



Social Islami Bank Limited

Logistic Support Division

Head Office, City Centre, 90/1, Motijheel C/A, Dhaka-1000

Web: www.siblb.com; email: chspd@sibl-bd.com

INVITATION FOR TENDER

FOR SUPPLYING INSTALLING AND COMMISSIONING AUTOMATED TELLER MACHINE (ATM)

Bidder Reg. No.

Tender Ref. SIBL/HO/LSD/2023/3088

Date	06.07.2023
Close Date	17.07.2023

Section A: General Information

1	Name of the Bank	Social Islami Bank Limited					
2	Procuring Entity Name	Logistic Support Division					
3	Invitation of tender for	Sealed tenders are hereby invited for SUPPLYING INSTALLING AND COMMISSIONING 50 nos. of AUTOMATED TELLER MACHINE (ATM) as per technical specifications detailed in “Section C” hereunder from the eligible local or joint venture enterprises.					
4.	Invitation for Quotation	SIBL/HO/LSD/2023/3088 date: 06.07.2023					
5	Procurement Method	Open Tendering Method					
6	Source of Fund	Social Islami Bank Limited					
7	Tender Security (conditionally refundable)	Tk. 8.00 lac (Taka five lac) The tender security shall be deposited in the form of Payment Order (conditionally refundable either partly or in full) favoring “ Social Islami Bank Limited ”.					
8	Registration of bidders & price of Tender Document:	The interested eligible bidders have to enroll their name by submitting a prayer along with a non-refundable registration/enrollment fee Tk. 3,000/- (Taka three thousand) only in the form of “Payment Order” in favor of “ Social Islami Bank Limited ” before submission of tender. No Tender documents will be sold physically. The bidder have to copy or download this tender documents from the website: https://www.siblb.com/media#tender and place them on their own letterhead to submit their bid.					
9	Important Tender Process Dates & Times	Tender	Registration		Submission		Opening
		Process	Start	End	Start	End	
		Date	06.07.2023	16.07.2023	17.07.2023	17.07.2023	17.07.2023
		Time	10.00 am	5.00 pm	10.00 am	3:00 pm	3:30 pm
10	Tender Validity	12 months from the date of submission.					
11	Quantity & Delivery Schedule	50 (fifty) nos. of ATMs.					
12	Place of opening tender	Social Islami Bank Limited, Level-29, City Centre, 90/1, Motijheel C/A, Dhaka-1000					
13	Composition of bid Price	The price shall be inclusive of applicable VAT and Taxes.					
14	Delivery Address	At any place in Bangladesh as instructed by the bank time to time.					
15	Mode of payment	The bill payment process may take a cycle of 45 to 60 days. The process includes the time of collecting clearances from the end users.					
16	Performance Security	The successful bidder to whom supply order will be issued shall have to submit performance security at the rate of 10% (ten percent) of the entire order amount in the form of Bank Guarantee for a period of 12 months from the challan date of last batch or 18 months from the 1 st challan date which comes later. Otherwise, the performance security money shall be kept from the bills payable against the supply of the order.					
17	Submission of bidders qualifications/ eligibility and oath of bidder (Section B)	The interested registered bidder shall copy the “bidders’ qualification” form (Section B) from the webpage and place them on their own letterhead write their qualifications and individual information in the designated fields and submit the form along with the supporting documents as proof of the provided information and the tender security as specified in serial No. 7 hereinabove in a separate sealed envelope with proper labeling mentioning- “Bidder’s Eligibility/Qualifications-ATM, Name of the bidder & Registration No. All papers and information shall be signed and authenticated by the bidder.					

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18	Submission of Technical Specifications (Section C)	The interested registered bidder shall copy the Asked Technical Specifications form (Section C) from the webpage and place them on their own letterhead write their own specifications and part numbers in the designated fields and submit the document along with the supporting original brochure, detail color picture in a separate sealed envelope with proper labeling mentioning- "Technical Specifications-ATM", Name of the bidder & Registration No. All papers and information shall be signed and authenticated by the bidder.
19	Submission of Financial Offer (Section D)	The interested registered bidder shall copy the Financial Offer form from the webpage and place them on their own letterhead and write their price offer for Section D in the designated field(s) and submit the document in a separate sealed envelope with proper labeling mentioning- "Financial Offer-ATM", Name of the bidder & Registration No. All papers and information shall be signed and authenticated by the bidder.
20	Name and address of the Office for receiving tender(s)	Senior Vice President and Head Logistic Support Division Social Islami Bank Limited Level-29, City Centre, 90/1, Motijheel C/A, Dhaka-1000
21	Contact Details	Telephone No. 09612001122- Ext: 50291 & 50293, email: chspd@sibl-bd.com
22	Special Instruction	The Bank Authority reserves the right to - <ol style="list-style-type: none">1. Explain or clarify the terms of this tender notice in its own way,2. Bring necessary changes in the notice3. Increase or decrease the tender quantity4. Reject the lowest,5. Reject any or all bids,6. Select any bidder deems fit and proper by them The bank authority can perform all the above things without assigning any reason. The bidder/supplier shall have no right to challenge the decision of the Bank Authority in any court of law or to any arbitrator.

