



Common Services Division, Corporate Head Office, Dhaka

August 23, 2026

Request for Quotation (RFQ): Sealed quotation for “Renewal/New procurement of Trellix (McAfee) End Point Security Software Licenses for Validity of 03 (three) years” for Shahjalal Islami Bank PLC.

Terms and Conditions:

1.1 Scope of Bid

Shahjalal Islami Bank PLC (Hereinafter referred to as “Bank”) is willing to receive bids from the bona fide firms for “Renewal/New procurement of Trellix (McAfee) End Point Security Software Licenses for Validity of 03 (three) years” for the Bank as per technical specification mentioned in **Annexure-A**.

1.2 Bidder’s qualification

- Bidder shall pose his own office and trained & experienced manpower to install, configure the supplied licences.
- Bidder shall be assessed under Income Tax Department.
- Bidder shall be an authorized dealer for supplied brand product.
- Bidder should have the capacity to solve any support related issue occurred between the client and the OEM of the product/service within the licence validity period.
- The bidder shall possess his own office and adequately trained and experienced manpower.
- The bidder should have capable for 24/7 Support, Services and Communication facility.
- The bidder has to submit the partnership certificate from quoted products OEM.

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 must be submitted with the **technical offer**:
 - i. Valid Trade License
 - ii. Company Profile
 - iii. E-TIN proof of latest tax return and VAT Certificate
 - iv. Business Information (as a proof of technical competence) as per **Annexure-A**.
 - v. Name, contact number and e-mail address of the Contact person(s).
 - vi. Previous business relationship history with Shahjalal Islami Bank PLC (if any)
 - vii. Experience Certificate of at least 3 (three) existing corporate customers (Banks should be preferable).
 - viii. Proof of Experience
 - ix. List of corporate clients with Certificates.

1.4 Bid prices

Bidders shall quote the price excluding VAT & including Tax in Bangladeshi Taka (BDT) for the items/licenses as per Annexure-A. Related VAT will be borne by the bank. Bidders must submit the financial offer as per **Annexure-B**.

1.5 Bid validity

Bid shall remain valid for a period of **90 days** from the date of submission of technical & financial 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: “**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**”.
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.

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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 August 31, 2026.**

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.

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.

1.14 Warranty & Support

The proposed product licenses shall be valid for a period of 03 (three) years. The successful bidder shall ensure 24x7 support services from both the local partner and the Original Equipment Manufacturer (OEM) throughout the license period. The license validity, warranty and support period under the relevant Work Order shall commence from the day immediately following the expiration of the existing licenses. Activation of the renewed licenses must be completed successfully and verified through the OEM portal or any other OEM-certified source and documentary evidence of such verification shall be provided to the Bank.

1.15 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 PO / Unconditional Bank Guarantee with validity of at least 03 (three) years in favor of Shahjalal Islami Bank PLC. 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 successful completion of 03 (three) years full warranty with OEM.

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1.16 Product Delivery

The successful bidder shall supply 155 units of licenses in two phases: 150 units in the first phase and 5 units in the second phase. The bidder shall also ensure that the licenses can be supplied as and when required by the Bank for the next one (01) year at the quoted unit price.

Product should be delivered and installed within 07 (seven) working days from the date of acceptance of the work order or as per schedule provided by the IT Division of the Bank.

1.17 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/licence validity period of the products of respective work order. Security money will be returned after the stipulated warranty/licence validity period of 3 years of the respective products. Security money may be forfeited in case of violation of warranty and or support issues mentioned in clause 1.14 within the stipulated warranty period.

1.18 Penalty

In case of failure or any kind of delay regarding delivery of the product within due time mentioned in clause 1.16, 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 and security money 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 1.16 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

Payment will be made after successful installation and commissioning of the product in the production/live environment and verification of the relevant licenses through the OEM website or any other OEM-certified source in accordance with the terms and requirements of the respective Work Order.

Mentioned performance security and security money would be returned after completion of 03 (three) years warranty/licenses validity period.

1.20 Termination

The Bank authority reserves the right to terminate the issued work order in case of any failure of support from the vendor/ malfunction of the delivered software licences/ failure to prevent potential threats to the system / decline in global reputation of the delivered product.

1.21 Withholding Sales Tax

The bidder is hereby informed that the Government tax should be deducted 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.

1.22 Contact Person

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

For Technical queries:	For Financial queries:
Md. Monirul Islam; IT Division, SJIBPLC Cell: 01912441438 Md. Jahin Bin Moazzem; IT Division, SJIBPLC Cell: 01687726228	Md. Ruhul Amin Sheikh Common Services Division e-mail: ruhul2431@sjibld.com Cell: 01755-556313


23/08/2026
Khandker Bedoura Mahbub
EVP, Head of ITD & CTO



Abul Bashir Md. Zafry
EVP & Head of CSD
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Annexure-A

Technical Specification of “Renewal/New procurement of Trellix (McAfee) End Point Security Software Licenses for Validity of 03 (three) years”

