

Shahjalal Islami Bank PLC.
Common Services Division (CSD), Head Office, Dhaka

Date: January 25, 2024

Request For Quotation (RFQ):	Sealed quotation for Annual Maintenance Contract (AMC) of 03 (three) unit servers of the Bank for 02 (two) years (5 th & 6 th year).
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Shahjalal Islami Bank PLC. (Hereinafter referred to as "the Bank") wishes to receive bids from the bona fide firms for Annual Maintenance Contract (AMC) of 03 (three) unit servers of the Bank for 02 (two) years (5th & 6th year).

Terms and Conditions:

1.1 Bidder's qualification

- a. Bidder shall pose his own office and trained & experienced manpower to install, configure the supplied products/services.
- b. Bidder shall be assessed under Income Tax Department.
- c. Bidder shall be an authorized dealer for supplied brand product/services.
- d. Bidder has the capacity for repairing or replacing any hardware unit or the product/services itself without any cost within the AMC period.
- e. Bidder has the capacity for repairing or replacing any software/license of the product without any cost within the AMC period.
- f. Bidder should have the capacity to solve any support related issue occurred between the client and the mother company of the product/product within the AMC period.
- g. At least three (03) years of experience of Product selling and installation of mentioned products in Bangladesh.
- h. Bidder shall have to ensure successful installation, configuration and commissioning of all the products at server locations of SJIBPLC.
- i. Bidder shall have the capacity for Administrative Maintenance work during AMC period with free of cost.
- j. Bidder shall have experienced certified engineers that must be available for 24x7 support at free of cost.
- k. Bidders must follow OEM's AMC policy regarding support service issues.

1.2 Documents comprising the bid

- a. Technical Description of the deliverable to demonstrate the specified technical requirement
- b. Schedule for financial proposal
- c. Photocopy of following documents must be submitted with the offer:
 - i. Valid Trade License
 - ii. Company Profile
 - iii. E-TIN and VAT Certificate
 - iv. Name, contact number and e-mail address of the Contact person(s).
 - v. Previous business relationship history with Shahjalal Islami Bank PLC. (if any)
 - vi. Experience Certificate of at least 3 (three) existing corporate customers (Banks should be preferable) at a date within last one year.
 - vii. Proof of Experience
 - viii. List of corporate clients with Certificates.
 - ix. Copies of the Quality Certification obtained by the Vendors on the products they quoted and quality Certification on their process, if any.

1.3 Bid prices

Bidders shall quote the price **excluding VAT & including Tax** in Bangladeshi Taka (BDT) for the items. Vendors must submit the quotation with year wise breakdown of Price. Related VAT to be borne by the bank.

1.4 Bid validity

Bid shall remain valid for a period of **90** 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.

1.5 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 (5th Floor), Shahjalal Islami Bank Tower, Plot-04, Block- CWN(C), Gulshan Avenue, Gulshan, Dhaka-1211.
2. 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.
3. 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.
4. The financial quotation and technical quotation should be separately sealed inside the envelop.

1.6 Deadline of bid

The bidder must submit the bids in original (sealed), duly marking the envelope as addressed at the following no later than **12:00p.m. on February 8, 2024.**

1.7 Late Bids

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

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1.8 Evaluation of proposals

The Bank will choose the offer that will be more comprehensive and that conform the relevant required product. The Bank will carry out 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.

1.9 Price Negotiation

The Bank may request technically 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).

1.10 Award of Contract

The Bank will award the Contract to the successful bidder as per clause 1.8 and 1.9.

1.11 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. Bank will choose the successful bidder, after price negotiation, considering other performance and quality of products/services which are deemed fit by the Bank

1.12 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.

1.13 Security Money

An amount equivalent to 5% of total work order will be considered as security money. Security money amount will be deducted from the bill and retained up to the AMC period of the products. Security money will be returned after the stipulated AMC period of 02 (two) years of the products. Security money may be forfeited in case of violation of any maintenance & support issues.

1.14 Product/Service Delivery

Successful bidder is responsible for activation of AMC in Web Portal of OEM for Annual Maintenance of 03 (three) unit servers of the Bank for 02 (two) years (5th & 6th year).

1.15 Penalty

In case of failure or any kind of delay regarding activation of AMC of the product/service in Web Portal of OEM 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 week after the due date. Upon reaching the penalty to 5% of total Notification of Award / Work Order, the Security Money as well as the Notification of Award / Work Order may be forfeited on sending a letter to the vendor. Security Money may be forfeited in case of violation of maintenance/support issues within the stipulated contract period mentioned in 1.1 (j) and other clauses.

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.

1.16 Payment

No advance payment will be made. Yearly payment of the respective year will be made after sharing back to back contract with OEM and showing activation of AMC in Web Portal of OEM. Security Money will be returned to the vendor after entire stipulated period of two (02) years.


1.17 Withholding Sales Tax & VAT

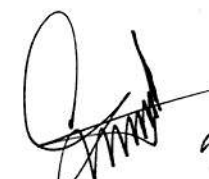
The bidder is hereby informed that the Government shall deduct Tax at the rate prescribed under the Tax Laws of Bangladesh, from all payments for services rendered by any bidder who signs a contract with the Bank. The bidder will be responsible for all taxes on transactions and/or income, which may be levied by the bank. If bidder is exempted from any specific taxes, then it is requested to provide the relevant documents with the proposal.

1.18 Contact Person

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

Mohammed Hasan, IT Division
e-mail: hasan637@sjibld.com
Cell: +8801755556099


Zahid Hasan 25/01/24
VP, In-Charge of IT Division


25/01/24
Mahmudul Shamim Talukder
EVP & Head of CSD

Annexure

Technical Specification

Details of the 03-unit Dell servers:

S/L	Server Serial Number	Purchase Date	AMC Warranty Expired (Date)
1.	7MQCHY2	08/01/2020	09/01/2023
2.	7MPBHY2	08/01/2020	09/01/2023
3.	7MS6HY2	08/01/2020	09/01/2023

SL	Item	Server Configuration
1	Brand	Dell
2	Model No.	Power Edge R740 Server
3	Country of origin	USA
4	Processor	2 x Intel Xeon Ten Core Silver 4114 2.2G, 10C/20T, 9.6GT/s, 14M Cache, Turbo, HT (85W) DDR4-2400
5	Chipset	Intel C620 chipset
6	Memory	16x08 = 128GB 16GB RDIMM, 2666MT/s, Dual Rank
7	Hard Disk	4X1.2TB 10K RPM SAS 12Gbps 512n 2.5in Hot-plug Hard Drive
8	RAID Controller	PERC H730P RAID Controller, 2GB NV Cache, Adapter, Low Profile
9	Optical Drive	DVD +/- R/W, SATA Internal
10	NIC	Broadcom 5720 Quad Port 1GbE Base-T, rNDC
11	Power Supply	Dual, Hot-plug, Redundant Power Supply (1+1), 750W with 2xJumper Cord-C13/14, 4M, 250V, 10A
12	Drive Bays	Chasis with up to 8x2.5" SAS/SATA Hard Drives
13	Cooling Fan	Complied. Hot-plug redundant cooling fan
14	I/O Slots	Riser Config 2, 3x8, 1x16 slots
15	Form Factor	2U, ReadyRails Sliding Rails with Cable Management Arm
16	I/O Ports	Front Ports: Video, 2xUSB 2.0, available USB 3.0, dedicated iDRAC Direct Micro-USB Rear Ports: Video, Serial, 2xUSB 3.0, dedicated iDRAC network port Video Card:VGA
17	Supported Operating System	Canonical® Ubuntu® LTS Citrix® XenServer® Microsoft Windows Server® with Hyper-V Must support Windows Server 2016& 2019 Standard/ DC Edition. Red Hat® Enterprise Server VMware® ESX

Financial Proposal Format

Service Name	AMC Duration 02 (two)years		Total AMC Price of 02 (two) years (BDT)
	Price of 5 th year AMC (BDT)	Price of 6 th year AMC (BDT)	
Annual Maintenance Contract (AMC) of 03 (three) unit servers of the Bank for 02 (two) years (5 th & 6 th year).	(Please Mention)	(Please Mention)	(Please Mention)

*All prices are excluding VAT & including Tax (VAT to be borne by the Bank)

(Handwritten signature)