FIRST SECURITY ISLAMI BANK LTD.

REQUEST FOR PROPOSAL (RFP)

LOT A

(PART 1, PART 2 & PART 3)

"Supply of Microsoft Licenses, Solution Implementation and Service Maintenance under SLA"

ICT DIVISION
Plot 12, Block A, Main Road
Bahundhara R/A, Dhaka 1229

February 23, 2020

TABLE OF CONTENTS

	Topics	*Page No*

1	*Executive Summary*

First Security Islami Bank Ltd. is an Islamic Shari'ah based financial institution that has been serving the ongoing banking demands through the integration of modern information technology components. To make the services available to its clients beyond the regular business hour, FSIBL has integrated 154 ATM Booth nationwide with its POS services, facilitating 24/7 cash transaction and also through its Internet Banking service it has spread the banking even beyond geographical boundaries. Moreover, with the introduction of its Agent Banking services and establishment of numerous Agent locations, FSIBL has made the banking services widely available to a large portion of previously banking facility deprived people of remote locations.

FSIBL started their business with traditional commercial banking services as First Security Bank Ltd. However, from January 01, 2009 they converted their business to Islamic Banking with Islamic Shariah Act and the bank changed its name and mode of business and incorporated as First Security Islami Bank Ltd. It started with 14 branches in 1999 and now has 184 branches in Bangladesh, which clearly represent the contribution they have made in the country's economy. FSIBL has made all these services widely available through the establishment of its own Data Center and Disaster Recovery Sites, where highly powerful systems, storage, databases and network infrastructure have been integrated to ensure uninterruptable services to its valuable clients.

The company philosophy "*SHABAR JONNE SHOBSHOMOY*" has exactly reflect the spirit for the nation's success to have a poverty free Bangladesh. It has been working very hard to fulfill its vision "To be the premier financial institution in the country by providing high quality products and services backed by latest technology and a team of highly motivated personnel to deliver excellence in Banking".

2	*Background*

First Security Islami Bank Ltd wants to improve its IT processing and business communication through enhancement of its central active directory implementation for centralized authentication, authorization and administration; and through deployment of "Microsoft Exchange" email solution in its environment.

The Bank intends to upgrade its central Active Directory implementation from the base operating system Microsoft Server 2012 R2 to Server 2019 includes upgradation of all its database's, configuration information's, sites and policy upgrades that be aligned with the current implementation of FSIBLBD.COM domain in its single root and single forest configuration and brings its existing and new desktop/servers of all of its branches under AD for central administration. The activity also includes setting up new Group Policies and all necessary Windows components according to Microsoft's best practices.

The Bank also wants to migrate its email infrastructure along with its mailboxes, filtering and configuration from existing Postfix email solution to Microsoft Exchange 2019 and ensure the availability of the following additional features:

- Single sign on with ADS
- Free/busy/resource scheduling
- Anti-spam protection and anti-malware protection
- Protect business information
- Archive centrally, In-place archiving and retention

- Role-based administration and group policy
- Journal, Notes, task and lot of various features
- Role/Group based mail access/delivery configuration
- Security and mobility configuration
- High availability and Site Resilience

The Bank wants to implement the required Microsoft Solutions by configuring its "On Premise" infrastructure, comprising multiple instances deployment in its Data Center and Disaster Recovery Sites for efficient service delivery.

3	Scope of Work

Bidders are required to propose licenses, implement solutions and services as specified in the technical and financial proposal for license delivery, new installation/up gradation, commissioning and maintenance of Microsoft products and solutions as mentioned below:

Scope of the tender includes the required Microsoft license delivery to provide Enterprise level service delivery of Office, Exchange Email solution and Directory services in an On-Premises deployment that span with the DC-DR Sites of the bank, their installation, configuration upgradation, user data migration, commissioning, acceptance and maintenance as mentioned in SECTION 4 (Instructions to Tenderers) and SECTION 5 (Terms & Conditions) of this document and any other items that deem necessary but not mentioned in this document.

Tenderer is required to propose all items and are wholly responsible for all products and its' implementation services offered unless otherwise specified and as specified in the terms and conditions.

The successful Tenderer will be the contractor for the complete Lot that comprises License Delivery (Part 1), Implementation (Part 2) and SLA (Part 3) and will be fully responsible for the project management, implementation and co-ordination under the scope of the project.

LOT A
"Supply of Microsoft Licenses, Solution Implementation and Service Maintenance under SLA"

Part 1: Supply of Microsoft Licenses

Sl	Part no.	Product Name	Product Type	QTY.
01	9EM-00653	WinSvrSTDCore 2019 SNGL OLP 2Lic NL CoreLic	License	48
02	R18-05768	WinSvrCAL 2019 SNGL OLP NL UsrCAL	License	1000
03	312-04405	ExchgSvrStd 2019 SNGL OLP NL	License	2
04	395-04604	ExchgSvrEnt 2019 SNGL OLP NL	License	3
05	381-04492	ExchgStdCAL 2019 SNGL OLP NL UsrCAL	License	500
06	021-10609	OfficeStd 2019 SNGL OLP NL	License	500
07		Digital Certificate for Microsoft Exchange 2019 with EV and 3 Years Validity (Mention certificate providers name)	Subscription License	1
08		Mailbox Migration Tool -from postfix to Exchange	Subscription License	1

Part 2: Implementations

Sl	*Product/Solution*
1	Active Directory – Directory Services (ADDS) and other necessary roles and services with existing solution upgradation ensuring existing user data integrity, and include envisioning, planning, build, stabilize, deployment, UAT & admin training for the implementation.
2	Microsoft Exchange server 2019 email solution with migration of existing 1475 mailboxes from postfix deployment and incorporate another 2000 new mailboxes, ensuring existing data integrity and include envisioning, planning, build, stabilize, deployment, UAT & admin training for the implementation.

Implementation Details:

S/L	Product
01	Detail Planning, Design, Install, Configure, commissioning, Implementation, integration with new and existing services of central "**Active Directory - Directory Services (ADDS)**" with proper upgradation from existing "Server 2012 R2" deployment to "Server 2019" platform, ensuring accurate database backup and restoration from existing infrastructure to new deployment during upgradation; proper configuration of required databases, monitoring tools, compliance policies and reporting; implementation of proper failover plan through multiple deployment of same service; proper security enforcement in every level of configuration, services, users, devices or any other end to end communication related to the service; data protection and backup configuration on new deployment for both Configuration Database and Directory Database along with users/services data; with successful UAT accomplishment and subsequent changes implementation on both DC & DR Sites; with the setup, configuration and securing the baseline operating systems and SAN connectivity as well as storage connectivity configuration, along with their in-depth and very comprehensive documentation delivery in every steps of deployment.
02	Detail Planning, Design, Install, Configure, commissioning, implementation and integration of **Microsoft Exchange 2019** Email solution in On-Premises deployment, with the setup, configuration and securing the baseline operating systems and SAN connectivity as well as storage connectivity configuration, along with their in-depth and very comprehensive documentation delivery in every steps of deployment; proper migration of mailboxes, rules, policies and configuration etc. from existing Linux based email solution to Microsoft Exchange along with the client configuration and existing data migration; to provide email, calendaring, contact, scheduling and collaboration with centralize solution and different retention policies deployment, eliminate email threats or attack through the configuration of email security, anti-spoofing, spam filtering and threat protection; communication establishment with existing Barracuda security solution implementations; new users, groups, rules and policies creation and configuration; role assignment for administration and define administrative boundaries; availability from inside and outside of the corporate network; configure proper monitoring, admin center and auditing; ensure data loss prevention, in-place archiving, retention and e-discovery; deployment of necessary databases; configuration monitoring tools, compliance policies and reporting; implementation of proper failover plan through multiple deployment of same service; proper security enforcement in every level of configuration, services, users, devices or any other end to end communication related to the service; with successful UAT accomplishment and subsequent changes implementation on both DC & DR Sites.

Part 3: Service Level Agreement (SLA)

Provide support, services and maintenance of Microsoft Products and their associated services/solutions (Active Directory and Exchange) along with other related deployment and configuration on both DC and DR for a period of 3 years. SLA includes Onsite Support and Remote Support as well as support for all component specific services including security, redundancy and high availability for both DC and DR Sites.

Sl	Items
1	Active Directory – Directory Services (ADDS) and other necessary roles and services
2	Microsoft Exchange 2019 Email Solution

4	**INSTRUCTIONS TO TENDERERS**

Quotations are invited from the reputed bidders according to following instructions in this section and fulfilling the Terms and Conditions in section 5

4.1) Proposal/Offer, in sealed envelope, must be dropped in the Tender Box kept at the office of **Vice President and Head of ICT Division**, First Security Islami Bank Limited, Plot 12, Block A, Main Road, Bashundhara R/A, Dhaka 1229 **on or before March 23, 2020 at 3.00 pm** and be clearly marked as *"Tender submission for LOT A – Supply of Microsoft Licenses, Solution Implementation and service maintenance under SLA"* on top of the envelope. Tenders will be open at **03:30 pm** on the same date in presence of the bidders or their representatives, who may remain present.

4.2) Proponent must participate on **LOT A** completely with all of its individual parts that comprises **Part 1 (Supply of Licenses), Part 2 (Implementation)** and **Part 3 (SLA)** together for all of their parts.

4.3) Bidder should submit "Technical Proposal" and "Financial Proposal" in their individual sealed envelope accompanied with the complete documents burned in their individual DVD.

4.4) Only valid Microsoft Partners with Gold/Silver partnership competencies will be able to participate.

4.5) Bidder should have adequate knowledge and practical experience on Microsoft volume licensing, licensing terms/criterion, License portal administration, migration from postfix to exchange and supports etc.

4.6) Provide a detail description of the solution including architectural design, implementation plan, diagrams, project management methodologies, engagement duration and schedule in Gantt chart, product description & strength, system components and their integration focusing on high availabilities of services deployed.

4.7) Proponent must provide detail information on requirement of SAN Connectivity and Space allocation on Storage for each services and their databases from the storage.

4.8) Proponent must incorporate existing security solutions (Email Security, End Point Security, Network Security) that are deployed in the bank with the new solutions that will be implemented in this project.

4.9) Proponent must understands existing architecture (physical and logical) that is specific to a particular solution, identifies areas of complications, analyzing current service status, their dependencies and necessity of maintaining uninterruptable services, align with the requirement analysis and integration with new deployment, by analyzing complete data flow of the network marking any point of possible delay or latency that may appear accessing proposed services and solutions that will be integrated, and perform rigorous UAT before handing over the solution. Vendor has to submit UAT documents describing various test cases and detailed testing procedure lined out and the UAT results.

4.10) Proponent must conducts all sort of prerequisites check and provide proper plan and step by step procedures including detail time sheet of each step and their dependencies to eliminate existing

service disruption during new service implementation and rollout. However, services that require to go through migration procedures, must have their ground up tasks completed prior to initiate the migration process which will soften any sort of service downtime if required, and also it will be readily available for its expected services immediately after migration process completion.

4.11) Proponent must analyze existing bandwidth allocation, identify bandwidth requirement for new solutions/services, propose if any upgradation is necessary with a proper and legitimate bandwidth planning and explanation documents, and provide reports to Bank prior initiating installation of the services with a complete site survey (when required) for Head Office, Zonal Offices and branches. Proponent also provide a detail report on bandwidth consumption after integration of new services and accessing those.

4.12) Proponent must form a dedicated project team where each members possess adequate knowledge on the service/solution they will configure and capable to handle different deployment requirements (realizing both physical and logical layouts) based on the scenario and in-depth requirements analysis, and possess previous experience on implementing the services/solution in a large environment and their successful execution. The team will be responsible for end-to-end delivery of each services and solutions having a project manager as a Single Point of Contact (SPOC).

4.13) Proponent should quote the unit price & total cost both in figure and words and there should not be any cutting/erasing/overwriting on any figure and in words. The Offer must be made in BDT (Bangladeshi Taka).

4.14) In the price proposal if the values in digits and words differ then the value in words will prevail. If the total value does not match with the calculated value ("Unit Price" X "Quantity" = "Total Value") then the total value will be recalculated by multiplying the quantity with the unit price.

4.15) Individual Product Part Number should be incorporated with the Technical Proposal.

4.16) After issuance of the Notification of Award the vendor shall submit a written undertaking on non-judicial stamp paper of Tk. 300/- that the vendor will accomplish the job as per terms and conditions mentioned in the tender schedule.

4.17) Deployment and implementation of a particular service of this project will be considered as a part of the complete project. Implementation of the complete project including license delivery, deployment of all products and their services, security configuration, integration, failover configuration in both DC and DR and UAT and the acceptance of UAT reports have to perform for all services of the project within 12 weeks from the date of issuing Work Order.

Partial completion of any service, or, if a single service of this complete project has been left at any stage of its configuration, implementation and integration along with their proper document submissions after 12 Weeks period, will still be considered as the complete project still remain under the implementation phase where proper justification of such delay will be responded and the causes will be measured by the bank based on their sincerity and legitimacy. Bank will impose liquidity damage during such delay to complete the project.

Subsequent 2 months (after the implementation period) the solution will remain under observation of the bidder as Post Implementation Observation and bidder will be required to continue all maintenance operation and implement necessary changes during the period.

4.18) The Service Level Agreement (SLA) for 3 (three) years period will be started by issuing a separate Work Order after 5th months since the day of work order issue date for Implementation, considering proponent has already completed deployment, implementation and integration phases properly of all services including acceptance of successful UAT and their reports, delivery of all designs, implementation reports and documentations and ensuring no issues or whatsoever accessing the services after their implementation. However, if all these steps have been completed before this period, services will still be considered as under post implementation phase, and the SLA will only become active following its contract signing after completing 5th months of implementation period.

4.19) During implementation, minimum of Two IT resources of the assigned deployment team from the bidder should remain presented at on-site to ensure smooth service delivery.

4.20) Proponent has to continue post implementation review of system performance, and performance of the solutions and services, and functional deliverables for at least 2 months after UAT for each solutions and services individually with delivery of proper documentations and their acceptances.

4.21) Proponent must Complete End user AD Profile implementation and Outlook Client Profile Creation for email solution that comprises the Head office and branch users.

4.22) To ensure proper security measures have been implemented, proponent must deliver a complete list of firewall ports with their purposes and communication directions and propose alternative ports (other than the defaults) when possible, for each services and solutions prior to installation.

4.23) Proponent shall attach draft Service Level Agreement (SLA) with the bid documents. SLA must include penalty, liability, indemnification, termination and other important clauses. The bidder must agree to provide service under the SLA for at least 3 (three) years respectively after the post implementation has been completed. The bidder must mention the SLA fees (figure and percentage) along with the bid documents. All the terms and conditions mentioned in the schedule shall remain in force for the SLA period.

4.24) Proponent should indicate the support capabilities for services and other components of the required software and solutions. Number, qualifications, and relevant certifications of support personnel available locally in Dhaka must be indicated. Any problem should be addressed within 2 hours of reporting.

The Support plan should cover following categories in detail:

4.24.1. Comprehensive Support plan (Level 1 "phone hotline support and remote support" and Level 2 " onsite Support", regular preventive maintenance, and fine tuning of the services and solutions) to be provided;

4.24.2. Details of Support Experience of the deployment of the same size and the nature of the equipment;

4.24.3. Staff Expertise;

4.24.4. Any relevant Certifications;

4.24.5. Technical Support Staff Location (Office Locations). Preference will be given to the bidder with support staff located in Dhaka;

4.24.6. Support experience on relevant projects at different Banks

4.24.7. To maintain professional service, the following criteria of support engineers must be maintained
1st Level Support = Minimum 2 years of experience with MCSE Certification
2nd Level Support = Minimum 4 years + experience with MCSE Certification

4.25) Proponent shall indicate the training initiatives to install, deploy, implement, maintenance, troubleshoot, everyday operations, administration and security of the services and solution with the following manner.

Each Proponent shall clearly describe training provided, including materials, procedures employed, duration, location, and the instructor. All trainings must be provided hands on/real time practical manners. Name of training institutions, schedule in the Gantt chart and CVs of the training instructors must be submitted accordingly. The successful Bidder shall provide all reference manuals, booklets and other materials required for training. Bidder must arrange vendor certification with exams to the training participants after successful completion of their training. In detail training should be given on each topic. In each item of the respective categories the trainer should have adequate experience on topic delivery in the particular domain.

