



## Social Islami Bank Limited

Logistic Support Division  
90/1, Motijheel C/A, City Centre  
Dhaka-1000

### INVITATION FOR TENDER FOR EXTENDING WARRANTY AND SUPPORT SERVICE PERIOD FOR HSM

Ref: SIBL/HO/LSD/2021/468

Date: 07.04.2021

Sealed tenders are hereby invited for Extending Warranty and IT Support Services periods required for 3 (three) Hardware Security Module(HSM), model "Luna SA 7000 & 1700" from locally Gemalto Authorized, reputed and experienced enterprises. Please scroll below (or visit tender link of our website: [www.siblb.com](http://www.siblb.com)) for detail schedule, instructions, guidelines, eligibility and specifications etc-

#### I. General Terms & Conditions.

1	Name of the Bank	Social Islami Bank Limited			
2	Procuring Entity Name	Logistic Support Division			
3	Invitation for tender (IFT)	<p>a. Extending Warranty and IT Support Service Period of Hardware Security Module-HSM SafeNet 7000, Model Luna SA 7000, Brand Gemalto, Origin: Netharlands and providing IT Support Service by the OEM and providing certificate of extension/renewal for a period of 3 (three) years not exceeding 1(one) year at a time.</p> <p>b. Extending Warranty and IT Support Service Period of Hardware Security Module-HSM SafeNet 1700, Model Luna SA 1700, Brand Gemalto, Origin: Netharlands and providing IT Support Service by the OEM and providing certificate of extension/renewal for a period of 3 (three) years not exceeding 1(one) year at a time.</p> <p>c. Providing local IT Support Services 24/7 under guidance of Gemalto for a period of 3 (three) years.</p>			
4.	Reference Number & Date	<b>SIBL/HO/LSD/2021/468</b>		<b>date: 07.04.2021</b>	
5	Procurement Method	Open Tendering Method			
6	Source of Fund	Social Islami Bank Limited			
7	Instructions for Submission of Tender	The tender shall be submitted in sealed envelopes with proper labeling and detail description of service activities. The tender will be opened on the specified tender opening date. If it is not possible to <b>submit or</b> open the tender on schedule date due to COVID-19 pandemic, <b>Tender may be submitted as email attachment by sending a folder link to "chspd@sibl-bd.com"</b> bank authority will open the tenders on any date after schedule time and inform the participants accordingly.			
8	Date & Time for Submission, Closing & Opening of Tenders	Submission Date	Start	Close	Opening Time
		<del>20.04.2021</del> 25.04.2021	10.00 am	12.05 pm	12.15 pm
9	Name and address of the Office for receiving tender(s)	Vice President, Logistic Support Division, Social Islami Bank Limited Level-29, City Centre, 90/1 Motijheel C/A, Dhaka-1000			
10	Time for Completion of Delivery	Within 20 (twenty) days after issuance of order.			
11	Place of opening tender documents	Social Islami Bank Limited, Level-29, City Centre, 90/1, Motijheel C/A, Dhaka-1000.			
12	Eligibility of Bidder	All the bidders have to reproduce "Bidder's Information and Qualifications/Eligibility" form in their letter heads and provide the information asked ther.			
13	Tender Security	Tk. 1,00,000/- (Taka one lac) only in the form of Payment Order (Refundable) favoring "Social Islami Bank Limited". <b>Not Applicable</b>			
14	Address of Official Inviting Tender	Vice President & Head, Logistic Support Division, Social Islami Bank Limited Level-29, City Centre, 90/1 Motijheel C/A, Dhaka-1000			
15	Contact Details	Telephone No. 09612001122- Ext: 50292, 50299, <b>Cell: +8801762103921 (SAVP,LSD)</b> email: <a href="mailto:chspd@sibl-bd.com">chspd@sibl-bd.com</a> .			
16	Service Delivery Site	Social Islami Bank Limited, Head Office, Level-19, 90/1, Motijheel C/A, Dhaka. Interested bidders are requested to contact with Head of ICT Division for security information required to verify with OEM.			
17	Type of Service	Services and subscriptions for Extending warranty period and maintenance period of 3 HSMs for three years after ending existing validities of the same.			
18	Validity of tender	45 (forty five) days			
19	Mode of payment	After delivery of certificate of extension of warranty period from the OEM and price for regular maintenance may be paid on quarterly basis. Applicable Tax as per Government Rule shall be deducted from the bills and Bank will pay VAT at actual.			
20	Special Instruction	The tender process will be guided as per Tender Bidding Policy of the bank. The Bank Authority reserves the right to reject any or all quotation prior to acceptance and is not bound to select the lowest bidder.			

Sd-

**Vice President and Head**

Logistic Support Division

Phone- 09612001122- Ext-50292, 50299

E-mail address: [lsd@sibl-bd.com](mailto:lsd@sibl-bd.com)

**I have read the instructions.**

Signature & Seal of the bidder with date:

(On Bidder's Letter Head)

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**II. 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 lsd@siblbld.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 lsd@siblbld.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 OEM	Required		Attach proof
18	Bank solvency certificate	Required		Attach proof
19	Are you adequately solvent to sale on credit for a period of 6 months or more?	Yes/No.		
20	Experience: The bidder must have experience for supplying similar order in 3 different commercial Banks of Bangladesh	Required	Bank- WO- Date- Quantity	Attach proof
21	Principal's Name, Postal Address, Web address		Required	Might be verified
22	Are you Banned by any bank authority or government agency?	Yes/No		
23	Will you import the product from original equipment manufacturer? If no, who will import your products give its details	Yes/No./details		

Signature & Seal of the bidder with date:

(On Bidder's Letter Head)

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**III. FINANCIAL OFFER FOR EXTENDING WARRANTY AND IT SUPPORT SERVICE PERIOD FOR HSM:**

(Before VAT price to be quoted. Bank will pay VAT at Actual)

Description				IT Support Service Price (Taka) Per Annum (Periods from 04.07.2021 to 03.07.2024)			
				21-22	22-23	23-24	Total
Extending Warranty and IT Support Service Period	Hardware Security Module- HSM SafeNet 7000, Model Luna SA 7000, Brand Gemalto, Origin: Netharlands	2 unit	1 Lot				
	Hardware Security Module- HSM SafeNet 1700, Model Luna SA 1700, Brand Gemalto, Origin: Netharlands	1 Unit					
Providing local IT Support Services for the three HSMs 24/7 under guidance of Gemalto for a period of 3 (three) years.		1 Lot					
<b>Total</b>							

Name and Signature & Seal of the bidder with date: