



August 06 2026

Request for Quotation (RFQ): Sealed quotation for “Service Level Agreement (SLA) of Data Center Infrastructure 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 “Service Level Agreement (SLA) of Data Center Infrastructure for Validity of 03 (three) years” for the Bank as per technical specification mentioned in **Annexure-A**.

1.2 Bidder's qualification

- Bidder shall possess his own office and trained & experienced manpower to supply products.
- Bidder shall be assessed under Income Tax Department.
- Bidder shall be an authorized dealer/partner for supplied products.
- Bidder should have the capacity to solve any support related issue occurred between the client and the OEM of the products within the service period of 03 (three) years.
- The bidder must have experience of design, supply, delivery, install, commission and maintenance of Data Centers for at least 03 (three) Banking/Corporate Houses/Government Organizations. The bidders should also have been in operation in similar fields for at least last 5 (Five) years.
- The bidder has to submit the letter of authorization from OEMs of the quoted service.
- The bidder must ensure 24/7 X 365 support during the service period of 03 (three) years.
- The bidders must be capable enough to comply with all the terms & conditions of the attached Technical Specification.

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 5 (five) existing corporate customers (Banks should be preferable).
 - viii. Proof of Experience.
 - ix. List of corporate clients with Certificates.
 - x. List of experience technical members with related vendor certification.
 - xi. Date of first successful assignment of Data Center in Banking/Corporate/government organization and number of existing Data Center Clients.
 - xii. Certificate of Authorized Dealer/Supplier for the OEM.

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.



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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 shall visit the site before submitting the quotation. Bids must be submitted in original sealed envelopes, duly marked and 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 Service Level Agreement:

A for Annual Maintenance Contract/Service Level Agreement will be signed between vendor and Shahjalal Islami Bank PLC for 03 (three) years starting from the expiry of the existing SLA. The successful bidder shall ensure 24x7 support services from both the local partner and the Original Equipment Manufacturer (OEM) throughout the contract period (if needed).

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 SLA.



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1.16 Service Delivery

The successful bidder shall ensure 24x7 uninterrupted support services from both the local partner and the Original Equipment Manufacturer (OEM) throughout the contract period.

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

1.18 Penalty

In case of failure or any kind of delay regarding delivery of the service 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 service for 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 shall be made at the end of each contract year upon satisfactory completion of the support services for the respective year and clearance from the IT Division of the Bank, after deducting VAT & Tax as per government rules (if any). No advance payment will be made.

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

1.20 Maintenance

All products / items/ provided services should be covered under technical RFP (Annexure-A) mentioned SLA period and maintenance unless specified within the detail specification. Price for such maintenance should be included in the bidding price.

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 Bank's Right:

Bank reserves the right to accept or reject any or all of the offers in full or part without assigning any reason whatsoever. The Bank shall not be under any obligation to accept the lowest quotation.

1.23 Contact Person

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

For Technical queries:	For Financial queries:
Md. Rezaul Karim; IT Division, SJIBPLC Cell: 01755556026 Md. Arifuzzaman; IT Division, SJIBPLC Cell: 01832066537	Md. Ruhul Amin Sheikh Common Services Division e-mail: ruhul2431@sjiblb.com Cell: 01755-556313


06/08/2026
Khandker Bedoura Mahbub
EVP, Head of ITD & CTO


Abul Bashar Md. Zafry
EVP & Head of CSD

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Annexure-A

Technical Specification of

“Service Level Agreement (SLA) of Data Center Infrastructure

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.

Requirement & Scope of Work for Service Level Agreement (SLA) of Data Center infrastructure:

1. The vendor will provide AMC for the bank's Data Center for 3 (Three) years from the date of 10th October, 2026 to 9th October, 2029.
2. The vendor must have experience in design, successfully completion and maintaining AMC of Data Center at least in 3(Three) Banking/Corporate/Government organizations.
3. The vendor must provide 24*7 support and faulty device replacement/repair for all the critical equipment listed in Annexure-A.
4. The vendor must provide information about all critical spare parts in their stock for all the critical equipment listed in Annexure-A.
5. The vendor must provide periodic routine maintenance of all the equipment in the Data Center four (4) times in every year.
6. The vendor must provide a support escalation matrix during the AMC period.
7. An Annual Maintenance Contract (AMC) will be signed which include all terms and conditions.
8. The vendor must provide faulty device repair or replace time line for the critical devices mention in Annexure-A.
9. The vendor must submit a detailed price breakdown separately for all critical equipment listed in Annexure-A.