Senior Vice President and Head

Logistic Support Division

Phone- 09612001122- Ext-50291, 50293

E-mail address: chspd@sibl-bd.com

INVITATION FOR TENDER
FOR SUPPLYING INSTALLING AND COMMISSIONING AUTOMATED TELLER MACHINE (ATMs)

Bidder Reg. No.

Tender Ref. SIBL/HO/LSD/2023/3088

Date: 06.07.2023

Section B: Bidder's Information and Qualifications/Eligibility

SN	Description	Qualification	Response	Remarks
01	Name of the Bidder	Required		Attach NID copy
02	Designation of the Bidder	Required		
03	Company Name	Required		
04	Company Type	Required	Proprietorship, Partnership, Private Limited, Public Limited etc.	
05	Website address of the company	Required		
06	Bidder's Office Phone No.	Required		Attach bill copy
07	Bidder's email address	Required		Send "Hello" mail to chspd@sibl- bd.com
08	Bidder's Mobile No.	Required		
09	Verified Business Address	Required		Attach proof
10	Name of Contact Person	Required		Attach NID copy
11	Designation of the contact Person	Required		
12	Official email address	Required		Send "Hello" mail to chspd@sibl- bd.com
13	Valid Trade License No.	Required		Attach proof
15	Valid VAT Registration No.	Required		Attach proof
15	Valid ETIN	Required		Attach proof
16	Valid IRC No.	Required		Attach proof
17	Authorization of the Principal/Manufacturer	Required		Attach proof
18	Bank solvency certificate	Required		Attach proof
19	Adequately solvent to sale on credit for a period of 6 months or more?	Yes/No.		
20	Principal's Name, Postal Address, Web address	Required		Might be verified
21	Banned by any bank authority or government agency?	Yes/No		
22	Import the product from original equipment manufacturer? If no, who will import your products give its details	Yes/No./details		

Statement of the bidder: All the above information provided hereinabove are true. We will supply the order from genuine, valid and lawful sources and will pay all admissible Taxes & other duties as per rule of the Government of Bangladesh.

Signature of the Bidder:
Name of the Bidder:
Designation of the Bidder:

Company Name:
Business Address:
Mobile No.:

INVITATION FOR TENDER
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Date: 06.07.2023

Section C: TECHNICAL SPECIFICATION

Sl.	Descriptions	Required Specifications	Bidder's Specification
1	Brand Name	Bidder to Specify	
2	Model No.	Bidder to Specify	
3	ATM Type	Lobby Front Access	
4	Country of Origin	Bidder to Specify (Preference will be given to EU/US origin ATMs)	
5	Country of Manufacture/ Assemble	Bidder to Specify	
6	Required Functionality	<ul style="list-style-type: none"> • Fast Cast • Cash Withdrawal • Balance Inquiry • Fund Transfer • PIN Change • Utility Bill Payments • Cheque Book Request • Mini Statement Inquiry • Advice Slip Printing • Disbursement (Card & Without Card) • Other (As per Bangladesh Bank Regulatory requirements) 	
7	Processor	Minimum Core i5 (Higher Configuration preferred)	
8	Operating System	Minimum Windows 10 or latest version Windows 11. When necessary latest version of Windows shall be upgraded	
9	Terminal End Point Protection	<ol style="list-style-type: none"> 1. External Threat Defense: <ol style="list-style-type: none"> a. Ensure that only authorized code will run b. Unauthorized code cannot be injected in the memory. c. Authorized code cannot be tampered with or hijacked. 2. Internal Threat Defense: Local administrator lockdown gives the flexibility to disable even local administrator from changing what is authorized on a hardened system, unless authenticated. 3. Hard Drive encryption. 4. Malware Protection 	
10	RAM	Minimum 8 GB (It should be expandable)	
11	Camera	Bidder to Specify in details about resolution, front camera, cash slot camera etc.	
12	HDD	Minimum 1 TB (Dual HDD; 500 GB + 500 GB)	
13	Display	15" or above LCD Color Monitor/Touch Screen (Bidder to Specify in details about screen filtering, graphics etc)	
14	Monitor protection	Privacy filter and awareness mirror. Bidder to Specify details.	
15	EMV Facilities	EMV L1 & L2 must be available. Bidder to Specify in details	
16	Card Reader/ Writer	Bidder to specify about EMV readiness, Type of Card Reader/ Writer, capacity of reading smart cards/ chip cards/cards with magnetic encoding etc, capability of reading track 1 ,2,& 3 as per ISO standard, anti-skimming design, Card capture Bin, Card return on power failure feature etc). Contactless card reader both hardware & software must be integrated with the ATM	
17	Key Pad	Pin Shield facility should be ensured. (Bidder to Specify in details about EPP, PCI version, Remote key Management etc). Functional Keys with Braille Features will be preferable	

