FIRST SECURITY ISLAMI BANK LTD.

REQUEST FOR PROPOSAL (RFP)

LOT B

Supply and Installation of Server Hardware, Storage and necessary Software's, with support and services to implement Microsoft products and their solutions

ICT DIVISION

Plot 12, Block A, Main Road

Bashundhara R/A, Dhaka 1229

February 23, 2020

1	Executive Summary

First Security Islami Bank Ltd. is an Islamic Shari'ah based financial institution that has been serving the ongoing banking demands through the integration of modern information technology components. To make the services available to its clients beyond the regular business hour, FSIBL has integrated 154 ATM Booth nationwide with its POS services, facilitating 24/7 cash transaction and also through its Internet Banking service it has spread the banking even beyond geographical boundaries. Moreover, with the introduction of its Agent Banking services and establishment of numerous Agent locations, FSIBL has made the banking services widely available to a large portion of previously banking facility deprived people of remote locations.

FSIBL started their business with traditional commercial banking services as First Security Bank Ltd. However, from January 01, 2009 they converted their business to Islamic Banking with Islamic Shariah Act and the bank changed its name and mode of business and incorporated as First Security Islami Bank Ltd. It started with 14 branches in 1999 and now has 184 branches in Bangladesh, which clearly represent the contribution they have made in the country's economy. FSIBL has made all these services widely available through the establishment of its own Data Center and Disaster Recovery Sites, where highly powerful systems, storage, databases and network infrastructure have been integrated to ensure uninterruptable services to its valuable clients.

The company philosophy "**SHABAR JONNE SHOBSHOMOY**" has exactly reflect the spirit for the nation's success to have a poverty free Bangladesh. It has been working very hard to fulfill its vision "To be the premier financial institution in the country by providing high quality products and services backed by latest technology and a team of highly motivated personnel to deliver excellence in Banking".

2	*Background*

First Security Islami Bank Ltd wants to improve its IT processing and business communication through enhancement of its central active directory implementation for centralized authentication, authorization and administration; and through deployment of "Microsoft Exchange" email solution in its environment.

The Bank intends to upgrade its central Active Directory implementation from the base operating system Microsoft Server 2012 R2 to Server 2019 includes upgradation of all its database's, configuration information's, sites and policy upgrades that be aligned with the current implementation of FSIBLBD.COM domain in its single root and single forest configuration and brings its existing and new desktop/servers of all of its branches under AD for central administration. The activity also includes setting up new Group Policies and all necessary Windows components according to Microsoft's best practices.

The Bank also wants to migrate its email infrastructure along with its mailboxes, filtering and configuration from existing Postfix email solution to Microsoft Exchange 2019 and ensure the availability of the following additional features:

- Single sign on with ADS
- Free/busy/resource scheduling
- Anti-spam protection and anti-malware protection
- Protect business information
- Archive centrally, In-place archiving and retention

- Role-based administration and group policy
- Journal, Notes, task and lot of various features
- Role/Group based mail access/delivery configuration
- Security and mobility configuration
- High availability and Site Resilience

The Bank wants to implement the required Microsoft Solutions by configuring its "On Premise" infrastructure, comprising multiple instances deployment in its Data Center and Disaster Recovery Sites for efficient service delivery.

3	SCOPE OF WORK

Bidders are required to propose solutions/products as specified in the technical and financial proposal to supply, install, commission and maintenance of servers and storage hardware and their necessary software's to deploy the required Microsoft products and their solutions

The scope of the tender includes quantities and prices of Server Hardware, Storage solution to allocate bulk amount of mail boxes data along with the deployment/configuration data of other Microsoft products, their solutions and services in an On-Premises configuration that span with its DC-DR Sites; their supply, installation, configuration, upgradation, commissioning, acceptance and maintenance as mentioned in SECTION 4 (Instructions to Tenderers) and SECTION 5 (Terms & Conditions) of this document and any other items that deem necessary but not mentioned in this document.

Tenderer is required to propose all items and are wholly responsible for all products and its' implementation services offered unless otherwise specified and as specified in the terms and conditions.

The successful Tenderer will be the contractor for all the hardware products and their associated software products offered and will be fully responsible for the project management, implementation and co-ordination under the scope of the project.

Deliverables of this project are as follows:

		Data Center Site (DC)		
Sl	**Items**	**Requirements**		**Quantity**
01	Server Type-1	02 (Two Sockets Server) with 2x12c Processor, 128GB RAM, 4x1.2TB SAS HDD, 2x16Gb FC Single Port HBA, 2x10 Gb Network Ports and 4x1Gb Network Ports		02
02	Server Type-2	02 (Two Sockets Server) with 2x12C Processor, 128GB RAM, 7x1.2TB SAS HDD, 4x1Gb Network Ports		01
03	SAN Storage	Dual Controllers with minimum 32GB cache per controller or minimum 64 GB per storage system. The storage array will be equipped with adequate amount of storage HDD that will be configured to provide minimum 42TB of disk capacity in SAS Drive and minimum 5TB of disk capacity on SSD Drive (both disk types must satisfy the minimum requirement in raw disk space before RAID configuration and in logical disk capacity after RAID configuration) after configuring each in a RAID 5 configuration in DC Site along with accompanying Hot Spare Disks for each disk types. Should be capable of supporting all types of drives (SSD, SAS and NLSAS) within architecture or through external disk system attach using storage virtualization capability and provide Easy Tiring solution. Provide active features for Data Deduplication and Data Compression for Email data including their relevant licenses.		01

		Disaster Recovery Site (DR)		
Sl	**Items**	**Requirements**		**Quantity**
01	Server Type-1	02 (Two Sockets Server) with 2x12c Processor, 128GB RAM, 4x1.2TB SAS HDD, 2x16Gb FC Single Port HBA, 2x10 Gb Network Ports and 4x1Gb Network Ports		01
02	SAN Storage	Dual Controllers with minimum 32GB cache per controller or minimum 64 GB per storage system. The storage array will be equipped with adequate amount of storage HDD that will be configured to provide minimum 20TB of disk capacity in SAS Drive and minimum 5TB of disk capacity on SSD Drive (both disk types must satisfy the minimum requirement in raw disk space before RAID configuration and in logical disk capacity after RAID configuration) after configuring each in a RAID 5 configuration in DC Site along with accompanying Hot Spare Disks for each disk types. Should be capable of supporting all types of drives (SSD, SAS and NLSAS) within architecture or through external disk system attach using storage virtualization capability and provide Easy Tiring solution. Provide active features for Data Deduplication and Data Compression for Email data including their relevant licenses.		01

4	*INSTRUCTIONS TO TENDERERS*

Quotations are invited from the reputed bidders to supply, install, upgrade, commission and maintenance of servers and storage hardware and their necessary software's for First Security Islami Bank Ltd. according to the following instructions in section 4 and fulfilling the Terms and Conditions in section 5

4.1) Tenderer must participate for every items according to the requirement with "Technical Proposal" and "Financial Proposal" in their individual sealed envelope accompanied with the complete documents burned in their individual DVD

4.2) Tenderer should have enterprise class support service system to provide post deployment service and support and must submit the description of their support team with the profile of experts for the items they will supply.

4.3) Tenderer must have minimum 05 (Five) years of specific experience on supply, install, configure, commission and maintenance of Enterprise Level Server Hardware and Storage solution.

4.4) Tenderer should provide a summary to show separately the projects that are done in any organization, preferable financial institutions in a large deployment in Bangladesh along with the name of the resources who were involved with the solutions implementation according to the prescribed format of **Appendix A.**

4.5) Individual Product Part Number should be incorporated with the Technical Proposal.

4.6) Tenderer must provide a detail description of the solution offered including architectural design, implementation plan, project management methodologies, engagement duration and schedule in Gantt chart, product description & strength, system components with high availabilities.

4.7) Tenderer must form a dedicated project team where each members possess adequate knowledge on the service/solution they will configure and capable to handle different deployment requirements (realizing both physical and logical layouts) based on the scenario and in-depth requirements analysis, and possess previous experience on implementing the services/solution in a large environment and their successful execution. The team will be responsible for end-to-end delivery of each services and solutions having a project manager as a Single Point of Contact (SPOC).

4.8) Tenderer must understand existing architecture (physical and logical) that is specific to a particular solution, identifies areas of complications, analyzing current service status, their dependencies and necessity of maintaining uninterruptable services, align with the requirement analysis and integration with new deployment, by analyzing complete data flow of the network marking any point of possible delay or latency that may appear accessing proposed services and solutions that will be integrated, and perform rigorous UAT before handing over the solution. For UAT vendor has to submit UAT documents describing various test cases and detailed testing procedure lined out and the UAT results.

4.9) Proponent must analyze existing power allocation at DC and DR Sites, identify any requirement for new solutions/services, propose if any upgradation is necessary with a proper and legitimate

planning and explanation documents, and provide reports to Bank prior initiating installation of the services with a complete site survey.

4.10) Proponent must conducts all sort of prerequisites check and provide proper plan and step by step procedures including detail time sheet of each step and their dependencies to eliminate existing service disruption during new installation and rollout. However, services that require to go through migration procedures, must have their ground up tasks completed prior to initiate the migration process which will soften any sort of service downtime if required, and also it will be readily available immediately after migration process completion.

4.11) Proponent shall mention problem response time and maximum period to troubleshoot or resolve issues for the products, their installation and configuration related problems. Proponent has to provide draft SLA to cover the warranty period along with the bid documents. SLA must include penalty, liability, indemnification, and termination etc. clauses.

4.12) After issuance of the Notification of Award the vendor shall submit a written undertaking on non-judicial stamp paper of Tk. 300/- that the vendor will accomplish the job as per terms and conditions mentioned in the tender schedule.

4.13) The Tenderer shall furnish the following documentary evidence:

    4.13.1) A profile of the Tenderer (as per the format given in APPENDIX D)

    4.13.2) Valid Trade license or other documents to prove the legal status and place of registration of the business.

    4.13.3) Valid Distributorship license of the equipment's to be delivered

    4.13.4) Full particulars of the ownership, constitution, year of incorporation, and main business activities of the Vendor.

    4.13.5) Bank Solvency Certificate

    4.13.6) Balance Sheets for last 03 (three) years

    4.13.7) Required bench-mark reports that should be authenticated and internationally accepted

    4.13.8) Operating Procedure Manual

    4.13.9) Performance Certificate from clients (in Bank and/or telecommunications industry)

    4.13.10) Income tax certificate

    4.13.11) VAT certificate

    4.13.12) Proof of similar assignments carried out in Banks/ Telecom by the Tenderer in last 2 years.

    4.13.13) Time schedule of supply, installation, testing, commissioning etc

    4.13.14) Manufacturing Authorization Letter

    4.13.15) Project Implementation schedule in Microsoft Project

4.14) Bank may ask to provide documents related to this purchase like Bill of Landing, Bill of Entry, other import related documents, VAT, TAX etc.

4.15) Tenderer must submit description of their present support team member, who are permanent engineers, with the profile of experts (valid certification).

4.16) The Tenderer must submit CVs & Certificates of Engineers with experiences in installing, testing, commissioning, and maintaining proposed solution.

4.17) The following supply, installation, configuration, commissioning, acceptance, maintenance, documentation and full responsibilities should be carried out by Tenderer.

    4.17.1) Server Hardware and Storage solution deployment, configuration and tuning on both sides (DC and DR).

    4.17.2) Storage integration using SAN Multipath configuration using the existing/new SAN implementation

    4.17.3) Configure to facilitate Data compression and data de-duplication features on the Storage solution for adequate email storage management.

    4.17.4) Configure to provide Enterprise level fault tolerance and redundancy on accessing Storage solution.

    4.17.5) Configure Server hardware to facilitate highly optimized implementation of Microsoft Exchange and Active Directory solution.

4.18) Tenderer shall indicate the training initiatives to install, deploy, implement, maintenance, troubleshoot, everyday operations, administration and security of the solution they will provide. Tenderer shall provide all reference manuals, booklets and other materials required for training. The bidder must arrange vendor certificate to the training participants after successful completion of their training.

All trainings must be provided hands on/real time practical manners. Name of training institutions, schedule in the Gantt chart and CVs of the training instructors must be submitted accordingly. The bidder must arrange vendor certificate to the training participants after successful completion of their training. All expenses i.e. visa, travel, accommodation, meal etc should be borne by the Tenderer

    4.18.1) 4 (Four) Participants for Foreign Training

Foreign training will be accommodated with all expenses, e.g. visa, air fare, hotel expenses, local travel, food, etc. should have to be borne by the bidder. Only recognized training institution will be selected to conduct those trainings.

4.19) Tenderer's Qualifications:

    4.19.1) The Tenderer should preferably be a manufacturer / authorized distributor of an internationally reputed brand server hardware and enterprise storage solution.

    4.19.2) The Tenderer must have a minimum of 5 (Five) years of experience on deployment and implementation on similar Enterprise Products in Data Center of Banks/Telecom

industries.

4.19.3) The Tenderer must have experience on selling, implementation and maintaining of similar contract for Enterprise Series with minimum 5 customers in Bangladesh.

4.19.4) The Tenderer should present necessary financial solvency to transact large contracts (value of minimum BDT 3 Crore) in a single contract

4.19.5) The Tenderer must have adequate arrangement to provide onsite after Sales Service within Data Centre Site and Disaster Recovery Site or any preferable location inside Bangladesh for Server Hardware and Storage Solution by professionally certified manpower.

4.19.6) The Tenderer must have redundant certified Resources for Each Solutions for collaboration and communication competencies.

4.20) Tender Price:

4.20.1) Tenderer shall quote in Bangladeshi Taka (BDT) for the items quoted including VAT & Tax and any other charges if applicable. The price will include supply, installation, configuration, migration, commissioning, acceptance, maintenance with 03 (Three) years full warranty for the products.

4.20.2) The bidder shall submit price quotation in prescribed format. Prices must remain valid for 6 (Six) months from the date of opening financial offer. Client may request for extension of the price validity.

4.20.3) Summary price should be given in the prescribed format in Section 7 (Financial Proposal). Besides this, product wise detail price offer should be submitted.

4.20.4) Prices must be quoted both in figures & in words and there must be no discrepancy between the price in figure & the price in words.

4.20.5) Bank reserves the authority to rectify any computation error in the price quotation of the bidders.

4.20.6) The prices shall include all VAT, Taxes and other Govt. dues. Bank shall deduct VAT & income Tax and other dues as per Govt. rule while making payment.

4.21) Price Negotiation:

Bank may request the best bidder to negotiate the price. Representative of the bidder must have authorization for price negotiation.

4.22) Availability of Tender Schedule

The tender schedule will be available at the corporate website of the bank at the following web link:

https://www.fsiblbd.com/tender/

4.23) Communication and Tender Submission

4.23.1) All tenders including supplementary data and information shall be in English language.

4.23.2) The Bank will reject any Tender submission if the Tender document was not collected directly from the Bank.

4.23.3) For any queries please contact to the ICT Division of First Security Islami Bank Ltd In the following Address:

ICT Division, First Security Islami Bank Ltd
Plot 12, Block A, Main Road
Bashundhara R/A, Vatara, Dhaka 1229
Phone: 8432614-22
E-mail: ict@fsiblbd.com

4.23.4) The tender shall be marked as: "**Supply and Installation of Server Hardware, Storage and necessary software's, with related support and services to implement different Microsoft products and their solutions**" and shall be submitted to the following address:

VP & Head of ICT Division
First Security Islami Bank Ltd
Head Office
Plot 12, Block A
Main Road, Bashundhara R/A
Dhaka 1229

4.24) Pre Bid Meeting:

The Bank will arrange a pre-bid meeting on **March 2nd, 2020** at 3:30 PM with the participated bidders to discuss on technical issues / specifications to find the anomalies / discrepancies (if any). The Bank will issue addenda of the bidding documents (if any found in the meeting).

4.25) Correction or Amendment of Bidding Documents:

The Bank may, for any reason, whether at its own initiatives or in response to a clarification requested by a prospective bidder, modify the bidding documents by issuing addenda by **9th March, 2020**. Any addenda thus issued shall be part of the bidding document and shall be communicated (in writing or through posting updates in web link *__http://www.fsiblbd.com/tender/__* under the corresponding category).

Where amendments or changes are required by the Bank after submission of bid, bidders will be requested in writing to adjust their proposals accordingly and submit a supplementary financial proposal within **6 (Six) working days.** The supplementary financial proposal should only contain the changes in price resulting from the changes in the technical proposals. Bidders should note that, if the Bank, during the evaluation of the financial proposals, considers that the changes in price are unrealistic in comparison with the original financial proposal, the bid is liable to be rejected. Bidders not wishing to change their technical proposals may withdraw from the bidding process and their financial proposals will be returned unopened.

