



## **Social Islami Bank Limited**

Logistic Support Division

Level 29, City Center

90/1, Motijheel C.A, Dhaka

### **Request for Proposal (RFP) (Revised)**

**[Oracle Database Appliance, Intel Based Servers, SAN Storage Upgradation]**

**Tender ref. SIBL/HO/LSD/2021/1054**

**Date: 14/09/2021**

**Name of the bidder:**

**Address of the bidder:**

Date & Time of Submission of proposal: 17.10.2021 from 10.00 am to 3.00 pm

Date & Time of Opening of technical proposal: 17.10.2021 at 3:30 pm.

Tender Security: Tk. 5.00 lac in the form of payment order favoring Social Islami Bank Ltd.

Name and address of the Official Inviting & Receiving Tender:

Vice President & Head

Logistic Support Division

Social Islami Bank Limited

Level-29, City Centre,

90/1 Motijheel C/A, Dhaka-1000

E-mail: chspd@sibl-bd.com

Phone: 09612001122 Ext. 50292 & 50299

## 1. Introduction

Social Islami Bank Limited (SIBL) has its prosperous past, glorious present, prospective future and under processing projects and activities. Established as the first private sector bank fully owned by Bangladeshi entrepreneurs, SIBL has been flourishing as the pioneer private sector Bank with the passage of time after facing many stress and strain. The members of the board of directors are creative businessmen and leading industrialists of the country. To keep pace with time and in harmony with national and international economic activities and for rendering all modern services, SIBL, as a financial institution, automated all its branches with core banking system in accordance with the competitive commercial demand of time. Moreover, considering its forth-coming future, the infrastructure of the Bank has been rearranging. The expectation of all class businessmen, entrepreneurs and general public is much more to SIBL. At present we have 168 branches and 79 sub-branches under our branch network. In addition, our effective and diversified approach to seize the market opportunities is going on as continuous process to accommodate new customers by developing and expanding the digitization of its services.

## 2. Scope

This document constitutes a formal **Request for Proposal for Oracle Database Appliance, Intel Based Servers and Storage Upgradation** in the Bank as per the functional and Technical requirements given in this RFP.

## 3. Instruction to Bidders

The request for proposal is consists of 3 (Three) items and the Bidder have to participate in the tender for all items or any of the Item but not any sub items. SIBL reserves the right to reject any or all proposals, to waive any informality or technical defect in the proposals, or to award the contract in whole or in part, if deemed to be in the best interest of the Bank to do so.

Successful bidder must follow Bangladesh Bank's Guideline for Scheduled Banks and Financial Institutions, during device/software configuration and implementation.

## 4. Bidder Qualifications

- The bidder should be a company registered and working in Bangladesh having long business track in the same type of business for which it is submitting the RFP and shall have the nationality of the People's Republic of Bangladesh.
- The bidder should be a manufacturer/partner/distributor/ of participated items. A copy of the necessary certification to be enclosed.
- The bidder should be authorized to participate in this tender. A copy of the necessary authorization letter to be enclosed.
- No association or consortium is allowed.
- Minimum Five (05) years of experience in selling proposed/similar Server and Storage. A proof of the necessary experience to be enclosed.
- Bidders shall have necessary financial capabilities to perform the contract, its business activities shall not be suspended, and it shall not be the subject of legal proceedings for any of the foregoing.
- The bidder shall not be under a declaration of ineligibility for corrupt, fraudulent, collusive or coercive practices.
- The bidder should have capability to provide after sales support for given solutions.
- Bidder must have certified engineer for offer product. A copy of the necessary certification to be enclosed.

## **5. Tender Submission Method:**

Technical and Financial proposal should be submitted by the bidder in separate envelopes signed and sealed by the authorized personnel of the bidder organization. **Technical Offer will contain exhaustive and comprehensive information about proposed solution and details Bill of Material & Services without pricing, whereas the Financial Offer will contain the details item wise price breakup & Services with pricing information.** Sealed proposal must include (1) original and one (1) electronic copy on a CD/DVD/Flash Drive in MS-Word format. The envelopes should be marked as "Technical Proposal" and "Financial Proposal" and the name of the Bidder should be clearly marked on the envelope.

