

September 29, 2026

Subject: Request for Quotation (RFQ) for Managed Print Services (MPS) of Shahjalal Islami Bank PLC.

1. Project Background & Scope

Shahjalal Islami Bank PLC. (SJIBPLC) invites competitive commercial and technical proposals from eligible, authorized vendors for the provision of an end-to-end Managed Print Service (MPS) solution under a 05(five) years (60 months) operational contract in accordance with the technical specification as per Annexure - I.

Numerical parameters, toners, consumables, spare parts, and comprehensive maintenance will be provided by the supplier. Ownership of all deployed hardware remains with the supplier. Paper (70 to 120 GSM offset) will be supplied by SJIBPLC.

Key Objectives & Value Proposition:

- Zero Capital Expenditure: No upfront capital investment for printers, MFPs (Multi-Function Printers) or software licenses.
- Supply Assurance: Uninterrupted local buffer supply of toners, consumables, and spare parts.
- Operational Efficiency: Elimination of separate hardware maintenance overheads and reduction of IT/logistics burden.
- Cost & Environmental Optimization: Centralized quota management, audit trails, and reduced print wastage.

2. Print Management Software (MPS) Features

- Secure Printing: User authentication via employee RFID (Radio Frequency Identification) card, locked print and hold print functionalities.
- Follow Me Print: Ability to release print jobs from any connected device within the network/server environment.
- Quota Allocation: Assign and control print quotas by User, Department, Device, or Floor.
- Auditing & Reporting: Detailed tracking and reporting by user, device, department, and floor.
- Policy Rules & Routing: Rule-based printing, scan-to-email, scan-to-folder, and scan-to-FTP (File Transfer Protocol).

3. Scope of Service

- Installation & Maintenance: Complete setup, hardware maintenance and troubleshooting handled by the supplier in coordination with SJIBPLC's IT team.



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- Help Desk & Remote Support: 24×7 telephonic support, onsite support and remote troubleshooting capabilities for rapid issue resolution.
- Response & Resolution Timelines:
 - Initial Response Time: Within 15 to 30 minutes of notification.
 - Software/Performance Issues Resolution: Within 2 to 3 hours.
 - Hardware Issues Resolution: Maximum 1 working day.
- Training: Technical and operational training for SJIBPLC end users, MPS administrator.
- Hardware Replacement: Mandatory provision of upgraded or equivalent MFP units if quoted devices are unavailable or experience unresolvable hardware failure.
- An engineer or technical specialist will be present physically at SJIBPLC during office hours to ensure uninterrupted support and service.

4. Eligibility

- Company Strength Documents: Valid Trade License, Company Profile, e-TIN, VAT, and BIN Certificates.
- Banking Industry Experience: Minimum 05 successful contracts for printing or IT infrastructure solutions in the banking sector of Bangladesh within the last 5 to 10 years (Provide work order/contract copies).
- Authorization: Valid Manufacturer Authorization Letter / Country Partner Certificate from OEM.
- Certified Personnel: Minimum 02 certified engineers specializing in the offered PMS/MPS solution.

5. Terms and Conditions

I. Agreement Period

The agreement commences upon delivery of the machinery to Shahjalal Islami Bank PLC. (SJIBPLC) and shall remain in effect for at least for 05 years (60 months), covering all defined service and support terms.

II. Delivery, Installation & Location

The Supplier shall deliver, install and commission all agreed upon machines free of charge. SJIBPLC must notify the Supplier in writing prior to relocating any equipment. The awarded bidder's solution must undergo and clear a VAPT prior to the commencement of delivery, installation, and commissioning.

III. Ownership & Site Access

- SJIBPLC shall not sell, transfer, or dispose of the equipment to any third party.

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- SJIBPLC shall grant authorized Supplier representatives access during business hours for inspection, maintenance, and service, while prohibiting unauthorized third-party access.