4.26) Deadline of Tender

The Tenderer must submit the Tenders in original (sealed) in the tender box to be kept at ICT Division, First Security Islami Bank Ltd, Head Office, Plot 12, Block A, Main road, Bashundhara R/A, Dhaka 1229 **by 3:00 P.M** on or before **March 23, 2020**. No tender shall be entertained after the specified time and date. Tender papers must be properly filled in, sealed and signed by authorized official with tenderer's name, address, etc. Tenders will be open **at 4:30 PM** on the same day in presence of the bidders or their representatives, who may remain present.

4.27) Evaluation and Comparison of Tender

The Bank will carry out a detailed evaluation of the Tenders according to the information supplied by the Tenderer through its proposal. Bank reserves the rights to arrange a discussion meeting with each Tenderer on short notice to understand each and every aspects of the proposal.

Information relating to the examination, clarification, evaluation and comparison of Tenders and recommendations for the award of contract shall not be disclosed to Tenderers or any persons not officially concerned with such process until the award to the successful Tenderer has been announced. Any efforts by a Tenderer to influence the Bank's processing of Tenders or award decision may result in rejection of the Tenderer's Tender.

To assist in the examination, evaluation and comparison of Tenders, the Bank may, at its discretion, ask any Tenderer for clarification of its Tender. This will be done in writing, but no change in substance or price of the Tender will be sought.

In addition to the technical specification and price, evaluation of Tender will also take into account other factors.

4.28) Awarding the Successful Tenderer

The bank may negotiate with the successful Tenderer regarding price reduction / modification if necessary before issuing the award notification.

Prior to the expiry of Tender validity period, the Bank will notify the successful Tenderer by letter that their proposal has been accepted. This letter (herein called the "Notification of Award") shall name the sum, which the Bank will pay the Contractor for the execution of the works as prescribed by the Contract (herein and in the Conditions of Contract called "the contract Price"). This notification of award will constitute the formation of the Contract.

Within 7 days of receiving the Notification of Award, the successful Tenderer shall sign a copy of it and return it to the bank. Within 15 days of issuance of the notification of award from the Bank, the successful Tenderer shall furnish to the Bank a performance security amounting 10% of the Contract price in accordance with the conditions of contract in the form of bank guarantee (format is provided in APPENDIX I).

The performance security will be returned back to contractor after 01 (One) year, subject to successful completion of the project and receiving Project Completion Certificate.

4.29) Advising Unsuccessful Tenderers

After getting performance security from the successful Tenderer, the bank will promptly notify in writing the other Tenderers that their Tenders have not been selected. The bank will then return the tender security to the unsuccessful tenderers.

4.30) Acceptance and rejection of Tenders

The Bank reserves the right to accept or reject any Tender, and to terminate the Tendering process and reject all Tenders at any time prior to award of Contract, without thereby incurring any liability to the affected Tenderer or Tenderers or any obligation to inform the affected Tenderer or Tenderers of the grounds for the Bank's action

4.31) Validity of Tender

Bid shall remain valid for a period of **6 (Six) months** after the date of opening of the 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 shall be made in writing. A bidder agreeing to the request will not be permitted to modify its bid.

The bank may arrange clarification/demonstration meeting with each bidder. The bidders' experts will attend in such meeting for which no allowance / fee will be provided by the bank. If the bidder fails to respond to such meeting their bid will be treated as non-responsive.

4.32) Delivery and Installation Completion Period

Complete delivery of each item along with the packing list or Bill of Materials (BOM) at the Bank's premises (i.e. at Production DC and Disaster Recovery Site as mentioned in the Work Order), installation, configuration, testing, acceptance and commissioning of the Server Hardware and Storage solution along with their associated driver's, firmware's and other required software shall have to be completed within a period of 12 (Twelve) weeks from the date of acceptance of Work Order.

4.33) Choice of LAW

The laws of the Government of Bangladesh shall apply to all contracts and in case of any dispute; the decision of the Bank shall be final & binding upon the contractor.

Bank also reserves the rights to employ any external legal representation to resolve any conflict.

4.34) Payment and Security

4.34.1) Earnest money (refundable) equivalent to 2.5% of the total quoted value for the full duration (including VAT, Tax and other Govt. dues) in the form of Pay Order/Bank Draft of any scheduled bank in favor of First Security Islami Bank Ltd shall be submitted along with the tender inside the envelop marked as "Financial Proposal". Any tender not accompanied by an acceptable Earnest money, shall be rejected as non-responsive.

4.34.2) If the bidder provides any false certificate and make fraud and forgery at the time of bid submission, the pay order submitted by the bidder as Earnest Security Money to First Security Islami Bank Limited may be forfeited.

4.34.3) The contractor should submit their bill/invoice according to the issuances of work order

4.34.4) The Supplier will be entirely responsible for all applicable taxes, duties, levies, charges, license fees in connection with delivery of products, solutions and services at site. While making payment, VAT & income TAX will be deducted at source as per Govt. rule.

4.34.5) Awarded bidder shall furnish a performance security in the form of "Bank Guarantee" (Appendix-I) in an amount of 10% of Contract price, in accordance with the Conditions of Contract within 2 weeks of receiving the award, that will remain enforced till 12 (Twelve) months form the date of its issuance. The performance security will be kept until the date of issue of Performance Certificate, subject to successful completion, implementation with UAT, commissioning and post implementation changes including delivery of detail documentations of all products, solutions and services implementation and their performance and security. The bid security (Earnest Money) will be returned after receiving the performance security.

The Security money shall be payable to the Bank as compensation for any loss resulting from the Supplier's failure to complete its obligations on delivery & successful installation, upgradation, migration, deployment, implementation and acceptance of all equipment accordingly under the Contract. If the contractor fails to resolve any issues regarding the services, solution, their proper implementation and performance within the stipulated time, then security deposit will not be released and contractor is required to resolve the issue within short time. If the contractor refuses to resolve the issues, as the case may be, Bank reserves the right to recover the relevant cost from the entire security deposit of the contractor.

Failure of the successful bidder to comply with the requirements, shall constitute sufficient grounds for the termination of the award and forfeiture of the bid security.

The performance security will be returned after 12 month. If the project is not completed within the validity time of the performance security, the bidder must submit a new performance security from a schedule bank with a validity period that cover the complete project period.

4.34.6) In case of a failure of the successful Tenderer to meet the contract obligations in the prescribed time, the tenderer will be liable to pay 0.5% of the Contract price as liquidated damages for every week after the deadline and will be deducted from the bill amount.

The maximum penalty will be 10% of total contact price.

4.34.7) 50% payment of total price will be provided as an advance payment while issuing Work Order. Rest 50% payment will be made after having Project Completion Certificate (which is subject to delivery of items at Production DC and DR Site and successful installation, commissioning & configuration along with the commissioning report and successful acceptance test (UAT) report, and detail deployment and implementation documentation submission, jointly signed by the vendor and First Security Islami Bank Ltd authority and necessary trainings).

4.34.8) When Advance Payment is requested, Awarded Bidder must provide a Bank Guarantee for Advance Payment (Appendix J) as a surety bond to deliver the contract according to the requirement maintaining the quantity of products and quality of works within the stipulated time frame.

4.35) Warranty

    4.35.1) All products / items supplied should be covered under 3 (three) years full warranty including license of any required software, labor & spares and maintenance. Price for such maintenance should be included in the Tendering price.

    4.35.2) The warranty period will be started from the date of successful commissioning and complete configuration and deployment of the Server Hardware and Storage solution. The SLA (Service Level Agreement) will have to be signed between Bank and successful Tenderer to ensure smooth support during warranty period. The Tenderer has to provide draft SLA to cover the warranty period support along with the offer mention problem reporting time, response time and recovery time for the delivered products.

4.36) Insurance

The Tenderers shall bear the cost of insurance of the goods under the contract till installation in the respective locations. The insurance shall cover all losses, damages or destruction, theft, dacoits etc that may arise in the equipment during transportation, installation, migration and commissioning of the system.

4.37) Process to be Confidential

Information relating to the examination, clarification, evaluation and comparison of bids and recommendations for the award of a contract shall not be disclosed to the bidders or any other persons not officially concerned with such process until the award to the successful bidder has been announced. Any effort by a bidder to influence the Bank's processing of bids or award decisions may result in the rejection of the bidder's bid.

4.38) Disqualification

The Bank shall disqualify a Tenderer who submits a document containing false information for purposes of qualification or misleads or makes false representations in proving its qualification requirements. If such an occurrence is proven, the Bank may declare such a Tenderer ineligible, either indefinitely or for a stated period of time, from participation in all future procurement proceedings.

The Bank may disqualify a Tenderer who has a record of poor performance, such as abandoning the supply, not properly completing the contract, inordinate delays, litigation history or financial failures.

The factors related to considering any tender as being rejected or non-responsive have been detailed in below and the tenderers shall be required to pay particular attention to those. However, some of the major factors leading to rejection/non-responsiveness of tender are highlighted below for convenience of the Tenderers:

    4.38.1) Non-compliance to submit Tender as per the instruction which is mentioned in SECTION-4 (Instructions to Tenderers)

    4.38.2) Failure to meet any of the terms and conditions as per the instruction mentioned in SECTION-5 (Terms and Conditions)

    4.38.3) Non-compliance to submit Tender security as per tender requirement

    4.38.4) Non-compliance with requirement of validity of tender

4.38.5) Failure to quote tender price as per tender requirement

4.38.6) Non-fulfillment of financial obligations

4.38.7) Non-compliance with delivery schedule

4.38.8) Failure to meet the qualification criteria

4.38.9) Non-submission or incomplete submission as per the instruction which is mentioned in SECTION 4, SECTION 5, SECTION 6 and SECTION 7

4.38.10) Tender not signed/submitted by duly authorized person.

5	*TERMS AND CONDITIONS*

5.1) Tenderer must follow the guidelines as described in SECTION 4 (Instruction to Tenderer). Failing to comply with these guidelines will disqualify the proposal.

5.2) With the submission of the bid, the bidder acknowledges that he had carefully examined in detail the tender documents, terms & conditions and information related to schedules, specifications of the system, services and requirements of the related job facilities.

5.3) Tenderer must have experience of supply, installation, configuration, commissioning, acceptance and maintenance of similar Brand/Model products for Server Hardware and Storage solution in the banking and/or telecommunications industry.

5.4) The selected Engineers should be available throughout the implementation of project and in case for unforeseen reasons an equivalent engineer satisfying the qualification criteria should be assigned.

5.5) The bidders should quote the unit price & total cost both in figure and words and there should not be any cutting/erasing/overwriting on any figure and in words. The Offer must be made in BDT (Bangladeshi Taka).

5.6) Bank is not bound to accept the lowest bid. Bank reserves the right to accept or reject any or all the quotations without arising any reasons or whatsoever.

5.7) Bank reserves right to increase or decrease the quantity or ordered item(s). The Bank reserves the right to calculate the total price on the basis of the approved unit cost for the additional job. Vendor will have to execute further order(s) for installation of additional quantity as per requirements of Bank.

5.8) Bank also reserves right to distribute the work among the bidders or assign it to a single bidder. VAT, Taxes etc. shall be deducted from the bill as per approved rate of the National Board of Revenue.

5.9) Bank can ask or request to submit all the relevant documents related with production and import (i.e. all shipping documents attested by L/C opening bank) for further clarification and settlement of the bill.

5.10) If the Tenderer submit any wrong information then the Bank reserves the right to reject their quotation partially or fully.

5.11) The supplier must obtain formal written Work Order (with proper signature and seal) from the Bank before supply.

5.12) 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.

5.13) The Work Order will be automatically cancelled if the requisite Terms & Conditions are not fulfilled.

5.14) Bank reserves right to impose penalty or not to take delivery of the goods for any type of substandard goods supplied by vendor.

5.15) In the event of supply of any items, which does not match with the required specification, quantity or sample's quality or is of substandard quality, Bank reserves right for outright rejection of the goods, and the vendor will have to take back those at its own cost and will replace with acceptable quality within 15 (fifteen) days from the date of rejection.

5.16) The information provided by the bidders in response to this Tender Document will become the property of First Security Islami Bank Ltd. and will not be returned unless explicitly mentioned.

5.17) First Security Islami Bank Ltd. reserves the right to purchase partially, amend, rescind or reissue this Tender Document and all amendments will be advised to the bidders and such amendments will be binding on them.

5.18) The Supplier shall not, without the Bank's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Bank in connection therewith, to any person other than a person employed by the supplier in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as it may necessary for purposes of such performance.

5.19) 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.

5.20) The bank reserves the right to reduce or increase the quantity of the products.

5.21) The Bank shall not accept the work if not supplied as per specification or approved sample.

5.22) If the Tenderer submits any wrong information then the Bank reserves the right to reject their offer. If the Tenderer submits any fraudulent information or performs any fraudulent activity then their Tender security will be forfeited.

5.23) The Tenderer shall offer a minimum of one (and preferably two as desired by the Bank) on-site visit / inspection opportunities of the similar Server Hardware and Storage solution that have been implemented by the Tenderer.

5.24) The Tenderer must submit CVs & Certificate of at least 4 Engineers having expertise in installing, testing, commissioning, and maintaining of proposed solution.

5.25) The Tenderer must have redundant technical resources for each products and solutions they will supply.

5.26) Hardware Manufacturer should have their own Engineer and Logistic in Bangladesh.

5.27) Tenderer's support should be under 24x7x365 basis.

5.28) Information relating to the examination, clarification, evaluation and comparison of bids and recommendations for the award of a contract shall not be disclosed to the bidders or any other persons not officially concerned with such process until the award to the successful bidder has been announced. Any effort by a bidder to influence the Bank's processing of bids or award decisions may result in the rejection of the bidder's bid.

5.29) Earnest money (refundable) equivalent to 2.5% of the grand total quoted value for the full duration (including VAT, Tax and other Govt. dues) in the form of Pay Order/Bank Draft of any schedule bank in favor of First Security Islami Bank Ltd shall be submitted along with the tender.

If the bidder provides any false certificate and make fraud and forgery at the time of bid submission, the pay order submitted by the bidder as Earnest Security Money to First Security Islami Bank Ltd may be forfeited.

5.30) Awarded bidder shall furnish a performance security in the form of "Bank Guarantee" (Appendix-I) in an amount of 10% of Contract price, in accordance with the Conditions of Contract within schedule mentioned by the bank within 2 weeks after receiving the award. The performance security will be kept and remain enforced till the issuance of Performance Certificate after completion of final year SLA period, subject to successful delivery, implementation and proper maintenance of services and solutions.

5.31) Awarded bidder must provide a Bank Guarantee for Advance Payment (Appendix J) as a surety bond to deliver the contract according to the requirement maintaining the quantity of products and quality of works within the stipulated time frame.

5.32) The Supplier will be entirely responsible for all applicable taxes, duties, levies, charges, license fees in connection with delivery of products, solutions and services at site. While making payment, VAT & income TAX will be deducted at source as per Govt. rule.

6	TECHNICAL SPECIFICATIONS

Data Center

Server Type-1: Qty-2

Item No	Descriptions	Required Specification	Bidder's Response
1	Brand	To be mentioned by bidder	
2	Country of Origin	To be mentioned by bidder	
3	Country of Assemble	To be mentioned by bidder	
4	Model No	To be mentioned by bidder	
5	Chassis	2U Rack mount with the Rail Kit	
6	Type of Chipset	Intel C621 Chipset or Latest	
7	Processor Core	Intel Xeon Silver 4116 or Latest 4214 Processor	
8	Processor Clock Speed	Minimum 2.1GHz	
9	Quick Path Interconnect	Minimum 9.6 GT/s QPI	
10	Cache Memory	Minimum 16.5MB Cache per processor	
11	No of Processors	02 (Two)	
12	Processor Cores	Minimum 12 core per processor	
13	PCI Expansion Slots	3 or more slots	
14	RAM	128GB Memory Expandable option up to 3TB	
15	RAM Type	DDR4 2666MHz RDIMM/LRDIMM or latest DDR4 2933MHz RDIMM Memory	
16	Total no of RAM Slots	24 DIMM Slots	
17	Internal HDD bus interface type	Hot Plug 2.5 inch SAS	
18	Internal HDD Capacity	4 x 1.2TB SAS 12G Enterprise 10K SFF (2.5in)	
19	No of Hot-pluggable Media bays	Minimum 8 Hot-plug bays, Expandable requirement of more than 20 HDD bays	
20	RAID Controller	Storage controller with minimum 2GB Cache 12G SAS Modular Controller, support Raid Level 0, 1, 5, 6, 10, 50, 60	
21	OS Support	Microsoft Windows Server (2012, 2016, 2019), Canonical Ubuntu, Red Hat Enterprise Linux (RHEL 7, RHEL 8), SUSE Linux Enterprise Server (SLES), VMware, Citrix Xen Server	
22	Optical Driver	DVD-RW Optical Driver	
23	Ethernet Card	Min. Four Port 1Gb Network Card	
		Min 10Gb 2-port SFP+ Adapter with necessary transceivers.	