Time & date of submission: **17<sup>th</sup> October, 2021 up to 03:00 PM.** The sealed tender must be submitted in the tender box kept in the LSD, Level-29, SIBL Corporate Office, 90/1, Motijheel, Dhaka mentioning "RFP for Procurement and implementation of Oracle Database Appliance, Intel Based Server and SAN Storage Upgradation for Social Islami Bank Limited."

## **6. Amendment to the RFP**

At any time prior to the deadline for submission of RFP response, the Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, amend the RFP. Amendments will be provided in the form of an addendum to the RFP and will be sent in writing or e-mail to all prospective bidders who have received the RFP and will be binding for them. It will be assumed that amendments contained in such addendums have been taken into consideration by the bidders in their response

## **7. Bank Authority rights**

The Bank reserves the right to reject any or all proposals without showing any reason and shall not be under any obligation to accept the lowest quotation. The authority reserves the right to relax, change or drop any of the terms and conditions of the schedule without any further notice.

## **8. Delivery, Installation and Commissioning**

The successful bidder shall ensure the delivery of all devices/Products within Ninety (90) days from the date of work order and installation, configuration and testing by next twenty (20) days of successful delivery. Days will be counted from the date of placement of order by SIBL to the successful bidder.

## **9. Delay Penalty**

For any delay in delivery and implementation of the system solely due to failure on the part of the BIDDER, the bidder will be subject to compensation charges of 0.5% per week.

## **10. Order Cancellation**

Social Islami Bank Ltd reserves its right to cancel the order, entirely or partially, in the event of one or more of the following situations:

- Delay in delivery beyond the specified period for delivery
- Delay in installation beyond specified date of installation.

## **11. Quoted Price:**

All quoted Total Price/Amount should include delivery, installation, testing and training cost and AIT, VAT, Tax and Other Duties applicable as per Govt. rules and Bank Policy. All prices shall be quoted in Bangladesh Taka (Tk.) and the payment will be made in BDT to the successful bidders. Financial Offer must contain detail item wise price. AMC price must be mentioned with the offer according to the Schedule of Financial Proposal. The price quoted in the financial bids would be considered as the final price for evaluation. However, BANK reserves the right to negotiate with any vendor for downward revision in the price.

## **12. Warranty/Support/AMC:**

- Warranty period will start from the date of commissioning and POST of the purchased server/storage.
- The SLA will have to be signed between Bank and successful vendor to ensure smooth support during warranty period. The bidder has to provide draft SLA covering Bangladesh Bank ICT guide line SLA clauses to cover the Warranty period support along with the offer

## **13. Deliverables with Bidding Documents**

Following documents must be provided with other bidding documents:

- Authorization letter for signatory authority
- Manufacturer Authorization
- List of the owners of the firm/ partnership/ directors of the company.
- Audited Annual Report for the last financial year.
- Valid Trade License.
- TIN certificate.
- VAT registration certificate to be submitted.
- Authorized partnership/distributorship certificate of manufacturer.
- List of professional for maintenance and service.
- List of major clients in Financial Institutions and copies of certificates issued by such financial institutions regarding supply, installation and configurations of quoted Hardware/software to such financial institutions.
- Project Implementation Plan
- UAT plan
- Bill of Materials (BoM) of offered products.

## **14. Language of RFP response**

All response of RFP, supporting documentation as well as all correspondence and documents relating to the RFP must be in the English language only.

## **15. Validity of Bids:**

Bids shall remain valid, at a minimum, for the period of 60 Days after the deadline date for bid submission.

## **16. Clarification of Bids:**

Please send query by mail to [chspd@sibl-bd.com](mailto:chspd@sibl-bd.com) minimum three (03) days before deadline date of bid submission. Responses will be sent to all parties.

## **17. Disqualification of RFP response**

- Non-compliance of the eligibility criteria
- Non-acceptance of complete Terms and Conditions of RFP
- The RFP is received in incomplete form
- The RFP is received after last date or time
- Information submitted in the technical offer is found to be misrepresented, incorrect or false, accidentally, unwillingly or otherwise, at any time during the processing of the contract (no matter at what phase) or during the tenure or the contract including the extension period if any;

## 18. Payment Terms

The terms of payment will be as under:

- 40% of the order amount may be paid after successful Delivery of the Products.
- Rest amount of bill may be paid after successful installation and commissioning inclusive of applicable VAT & Tax retaining 10% Performance Security money. If the vendor submits verified Bank Guarantee the performance security may not be deducted from the bill.

The bidder should submit the bill with following documents:

- Two Original copies of Bill
- Duplicate copy of Delivery Challan
- Copy of Work Order
- Certificate of installation and acceptance, signed by ICT Division to claim the installation bill

VAT, Income Tax and others charges shall be realized from the bill amount as per government rules and Bank's policy.

### **BANK'S PROJECT REPRESENTATIVE:**

All technical coordination and project management for the Bank shall be through the following contact designated as the Project Representative given below:

Vice President & Head  
Logistic Support Division  
**Social Islami bank Limited**  
Corporate Office, City Center (Level-29)  
90/1, Motijheel C/A, Dhaka - 1000, Bangladesh.  
E-mail: chspd@sibl-bd.com  
Phone: 09612001122 Ext. 50292 & 50299

### **TECHNICAL SPECIFICATION**

The detailed functional specifications are given hereunder. All the requirements are mandatory. Bidder shall indicate in column 3 the availability of each requirement as a standard product (S).

All the Functionalities are Mandatory and should be available in the offered solution as standard product. In case any of these are not offered as standard product, the bid may be made non-responsive.

### **Technical requirements summary:**

<b>Description of Items (Including supply, installation &amp; commissioning Services)</b>	<b>Qty</b>
Item 1: Oracle Database Appliance	02
Item 2: Application Server for Ababil	03
Item 3: Storage Upgradation for DC & NDC	02

**Item# 1**

**Technical Specifications for Oracle Database Appliance (ODA) for Ababil Archival system**

**Quantity: 2**

Name of Item or related Service	Technical Specification and Standards	Bidder's response
Brand	Oracle	
Model	Oracle Database Appliance X8-2M	
Country of origin	To be mentioned	
Form factor	Rack mountable chassis	
System	One server with NVMe SSDs storage per system	
Processor	Two Intel® Xeon® processors per server	
	Intel® Xeon® Gold 5218 2.3 GHz, 2x16 cores per server, 125 watts, XCC, 22 MB L3 cache	
	Processor must support sub-set of AES algorithm with the processor	
Main Memory	Minimum 384 GB (12 x 32 GB) Per Server. Optional memory expansion to 768 GB (24 x 32 GB).	
Server Storage	Two (2) internal 480 GB M.2 SSDs (mirrored) per server for Operating System	
	Two (2) NVMe SSDs (6.4 TB per drive) for data storage.	
Network	2 x dual-port 10/25 GbE (SFP28) card	
Power	Two 1200 Watt hot-swappable and redundant power supplies per server, rated 96% efficiency	
	Rated line voltage: 100 to 240 VAC	
	Rated input current 100 to 127 VAC 10 A and 200 to 240 VAC 7 A	
Operating System	Oracle Linux	
Service Processor	<ul style="list-style-type: none"> <li>- Remote keyboard, video and mouse redirection</li> <li>- Full remote management through command-line, IPMI, and browser interfaces</li> <li>- Remote media capability (USB, DVD, CD, and ISO image)</li> <li>- Advanced power management and monitoring</li> </ul>	
Monitoring	Comprehensive fault detection and notification	
	In-band, out-of-band, and side-band SNMP monitoring v3	
	Syslog and SMTP alerts	
	Automatic creation of a service request for key hardware faults	
Software	Oracle Linux (Pre-Installed)	
	Appliance Manager (Pre-Installed)	
	KVM (Optional)	
Supported Oracle Database Software	Oracle Database 19c Enterprise Edition, Standard Edition 2 Oracle Database 18c Enterprise Edition, Standard Edition 2 Oracle Database 12c Enterprise Edition, Standard Edition 2  Support for: <ul style="list-style-type: none"> <li>• Oracle Database options</li> <li>• Oracle Enterprise Manager Management Packs for Oracle Database Enterprise Edition</li> </ul>	
Capacity-On-Demand Software Licensing Support feature for Server	Server Must have Capacity on demand Oracle Database Licensing mechanism for future use.	
	Bare Metal and Virtualized Platform: Enable and license 2, 4, 6, 8, 10, 12, 14, or 16 cores per Processor	
Installation, Testing and Commissioning of the Server	Bidder must carry out on site installation, testing and commissioning.	
Server Support/Warranty	3 (Years) years	

