Common Services Division, Corporate Head Office, Dhaka

August 06, 2026

Request for Quotation (RFQ): Sealed quotation for "Renewal of Trend Micro Deep Security Server Licenses for Validity of 03 (three) years" for Shahjalal Islami Bank PLC.

Terms and Conditions:

1.1 Scope of Bid
Shahjalal Islami Bank PLC (Hereinafter referred to as "Bank") is willing to receive bids from the bona fide firms for "Renewal of Trend Micro Deep Security Server Licenses for Validity of 03 (three) years" for the Bank as per technical specification mentioned in **Annexure-A**.

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

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

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

1.5 Bid validity
Bid shall remain valid for a period of **90 days** from the date of submission of technical & financial proposals. In exceptional circumstances, prior to expiry of the original bid validity period, the Bank may request the bidder to extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing. A bidder agreeing to the request will not be permitted to modify its bid.

1.6 Sealing and marking of bid
The envelope shall:
1. Be addressed to the Bank at the following address: **"Member Secretary, Procurement Committee, Corporate Head Office, Common Services Division (2nd Floor), Shahjalal Islami Bank Tower, Plot-04, Block- CWN(C), Gulshan Avenue, Gulshan, Dhaka-1212".**
2. Bidder(s) should submit the financial and technical offer in separate envelope mentioning the name of the offer and both envelopes must be submitted together in a single envelope.
3. In addition to the above requirements, the envelope shall indicate the name and address of the bidder to enable the bid to be returned unopened in case may be declared "late" pursuant to clause 1.8.
4. If the envelope is not sealed and marked as above, the Bank will assume no responsibility for the misplacement or premature opening of the bid.

1.7 Deadline of bid
The bidder must submit the bids in original (sealed), duly marking the envelope as addressed at the following no later than **3:00 p.m. on August 18, 2026.**

1.8 Late Bids
Any bid received by the Bank after the deadline for submission of bid prescribed in clause 1.7 may be rejected and returned unopened to the bidder.

1.9 Evaluation of proposals
The Bank will choose the offer that will be more comprehensive and that conform the relevant required product. Information relating to the examination, clarification, evaluation and comparison of bids and recommendations for the award of a contract shall not be disclosed to bidders or any persons not officially concerned with such process until the award to the successful bidder has been announced.

1.10 Price Negotiation.
The Bank may request competent bidders to negotiate the price or any other relevant queries. Representative of the Bidders must have authorization for price negotiation. Bank will choose the successful bidder, after price negotiation, considering other performance and quality of products which are deemed fit by the Bank.

1.11 Award of Contract
Subject to Clause 1.9 &1.10, the Bank will award the Contract to the successful bidder.

1.12 Bank's right to accept any bid and to reject any or all bids.
Notwithstanding Clause 1.11, the Bank reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the Bank's action.

1.13 Notification of Award/Work Order.
Prior to expiration of the period of bid validity prescribed by the Bank and after successful negotiations (if any), the Bank will notify/issue work order in favor of the successful bidder that his bid as been accepted. The notification of award/work order may constitute the updated terms and conditions and basic formation of the contract.

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

1.15 Performance Security
The successful vendor will have to deposit an amount equivalent to 5% (Five) of the total work order/contract value as performance security money in the form of PO / Unconditional Bank Guarantee with validity of at least 03 (three) years in favor of Shahjalal Islami Bank PLC. while accepting the Work Order.

These clauses may be added while issuing the unconditional bank guarantee as performance security,

- At the request of the supplier, we (issuing Bank), (address).... hereby irrevocably undertake to pay you, without cavil or argument, any sum or sums not exceeding in total amount of Taka ..... only upon receipt by us of your (Shahjalal Islami Bank PLC.) first written demand.

- Any such demand made by Shahjalal Islami Bank PLC. on us (issuing Bank) shall be conclusive and binding notwithstanding any difference between you and the supplier or any dispute pending at any Court, Tribunal, Arbitrator or any other authority.

In case of failure to fulfill the contractual obligation, submitted Performance Security/Guarantee shall be invoked in full or in part depending on the extent of failure or breach of the Work Order/Contract. The decision of Procurement Committee is final in this regard. Performance Security money will be returned after successful completion of 03 (three) years full warranty with OEM.