24	Availability	Hot-plug hard drives, Hot-plug redundant power, Hot plug redundant fans, ECC memory, redundant cooling	
25	HBA	2 x 16Gb Single Port Fiber Channel Host Bus Adapter	
26	SAN Switch Compatibility	Must be compatible with: 1. IBM SAN24B-5, Switch Type: 118.1 (2498X24) and 2. IBM, Switch Type: 71.2 (249824E)	
27	Remote Management	Should support Remote based management. Bidder must specify available Remote management integration.	
28	System management	To be mentioned by bidder	
29	Power Supply	Dual, Hot-Plug, Redundant Power Supply (1+1)	
30	Warranty	3 years 24x7 comprehensive OEM warranty with mission critical on-site support with parts replacement and labor within 4 hours.	
		Warranty support SKU and relevant datasheet should be provided with the technical compliance document.	

Server Type-2: Qty-1

Item No	Descriptions	Required Specification	Bidder's Response
1	Brand	To be mentioned by bidder	
2	Country of Origin	To be mentioned by bidder	
3	Country of Assemble	To be mentioned by bidder	
4	Model No	To be mentioned by bidder	
5	Chassis	2U Rack mount with the Rail Kit	
6	Type of Chipset	Intel C621 Chipset or Latest	
7	Processor Core	Intel Xeon Silver 4116 or Latest 4214 Processor	
8	Processor Clock Speed	Minimum 2.1GHz	
9	Quick Path Interconnect	Minimum 9.6 GT/s QPI	
10	Cache Memory	Minimum 16.5MB Cache per processor	
11	No of Processors	02 (Two)	
12	Processor Cores	Minimum 12 core per processor	
13	PCI Expansion Slots	3 or more slots	
14	RAM	128GB Memory Expandable option up to 3TB	
15	RAM Type	DDR4 2666MHz RDIMM/LRDIMM or latest DDR4 2933MHz RDIMM Memory	
16	Total no of RAM Slots	24 DIMM Slots	
17	Internal HDD bus interface type	Hot Plug 2.5 inch SAS	

18	Internal HDD Capacity	7 x 1.2TB SAS 12G Enterprise 10K SFF (2.5in)	
19	No of Hot-pluggable Media bays	Minimum 8 Hot-plug bays, Expandable requirement of more than 20 HDD bays	
20	RAID Controller	Storage controller with minimum 2GB Cache 12G SAS Modular Controller, support Raid Level 0, 1, 5, 6, 10, 50, 60	
21	OS Support	Microsoft Windows Server (2012, 2016, 2019), Canonical Ubuntu, Red Hat Enterprise Linux (RHEL 7, RHEL 8), SUSE Linux Enterprise Server (SLES), VMware, Citrix Xen Server	
22	Optical Driver	DVD-RW Optical Driver	
23	Ethernet Card	Min. Four Port 1Gb Network Card	
		Min 10Gb 2-port SFP+ Adapter with necessary transceivers.	
24	Availability	Hot-plug hard drives, Hot-plug redundant power, Hot plug redundant fans, ECC memory, redundant cooling	
25	Remote Management	Should support Remote based management. Bidder must specify available Remote management integration.	
26	System management	To be mentioned by bidder	
27	Power Supply	Dual, Hot-Plug, Redundant Power Supply (1+1)	
28	Warranty	3 years 24x7 comprehensive OEM warranty with mission critical on-site support with parts replacement and labor within 4 hours.	
		Warranty support SKU and relevant datasheet should be provided with the technical compliance document.	

Storage Option-1: Qty-1

Item No	Description	Specification	Bidder's Response
1	Brand	To be mentioned by bidder, must be internationally reputed and have position within the leader quadrant in Gartner report for the last 5 years.	
2	Model	To be mentioned by bidder	
3	Country of Origin	To be mentioned by bidder	
4	Manufacturing Country	To be mentioned by bidder	
5	Storage Architecture	SAN Array should be configured with Active/Active Dual Controllers so that a single logical unit can be shared across all offered controllers in symmetrical fashion while supporting all the major functionalities like Disk Provision, Data Tiering etc.	
6	Storage Controller	Storage solution must have Dual or more Controllers.	

7	Cache	Minimum 64 GB Cache per storage system (centrally accessible or mirrored across both controller) with additional cache support and available cache upgradable options.	
		Please mention if cache upgradable option is available and upgradable cache limit.	
8	Operating System & Clustering Support	The storage array should support industry-leading Operating System platforms including: Apple Mac OS X, Citrix Xen Server, HP-UX, IBM AIX/VIOS, OpenVMS, Oracle Linux, Oracle VM, Red Hat, RHV, Solaris, SUSE, SUSE Virtualization, VMware, Windows 2012, 2016, 2019.	
9	Capacity & Scalability	The storage array will be equipped with adequate amount of storage HDD that will be configured to provide minimum 42TB of usable disk capacity on 1.8TB SAS HDD and 5TB of usable disk capacity on 920GB/800GB SSD Drive (both disk types must satisfy the minimum requirement in raw disk space before RAID configuration and in logical disk capacity after RAID configuration) after configuring each in a RAID 5 configuration in DC Site along with accompanying minimum 2 Hot Spare Disks for each disk types.	
		Quantity of SAS disks that will be supported by offered storage	
		Quantity of SSD disks that will be supported by offered storage	
		Total usable capacity for file operations will be achieved from the offered storage	
10	Disk Scalability	Each system should support minimum 500 SSD/SAS/SATA drives in the storage array.	
11	Intermix of Disks	The storage must support an intermix of SSD, SAS/FC and NL SAS/SATA disks and 2.5" and 3.5" form factor drives	
12	Host Ports (connectivity, speed and quantity)	Offered storage array shall have minimum of 4 x 16Gbps and 4 x 10Gbps iSCSI interface	
13	Back End Ports (connectivity, speed and quantity)	It must be configured with at least 4 numbers of 12Gbps SAS/FC backend ports across Dual controllers towards disks the ability to ensure no data loss in the event of failure of any one of the controller.	
14	No Single point of Failure	It must have provision for Redundancy of critical units like processor, disk drives, controllers, fan power supply etc. and non-disruptive online microcode upgrades in order to ensure no single point of failure. It must support hot plugging and hot swapping of critical components with no/minimal disruption	
15	Data Protection	In case of power failure, system should ensure that there is no loss of data and battery backup for cache should be provided. Also the data should be de-staged to internal flash or disk drives for higher protection of data	

16	Disk Drive Support	Offered Storage Array shall support dual-ported 300 / 600 / 1200 / 1800GB hot-pluggable Enterprise SAS hard drives, Minimum of 400GB SSD Drives along with Near line SAS drives of 2TB / 4TB / 6TB / 8TB drives.	
17	Hot Spare Disks	The Storage Array must be configured with Global Hot Spare Disks. A minimum of 02 (two) global hot spare per disk enclosure must be supplied and configured. These must be of the same type as used for the capacity requirements and must be configured as per industry practice.	
18	Raid Support	The storage array must support RAID Levels: 1, 5, 6 and 1+0	
19	Protocols	Offered Storage shall support all well-knows protocols like FC, iSCSI, FCoE, Ethernet, SMB 3.1.1, NFS V4, FTP/FTPS, REST over HTTP etc.	
20	LUN/Volume Management	1. Min. LUN/VV per system: Should be mentioned	
		2. Min. VLUNs Should be mentioned	
		3. Max. LUN Size Should be mentioned	
		4. Min. snapshot per LUN should be mentioned	
21	Dynamic LUN expansion	Must support on-line dynamic expansion of LUN's	
22	Maintenance	Offered Storage shall support online non-disruptive firmware upgrade for both controller and disk drives.	
23	Snapshot / Point in time copy / Clone	Offered Storage shall have support to make the snapshot and full copy (clone) on the thin volumes if original volume is created on thick or vice-versa. It should be possible to create the copies in a different disk array/system using virtualization capability with necessary licenses	
		please mention maximum snapshot possible per volume:	
24	Virtualization Capability	Solution proposed should be capable of storage virtualization with necessary license. I.e. it should have the capability to combine the storage capacities from different disk arrays into one virtual pool.	
25	Performance and Quality of server	1. Each drive to be actively accessed by both controllers in a node pair at the same time (active/active at the drive level)	
		2. Offered storage array shall support quality of service for critical applications so that appropriate and required response time can be defined for application logical units at storage. It shall be possible to define different service / response time for different application logical units.	
		3. It will be possible to define minimum and maximum cap for required IOPS / bandwidth for a given logical units of application running at storage array.	

