



## **RFP FOR THE PROCUREMENT OF**

**Renewal of Oracle Database license (with OEM Support) and Local Support  
for First Security Islami Bank PLC**

**First Security Islami Bank PLC (FSIB)  
ICT Division, Head Office  
Plot# 12 (4<sup>th</sup> floor), Block A, Main Road  
Bashundhara R/A, Dhaka 1229, Bangladesh.**

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## SECTION I

### INSTRUCTIONS TO BIDDERS

#### 1.1 Scope of Bid

First Security Islami Bank Limited wishes to receive bids from the bona-fide firms for procuring **Oracle Database License Renewal, Support Renewal and Local Support** to maintain their Core Databases and oracle security product. *The bid includes renewal of Oracle Database license, support and Upgrade the database to latest version with Grid infrastructure and ADG as per requirement of CBS vendor. Post upgradation database performance monitoring and tuning must be done by the bidder on bank premises during the whole contact period the support.*

Bidders are required to propose solution as specified in the bill of material for the implementation of Oracle database system in the existing Data Center and Disaster Recovery Site of the Bank. Bidders are required to propose all items and are wholly responsible for all products and services offered unless otherwise specified and as specified in the terms and conditions.

The successful Bidder shall be the Contractor for services that is offered by him and is responsible for the project management and co-ordination of the supply, installation, testing, commissioning, and maintenance for the implementation of the project. The scope of the bid includes design, specification, bill of quantity, and prices of the items as detailed in this document and any other items that deem necessary but not mentioned in this document. The scope will also include the successful bidder to provide standard operating procedure (SOP). The successful bidder has to complete the project as turn-key basis.

#### 1.2 Bidder's qualification

Bidders must have the following qualifications to bid:

1. *The bidder should be an Authorized Partner of Oracle Corporation.*
2. *The bidder as a registered company should have a legal entity to enter into contracts with proficient experience in the relevant business including IT based profession will be preferable.*
3. *The bidder should have own/representative office and all time presence in Dhaka with well-equipped service/support/ system up-gradation cell manned with adequate qualified technical personnel for installation, maintenance and support to the proposed products/ systems.*
4. *The bidder must be regular tax payer.*

5. *The bidder should have past hands on performance on installation, commissioning, and maintenance of the relevant products for organizations preferably in the banking sector. Details of experience and past performance of the bidder are to be submitted along with the bid in support of proof.*
6. *Ongoing AMC with other financial organization will be preferable.*
7. *The bidder must hold manufacturer's authorization on this bid for the items those are not produced by the bidder itself but offered in the bid*

### 1.3 Deliverables

*The deliverables of this project includes the followings:*

**-Oracle Database AMC:** Supply, installation, testing, commissioning, and maintenance of these components for running exiting all core databases in the Data Center (DC).

**-Other deliverables:** The other deliverables of the project are as follows:

- ♦ To provide overall project implementation plan including Gantt chart;
- ♦ To provide procedures for testing and commissioning of the database software installed in the DC.
- ♦ To provide standard operating procedure (SOP) for the database operation in DC.
- ♦ To provide suitable program management plan to ensure successful implementation of the project.
- ♦ Schedule of authorized principle training of 6 persons on the operation and maintenance of the supplied, installed, and commissioned systems and sub systems using Contractor's arranged state of the art training facilities;
- ♦ To provide product brochures, documentation, operation manuals, and required CD media kit of all software systems;
- ♦ To perform verification test to ensure all system components are functioning as desired;
- ♦ To provide acceptance checklist for the project;

To propose additional items with price that deem necessary but not mentioned in this tender with logic supporting necessity of the items.

### 1.4 Contents of bidding documents

The bidding documents are those stated below and should be read in conjunction with any addenda issued in accordance with clause.

- Invitation for Bid
- Instructions to bidders (Section-I)
- Terms and conditions (Section-II)
- Eligibility Requirements for the bidder (Section-III)
- Prescribed form for bidder's profile (Section-IV)
- Format of the Technical and Financial Offer for Oracle Database Product (Section-V)
- Bid form for Technical proposal (Appendix-A)
- Bid form for Financial proposal (Appendix-B)
- Bid form for Bank Guarantee (Appendix-C)
- Bid form for Bank Guarantee for advance payment (Appendix-D)
- Bid form for on demand Bank Guarantee (Appendix-E)

The bidder is expected to examine carefully the contents of the bidding documents. Failure to comply with requirements of bid submission will be at bidder's own risk. Pursuant to Clause-1.19, bids which are not substantially responsive to the requirements of the bidding documents will be rejected.

## 1.5 Documents comprising the bid

The bid submitted by the bidder shall comprise two envelopes submitted simultaneously, one containing only the "Technical Proposal" and the other the "Financial Proposal".