**Item# 2**

**Technical specification for Ababil Application Server:**

**Quantity:03**

SL	Item Name	Detail Required Specification	Bidder response
	<b>Quantity</b>	3 (Three)	
1	Brand	To be mentioned by Bidder. Must be in the top three OEM for the last 5 years in terms of revenue and shipment.	
2	Quality	ISO 9001/9002 for manufacturer, FCC Class A for quality assurance	
3	Model	To be mentioned by the bidder	
4	Country of origin	USA/UK	
5	Manufacturing Country	To be mentioned by the bidder	
6	Form Factor	2U Rack Mountable Server with Rail Kit, Cable Management and Bezel Kit.	
7	Processors	Should be provided with min. 2 x Intel Xeon-Gold 6348 2.6GHz 28-core 235W Processor or Higher	
8	Cache L3	Minimum 42 MB of L3 Cache	
9	Chipset	Intel C620A Chipset or higher	
10	Internal HDD	2 x 900GB SAS 2.5" hot-plug SSD.  Should be provided with 8SFF drive bay kit. HDD expandability up to 30.	
11	Storage array controller	Integrated SAS/SATA/SSD/NVMe controller with 2GB flash backed cache supported RAID level 0, 1, 5, 6, 10, 50.  Array backup battery should be provided with necessary cabling.	
12	Memory	1TB (16x 64GB dual rank) 3200 MT/s DDR4 with advanced ECC (DRAM ECC detects and corrects data bit errors features) capability. Expandability up to 8TB using LRDIMM memory. Min. 32 DIMM slots	
13	Remote management	Integrated remote management capability from day 1 with dedicated network connection supporting GUI. <ul style="list-style-type: none"> <li>• Silicon root of trust</li> <li>• Single sign-on &amp; 2-factor authentication</li> <li>• Remote firmware update</li> <li>• Agentless management</li> <li>• FW supply chain attack detection</li> <li>• Remote system logs</li> <li>• Remote console</li> <li>• Virtual media</li> </ul>	
14	Power supply and Fan kit	Redundant & fully provisioned; min. 2x 1600W power supply with high performance fan kit should be provided.	
15	Network & FC Card	The rack server should support Converged Network Adapter or FCoE adapter, which aggregates both the Ethernet and FC connectivity on a single controller Should be provided with 1 x Quad port 1Gbe NIC, 2 x dual-port 10GbE adapter and min 1 x dual-port 16 Gbps FC HBA. Shall be offered with minimum Eight (08) PCIe 4.0 Slots.	
16	Monitoring and analytic engine	Offered server shall have cloud enabled monitoring and analytics engine for proactive server management. All required licenses for same shall be included in the offer.  Cloud Enabled Monitoring and analytics engine shall have capability to provide following:  a. Providing Firmware upgrade and patch upgrade	

		<p>recommendations proactively.</p> <p>b. Shall provide history of support cases logged with Support team under different column like Critical, Normal and low severity along with closed cases. Cloud monitoring tool shall be able to provide the complete month-wise breakup.</p> <p>c. Global Operational Dashboard - consolidated view of the status, performance, and health of the server infrastructure including system information, server warranty and support status.</p> <p>Cloud enabled Analytics engine shall have capability to provide following:</p> <p>a. Analytics engine shall have capability of proactive recommendation for arresting the issues / problems noticed at other install bases of vendor after identifying the problematic signature.</p> <p>b. Data analytics for server security and Predictive data analytics for parts failure.</p>	
17	Server Management	<p>Offered software shall support and provided with dashboard view to quickly scan the managed resources to assess the overall health of the data center. It shall provide an at-a-glance visual health summary of the resource's user is authorized to view.</p> <p>Shall be from same hardware OEM.</p>	
		<p>Offered server management Dashboard shall display a health summary of the following:</p> <ul style="list-style-type: none"> <li>• Server Profiles</li> <li>• Server Hardware</li> <li>• Appliance alerts</li> </ul>	
		<p>The Systems Management software should provide Role-based access control</p>	
		<p>Management software shall support integration with popular virtualization platform management software like vCenter, and SCVMM.</p> <p>Vendor shall integrate the vCenter virtualization platform manager with the offered server management software day1. Necessary license and professional service shall be provided. The management software shall have and provided with the offered storage system integration as well.</p>	
		<p>Shall help provide proactive notification of actual or impending component failure alerts on critical components like CPU, Memory and HDD.</p>	
		<p>Shall provide an online portal that can be accessible from anywhere. The portal should provide one stop, online access to the product, support information and provide information to track warranties, support contract and status. The Portal should also provide a Personalized dashboard to monitor device health, hardware events, contract and warranty status. Should provide a visual status of individual devices and device groups. The Portal should be available on premise (at our location - console based) or off premise (in the cloud).</p>	
		<p>Shall help to proactively identify out-of-date BIOS, drivers, and Server Management agents and enable the remote update of system software/firmware components.</p>	
18	Industry Standard Compliance	<ul style="list-style-type: none"> <li>• ACPI 6.3</li> <li>• Energy Star</li> <li>• SMBIOS 3.2</li> <li>• IPMI 2.0</li> <li>• ASHRAE A3/A4</li> </ul>	
19	Operating System Support	<p>Offered server shall support all the industry leading operating system license including- Microsoft Windows Server, Red Hat Enterprise</p>	