Local Training for 5 personnel and foreign training for 4 personnel along with Microsoft certification exams will be accommodated with all expenses, e.g. air fare, hotel expenses, local travel, food, etc. will be borne by the bidder. Only Microsoft recognized training institution with proper lab arrangements will be selected to conduct the trainings.

4.26) Pre-Bid Meeting:

The Bank will arrange a pre-bid meeting on **March 2nd, 2020** at 3:30 PM with the participated bidders to discuss on technical issues / specifications to find the anomalies / discrepancies (if any). The Bank will issue addenda of the bidding documents (if any found in the meeting).

4.27) Correction or Amendment of Bidding Documents:

The Bank may, for any reason, whether at its own initiatives or in response to a clarification requested by a prospective bidder, modify the bidding documents by issuing addenda by **9th March, 2020**. Any addenda thus issued shall be part of the bidding document and shall be communicated (in writing or through posting updates in web link ***https://www.fsiblbd.com/tender/*** under the corresponding category).

Where amendments or changes are required by the Bank after submission of bid, bidders will be requested in writing to adjust their proposals accordingly and submit a supplementary financial proposal within **6 (Six) working days.** The supplementary financial proposal should only contain the changes in price resulting from the changes in the technical proposals. Bidders should note that, if the Bank, during the evaluation of the financial proposals, considers that the changes in price are unrealistic in comparison with the original financial proposal, the bid is liable to be rejected. Bidders not wishing to change their technical proposals may withdraw from the bidding process and their financial proposals will be returned unopened.

4.28) Bid Validity:

4.28.1. Bid shall remain valid for a period of **6 (Six) months** after the date of opening of the 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 shall be made in writing. A bidder agreeing to the request will not be permitted to modify its bid.

4.28.2. Bank may arrange clarification/demonstration meeting with each bidder. The bidders' experts will attend in such meeting for which no allowance / fee will be provided by the bank. If the bidder fails to respond to such meeting their bid will be treated as non-responsive.

4.29) Notification of Award & Work Order:

Bank will issue a letter of confirmation to the successful bidder regarding acceptance of the offer. Work Order either might be issued separately for individual parts or as a combination of multiple parts of the Complete LOT.

Work must be completed within the time specified in the Work Order/Contract.

4.30) Quality Assurance:

The Contractor shall comply with the technical specification as mentioned in the Tender Schedule.

4.31) Price:

4.31.1. The bidder shall submit price quotation in prescribed format. Prices must remain valid up to 6 (Six) months from the date of opening financial offer. The client may request for extension of the price validity.

4.31.2. Price should be given in the prescribed format. Beside this, product wise and part wise detail price offer should be submitted.

4.31.3. Prices must be quoted both in figures & in words and there will be no discrepancy between the price in figure & the price in words.

4.31.4. Bank reserves the authority to rectify any computation error in the price quotation of the bidders.

4.31.5. The prices shall include all VAT, Taxes and other Govt. dues. Bank shall deduct VAT & income Tax and other dues as per Govt. rule while making payment.

4.31.6. Bank may ask to provide necessary proof documents that are related to this purchase like Bill of Landing, Bill of Entry, other import related documents, VAT, TAX etc.

4.32) Price Negotiation:

4.32.1. Bank may request higher scored bidders in writing to negotiate the price. Representative of the Bidders must have authorization for price negotiation. If he highest scoring bidder is not agreed for price negotiation then the second highest scored bidder may be called for price negotiation and so on.

4.32.2. Bank will choose the successful bidder, after price negotiation and considering performance and different vectors, which are deemed fit to the Bank.

4.33) Award of Contract:

Bank will award the Contract to the successful bidder. Prior to expiration of the period of bid validity prescribed by the Bank and after successful negotiations, Bank will notify the successful bidder that his bid has been accepted. The notification of award will constitute the formation of the Contract. Upon furnishing by the successful bidder of a Performance Security the Bank will promptly notify other bidders that their bids have been unsuccessful.