The technical proposal shall contain the followings:

- a. Signed bid document;
- b. Power of attorney (authorizing the person to sign and initial the bid document on behalf of the company);
- c. Documents showing eligibility of the bidder as mentioned in Section-III of this document;
- d. Response to the eligibility criteria as mentioned in Section-III of this document;
- e. Technical description of the deliverables to demonstrate the specified technical requirement;
- f. Response to the bidder's profile as mentioned in Section-IV of this document;
- g. Response to the technical specification as mentioned in Section-V of this document;
- h. Bid form for technical proposal; and
- i. Any other things required for technical proposal.

The financial proposal shall contain the following:

- a. Bid security pursuant to Clause 1.10 (Original);
- b. Bid form for financial proposal;
- c. Schedule for financial proposal as mentioned in Section-V of this document; and

- d. Any other things required for financial proposal.

## 1.6 Bid prices

Bidders shall quote the price in Bangladeshi Taka (BDT) for the items quoted. The govt. charges such as VAT, Tax, etc. should be shown separately. The price will include supply, installation, testing, commissioning, maintenance, and 03 (three) years technical support and maintenance. Bidders shall quote separate price for annual maintenance contract (AMC) for the items.

Supplementary financial proposals which are not received in the time required by the Bank will result in the rejection of the bid.

## 1.7 Pre-Bid Meeting

The Bank will arrange a pre-bid meeting on **16 January, 2025** 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) as per Clause 1.8.

## 1.8 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 **20 January, 2025**. Any addenda thus issued shall be part of the bidding document and shall be communicated in writing to all purchasers of the bidding documents.

Where amendments or changes are required by the Bank, bidders will be requested in writing to adjust their proposals accordingly and submit a supplementary financial proposal within **5 (Five) 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.

## 1.9 Bid validity

Bid shall remain valid for a period of **3 (Three) 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.

### 1.10 Bid Security

The bidder shall furnish as bid security of 2.50% of the total financial offer in the form of Payment Order / Demand Draft in favor of First Security Islami Bank Limited. The bid security must be submitted inside the financial proposal. The bid security should be valid for **3 (Three) months** after the date of bid opening. Any bid not accompanied by an acceptable bid security shall be rejected as non-responsive even if that bid is found technically responsive during technical evaluation.

The bid security of unsuccessful bidders will be returned after selection of the successful vendor. The bid security of the successful bidder will be returned when the bidder has signed the agreement and furnished the required performance security.

The bid security may be forfeited if (a) the bidder withdraws its bid during the period of bid validity specified in the bid form; (b) if a successful bidder fails to sign the contract and (c) if a successful bidder fails to furnish the performance security.

### 1.11 Format and signing of bid

The bidder shall prepare one original and one copies of the technical proposal and the financial proposal, clearly marking each one as: “ORIGINAL - TECHNICAL PROPOSAL”, ”ORIGINAL - FINANCIAL PROPOSAL”, “COPY – TECHNICAL PROPOSAL”, “COPY - FINANCIAL PROPOSAL” etc. as appropriate. In the event of discrepancy between the original and any copy, the original shall prevail. All the envelopes will contain the full name and address of the participant company.

The original and all copies shall be signed by a person or persons duly authorized to sign on behalf of the bidder. All pages of the bid where entries or amendments have been made shall be initialed by the person or persons signing the bid.

The bid shall contain no alterations, omissions or additions, except those to comply with the instructions issued by the Bank, or as necessary to correct errors made by the bidder, in which case such corrections shall be signed by the person or persons signing the bid.

### 1.12 Sealing and marking of bid



The bidder shall seal the original technical proposal, the original financial proposal and the copies of the technical proposal and financial proposal in separate envelopes clearly marking each one as: “ORIGINAL - TECHNICAL PROPOSAL”, ”ORIGINAL – FINANCIAL PROPOSAL”, “COPY – TECHNICAL PROPOSAL”, “COPY - FINANCIAL PROPOSAL” etc. as appropriate.

The bidders shall seal the original bids and each copy of the bids in an inner and outer envelope, duly marking the envelopes as “ORIGINAL” and “COPY”.

The inner and outer envelopes shall -

- a. Be addressed to the Bank at the following address: Plot#12 (4<sup>th</sup> floor), Block A, Main Road, Bashundhara R/A, ICT Division, Head Office, First Security Islami Bank PLC, Dhaka 1229 bear the identification of bid for supply and installation of the mentioned deliverables.
- b. In addition to the above requirements, the inner envelope shall indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared “late” pursuant to Clause 1.14.
- c. If the outer envelope is not sealed and marked as above, the Bank will assume no responsibility for the misplacement or premature opening of the bid.