		4. It will be possible to change the quality of service response time, IOPS, bandwidth specification at real time.	
26	Thin Provisioning and Space Optimization	The Storage system should be configured Thin Provisioning for better utilization of unused capacity with necessary license.	
27	Storage Tiering	The system should be configured with auto tiering with necessary license.	
		Shall support dynamic migration of volume from one RAID set to another set while keeping the application online.	
28	Real-time compression	Real-time Compression feature should be available with necessary licenses.	
29	Data de-duplication	Availability of storage based data de-duplication feature with necessary licenses for removal of duplicated data (multiple Recipients, CC or BCC copy of the same mail) from multiple mailboxes, yet providing an efficient mean to access the data from multiple mail boxes.	
30	Encryption Enablement	Offered storage system should be enabled with encryption with necessary license.	
31	Host support	Please specify quantity that the storage device is capable to support	
		No. of Physical Host supported	
		No. of Virtual Host supported	
32	Replication	System must have Hardware/Software based replication system with necessary licenses.	
		Replication should be configured for data replication across metro and global distances for disaster recovery. Replication software should support synchronous as well as asynchronous replication.	
		Replication should support incremental replication after resumption from link failure or failback situations.	
		Please specify if there is any dependency on additional appliance or any other device to perform the storage replication.	
33	Data Migration	Please specify if the storage system have its inbuilt capability of online Data Migration from one disk system to other without taking application offline.	
34	Multi pathing Driver	Multipath, Auto Failover & Load Balancing solution and Multi pathing driver along with necessary licenses should be provided along with the storage device for the maximum nos. of the supported host connectivity.	
35	SAN Switch Compatibility	Must be compatible with: 1. IBM SAN24B-5, Switch Type: 118.1 (2498X24) and 2. IBM, Switch Type: 71.2 (249824E	

36	Licenses	Storage subsystem shall be supplied with Thin provisioning, Snapshot, Clone, Performance Monitoring, Online Raid Migration, Online Volume conversion, Quality of services, Sub-LUN data tiering, Flash cache, and File services on day 1 for the maximum supported capacity of array.	
37	Monitoring and analytic support	Please provide, if cloud enabled monitoring and analytics is available, the features that are provided with this storage solution.	
38	Storage Array Configuration & Management Software	Vendor shall provide Storage Array configuration and Management software.	
		Pleas mention how many arrays of same family will be manageable by the Management software	
		Intuitive Web Based GUI interface to manage architectural configuration and embedded graphical performance monitoring.	
		Should have integration feature with the LDAP and Active Directory services.	
39	Warranty	3 years 24x7 comprehensive OEM warranty with mission critical on-site support with parts replacement and labor within 4 hours.	
		Warranty support SKU detail datasheet and sizing document should be provided with the technical compliance document.	

Disaster Recovery Center

Server Type-1: Qty-1

Item No	Descriptions	Required Specification	Bidder's Response
1	Brand	To be mentioned by bidder	
2	Country of Origin	To be mentioned by bidder	
3	Country of Assemble	To be mentioned by bidder	
4	Model No	To be mentioned by bidder	
5	Chassis	2U Rack mount with the Rail Kit	
6	Type of Chipset	Intel C621 Chipset or Latest	
7	Processor Core	Intel Xeon Silver 4116 or Latest 4214 Processor	
8	Processor Clock Speed	Minimum 2.1GHz	
9	Quick Path Interconnect	Minimum 9.6 GT/s QPI	
10	Cache Memory	Minimum 16.5MB Cache per processor	
11	No of Processors	02 (Two)	
12	Processor Cores	Minimum 12 core per processor	
13	PCI Expansion Slots	3 or more slots	
14	RAM	128GB Memory Expandable option up to 3TB	
15	RAM Type	DDR4 2666MHz RDIMM/LRDIMM or latest DDR4 2933MHz RDIMM Memory	
16	Total no of RAM Slots	24 DIMM Slots	
17	Internal HDD bus interface type	Hot Plug 2.5 inch SAS	
18	Internal HDD Capacity	4 x 1.2TB SAS 12G Enterprise 10K SFF (2.5in)	
19	No of Hot-pluggable Media bays	Minimum 8 Hot-plug bays, Expandable requirement of more than 20 HDD bays	
20	RAID Controller	Storage controller with minimum 2GB Cache 12G SAS Modular Controller, support Raid Level 0, 1, 5, 6, 10, 50, 60	
21	OS Support	Microsoft Windows Server (2012, 2016, 2019), Canonical Ubuntu, Red Hat Enterprise Linux (RHEL 7, RHEL 8), SUSE Linux Enterprise Server (SLES), VMware, Citrix Xen Server	
22	Optical Driver	DVD-RW Optical Driver	
23	Ethernet Card	Min. Four Port 1Gb Network Card	
		Min 10Gb 2-port SFP+ Adapter with necessary transceivers.	
24	Availability	Hot-plug hard drives, Hot-plug redundant power, Hot plug redundant fans, ECC memory, redundant cooling	

Item No	Description	Specification	Bidder's Response
25	HBA	2 x 16Gb Single Port Fiber Channel Host Bus Adapter	
26	SAN Switch Compatibility	Must be compatible with: 1. IBM SAN24B-5, Switch Type: 118.1 (2498X24) and 2. IBM, Switch Type: 71.2 (249824E)	
27	Remote Management	Should support Remote based management. Bidder must specify available Remote management integration.	
28	System management	To be mentioned by bidder	
29	Power Supply	Dual, Hot-Plug, Redundant Power Supply (1+1)	
30	Warranty	3 years 24x7 comprehensive OEM warranty with mission critical on-site support with parts replacement and labor within 4 hours.	
		Warranty support SKU and relevant datasheet should be provided with the technical compliance document.	

Storage Type-1: Qty-1

Item No	Description	Specification	Bidder's Response
1	Brand	To be mentioned by bidder, must be internationally reputed and have position within the leader quadrant in Gartner report for the last 5 years.	
2	Model	To be mentioned by bidder	
3	Country of Origin	To be mentioned by bidder	
4	Manufacturing Country	To be mentioned by bidder	
5	Storage Architecture	SAN Array should be configured with Active/Active Dual Controllers so that a single logical unit can be shared across all offered controllers in symmetrical fashion while supporting all the major functionalities like Disk Provision, Data Tiering etc.	
6	Storage Controller	Storage solution must have Dual or more Controllers.	
7	Cache	Minimum 64 GB Cache per storage system (centrally accessible or mirrored across both controller) with additional cache support and available cache upgradable options.	
		Please mention if cache upgradable option is available and upgradable cache limit.	
8	Operating System & Clustering Support	The storage array should support industry-leading Operating System platforms including: Apple Mac OS X, Citrix Xen Server, HP-UX, IBM AIX/VIOS, OpenVMS, Oracle Linux, Oracle VM, Red Hat, RHV, Solaris, SUSE, SUSE Virtualization, VMware, Windows 2012, 2016, 2019.	

9	Capacity & Scalability	The storage array will be equipped with adequate amount of storage HDD that will be configured to provide minimum 20TB of usable disk capacity on 1.8TB SAS HDD and 5TB of usable disk capacity on 920GB/800GB SSD Drive (both disk types must satisfy the minimum requirement in raw disk space before RAID configuration and in logical disk capacity after RAID configuration) after configuring each in a RAID 5 configuration in DC Site along with accompanying minimum 2 Hot Spare Disks for each disk types.	
		Quantity of SAS disks that will be supported by offered storage	
		Quantity of SSD disks that will be supported by offered storage	
		Total usable capacity for file operations will be achieved from the offered storage	
10	Disk Scalability	Each system should support minimum 500 SSD/SAS/SATA drives in the storage array.	
11	Intermix of Disks	The storage must support an intermix of SSD, SAS/FC and NL SAS/SATA disks and 2.5" and 3.5" form factor drives	
12	Host Ports (connectivity, speed and quantity)	Offered storage array shall have minimum of 4 x 16Gbps and 4 x 10Gbps iSCSI interface	
13	Back End Ports (connectivity, speed and quantity)	It must be configured with at least 4 numbers of 12Gbps SAS/FC backend ports across Dual controllers towards disks the ability to ensure no data loss in the event of failure of any one of the controller.	
14	No Single point of Failure	It must have provision for Redundancy of critical units like processor, disk drives, controllers, fan power supply etc. and non-disruptive online microcode upgrades in order to ensure no single point of failure. It must support hot plugging and hot swapping of critical components with no/minimal disruption	
15	Data Protection	In case of power failure, system should ensure that there is no loss of data and battery backup for cache should be provided. Also the data should be de-staged to internal flash or disk drives for higher protection of data	
16	Disk Drive Support	Offered Storage Array shall support dual-ported 300 / 600 / 1200 / 1800GB hot-pluggable Enterprise SAS hard drives, Minimum of 400GB SSD Drives along with Near line SAS drives of 2TB / 4TB / 6TB / 8TB drives.	
17	Hot Spare Disks	The Storage Array must be configured with Global Hot Spare Disks. A minimum of 02 (two) global hot spare per disk enclosure must be supplied and configured. These must be of the same type as used for the capacity requirements and must be configured as per industry practice.	

18	Raid Support	The storage array must support RAID Levels: 1, 5, 6 and 1+0	
19	Protocols	Offered Storage shall support all well-knows protocols like FC, iSCSI, FCoE, Ethernet, SMB 3.1.1, NFS V4, FTP/FTPS, REST over HTTP etc.	
20	LUN/Volume Management	1. Min. LUN/VV per system: Should be mentioned	
		2. Min. VLUNs Should be mentioned	
		3. Max. LUN Size Should be mentioned	
		4. Min. snapshot per LUN should be mentioned	
21	Dynamic LUN expansion	Must support on-line dynamic expansion of LUN's	
22	Maintenance	Offered Storage shall support online non-disruptive firmware upgrade for both controller and disk drives.	
23	Snapshot / Point in time copy / Clone	Offered Storage shall have support to make the snapshot and full copy (clone) on the thin volumes if original volume is created on thick or vice-versa. It should be possible to create the copies in a different disk array/system using virtualization capability with necessary licenses	
		please mention maximum snapshot possible per volume:	
24	Virtualization Capability	Solution proposed should be capable of storage virtualization with necessary license. I.e. it should have the capability to combine the storage capacities from different disk arrays into one virtual pool.	
25	Performance and Quality of server	1. Each drive to be actively accessed by both controllers in a node pair at the same time (active/active at the drive level)	
		2. Offered storage array shall support quality of service for critical applications so that appropriate and required response time can be defined for application logical units at storage. It shall be possible to define different service / response time for different application logical units.	
		3. It will be possible to define minimum and maximum cap for required IOPS / bandwidth for a given logical units of application running at storage array.	
		4. It will be possible to change the quality of service response time, IOPS, bandwidth specification at real time.	
26	Thin Provisioning and Space Optimization	The Storage system should be configured Thin Provisioning for better utilization of unused capacity with necessary license.	
27	Storage Tiering	The system should be configured with auto tiering with necessary license.	
		Shall support dynamic migration of volume from one RAID set to another set while keeping the application online.	
28	Real-time compression	Real-time Compression feature should be available with necessary licenses.	

29	Data de-duplication	Availability of storage based data de-duplication feature with necessary licenses for removal of duplicated data (multiple Recipients, CC or BCC copy of the same mail) from multiple mailboxes, yet providing an efficient mean to access the data from multiple mail boxes.	
30	Encryption Enablement	Offered storage system should be enabled with encryption with necessary license.	
31	Host support	Please specify quantity that the storage device is capable to support	
		No. of Physical Host supported	
		No. of Virtual Host supported	
32	Replication	System must have Hardware/Software based replication system with necessary licenses.	
		Replication should be configured for data replication across metro and global distances for disaster recovery. Replication software should support synchronous as well as asynchronous replication.	
		Replication should support incremental replication after resumption from link failure or failback situations.	
		Please specify if there is any dependency on additional appliance or any other device to perform the storage replication.	
33	Data Migration	Please specify if the storage system have its inbuilt capability of online Data Migration from one disk system to other without taking application offline.	
34	Multi pathing Driver	Multipath, Auto Failover & Load Balancing solution and Multi pathing driver along with necessary licenses should be provided along with the storage device for the maximum nos. of the supported host connectivity.	
35	SAN Switch Compatibility	Must be compatible with: 1. IBM SAN24B-5, Switch Type: 118.1 (2498X24) and 2. IBM, Switch Type: 71.2 (249824E	
36	Licenses	Storage subsystem shall be supplied with Thin provisioning, Snapshot, Clone, Performance Monitoring, Online Raid Migration, Online Volume conversion, Quality of services, Sub-LUN data tiering, Flash cache, and File services on day 1 for the maximum supported capacity of array.	
37	Monitoring and analytic support	Please provide, if cloud enabled monitoring and analytics is available, the features that are provided with this storage solution.	
38	Storage Array Configuration & Management Software	Vendor shall provide Storage Array configuration and Management software.	
		Pleas mention how many arrays of same family will be manageable by the Management software	

		Intuitive Web Based GUI interface to manage architectural configuration and embedded graphical performance monitoring.	
		Should have integration feature with the LDAP and Active Directory services.	
39	Warranty	3 years 24x7 comprehensive OEM warranty with mission critical on-site support with parts replacement and labor within 4 hours.	
		Warranty support SKU detail datasheet and sizing document should be provided with the technical compliance document.	

7	*FINANCIAL PROPOSAL*

The financial offer should be submitted in the following format and should include applicable charges, VAT, TAX etc., if any.

Supply and Installation of Server Hardware, Storage and necessary Software's, with related support and services to implement Microsoft products and solutions

Product Description	Quantity	Unit Price	Total Price
Data Center			
Server Type-1:	2		
Server Type-2:	1		
Storage	1		
DR Center			
Server Type-1:	1		
Storage	1		
Training			
Training (Foreign and Local)	4		
Sub-Total			
VAT			
AIT			
Total Price			

Authorized Signature & seal

APPENDIX – A

Summary Sheet of Conducting Similar Projects

Different projects that are done in any organization, preferable financial institutions in a large deployment in Bangladesh along with name of the resources who were involved with the implementation of the solutions and services.

	Client Name	Solutions/services	Project Completion Year	Delivery Type				Name of Technical Resources Involved	Current status of Resource Engagements	
				Requirement Analysis and Advising	Supply and implementation	SLA	Specify Other		YES (Full Time/Part Time)	No

APPENDIX – B

Summary Sheet of Engineers, expertise and their involvement with different Projects.

List of Engineers that will be assigned during the projects implementation and SLA period, involvement with similar projects, qualifications and expertise.

Sl	Employee Name	Type		Working Duration in months	Previous History		Involvement with similar projects						Professional Certifications and Trainings			Involvement with current project			
		Permanent	Contractual		Org Name	Duration in Month	Client Name	Project Name	Year	Project Duration in Month	Completed	Ongoing	Name	Certified	Year Certified/Training Attended	Project Name	Client Name	Start Time	End Time
1	Example Name	Yes	No	36	ABC Ltd	6	ABCD News	System integration in DC	2012	12	Yes		MCSA	YES	2016	Skype For Business	Social Ltd	2018	Nov 2018
					Draft Corp	10	Contoso Ltd	SAN Configuration on DC/DR	2012	6	Yes		MCSE Development	YES	2016	Exchange E mail	ABC Ltd	2018	2021
					Contoso Ltd	24	Draft Corp	Implementation of UCS/FLEX System	2015	8		Yes	MCSE Database	NO	2017	Microsoft Core CAL	Draft Corp	2018	2019
					ABCD News	12	ABC Ltd	System Integraiton and SAN Establishment at DC/DR	2018	24	Yes		CCNA	NO	2017	SCVMM	Live Hospital	Jan 2018	Oct 2018

APPENDIX – C

BID Form

Having examined and understand the terms, conditions, instructions, specifications and requirements included in the tender schedule, we the undersigned offer to Supply, Install, Test, Commission, Implement and Maintenance of Server and Storage Products and their configuration on First Security Islami Bank Ltd. in conformity with the said conditions and specifications.