4.34) Bank's right to accept any bid and to reject any or all bids

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.

4.35) Process to be confidential

Information relating to the examination, clarification, evaluation and comparison of bids and recommendations for the award of a contract shall not be disclosed to the bidders or any other persons not officially concerned with such process until the award to the successful bidder has been announced. Any effort by a bidder to influence the Bank's processing of bids or award decisions may result in the rejection of the bidder's bid

4.36) Products and Service Delivery Schedule

Part 1 & Part 2: Delivery of Licenses, Deployment of solutions, configuration, data migration along with client settings and trainings for all service must be completed by 12 weeks period of issuance of Work Order. The next 4 weeks will remain conducting all post implementation changes implementation and that will still be treated as Post Implementation Phase.

Part 3: Must be conducted during the service maintenance period according to the Work Order.

4.37) Payment & Security:

4.37.1. Earnest money (refundable) equivalent to 2.5% of the grand total quoted value for the full duration (including VAT, Tax and other Govt. dues) in the form of Pay Order/Bank Draft of any scheduled bank in favor of First Security Islami Bank Ltd shall be submitted along with the tender inside the envelop marked as "Financial Proposal". Any tender not accompanied by an acceptable Earnest money, shall be rejected as non-responsive.

4.37.2. If the bidder provides any false certificate and make fraud and forgery at the time of bid submission, the pay order submitted by the bidder as Earnest Security Money to First Security Islami Bank Limited may be forfeited.

4.37.3. The contractor should submit their Bill/Invoice according to the Terms of work orders.

4.37.4. The supplier will be entirely responsible for all applicable taxes, duties, levies, charges, license fees in connection with delivery of products, solutions and services at site. While making payment, VAT & income TAX will be deducted at source as per Govt. rule.

4.37.5. Awarded bidder shall furnish a performance security in the form of "Bank Guarantee" (Appendix-I) in an amount of 10% of Contract price, in accordance with the Conditions of Contract within 2 weeks of receiving the award. The performance security will be kept and remain enforced till the issuance of Performance Certificate after completion of final year SLA period, subject to successful delivery, implementation and proper maintenance of services and solutions. The bid security (Earnest Money Deposit) will be returned after receiving   the   performance   security.

The Security money shall be payable to the Bank as compensation for any loss resulting from the Supplier's failure to complete its obligations on delivery and acceptance of all licenses accordingly under the Contract. If the contractor fails to deliver the licenses or any of its quantity, solution implementation and service maintenance within the stipulated time, or if any deviation has been observed while maintaining the services during SLA period which not addressed according to stipulated timeframe then security deposit will not be released and contractor is required to resolve the issue within short time. If contractor refuses to resolve the issues, as the case may be, Bank reserves the right to recover the relevant cost from the entire security deposit of the contractor.

Failure of the successful bidder to comply with the requirements, shall constitute sufficient grounds for the termination of the award and forfeiture of the bid security.

The performance security will be returned after successful completion of the project including completion of SLA period. If the project is not completed within the validity time of the performance security, the bidder must submit a new performance security from a schedule bank with a validity period that cover the complete project period.

4.37.6. In case of a failure of the successful Tenderer to meet the contract obligations in the prescribed time, the tenderer will be liable to pay 0.5% of the Contract price as liquidated damages for every week after the deadline and will be deducted from the bill amount.

The maximum penalty will be 10% of total contact price.

4.37.7. **Payment for Part 1 (Supply of Licenses) and Part 2 (Implementation)**: 50% payment of total price of Part 1 and Part 2 in Lot A might be provided as an advance payment while issuing Work Order for those parts. 30% payment may made after solution implementation, successful data migration along with completion of client settings of Head Office Users, providing trainings and detail documents submission of the implementation, while the rest 20% might be made after successful completion of all requirements of Part 1 and Part 2 of Lot A of the project that includes clients setup and client configuration (Active Directory Client and Outlook Client) for rest 3500 end users of the bank for.

4.37.8. When Advance Payment is requested, Awarded Bidder must provide a Bank Guarantee for Advance Payment (Appendix J) as a surety bond to deliver the contract according to the requirement maintaining the quantity of products and quality of works within the stipulated time frame.