IV. Maintenance, Service & Operational Standards

- **Maintenance & Consumables:** The Supplier shall repair and maintain machines at its own cost, ensuring satisfactory print quality and replacing consumables (such as toner and drums) and accessories as needed. Faded or unclear prints will not be accepted.
- **Property Requirements & Safeguards:** The Supplier must specify electricity line voltage and property requirements prior to installation. SJIBPLC will safeguard equipment against theft, fire, and willful damage; natural wear and tear or usage-related damage shall be absorbed by the Supplier.
- **Service Level Agreement (SLA):** A Service Level Agreement (SLA) will be executed between SJIBPLC and the awarded vendor upon final selection.
- **Authorization & Certification:** The Supplier must be an authorized distributor or country partner for the quoted devices and employ at least 2 certified technical personnel (certificates required as proof).

VI. Penalty

- In case of failure or any kind of delay regarding delivery, installation or commissioning of the product within due time supplier will be liable to pay BDT5,000/- as penalty to the bank for delaying each week after the due date. Upon reaching the penalty to BDT20,000/-, 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 installation or commissioning 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.
- If the supplier fails or delays in providing support and troubleshooting within the stipulated timeline, a penalty of BDT2,000 per day of delay will be charged to the supplier.
- The penalty amount (if any) will be deducted from running monthly bill.

VII. Bid Submission & Purchaser's Rights

- **Submission:** Quotations must be submitted to the Member Secretary, Procurement Committee, Corporate Head Office, Common Services Division (2nd Floor), Shahjalal Islami Bank Tower, Plot-04, Block- CWN(C), Gulshan Avenue, Gulshan, Dhaka-1212 by 12:00 PM on October 11, 2026. Late submissions may be rejected.
- **Purchaser Rights:** SJIBPLC reserves the right to accept, reject or cancel any or all offers without assigning a reason and is not bound to accept the lowest bid. SJIBPLC may adjust schedules, share responses with advisors, negotiate with selected bidders, or accept a bid without prior negotiation.

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IX. Termination

SJIBPLC reserves the right to terminate the agreement for unsatisfactory service performance by serving a 03 month prior written notice.

7. Commercial Terms and Conditions:

- Quoted rates must exclude VAT and include Tax (VAT to be borne by the bank).
- Delivery is to be done at Bank's mentioned address.
- Payment shall be made subject to successful delivery, installation, testing and commissioning of the items and submission of bill along with Challan. Payment will be made monthly based on the total number of copies printed that month.
- Quotation is to be submitted in sealed envelope addressed to Member Secretary, Procurement Committee and be clearly marked 'Quotation for Managed Print Service for Shahjalal Islami Bank PLC. on the envelope.
- The Bank shall not be bound or under any obligation to accept the lowest quotation.
- Manipulation or any kind of unusual approach or failure to submit the proposal/offer within stipulated time frame will be treated as Disqualification to attend in the bidding.

8. Financial Quotation Format

SL	Service	Unit Price for B & W Printing + Photocopier (Without Paper)	Unit Price for Scanning
01	Managed Print Services (MPS)		Free

*** All Prices are excluding VAT & including Tax (VAT to be borne by the bank).

9. Contact Person

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

For Financial queries:	For Technical queries:
S. M. Tarekul Islam Hyder Common Services Division Cell: +8801755556361	Md. Monirul Islam IT Division Cell: + 8801912441438
	Ahmed Mainul Hassan IT Division Cell: + 8801819783087


 Abul Bashar Md. Zafry
 EVP & Head of CSD


 29.09.2026
 Khandker Bedoura Mahbub
 EVP, CTO & Head of ITD

Annexure - I

Technical of Managed Print Services (MPS)

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

Technical Specification for Managed Print Services (MPS)

1. Introduction

The organization intends to appoint a qualified Managed Print Services (MPS) provider to manage, optimize, and support its printing, scanning and document-output environment.

The objective is to establish a secure, reliable, cost-effective, and centrally managed print environment while reducing the total cost of ownership, improving device availability and providing visibility into print usage.