### 1.13 Deadline of bid

Bids must be received by the Bank at the address specified above no later than **23 January, 2025 at 3.00 pm.**

### 1.14 Late Bids

Any bid received by the Bank after the deadline for submission of bid prescribed in Clause 1.14 will be rejected and returned unopened to the bidder.

### 1.15 Opening of bids

The Bank will open the technical proposals in the presence of the bidder’s representative (if any present) except financial proposal **at 3.10 pm on 23 January, 2025** at Plot#12 (4<sup>th</sup> floor), Block A, Main Road, Bashundhara R/A, ICT Division, Head Office, First Security Islami Bank PLC, Dhaka 1229.

The Bank shall prepare minutes of the bid opening including the information disclosed to those, who will present in the opening.

## 1.16 Preliminary Examination of Proposals and determination of Responsiveness

The Bank will examine the bids to determine whether they are complete, whether the documents have been properly signed, whether the bids are substantially responsive to the requirements of the bidding documents and whether the bids provide any clarification and or substantiation that the Bank may require.

A substantially responsive bid is one which confirms to all the terms, conditions and requirements of bidding documents, and includes the amendments and changes, if any, requested by the Bank during the evaluation of the bidder's proposal.

If a proposal is not substantially responsive, it will be rejected by the Bank, and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.

## 1.17 Evaluation of proposals

The **Bank** will carry out a detailed evaluation of the bids according to the information supplied by the bidder through its proposals and based on the evaluation criteria specified in Clause 1.19 of this document.

Technical proposals of the bids will be opened and evaluated first keeping the financial proposal closed. The bidders must secure at least 60% marks in technical proposal to become technically responsive. Technically non-responsive bids will be rejected at this stage and will not be considered for further evaluation.

Once the evaluations of all the technical proposals are finished, the financial proposals of all the technically responsive bidders will be opened to complete the evaluation process. At this stage, if any bid is found not accompanied by an acceptable bid security that bid will be rejected right away as non-responsive.

*The Bank may arrange a discussion meeting with each bidder to understand each and every aspect of technicality of the proposal. To assist in the examination, evaluation and comparison of financial proposals, the Bank may, at its discretion, ask any bidder for clarification of its bid. The request for clarification and the response shall be in writing, but no change in the price or substance of the bid shall be sought, offered or permitted except as required to confirm the correction of arithmetic errors discovered by the Bank in evaluation of the bids in accordance with Clause 1.18.*

The **Bank** will choose the offer that will be more comprehensive and that confirms the Bank's requirements and international standards. 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. *Any efforts by a bidder to influence the Employer's processing of bids or award decision may result in rejection of the bidder's bid.*

## 1.18 Correction of Errors

The Bank for any arithmetic errors will check financial proposals determined to be substantially responsive. Arithmetic errors will be rectified on the following basis.

- a. If there is a discrepancy between the unit rate and the total cost that is obtained by multiplying the unit rate and quantity, the unit rate shall prevail and the total cost will be corrected unless in the opinion of the Bank there is an obvious misplacement of the decimal point in the unit rate, in which case the total cost as quoted will govern and the unit rate corrected.
- b. If there is a discrepancy between the total bid amount and the sum of total costs, the sum of total costs shall prevail and the total bid amount will be corrected.
- c. The amount stated in the Form of Bid for Financial Proposal will be adjusted by the Bank in accordance with the above procedure for the correction of errors and, shall be considered as binding upon the bidder. If the bidder does not accept the corrected amount of bid, its bid will be rejected, and the bid security may be forfeited in accordance with Clause 1.10.

## 1.19 Evaluation Criteria

The technical proposal and the financial proposal of a bidder will be evaluated separately. The evaluation criteria and the relative weight for each criterion are given in Tables 1.19.1 and 1.19.2. FIRST SECURITY ISLAMI BANK PLC reserves the right to change the evaluation criteria and the weights if it feels to do so for the benefit of the Bank.