10. Vendor must provide below information as technical business proof.

SL No	Particulars	Status
1	Date of establishment of the company	Please Mention your status
2	Date of first successful assignment of Data Center in Banking/Corporate/ Government organization.	Please Mention your status
3	No of existing Data Center Clients .(Successful completion or under AMC)	Please Mention your status
4	No. of expert manpower as per mention task mention below: a. Manpower details in Power Section. b. Manpower details in Cooling Section. c. Manpower details in Fire Suppression section. d. Manpower details in Data Center Environment Monitoring System. e. Manpower details in Access Control and Surveillance System. f. Other manpower details if any.	Please Mention your status separately .
5	Letter of authorization from OEM (Schneider Electric) if any	Please Mention your status

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Annexure-A

List of Critical equipment of Data Center:

1. Online UPS.
2. Cooling System.
3. Automatic Voltage Regulator (AVR).
4. Fire Detection Suppression System.
5. Power Distribution Unit (PDU)
6. Static Transfer Switches (STS).
7. Rodent Repellent System.
8. Access Control System.
9. Physical Surveillance System (CCTV).
- 10.DCIM (Data Center Infrastructure Monitoring).
- 11.Dehumidifier for Power Room.
- 12.VESDA (Very Early Smoke Detection Apparatus).
- 13.Entire Electrical system and equipment of power room of Data Center.

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1. ONLINE UPS SYSTEM

Modular Online UPS		
Item	Specification	Quantity
Brand	APC by Schneider Electric	Two (2)
MODEL	APC Symmetra PX 64kW	
Capacity / Ratings (KVA)	a. APC Symmetra PX 64kW Scalable to 160Kw 400V b. APC Symmetra PX Power Module, 10/16kW, 400V 08 Units c. APC Symmetra PX Battery Frame for 400V PX 96/160kW 04 Units d. APC High-Performance battery Module for 400V Summetra PX49/96/160KW & 208V Symmetra PX 100KW 30 units	
Battery Type	Sealed Maintenance Free	
Battery Quantity	60 Units Battery Module Part Number # SYBT9-B4	

2. COOLING SYSTEM

Chilled Water Precision AC		
Item	Specification	Quantity
Brand	UNIFLAIR	Three (3)
MODEL	UNIFLAIR TDCV2000A	
Capacity	Twenty (20) ton	

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3. AUTOMATIC VOLTAGE REGULATOR (AVR)

AVR-1		
Item	Specification	Quantity
Brand	IREM	One(1)
MODEL	STEROSTAB Y316AN200CBS	
Capacity	200 KVA	

AVR-2		
Item	Specification	Quantity
Brand	ORTEA	One (1)
MODEL	ORION Y PLUS 150-15	
Capacity	150 KVA	

4. FIRE DETECTION AND SUPPRESSION SYSTEM

Automatic Fire Suppression System (AFFS)		
1. Suppression Agent		
Item	Specification	Quantity
Suppression Agent (GAS) NAF S125	NAF S125	02 Cylinder
Brand	Safety Hi-Tech by Linde Bangladesh	
Capacity	100Ltr Cylinder for Server Room and 67Ltr Cylinder for Power Room	
2. Detection System (Fire Suppression Zone)		
Item	Specification	Quantity
	Extinguishing Area Control Panel with Gas release	1 Set

Automatic Fire Suppression System (AFFS)		
1.Suppression Agent		
Item	Specification	Quantity
Brand	ContaxPlus	
Detection Zone	Four(4)	
Extinguishing Area	Two(2)	
3. Heat Detector		
Item	Specification	Quantity
	Conventional Heat Detector	10
Brand	ContaxPlus	
4. Smoke Detector		
Item	Specification	Quantity
	Photo Electric Smoke Detector	10
Brand	ContaxPlus	