		Linux, SUSE Enterprise Linus and hypervisors- VMware, Hyper-V & KVM.	
20	Installation services, manage & control	Shall have continuous, proactive health monitoring and recording of required system parameters as well as diagnostic telemetry data on a 24x7 basis.	
21	Warranty & services	3-yrs collaborative warranty with 24x7 mission critical one-point support from OEM. 15-minute response 24x7 for severity 1 incidents (direct connect to product specialist where available) and 2-hour standard response (Basic service level).	
		4-hour onsite response time for hardware issue. Supporting service-related document should provide.	
		Warranty support SKU and datasheet with the detail BoQ and sizing document should be provided with the technical compliance document.	

**Item 3- Storage Upgradation for DC & NDC**

Architecture	Disk shelves with SAS, SSD and Flash Cache to be provided to upgrade existing storage system (FAS8020)
Capacity	The proposed solution should be configured with 20 TB usable space after RAID -DP using SSD drives for DC Storage and 10 TB usable space after RAID -DP with SSD Drive for NDC Storage.
Connectivity	Proposed disk shelves should be able to connect seamlessly with existing storage system.
Rack Mountable	The storage should be supplied with rack mount kit. All the necessary patch cords (Ethernet / SAS / Fiber) shall be provided and installed by the vendor
Redundancy	Proposed solution should be configured with adequate no of spare drives.
S/W License	All required license should come along with the hardware without cost. Additional storage capacity should be able to function with all existing software license available in the storage system.
OS support	Support for industry-leading Operating System platforms including: LINUX, Microsoft Windows, HP-UX, SUN Solaris, IBM-AIX, etc.
Other Features	For designing and implementing the solution if any other component is required, please specify it and quoted the same
De-Duplication and Compression	Proposed solution should support block level data de-duplication and compression for all kinds of data (structured & unstructured).
Warranty & SLA	OEM 3 years' warranty should be offered along with auto support.

## Financial Offer

### A. For product & Services (Inclusive of VAT)

Description of Items (Including supply, installation & commissioning Services)	Qty.	Unit Price (BDT)	Item Price (BDT)
Item 1: Oracle Database Appliance	02 job		
Item 2: Application Server for Ababil	03 job		
Item 3: Storage Upgradation for DC & NDC	02 job		
Total Price			
In words: Taka ..			

### B. Annual Maintenance Contract For IT Enables Service Level Agreement (SLA)

(Applicable VAT will be paid by the Bank)

Description	Qty.	Before VAT Price in BDT per year and onward after expiry of warranty period
Item 1: AMC for 2 Oracle Database Appliance	1 job	
Item 2: AMC for 3 Application Server for Ababil	1 job	
Item 3: AMC for 2 Extended Storage of DC & NDC	1 job	
Total Price		
In words: Taka ..		

Signature, Name & Address of the bidder

Email address of the bidder:

Contact person's Name-

Contact person's Mobile No.

Contact person's Email address-

\_\_\_\_\_  
(Signature)  
(Name)

\_\_\_\_\_  
(Date)