**Table 1.19.1: Evaluation criteria and their weights**

SL.	Attributes	Weight of Evaluation	Items of Evaluation
1.	Technical Proposal	60%	Design and Specifications of the supplied product, Company Profile, General and specific experience, Support and maintenance proposal, Training Proposal, Overall project plan, and submitted product catalogues and operation manuals.
2.	Financial Proposal	40%	Quoted total price
	Total	100%	

**Table 1.19.2: Marking of Technical Evaluation**

SL.	Attributes	Mark	Requirements
1.	Design and Specifications of the supplied product	10	Detailed design for offered systems should be furnished by the bidder (if any). The minimum requirements are presented in the specifications in Section V. Better specifications and feature with latest technological information is required for evaluating this attribute. The specifications must be filled as per format presented in Section V. The specification failing to maintain minimum requirement will lead towards disqualification. Project implementation schedule in the form of a Gantt chart must be provided.
2.	Company profile and Experience	20	Company overview should be provided with the address and telephone number of the contact person. Experience in supplying and installing each of the item / components of the item in the different firms / institutions with the supplied products must be provided. Experiences in implementing server system, database system, networking system, and Data Center or Disaster Recovery Center Project in Banking Sector or in the Corporate will be emphasized. Detailed evaluation will include: <i>-Company profile, assets, turnovers, etc.</i> <i>-General IT Experience</i> <i>-Experience in implementation of data center and disaster recovery sites.</i> <i>-Specific experience in implementation of Oracle database systems in data center and disaster recovery sites</i>

SL.	Attributes	Mark	Requirements
3.	Support Service and Maintenance Proposal	15	Should have adequate 1 <sup>st</sup> level to all levels of support, service and maintenance arrangement. The problem should be attended within 2 hours reporting. The proposed maintenance support plan must be presented for evaluating the attribute. Should have adequate personnel with necessary qualifications to provide support, maintenance, and training. <i>-Quality of Support Service Plan</i> <i>-Annual maintenance Contract (AMC)</i> <i>-Response times</i> <i>-Support Experience of similar works</i>
4.	Support Personnel Qualification and Experience	15	Should have adequate personnel with necessary qualifications to provide support, maintenance, and training.
5.	Ongoing AMC	25	Should have ongoing AMC with other financial organization
6.	Training Proposal	5	Should have a training proposal for authorized principle training and certification for at least 6 trainees of the Bank specifying the topics of all the training modules, duration, location, and the instructor of each such training module. A training schedule in the form of Gantt chart and the CVs of the instructors must be submitted with the training proposal. Detailed evaluation will include: <i>-Qualifications of the trainers</i> <i>-Quality of courses/modules of training</i> <i>-Training plan (Training Gantt Chart, location, duration, etc. feasibility with the Bank)</i> <i>-Number of trainee (Should be at least 6)</i> <i>-Opportunity for Certifications</i>
7.	Overall project plan and Gantt chart	5	Detailed evaluation will include: <i>-Project plan Gantt chart</i> <i>-Installation, testing, commission, and maintenance plan</i> <i>-Project personnel quality (Technical and management Level)</i>
8.	Submission of the catalogue, brochure, and operation manuals with details features of the item	5	Catalogue with details feature of all the items must be supplied and offered devices must be marked and signed which shall meet the requirements of the specification. Detailed evaluation will include: <i>-Product Brochures</i> <i>-Product Catalogues</i> <i>-Product Data Sheets</i> <i>-Operation Manuals</i>

SL.	Attributes	Mark	Requirements
	<b>Total Mark</b>	<b>100</b>	

## 1.20 Consolidated evaluation

Final evaluation will be made taking **60% marks** from technical evaluation and **40% marks** from financial evaluation. The higher scored bidders will be selected for price negotiation.

## 1.21 Price Negotiation

The Bank may request higher scored bidders in writing to negotiate the price. Representative of the Bidders must have authorization for price negotiation. The highest scoring bidder is not agreed for price negotiation then the second highest scored bidder will be called for price negotiation and so on.

Bank will choose the successful bidder, after price negotiation and considering other performance, which are deemed fit to the Bank.

## 1.22 Award of Contract

Subject to Clause 1.21, the Bank will award the Contract to the successful bidder. Prior to expiration of the period of bid validity prescribed by the Bank and after successful negotiations, the Bank will notify the successful bidder that his bid has been accepted. The notification of award will constitute the formation of the Contract. Upon the furnishing by the successful bidder of a **Performance Security** the **Bank** will promptly notify other bidders that their bids have been unsuccessful.

## 1.23 Bank's right to accept any bid and to reject any or all bids.

Notwithstanding Clause 1.22, 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

## 1.24 Signing of contract / Work order

At the same time that the Bank will notify the successful bidder that its bid has been accepted, the Bank will send the bidder the Form of Contract Agreement incorporating all agreements between the parties (the Bank & the Vendor) or will issue Work orders (where applicable).

Within **15 days** of receipt of the Form of Agreement, the successful bidder shall sign the Form and return it to the Bank.

### 1.25 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.

### 1.26 Duration and Penalty

*The duration of the project completion excluding training would be **4 (Four) weeks** from the day of awarding of the contract. The training part should be completed within **2 (Two) months** from the day of awarding of the contract.* The bidder will provide a detailed implementation plan of the project using Gantt chart. In case of a failure of the successful bidder to meet the contract obligations in the prescribed time, the firm will be liable to pay 1% of the Contract price as liquidity damages for every week after the dead line. Upon reaching the penalty to 10% of contract price, the performance security will be forfeited on sending a letter to the vendor / contractor.