5. Power Distribution Unit (PDU)

Basic Power Distribution Unit (PDU)		
Item	Specification	Quantity
Brand	APC	Twenty Two (22)
MODEL	AP7553	
Input Load Capacity	7360 VA	

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Intelligent Power Distribution Unit (IPDU)		
Item	Specification	Quantity
Brand	APC	Twenty (20)
MODEL	AP8853	
Input Load Capacity	7360 VA	

6. Static Transfer Switches (STS)

Intelligent Static Transfer Switch		
Item	Specification	Quantity
Brand	APC	Four (04)
MODEL	AP7724	
Load Capacity	32A	

7. Rodent Repellent System

Rodent Repellent Controller		
Item	Specification	Quantity
Brand	Maser	Two (02)
MODEL	VHFO Mini	
Rodent Repellent Transducer		
Item	Specification	Quantity
Brand	Maser	Eighteen (18)
MODEL	MISTE	

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8. Access Control System

Door Access Controller		
Item	Specification	Quantity
Brand	ANVIZ	Two (02)
MODEL	VF30	

Exit Reader		
Item	Specification	Quantity
Brand	ANVIZ	Two (02)
MODEL	TSS	

9. Physical Surveillance System

IP Dome Camera		
Item	Specification	Quantity
Brand	DSC by Tyco	Sixteen (16)
MODEL	DSC-D114-28	

IP Dome Camera		
Item	Specification	Quantity
Brand	Hikvision	Eight (08)
MODEL	DS-2CD2143G2-IU	



Digital Video Recorder		
Item	Specification	Quantity
Brand	DSC by Tyco	One (01)
MODEL	DSC-NI14-16 (16 Channel)	

Network Video Recorder		
Item	Specification	Quantity
Brand	Hikvision	One (01)
MODEL	DS-7616NI-Q2 (16 Channel)	

PoE Switch		
Item	Specification	Quantity
Brand	CISCO	One (01)
MODEL	SRW2024P 24-port Gigabit Switch	

PoE Switch		
Item	Specification	Quantity
Brand	Hikvision	One (01)
MODEL	DS-3E0318P-E/M	

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10.DCIM (Data Center Infrastructure Management)

DCIM (Data Center Infrastructure Management)		
Item	Specification	Quantity
Brand	APC by Schneider Electric	One (01)
MODEL	StruxureWare	
No. of device support	100 node license	

11.Dehumidifier for Power Room

Dehumidifier		
Item	Specification	Quantity
Brand	White WestingHouse	One (02)
MODEL	WDE20L	
Capacity	20L	

12.VESDA (Very Early Smoke Detection Apparatus).

VESDA		
Item	Specification	Quantity
Brand	Xtralis	One (01)
MODEL	VLF-250	

13.Entire Electrical system and equipment of power room of Data Center

Bank will allow vendor a visit in Data Center for collecting the list of the electrical products inside the Power Room of the Data Center.

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Annexure-B

Financial Offer of

“Service Level Agreement (SLA) of Data Center Infrastructure
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:**Service Level Agreement (SLA) of Data Center Infrastructure for Validity of 03 (three) years**

Sl.	Device/Service	1 st year AMC price in BDT	2 nd year AMC price in BDT	3 rd year AMC price in BDT
1	Online UPS			
2	Cooling System			
3	Automatic Voltage Regulator (AVR)			
4	Fire Detection Suppression System			
5	Power Distribution Unit (PDU)			
6	Static Transfer Switches (STS)			
7	Rodent Repellent System			
8	Access Control System			
9	Physical Surveillance System (CCTV)			
10	DCIM (Data Center Infrastructure Monitoring)			
11	Dehumidifier for Power Room			
12	VESDA (Very Early Smoke Detection Apparatus)			
13	Entire electrical system and equipment of power room of Data Center			
Year wise Total:				
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.

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