The selected service provider shall be responsible for the supply, installation, configuration, maintenance, monitoring, reporting, and technical support of all equipment and associated MPS software.

2. Scope of Services

The Managed Print Services provider shall provide, at a minimum:

1. Supply and deployment of multifunction printers (MFPs), printers, and related equipment.
2. Installation, configuration, testing, and commissioning.
3. Printer fleet assessment and optimization.
4. Centralized print management and monitoring.
5. Print, copy and scan.
6. Automatic monitoring of device status and consumable levels.
7. Preventive and corrective maintenance.
8. Supply and replacement of toner, drums, maintenance kits, and other consumables.
9. Supply of genuine or OEM-approved spare parts.
10. Helpdesk and technical support .
11. Device relocation and reconfiguration when required.
12. Secure printing and document-security features.
13. User and department-level usage reporting.



3. Printer/MFP Requirements

The service provider shall propose devices appropriate for the organization's workload and environment.

3.1 General Requirements

Devices shall:

- Be new, current-generation equipment unless otherwise approved.
- Support network printing.
- Support standard enterprise operating systems.
- Support IPv4 and preferably IPv6.
- Support Ethernet connectivity
- Provide web-based administration.
- Support SNMP monitoring.
- Support secure firmware updates.
- Provide user-accessible status and error information.
- Support automatic duplex printing where specified.
- Comply with applicable electrical, environmental, and safety standards.

3.2 Multifunction Device Requirements

Where MFPs are deployed, devices should support:

- Print
- Copy
- Scan
- Duplex scanning where applicable
- Automatic Document Feeder (ADF)
- Network scanning
- Scan-to-network folder
- PDF and commonly used image formats



- Optical Character Recognition (OCR), where required
- Secure print/release functionality

3.3 Minimum Device Categories

The provider should offer devices appropriate to different user groups, such as:

Category	Typical Use	Minimum Characteristics
Departmental MFP	Printing/scanning/copying	Print, copy, scan, ADF, duplex
High-Volume MFP	Central/high-volume operation	High monthly duty cycle, finishing options

Final device models and quantities shall be determined following a print-fleet assessment.

4. Print Management Software

The MPS solution shall include centralized print-management and monitoring software.

The solution shall provide:

- Centralized device monitoring.
- Device discovery.
- Real-time or near-real-time device status.
- Automatic meter collection.
- Consumables-level monitoring.
- Fault and error monitoring.
- Automated service alerts.
- Print-volume tracking.
- User/department-level reporting.
- Duplex versus simplex reporting.
- Device utilization reporting.
- Print-job accounting where required.



- Configurable dashboards.
- Export to commonly used formats such as CSV/PDF.
- Role-based administration.

The software shall be capable of operating securely within the organization's network environment and shall not unnecessarily expose device management interfaces or administrative services to the public internet. The solution should support secure network configurations and appropriate access controls to minimize external exposure.

The provider shall clearly specify the minimum and recommended hardware and software requirements required to deploy and operate the solution, including, but not limited to, CPU, RAM, storage, network requirements, supported operating systems and versions, database requirements (if applicable), virtualization requirements (if applicable), and any other required dependencies or supporting components.

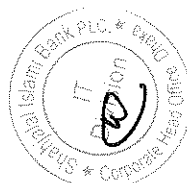
5. Training

The provider shall provide training for:

- End users.
- IT administrators.
- Helpdesk personnel.
- MPS administrators.

Training shall cover:

- Device operation.
- Scanning and copying.
- Secure printing.
- Consumable replacement where appropriate.
- Basic troubleshooting.
- MPS management portal.
- Reporting.
- Administrative functions.



6. Conclusion

The selected Managed Print Services provider shall deliver an end-to-end service covering equipment, software, monitoring, consumables, maintenance, reporting, and technical support.

The proposed solution shall be scalable, secure, reliable, and capable of reducing the organization's overall print-related costs while maintaining an appropriate level of service availability and user productivity.