### 1.27 Performance Security

Within 15 days of receipt of award from the Bank, the successful bidder shall furnish to the Bank a performance security in the form of 'Bank Guarantee' (Appendix-C) in an amount of 10% of Contract price in accordance with the Conditions of Contract. The performance security must be valid for at least 6 (Six) months. This performance security will be kept until the date of issue of Performance Certificate. The bid security will be returned after receiving the performance security.

Failure of the successful bidder to comply with the requirements of this clause or Clause 1.24 shall constitute sufficient grounds for the termination of the award and forfeiture of the bid security.

The performance security will be returned after successful completion of the project. 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 of at least 6 months.

## 1.28 Training

The bidder should submit a training proposal for authorized principle training and certification for **6 (Six) trainees** of the Bank specifying the topics of all the training modules, duration, location, and the instructor of each such training module. A training schedule in the form of Gant chart and the CVs of the instructors must be submitted with the training proposal. *Training should be provided after the work order is given and it should be completed within **2 (Two) months** from the day of awarding of the contract.* **Training** will be accommodating with all the expenses, e.g., fare, hotel expenses, travel, food, etc. should have to be borne by the bidder.

## 1.29 Payment Terms

- i. Payment will be on yearly basis after getting license renewal for each year

## 1.30 Local Support and Maintenance

**All products/items supplied should be covered under 03 (three) years local support and maintenance.**

Price for such support and maintenance should be included in the bidding price. The bidder has to submit a separate Annual Maintenance Proposal with the bid. Quoted annual maintenance **price must be valid for at least 03 years.** If FIRST SECURITY ISLAMI BANK PLC wishes, a separate Annual Maintenance Agreement will be signed with the successful bidder to get maintenance support. Quoted Annual Maintenance price will be used in such agreement.

## 1.31 Annual Technical Support

Oracle Annual Technical Support (ATS) **Licenses for 03 (three) years must be provided by the bidder.** During these three years support period, the bidder must guarantee 24x7 operation of the supplied, installed, and commissioned items through regular maintenance, repair, or replacement, if necessary.

## 1.32 Design

The bidders should provide a detailed design (if any) of the oracle database system implementation in compliance with the existing hardware infrastructure of the Bank. The bidder may request the Bank for information regarding the existing bank infrastructure.



### 1.33 Withholding Sales Tax & VAT

The bidder is hereby informed that the Bank 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.

## SECTION II

### TERMS AND CONDITIONS

1. The bidder must follow the guidelines as described in Section I (Instructions to bidder). Failing to comply with these guidelines will disqualify the proposal.
2. The bidder should have experience of supply, installation, test, commission, and maintain the **item in the industry of Bangladesh.**
3. The bidder shall furnish the following documentary evidence:
  - a. A profile of the firm.
  - b. Full particulars of the ownership, constitution, year of incorporation, and main business activities of the Vendor.
  - c. Valid trade license or other documents to prove the legal status and place of registration of the business.
  - d. Manufacturer's Authorization Letter's for the major items proposed.
  - e. **Relevant experience certificate in IT.**
  - f. Copy of authorized partnership certificate of the manufacturer.
  - g. Income tax certificate (of the last year).
  - h. Bank solvency certificate.
  - i. VAT certificate (of the last year).
  - j. TIN certificate (of the last year).
  - k. Proof of similar assignments carried out by the firm in the last 5 years.
  - l. Service level agreement schedule.
  - m. Time schedule of supply, installation, testing, commissioning, etc.
4. 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.
5. The bidder shall quote unit price and total price both in figure and words and there should not be any cutting / erasing / overwriting. All the prices quoted shall be in Bangladeshi Taka (BDT) only.
6. In the financial proposal if the values in digits and words differ then the value in words will prevail. Again, if the total value does not match with the calculated value (unit price X quantity), then the total value will be recalculated by multiplying the quantity with the unit price.
7. Emphasis will be given to the quality and technical specification of the item(s). So, 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 whatsoever.
8. Bidders must submit description of their support team with the profile of experts of the items

and services.

9. The bank reserves the right to reduce or increase the quantity. The Bank also reserves the right to distribute the work among different bidders or assign it to a single bidder.
10. The Bank shall not accept the work if not supplied as per specification or approved sample.
11. VAT, Taxes etc. shall be deducted from the bill as per approved rate of the National Board of Revenue.
12. If the bidder submits any wrong information then the Bank reserves the right to reject their offer. If the bidder submits any fraudulent information or performs any fraudulent activity then their bid security will be forfeited and bank guarantee for this bid security will be en-cashed.
13. The bid will be automatically cancelled if the requisite terms & conditions are not fulfilled.
14. The bidder shall furnish duly approved copies of audited Balance Sheets and Profit and Loss statements for the last year. The bidder shall warrant its financial solvency i.e. it shall be able to meet all its liabilities and debts as and when they fall due.
15. The bidder shall submit the details in respect of the installations done, the value of the contract and a brief note on the installations etc. A copy of a letter by an authorized representative(s) of these organizations, substantiating this, will have to be furnished with the bid. The bid of the bidder who will fail to respond in such case may be rejected.
16. Evaluation of the financial offer of the bid will be the bidding price and the price offered for AMC.
17. Detail implementation Plan and Schedule shall be submitted with bid documents.
18. Bidder must submit the relevant design.
19. The bidder must submit CVs of at least 3 engineers having expertise in installing, testing, commissioning, and maintaining respective item. Each CV should mention the assigned position of the person in FIRST SECURITY ISLAMI BANK LIMITED project. These engineers must be available and responsible for FIRST SECURITY ISLAMI BANK LIMITED project.
20. The bidder should indicate the support capabilities for services and the other components of the required software. Number, qualifications, and relevant certifications of support personnel available locally in Dhaka must be indicated. Any problem should be addressed within 2 hours of the reporting.

The Support plan should cover following categories in detail:

- a. Comprehensive Support plan (Level 1 “phone hotline support” and Level 2 “on call, onsite Support”, regular preventive maintenance, and fine tuning of the ) to be provided;
- b. Details of Support Experience of the deployment of the same size and the nature of the equipment;
- c. Staff Expertise;

- d. Any relevant Certifications;
  - e. Technical Support Staff Location (Office Locations). Preference will be given to the bidder with support staff located in Dhaka;
  - f. Support experience of Bank Projects;
21. The bidders shall furnish original brochures for all the related major deliverables.
  22. The bidder shall indicate responsibility for installing the software.
  23. The successful bidder must indicate to deliver the user manual with the software and must deliver those user manuals with the products.
  24. Bidder shall attach draft Service Level Agreement (SLA) / Annual Maintenance Contract (AMC) with the bid documents. The bidder has to provide draft SLA / AMC to cover the warranty period along with the bid documents. SLA / AMC must include penalty, liability, indemnification, and termination etc. clauses. **The bidder must agree to provide AMC for at least 3 (three) years respectively.** The AMC fees (figure/percentage) for those years shall remain the same. The bidder must mention the AMC fees (figure/percentage) along with the bid documents. All the terms and conditions mentioned in the schedule shall remain in force for the warranty as well as the AMC period. Warranty period will start after successful installation, configuration, implementation, testing and commissioning of the item.
  25. The bidder shall indicate the training initiatives to operate and maintain the equipment's with the following manner. Each Bidder shall clearly describe user training provided, including materials, procedures employed, duration, location, and the instructor. **A training schedule in the Gantt chart and the CVs of the training instructors must be submitted.** The successful Bidder shall provide all reference manuals, booklets and other materials required for training. The bidder must arrange vendor certificate to the training participants after their successful completion of their training.
  26. The bidders must submit manufacturer authorization letters for every major item that will be supplied and installed to implement the project but not manufactured by the bidder itself.
  27. The bidder must submit the bid security in the form of Bank Guarantee.
  28. One original and one copies of the technical proposal of the bid must be submitted to the bank. The bidder must appropriately mark the cover of the original and the copies.

## SECTION III

### ELIGIBILITY REQUIREMENT FOR THE BIDDER

The vendors will respond to the required eligibility criteria in the tabular format according to Table 3.1. Particular eligibility criteria can be fulfilled by presenting the related documents demonstrating the eligibility. The reference (page number and section number) of the presented document must be mentioned in the response column.