19	Communication	Bidder to Specify in details.	
20	Protocol	NDC + DDC (Both or Either)	
21	Encryption/Security	Dual Key & combination lock mechanism EPP: Supports DES, 3DES EMV: (Bidder to Specify) Purge BIN (Bidder to Specify) Industry approved key Management practice Fully automatic power/Communication fail recovery Local transaction log and history file Should support all standard switching software	
22	PCI DSS/PA DSS Compliance	Comply with Hardware & Software	
23	Port	Bidder to Specify in details.	
24	Receipt Printer	Thermal Printer	
25	Journal Printer	Write capacity of all status including transactions. Enabled for Electronic Journal and provision to store /retrieve transaction details from the hard disk.	
26	Anti-Skimming	Must be available. Bidder to Specify in details	
27	Dispenser	Four Cassette dispenser	
28	Dispenser Technology	Bidder to Specify	
29	No. Of Cassettes	Minimum 4(four) loaded-cassettes. Please Specify.	
30	Cassette Features and Dispenser	Bidders to specify about currency dispensing capacity, currency holding capacity per cassette, currency picking technology, retract and purge capacity, cash level warning etc.	
31	Safe	Bidder to specify	
32	Safe Lock	Bidder to specify	
33	Software	Bidder to specify. Required all related software including Operating system.	
34	Tools	Standard diagnostic tools for the said model	
35	Optical Devices	DVD-RW, Ethernet Adaptor, Built-in-speaker	
36	Physical Security	Unique chamber lock, Bidder to specify details	
37	Expected Life Time	Minimum 8 years (Preferable higher life time)	
38	Warranty	1 (one) years comprehensive warranty should be included.	
39	Service Level Agreement (SLA)	SLA shall be executed as per mutually agreed terms and condition aligned with the existing similar contract made with other ATM providers of the bank. SLA period shall cover entire life of the ATM and before VAT price shall be mentioned per ATM per year payable after warranty period.	
40	Dimension & weight	Bidder to specify	
41	Support (Help Desk)	24/7 Support all over the country. (Online Incident Management Portal is preferable). Bidder to specify	
42	Working Environment	Bidder to specify	
43	Bio-Metric Hardware	Biometric fingerprint scanner	
44	Delivery, Installing and Commissioning of the Machines	Different locations of Bangladesh as per instruction of ADC Department, ICT Division, SIBL.	
45	Certification with HOST (ITCL)	The offered brand and model must be certified with SIBL Host (ITCL) Switch.	
46	Experience in Bangladesh market	To be mentioned.	
47	Delivery Period	To be mentioned. At least 10 ATMs shall have to be supplied from ready stock	
48	Others	If any, Bidder to specify	
Technical Grading will be done based on offered specification and response of the bidder as per industry best practice.			

Signature of the Bidder:
Name of the Bidder:
Designation of the Bidder:

Company Name:
Business Address:
Mobile No.:

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Section D: Financial Offer- ATM

SN	Name of Item	Quantity	Unit Rate	Total
01	Automated Teller Machine Brand: (provide brand) Model No. (Mention model No.) <u>Inclusive of VAT & Tax</u> and all costs of supplying, installing and commissioning at different locations all over the country, etc.	50 unit	Tk.	Tk.

In words: Total Taka.....

SN	Name of IT Support Services	1 st Year	2 nd Yr	3 rd Yr	4 th Yr	5 th yr	6 th yr	7 th yr	8 th yr	onward
02	Periodic IT Support Services for ATMs Before VAT price shall be quoted. Bank will pay applicable VAT.	Free of cost (Warranty Support)	Tk..... Per ATM Per Year	Tk..... Per ATM Per Year	Tk..... Per ATM Per Year	Tk..... Per ATM Per Year	Tk..... Per ATM Per Year	Tk..... Per ATM Per Year	Tk..... Per ATM Per Year	Tk..... Per ATM Per Year

SN	Name of Item	Quantity	Unit Rate	Total
03	Extra Cassette price Brand: (provide brand) Model No. (Mention model No.) Before VAT price shall be quoted. Bank will pay applicable VAT. This is for providing support services during maintenance period.	1unit	Tk.	Tk.

In words: Total Taka.....

Signature of the Bidder:

Name of the Bidder:

Designation of the Bidder:

Company Name:

Business Address:

Mobile No.:

Email: