shahjalal Islami Bank Tower, Plot-04, Block-CWN(C), Gulshan Avenue, Gulshan, Dhaka-1212” in a sealed envelope, duly marking the envelope as addressed at the above no later than 3.00 PM on September 24, 2026 (**Financial & Technical offer should be separate**).

1.7 Mode of Payment:

Payment would be made after successful delivery of Licenses and verification through the OEM site of the products after deducting VAT & Tax as per government rules. No advance payment will be allowed.

1.8 Security Money:

Five percent (5%) security money shall be deducted from the bill amount and retained by the Bank, which will be refunded upon expiration of the license/service period of three (03) years. The security money may be forfeited in the event of any violation or failure in providing product support during the license validity period.

1.9 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 money in the form of Payment Order / Unconditional Bank Guarantee in favor of Shahjalal Islami Bank PLC. for the period of 03 (three) years while accepting the Work Order.

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

- 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.

- 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 at any Court, Tribunal, Arbitrator or any other authority.

In case of failure to fulfill the contractual obligation, submitted Performance Security/Guarantee shall be invoked in full or in part depending on the extent of failure or breach of the Work Order/Contract. The decision of Procurement Committee is final in this regard. Performance Security money will be returned after expiration of the license/service period of three (03) years.

2.0 Service Level Agreement:

A formal Annual Maintenance Contract/Service Level Agreement will be signed between Vendor and Shahjalal Islami Bank PLC. for 03 (three) years.

2.1 Product Delivery:

The OEM support licenses shall be supplied at least seven (07) days prior to the expiry date of the existing licenses. The activation date of the provided support licenses shall commence from the day immediately following the expiry of the respective existing licenses.



Common Services Division, Corporate Head Office, Dhaka

2.2 Penalty:

In case of failure or any kind of delay regarding delivery of the product within due time mentioned in clause 2.1, 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 performance security and security money as well as the Notification of Work Order/Contract may be forfeited on sending a letter to the vendor. Clause-1.8 will be applicable about the support service issue.

However, Bank must be informed for any foreseeable delay due to uncontrolled situation prior to exceed the delivery deadline mentioned in clause 2.1 which may be considered by the bank if situation justify such delay and the decision of procurement committee of the bank will be final.

2.3 Format of the Financial Offer:

Renewal of OEM Support Licenses for 05 (Five) units of Network Firewall for 03 (Three) years validity:

Sl.	Device Name & Model	Duration Per License in Year	Unit Price in BDT	Qty.	Total Price in BDT
1	Device Name: Network Firewall Brand: CISCO Model: CISCO FPR3105 SN: FJC27371CEU, FJC27371CDR	3 years		2	
2	Device Name: Network Firewall Brand: CISCO Model: CISCO FPR1010-NGFW-K9 SN: JMX2733XOGM, JMX2733XOGJ	3 years		2	
3	Device Name: Network Firewall Brand: CISCO Model: CISCO FPR1010-NGFW-K9 SN: JMX2733XOGK	3 years		1	
4	Service Name: Firepower Management Center VM Brand: CISCO Model: CISCO SF-FMC-VMW-10-K9 SN: JMX2733XOGK	3 years		1	

** Price should be quoted in BDT including Tax and excluding VAT (VAT to be borne by the bank).

2.4 Bank's Right:

Bank reserves the right to accept or reject any or all of the offers in full or part without assigning any reason whatsoever. The Bank shall not be under any obligation to accept the lowest quotation.

2.5 Negotiation:

Bank has the right to negotiate price, warranty as well as terms and conditions with the lowest bidder and/or all bidders.

2.6 Technical Specification

Technical Specification is enclosed.

Ma-Assalam,

Abul Bashar Md. Zafry
EVP & Head of CSD

R

Khandker Bedoura Mahbub
EVP, CTO & Head of ITD

Annexure-A (Licenses Information for Firewalls.)								
S/N	Device/Service Name	Model	Devices Qty	Running Appliance	Required Licenses	Required OEM	License Qty	Required Duration (Month) per license
1	DC AD/DC-LAN Firewall	CISCO FPR3105	2	CISCO FPR3105 (S/N: FIC27371CEU, FIC27371CDR	The NGFW must be proposed with 3(Three)Years subscription licenses for IPS, Advance Malware Protection /Advanced Persistent Threat (APT) with cloud sandboxing facilities.	Minimum 3 Years OEM Premium/ equivalent support bundle with 24x7x365 days TAC support, RMA, software updates and subscription update support from deployment for firewalls and Management System. Client is able to open support and RMA issue directly into OEM online support portal without any dependency on local partner.	2	36
2	BACH-DR Firewall	CISCO FPR1010-NGFW-K9	2	CISCO FPR1010-NGFW-K9 (S/N:JMX2733X0GM,JMX2733X0GJ	The NGFW must be proposed with 3(Three)Years subscription licenses for IPS, Advance Malware Protection /Advanced Persistent Threat (APT) with cloud sandboxing facilities.	Minimum 3 Years OEM Premium support bundle with 24x7x365 days TAC support, RMA, software updates and subscription update support from deployment for firewalls and Management System . Client is able to open support and RMA issue directly into OEM online support portal without any dependency on local partner .	2	36
3	Far DR- Firewall	CISCO FPR1010-NGFW-K9	1	CISCO FPR1010-NGFW-K9 (S/N: JMX2733X0GK)	The NGFW must be proposed with 3(Three)Years subscription licenses for IPS, Advance Malware Protection /Advanced Persistent Threat (APT) with cloud sandboxing facilities .	Minimum 3 Years OEM Premium support bundle with 24x7x365 days TAC support, RMA, software updates and subscription update support from deployment for firewalls and Management System . Client is able to open support and RMA issue directly into OEM online support portal without any dependency on local partner .	1	36
4	Firepower Management Center VM	CISCO SF-FMC-VMW-10-K9	1	CISCO SF-FMC-VMW-10-K9	CISCO Firepower Management (VMWare) for 10 Devices	Minimum 3 Years OEM Premium support bundle with 24x7x365 days TAC support, RMA, software updates and subscription update support from deployment for firewalls and Management System . Client is able to open support and RMA issue directly into OEM online support portal without any dependency on local partner .	1	36

Note :

1. Provided licenses activation date will have to be started before the expiry of the existing licenses.
2. Provided licenses have to support in our existing solution.
3. Vendor must ensure Contract and support up to end of the licenses duration.

8. 5 ✓