**Table 3.1: Response Format of the Bidder to Eligibility Criteria**

Item	Eligibility Criterion	Required Response of the bidder (Should submit required documents with the bid in support of the response)			Remarks
			Compliant	Non-compliant	
1.	The bidder should be a legal entity and a registered company that have not been prohibited by Bangladeshi or international court(s) to enter into contracts. Should have <b>relevant experience in the relevant business.</b>	Certificate of incorporation and years of business as required Also, a declaration that none of the bidder has been prohibited by Bangladeshi or international court(s) to enter into contracts should be furnished.			
2.	The bidder should have own/representative office and strong presence in Dhaka with well-equipped service/support/ system up-gradation cell manned with adequate qualified technical personnel for the maintenance and the support of the proposed products/ systems.	Proof of address of registered office of all the participating bidders should be submitted. Floating or home address shall not be considered as established offices.			
3.	The bidder must be an assessed under Income Tax Department	Proof of submitting tax return, Income Tax Certificate and VAT certificate in the latest fiscal year.			
4.	The bidder must have experience of past performance on installing, commissioning, and maintaining the relevant products offered in the bid.	Customer satisfaction certificates of providing operation with must be submitted. The proposed product must comply with the requirement of FIRST SECURITY ISLAMI BANK LIMITED.			
5.	The bidder must hold manufacturer authorization on this bid for the items those are not produced by the bidder itself but offered in the bid	The bidder must submit such authorization letter from the original manufacturer.			
6.	All types of paper / documents should be serially numbered and a clear indexing should be incorporated and bear a signature in each of those documents.	A document with page numbers and a proper index			



Item	Eligibility Criterion	Required Response of the bidder (Should submit required documents with the bid in support of the response)	Compliant	Non-compliant	Remarks
7.	3-5 years of IT related business experience.	Work order or Client Certificate for similar solution.			
8.	The minimum amount of liquid asset or working capital or credit facility is TK 25,00,00,000 (Taka Twenty Five cores).	Authorized documents should be submitted to prove liquid asset or working capital or credit facility.			
9.	At least 5 Certified Engineer for Respective product must be in the team	Appropriate documents CV should be submitted to prove the claim.			
10.	The bidder should have experienced on installation, commissioning, and maintenance of relevant product for FIRST SECURITY ISLAMI BANK PLC	Customer satisfaction certificates of providing operation with must be submitted. The proposed product must comply with the requirement of FIRST SECURITY ISLAMI BANK PLC			
11.	Experience to maintain Oracle Database in IBM AIX platform.	Supporting documents should be submitted to prove the claim.			

**It would be additional qualification for the bidder, if following information is added in the technical offer:**

1. Schematic diagram of the proposed system (if any)
2. Proposed processing architecture
3. Technical and user manuals
4. Distribution of the application software and other related databases/software across the proposed technology platforms in a multi-location scenario.
5. Description of level and extent of integration and philosophy of integration of different application components.
6. Proposed data communication protocol
7. Distribution of the processing capabilities across the various hardware platforms.
8. The roll out strategies for the application software, hardware, system/environment software and communication equipment at the Bank.
9. Limitation of the proposed technology and application architecture.
10. Customization requirement.
11. Protection offered in the event of inadequate support or withdrawal of the system from the market and detail of right of escrow and possession of source code available to the Bank.
12. Any other relevant information the vendor wishes to provide for the technical proposal.

## SECTION IV

### 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 and non-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.**



## SECTION V

### TENDER DOCUMENT FORMAT OF THE TECHNICAL AND FINANCIAL OFFER FOR ORACLE DATABASE

#### 5.1 General Section

Sl. No	Items	Required Specifications	Quoted Specifications (Use extra sheet if required.)
01	Company Name and address	Company Name and address	
02	Experience of the company in supplying and installing similar Oracle Database software in Bangladesh	Provide a list of users with address and telephone number.	
03	Project Personnel	Name, designation, qualification and experience of the technical and management personnel to be engaged with this project	
04	Local Support and Maintenance proposal	Should have adequate 1 <sup>st</sup> level to all levels of support arrangement in Bangladesh. Any problem should be attended within one hour in case of online and 2 hours of physical reporting and must be solved as early as possible, but not later than 24 hours.	
05	Training proposal (For support staffs of the Bank)	Should have a training proposal for authorized principle training and certification for 6 trainees of the Bank specifying the topics of all the training modules, duration, location, and the instructor of each such training module. A training schedule in the form of Gantt chart and the CVs of the instructors must be submitted with the training proposal. Training should be provided after the work order is given and completed within 2 (Two) months of the awarding of contract. <b>Training</b> all the expenses, (If required airfare, hotel expenses, travel, food, etc) should have to borne by the bidder. Authorized principle training should be quoted for all the categories from a vendor certified trainer on:	
06	Implementation schedule	Include the implementation schedule in the form of Gantt chart, highlighting all major deliverables, milestones, and implementation resources required. The delivery and installation should	



Sl. No	Items	Required Specifications	Quoted Specifications (Use extra sheet if required.)
		<p>not take more than 3 weeks time from the date of work order.</p> <p>The manufacturer certified engineers who have experience to install this proposed system in at-least 3 locations by themselves should do the implementation.</p>	
07	Oracle Annual Technical Support (ATS)	Oracle Annual <b>Technical Support for 03 (three) years.</b>	
08	Bill of Material (BOM)	Provide BOM with part number	

Notes:

(1) Topics to be included in the Annual Maintenance Contract (AMC):

- a. The vendor will replace correct the software bug within 24 hours of reporting of the problem. The vendor will attend the problem with 2 hours of reporting.
- b. Protection offered by the vendor in the event of withdrawal or discontinuation of any software module from the market.
- c. List of responsibilities and tasks that the vendor and the Bank will perform.
- d. Termination clause of the contract.
- e. Penalty clause

## 5.2 Oracle Database Requirement (DC)

The technical specifications of the required Oracle database are given in Table 5.2.1 below.