We undertake, if our bid is accepted, to Supply and Installation of Server Hardware, Storage and necessary Software's, with related support and services to implement Microsoft products and solutions on First Security Islami Bank Ltd., we will complete all tasks with their documentations within ……………… (…….) days after receiving and accepting the work order. We agree to abide by this tender document which will remain valid up-to 22nd September, 2020.

Until a formal contract is prepared and executed, this bid together with your written acceptance thereof in your notification of award or work order shall constitute a binding contract between us.

Dated this …………day of ……………2020

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Seal with Signature of the authorized official   Round seal of the company

Witness with address:

        1.

        2.

APPENDIX – D

PRESCRIBED FORM FOR BIDDER'S PROFILE

1. Introduction [Brief introduction of the firm with contact information such as Address telephone no, fax no etc.]

2. Structure of the Organization [Hierarchical organization of the firm]

3. Registration Certificates [Firm registration information such as incorporation Date, copy of trade license etc.

4. Import-export Permit [Import, export permit document copy]

5. Shareholders Information

6. Background of Major Shareholders

7. Number of Employees [Department wise]

8. Main Business & Services [Details of main business and services rendered]

9. **The Product** [Details of products supply such as name, short description of Product, and distributorship license from the principal, how long the products are being supplied]

10. Support Centers

11. Credit Record

12. Financial Information

13. Industrial Comparison

14. Technical Support Team [Details CV of each member of the technical support Team]

15. List of Clients [List of relevant clients with contact information and products supplied]

16. Certificate from relevant clients for successful implementation

17. Special Certificates achieved

Any other information feels necessary to be provided along with the firm profile.

SIGNATURE OF THE KEY PERSON WITH DATE

FULL NAME _____

NAME OF THE COMPANY_____

COMPANY SEAL _____

APPENDIX – E

LETTER TO AUTHORIZE PERSON IN CHARGE

We undersigned hereby authorize _____(name of the Authorize person) to act on our behalf in all manners relating to bidding tender of First Security Islami Bank for authorization , signing and all other activities. Any acts carried out by _____(name of the Authorize person) on our behalf shall have the same effect as acts of our own.

This authorization is valid until further written notice from _____(Tender biding date)

Authorized Holders Information	
Full Name: Designation: Company ID No: Name of the Company:	Signature of the Authorized Holder: Seal(Company/Official)

Thank you

Sincerely,

SIGNATURE OF THE KEY PERSON WITH DATE

FULL NAME _____

POSITION_____

NAME OF THE COMPANY_____

COMPANY SEAL _____

APPENDIX – F
Undertaking

Supply and Installation of Server Hardware, Storage and necessary Software's, with related support and services to implement Microsoft products and solutions

We……………………………………………………………………………………................
.............................……..hereby

Undertake to supply the item at the price quoted above. We confirm that the price will remain valid up-to 22nd September, 2020.

_____   _____
Signature   Date

SEAL:

Earnest Money for Supply and Installation of Server Hardware, Storage and necessary Software's, with related support and services to implement Microsoft products and solutions for First Security Islami Bank Ltd.

Pay Order No. & Date	
Amount	
Issuing Bank	
Branch	

Signature   : _____   **Date:** _____

Name   :

Seal   :

APPENDIX – G

FORM OF TECHNICAL PROPOSAL

Name of Contract:

First Security Islami Bank Ltd.
ICT Division, Head Office
Plot 12, Block A
Main Road, Bashundhara R/A
Dhaka-1229

Dear Sir,

We have examined the whole bidding documents thoroughly including the addenda. We have understood and checked these documents and have not found any errors in them. We accordingly offer to supply, install, test, commission, and all other related works in conformity with these documents and the enclosed proposal for the products and the system.

We further undertake, if invited to do so by you, and at our own cost, to attend a clarification meeting at a place of your choice, for the purpose of reviewing our technical proposal and duly noting all amendments and additions thereto, and noting omissions there from that you may require, and to submit a supplementary price proposal if the amendments, additions and omissions that you require would alter our price proposal as submitted with our bid.

Thanking you.

Yours faithfully,

Signature & Seal
(In the capacity of duly authorized to sign bids for and on behalf of)

Address

Date -------------------------------------

APPENDIX – H

FORM OF FINANCIAL PROPOSAL

Name of Contract:

VP & Head of ICT Division
First Security Islami Bank Ltd.
ICT Division, Head Office
Plot 12, Block A
Main Road, Bashundhara R/A
Dhaka-1229

Dear Sir,

We have examined the whole bidding documents. We have understood and checked these documents and have not found any errors in them. We accordingly offer to supply, install, test, and commission system and all other related works in conformity with these documents and the enclosed proposal. The following price apply to our Tender:

The Tender Price is:	**Taka** *[state amount in figures]* **and Taka** *[state amount in words]*

We agree to abide by this Bid until -------------------- and it shall remain bidding upon us and may be accepted at any time before that date. If our Bid is accepted, we will provide the specified performance security, commence the works as soon as reasonably possible after receiving the Bank's notice to commence, and complete the Works in accordance with the above-named documents within the time stated in the bidding document.

Until a formal contract is prepared and executed, this bid together with your written acceptance thereof in your notification of award or work order shall constitute a binding contract between us.

We understand that you are not bound to accept the lowest or any bid you may receive.

Thanking you.
Yours faithfully,

Signature & Seal
(In the capacity of duly authorized to sign bids for and on behalf of)

Address

Date ------------------------------------

APPENDIX – I

FORM OF PERFORMANCE SECURITY (BANK GUARANTEE)

VP & Head of ICT
First Security Islami Bank Ltd.
ICT Division, Head Office
Plot 12, Block A
Main Road, Bashundhara R/A
Dhaka-1229

WHEREAS_____ [name and address of Supplier] (hereinafter called "the Supplier" has undertaken to **supply, install, test & commission [item names]** (Hereinafter called "the Contract ");

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the Supplier such a Bank Guarantee;

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Supplier, up to a total of _____ *[amount of Guarantee]* _____ *[in words],* such sum being payable in BDT and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of _____ *[amount of Guarantee]* as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract or of the Works to be performed there under or of any of the contract documents which may be made between you and the Supplier shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the date of issue of the Performance Certificate.

Name and Designation of the Guarantor: _____
Signature and Seal of the Guarantor: _____
Name of the Bank: _____
Address: _____

APPENDIX – J

BANK GUARANTEE FOR ADVANCE PAYMENT

TO:
First Security Islami Bank Ltd.
ICT Division, Head Office
Plot 12, Block A
Main Road, Bashundhara R/A
Dhaka-1229

Bank Guarantee No.	-----------------
Amount	------------------
Issue Date	------------------

Name of Contract:

Gentlemen,

In accordance with the provisions of the condition of Contract, Clause No -------- ("Advance Payment") of the above -mentioned Contract, ----------------------------- (hereinafter called "the supplier") shall deposit with First Security Islami Bank Limited a bank guarantee for the proper and faithful performance under the said Clause of the Contract in amount of Tk. -------------- (Taka ------------------only).

We, -- Bangladesh, as instructed by the supplier, agree unconditionally and irrevocable to guarantee as primary obligator and not as Surety merely, the payment to the First Security Islami Bank Limited, on first demand without whatsoever right of objection on our part and without its first claim to the supplier, in the amount not exceeding Tk. -----------(Taka ---------------------- only), such amount to be reduced periodically by the amount recovered by you from the proceeds of the Contract.

We further agree that no change or addition to or other modification of the terms of the Contract or the Works to be performed there under or of any of the Contract documents which may be made between First Security Islami Bank Limited and the supplier shall in any way release us from any liability under this Guarantee, and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid and in full effect from the date of the advance payment under the contract until First Security Islami Bank Limited receives full repayment of the same amount from the supplier but not later than ------/---/---.

End of RFP