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

1.17 Security Money
An amount equivalent to 5% of total work order/product value will be considered as security money. Security money amount will be deducted from the bill and retained up to the warranty/licence validity period of the products of respective work order. Security money will be returned after the stipulated warranty/licence validity period of 3 years of the respective products. Security money may be forfeited in case of violation of warranty and or support issues mentioned in clause 1.14 within the stipulated warranty period.

1.18 Penalty
In case of failure or any kind of delay regarding delivery of the product within due time mentioned in clause 1.16, vendor will be liable to pay 1% of the total work order value, as penalty, to the bank for delaying each week after the due date. Upon reaching the penalty to 5% of total Work Order/Contract value, the performance security and security money as well as the Work Order may be forfeited on sending a letter to the vendor.

However, Bank must be informed for any foreseeable delay due to uncontrolled situation prior to exceed the delivery deadline mentioned in clause 1.16 which may be considered by the bank if situation justify such delay and the decision of purchase committee of the bank will be final.

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

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

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

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

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

For Technical queries:	For Financial queries:
Md. Anamul Haque Samrat; IT Division, SJIBPLC Cell: 01912441438 Md. Rezaul Karim; IT Division, SJIBPLC Cell: 01711907881	Md. Ruhul Amin Sheikh Common Services Division e-mail: ruhul2431@sjiblbd.com Cell: 01755-556313

06/08/2025
Khandker Bedoura Mahbub
EVP, Head of ITD & CTO

Abul Bashar Md. Zafry
EVP & Head of CSD

Annexure-A

Technical Specification of

"Renewal of Trend Micro Deep Security Server Licenses for Validity of 03 (three) years"

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

Technical Specification for Server Security (Deep Security)

No	Functional Description
1	General
1.1	The solution must provide single platform for complete server protection over physical, virtual (server/desktop), & cloud:
1.2	The solution must provide layered defense against advanced attacks and shields against known vulnerabilities in web and enterprise applications and operating systems.
1.3	The solution must have Web reputation which will prevent access to malicious web sites
1.4	The solution must monitor inter-VM traffic and protects Hypervisor.
1.5	The solution should support on premises Anti-APT solution integration.
2	Management Console
2.1	Proposed solution must have a dashboard to display multiple information and Providing System Events to view a summary of security-related events, primarily for the Management server and also including Agents' system events. All administrative actions should be audited within the System Events.
3	Antimalware
3.1	Anti-malware should support Real Time, Manual and Schedule scan
3.2	Solution should support Intelliscan (True File Type Detection, File extenstion checking).
3.3	Solution should support Intellitrap (heuristic technology blocking files containing real-time compressed executable code).
3.4	The proposed solution should be able to detect and prevent the advanced persistent threats which come through executable files, PDF files , Flash files, RTF files and and/or other objects.
3.6	Solution must be able to send suspicious files to sandbox for further analysis.
3.7	Solution should have Highly Accurate machine learning - Pre-execution and Run time analysis to address Unknown threats.
3.8	Solution should have Ransomware Protection in Behaviour Monitoring.
4	Host Based IPS
4.1	The Solution should support Deep Packet Inspection (HIPS/IDS).
4.2	Virtual Patching should be achieved by using a high-performance HIPS engine to intelligently examine the content of network traffic entering and leaving hosts.
4.3	Deep packet Inspection should protect operating systems, commercial off-the-shelf applications, and custom web applications against attacks such as SQL injections and cross-site scripting.
4.4	Should provide recommendation for removing assigned rules if a vulnerability or software no longer exists - E.g. If a patch is deployed or software is uninstalled corresponding signatures are no longer required.
4.5	Deep Packet Inspection should have Exploit rules which are used to protect against specific attack variants providing customers with the benefit of not only blocking the attack but letting security personnel know exactly which variant the attacker used (useful for measuring time to exploit of new vulnerabilities).