**Table 5.2.1: Technical specification of the required Oracle database**

Item No.	Name of Item or Related Service	Technical Specification and Standards	Quoted Specification
1.	Oracle Database	Oracle Database Enterprise Edition. <i>Processor based license will be required.</i>	

## 5.3 Format of Financial Offer

The financial offer must be submitted in the bill of material format shown in Table 5.3.1 and should include supply, installation, configuration, testing, commissioning, and maintenance cost of the oracle licenses. The other govt. charges including all Taxes, VAT etc, should be shown separately. The bidder should offer ORACLE Database Product as prescribed in the bill of material below. *In addition, the bidder may also provide alternate cost-effective solutions in a separate sheet for the existing system if they feel it appropriate.*

The bidder must also provide prices of Oracle ATS separately for additional 2 years. If the Bank wishes to renew its Oracle support, then the bidder must be liable to do so in this shown price.

Note the following regarding the bill of material:

- Figures quoted will be an all inclusive figure – inclusive of all Levies, Taxes & Duties, etc.
- Bid prices must be remain effective for 2 months after the opening of commercial bid.
- All quoted prices must be in BDT.

**Table 5.3.1: Bill of Material**

Oracle database product and its components	Metrics	No. of licenses required	Per unit license cost	Total Cost
<b>CSI# 19441591</b>				
Oracle Database Enterprise Edition	Processor	12		
Oracle Partitioning	Processor	12		
Oracle Diagnostic Pack	Processor	12		
Oracle Tuning Pack	Processor	12		
Oracle Active Data Guard	Processor	12		
Oracle Real Application Cluster	Processor	8		
Oracle Database Standard Edition	Processor	8		
Other costs (If any). Use separate sheet to show the details.	(Specify)	-		
Total cost of the products				
Other govt. charges that includes VAT, TAX, etc.				
Total cost of the proposal				



## APPENDIX – A

### FORM OF TECHNICAL PROPOSAL

Name of Contract:

**First Security Islami Bank PLC  
ICT Division, Head Office  
Plot#12 (4<sup>th</sup> floor), 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 – B**

**FORM OF FINANCIAL PROPOSAL**

Name of Contract:

**First Security Islami Bank PLC  
ICT Division, Head Office  
Plot#12 (4<sup>th</sup> floor), 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, for the fixed lump sum of Taka ----- (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.

Unless and until a formal Agreement is prepared and executed this Bid, together with your written acceptance thereof, 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 – C

### FORM OF PERFORMANCE SECURITY (BANK GUARANTEE)

**First Security Islami Bank PLC**  
**ICT Division, Head Office**  
**Plot#12 (4<sup>th</sup> floor), 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 – D

### BANK GUARANTEE FOR ADVANCE PAYMENT

TO:  
**First Security Islami Bank PLC**  
**ICT Division, Head Office**  
**Plot#12 (4<sup>th</sup> floor), 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 -----/---/---.





## APPENDIX – E

### FORM FOR ON DEMAND BANK GUARANTEE

**First Security Islami Bank PLC**  
**ICT Division, Head Office**  
**Plot#12 (4<sup>th</sup> floor), Block A, Main Road**  
**Bashundhara R/A,**  
**Dhaka-1229**

**Subject: Bank Guarantee No. -----Dated ----- for TK. ----- only favoring yourselves on behalf of -----.**

We have been informed that ----- of ----- has undertaken in pursuance of contact No. ----- Dated ----- to execute the supply of -----.

**AND WHEREAS** it has been stipulated by you in the said contract that the supplier shall furnish you with this Bank Guarantee in accordance with the contract;

**AND WHEREAS** we, -----Bank Limited----- 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, a sum of Tk. ------(Taka-----) only, such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of Tk. ----- (Taka -----) only without your needing to prove or to show grounds or reasons for you 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.

The Guarantee shall remain valid for the period up to -----(------ -- Christian Era). Any demand in respect thereof should reach the Bank not later than the above date. After expiry of which this Guarantee will automatically stand cancelled & no claim will be entertained by us and should be returned to us.

For -----  
-----

**Authorized Signature**

**Authorized Signature**

End of RFP