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

S.N	Minimum Requirements for technical qualification		Comply (Yes/No/Partial)	Remark
Product Information				
1	Name of the Product			
2	Version			
3	Name of the OEM (if required)			
4	Country of Origin			
Description of expected functionality				
General Requirement				
5	The solution should offer Application Whitelisting Control functionality to ensure optimal security and compliance for ATM's			
6	Supports Windows 10 and above with other standard operating system			
7	Ideal for multi-vendor environments and can therefore be used on all terminals, including application platforms from different vendors (Wincore, NCR, GRC, Hitachi and any other new brand ATM/CRM)			
8	The solutions should protect itself against manipulations/attacks			
9	The ability to prevent installation / uninstallation or change of settings by password enforcement			
10	The solution should have a small overhead footprint such that it minimizes impact on system resource			
11	Access to external devices should be centrally controlled			
12	All files to be protected from damages			
13	The solution should be able to block storage devices, including USB drives, CD/DVDdrives, floppy disks, and network drives from accessing the managed endpoint.			
14	Protects hard disk data when the respective system is in transit, temporarily out of operations or has been taken out of service			
15	Detect and Block Unused Services and Applications			
16	Turn threat intelligence into prevention automatically			
17	Low network bandwidth			
18	Fast installation and easy administration			
19	The solution must support in existing device or any upgraded device i.e No hardware changes required			

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20	must have Allow manual entry of hash values(like-MD5 ,SHA-1, SHA-2, SHA-3 , SSDEEP, TLSH and others) for any type of file block		
Application Control For ATM's			
21	The solution should support Protect against zero-day and APTs without signature updates		
22	The solution must provide DLL Injection Execution Prevention		
23	The solution must provide API Hooking Prevention		
24	The solution must provide Script Lockdown		
25	The solution must provide Write Protection		
26	The solution must provide Fileless Attack Prevention		
27	The solution must provide Role based administration		
28	The solution should block the Shellcode Injection Attack		
29	The solution should protect against the manipulation of executables e.g. .exe, .dll, .class etc. and scripts e.g. .js, .bat etc.		
30	The solution shall be able to disable Auto-run facility of exe file from a network or a USB port		
31	The solutions should protect against malware/ Viruses being injected on to the machine and any other unauthorised Software installations		
32	System must be capable enough to prevent any sort of events / signals / codes / system interruptions that cause anomalies on system kernel, libraries of system and application software, hardware instruction sets and digital signals of inter process and LAN/WAN communications		
33	Dispenser encryption (Communication between ATM PC and Dispenser should be encrypted). All Sensitive information must be encrypted during transmission		
34	The solution shall protect data confidentiality and integrity when a system is out of operation		
35	The solution should have capability to integrate with SIEM solution		
36	The solution should issue alert / warning / prevent once a threat has been identified and notify using Email and SMS		
37	The Solution must include Solidcore, Threat Prevention, and Host Data Loss Prevention (HDLp) functionalities and Ransomware Protection.		
38	Booting only through Hard disk during Normal Operations. No other entry in Boot Order		
39	Recognition and prevention of various forms of tampering such as skimming and trapping		
40	This solution should deliver end-to-end protection from all side network and local attacks		
41	The solution should have sensor based detection and blocking capability		
42	Maintain all users(remote/locally) activity logs		
43	Block the dispenser once it is disconnected from switch/host.		
44	The solutions should protect itself against DDoS attack.		




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	Management		
45	It should be able to deploy, manage, and update policies from one management platform		
46	The management console should be able to automatically report about the new unprotected system connecting on the network		
47	The management console should provide actionable reports		
48	The management console should provide Reports in CSV, HTML,PDF and Excel Format		
49	Console/Dashboard should be updated automatically with updated patch		
	Vendors Eligibility Criteria		
50	Vendor should have experience of deploying endpoint solution in any local bank. Proof of Experience such as (soft copy of PO / Experience certificate) need to be submitted		
51	Bidder should be experienced and capable to install, implement and commission the offered solution successfully by their own Certified Engineers certified by the manufacturers on offered solution		
52	Vendor must have at least 2 customer base with local deployment		
53	The vendor must provide original Manufacturer Authorization Certificate to be submitted along with the bid. Product must be delivered from authorized channel		
54	The vendor must have OEM partnership for the offered solution. OEM warranty should be provided		
	Warranty and Support		
55	3 (Three) years OEM warranty from the date of successful commissioning		
56	24x7x365 Enhanced Support via telephone & email with remote access support by OEM		
57	Free Security Updates, Patches, Software Features Updates & Upgrades during warranty		
	Training		
58	Comprehensive Technical Training should be provided on offered product for 8-10 persons. The trainer should be certified in the quoted product and have at least 2 years' experience on the proposed Solution.		





59	The training should cover product installation, configuration, administration and customization. It should also cover day to day operation of the product. The training should be hands on training with a detailed coverage of all the aspect configured for SIIbPLC environment.		
60	The vendor/supplier must provide a complete set of the following documentation: a. Users manuals b. Technical / Operator's Manual		

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Annexure-B

Financial Offer of

“Renewal/New procurement of Trellix (McAfee) End Point Security Software Licenses for Validity of 03 (three) years”

Shahjalal Islami Bank PLC.

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

Financial Proposal:

Sl.	Product Description	Product Unit Price in BDT	Qty.	Total Product Price in BDT
1	Renewal/New procurement of Trellix (McAfee) End Point Security Software Licenses for Validity of 03 (three) years		155	
Grand Total:				

Terms and Condition:

- * All prices should be in Bangladeshi Taka (BDT).
- * All prices should be Excluding VAT & Including Tax (VAT to be borne by the bank).
- * The successful bidder shall supply 155 units of licenses in two phases: 150 units in the first phase and 5 units in the second phase. The bidder shall also ensure that the licenses can be supplied as and when required by the Bank for the next one (01) year at the quoted unit price.
- * Must provide data according to the format provided by the bank.
- * Warranty & After Sales Service: The proposed product licenses shall be valid for a period of 03 (three) years. The successful bidder shall ensure 24x7 support services from both the local partner and the Original Equipment Manufacturer (OEM) throughout the license period.