4.6	Deep Packet Inspection should have pre-built rules to provide broad protection and low-level insight, for servers. For operating systems and applications, the rules limit variations of traffic, limiting the ability of attackers to exploit possible attack vectors. Smart rules are also used to protect web applications (commercial and custom) from attack by shielding web application vulnerabilities such as SQL Injection and Cross-Site Scripting.
4.7	Virtual Patching rules should not be generic IPS rules. Each rule should be specifically developed by a backend Threat and Vulnerability research team for specific CVE or MS numbers
4.8	Virtual Patching rules should be recommended for all the identified vulnerabilities through the scan automatically and should support the configuration for automatic deployment as well if requred.
4.9	If vulnerailties are pacthed this should be identified in the next scan and assigned virtual patching rules should be automatically removed.
5	Application Control
5.1	Solution must support Lock Down mode,No Software is allowed to be installed except what is deteted during agent installation., Solution should allow administrators to control what has changed on the server compared to initial state. Loggin of all softwre changes except when the module is in maintenance mode. Should support both Linux and Windows operating system
5.2	Command & Control Prevention, solution must be able to block all communcation to Command & control center.
6	Host Based Firewall
6.1	The firewall shall be bidirectional for controlling both inbound and outbound traffic. Can be define traffic based on source and destination IP, Port, MAC etc.
7	Integrity Monitoring
7.1	Integrity Monitoring module should be capable of monitoring critical operating system and application elements files, directories, registry keys to detect suspicious behavior, such as modifications, or changes in ownership or permissions. The Solution should be also track addition, modification or deletion of windows registry keys and values
8	Log Analysis
8.1	Solution should have a Log Inspection module which provides the ability to collect and analyze operating system, databases and applications logs for security events.
8.2	Solution should have Security Profiles allowing Log Inspection rules to be configured for groups of systems, or individual systems. E.g. all Linux/Windows servers use the same base security profile allowing further fine tuning if required.
8.3	Solution should have ability to forward events to an SIEM system or centralized logging server for eventual correlation, reporting and archiving.
9	Command & Control Prevention
9.1	solution must be able to block all communication to Command & control center.
9.2	solution must be able to identify communication over HTTP/HTTPS protocols and commonly used Http ports.
9.3	Solution must provide by default security levels ie High, Medium & low so that it eases the operational effort and Solution must have an option of assessment mode ONLY so that URLs are not blocked but logged.
	9.7
10	Support Platform

10.1	Support Platform includes:
	Microsoft Windows
10.2	Windows supported platform like from Windows 2008 r2, Windows 2012, Windows 2016, Windows 2019, Windows 2022 to latest
10.3	Should support Solaris OS 8 and up, Linux ReadHat Enterprise 6.0 and up, Oracle Linux 8 nad latest,Ubuntu 16 to latest, Suse Enterprise 10 and up, Unix AIX and HP-UX,all other server OS (latest version)

11	**Compliance & Certification**
11.1	Provides out of the box compliance support for
11.2	• PCI DSS 2.0.
11.3	• NIST
11.4	• HIPAA
11.5	• ISO 2700x
11.6	The solution must be certified to Common Criteria EAL 2+ (minimum)

12	**Deployment and Integration**
12.1	The solution must be integrated to SIEM system including ArcSight™, Intellitactics, NetIQ, RSA Envision, Q1Labs, Loglogic.
12.2	Directory integration so that it integrates with enterprise directories, including Microsoft Active Directory

Annexure-B

Financial Offer of

"Renewal of Trend Micro Deep Security Server Licenses for Validity of 03 (three) years"

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

Financial Proposal:

Sl.	Product Description	Product Unit Price in BDT	Qty.	Total Product Price in BDT
1	Renewal of Trend Micro Deep Security Server Licenses for Validity of 03 (three) years.		178	
Grand Total:				

Terms and Condition:

* All prices should be in Bangladeshi Taka (BDT).
* All prices should be Excluding VAT & Including Tax (VAT to be borne by the bank).
* Must provide data according to the format provided by the bank.
* Warranty & After Sales Service: The proposed product licenses shall be valid for a period of 03 (three) years. The successful bidder shall ensure 24x7 support services from both the local partner and the Original Equipment Manufacturer (OEM) throughout the license period.

R. 12.