4.37.9. Payment for Part 3 (Service Level Agreement) will be made by 3 equal yearly installments, where payments for each year will be made as an upfront payment at the beginning of the SLA starting period for that particular year.

Payments will be made within 60 days of individual bill submission following company rules and regulation

4.38) Bidder eligibility criteria:

4.38.1 Bidder must have registered local office in Bangladesh.

4.38.2 Bidder should have adequate knowledge on Microsoft volume licensing, licensing terms/criterion, license portal administration, supports etc.

4.38.3 The bidder must be a valid Microsoft Partner with Gold/Silver partnership competencies.

4.38.4 Bidder must have a minimum of 3 (Three) years of experience in Microsoft software license sales and providing services and solutions on deployment and implementation on similar Microsoft technology products.

4.38.5 Bidder must have experience on selling, maintaining and migration of similar Microsoft contract with minimum 2 customers in Bangladesh.

4.38.6 Bidder should have experience on providing after sales technical support or maintaining SLA for similar Microsoft products/solutions with at least 1 customer.

4.38.7 Bidder should present necessary financial solvency to transact large contracts (value of minimum BDT 2 Crore) in a single contract.

4.38.8 Bidder must have sufficient certified and experienced resource for each solutions and should submit certificate of technical resource personals, specifically for following areas:

    4.38.8.1   MCSE (Microsoft Certified System Engineer) on Exchange

    4.38.8.2   MCSA (Microsoft Certified System Administrator)

    4.38.8.3   MCTS (Microsoft Certified Technology Specialist)

    4.38.8.4   MCP Microsoft Certified Professional with concentration on Exchange

    4.38.8.5   Other Certification concentrating on Microsoft Exchange *(please specify)*

4.38.9 Bidder having at least 1 (One) MCP and 2 (two) MCSE certified professionals on relevant deployment fields (Microsoft Exchange Solution) will have preferences.

4.38.10 Bidder should have enterprise class support service system to provide post deployment service and support. Bidder must submit the description of their support team with the profile of experts for the items they will supply.

4.38.11 Bidder must have redundant certified Resources for Each Solutions for collaboration and communication competencies.

4.38.12 A summary to show separately the projects (on Microsoft Products) that are done in any organization, preferable financial institutions in a large deployment in Bangladesh along with the name of the resources who were involved with the solutions implementation according to the prescribed format of **Appendix A.**

4.38.13 The selected Engineers should be available throughout the implementation of project and in case for unforeseen reasons an equivalent engineer satisfying the qualification criteria should be assigned.

4.38.14 The engineers should have minimum 3 to 4 years' experience in maintaining AD and Exchange solution in a production environment (especially in Bank/Financial Institutions).

4.38.15 Bank will ask to provide proof of relevant supply and service experience; Copy of LOI/PO/ contract documents or performance certificate etc.

4.38.16 During the SLA period, contractor shall perform a periodical service & maintenance at least once quarterly for all systems, implemented services and solutions, their performance and security measurement, take preventive measures and perform maintenance whenever required and submit a detail reports during this time every time.

4.38.17 For SLA response time shall be 2 (Two) hours and trouble must be resolved/rectified within 4 hours

4.38.18 Bidders must submit the following documents and details along with their offer in their own Letter Head Pad and signed by authorized persons.

 4.38.18.1 Proof of 3 (Three) years of experience in Microsoft software license sales and providing services and solutions on deployment and implementation on Microsoft technology products, proof of experiences on selling, implementing and maintaining of Microsoft Exchange solution contract with minimum 2 (Two) customers in Bangladesh, Proof of providing after sales technical support for Microsoft products/solutions and, proof of maintenance contract or SLA with minimum 1 (One) client.

 4.38.18.2 Bidder should submit necessary certificate copy as proof of their experience of Microsoft Partner or Microsoft Licensing solutions provider. A proof copy of the partnership and certification to be enclosed in the proposal.

 4.38.18.3 Experience Certificates / Performance Certificates from the customers of similar products, solution and service need to be submitted.

 4.38.18.4 Valid Registration/ownership document, up-to-date VAT & TIN certificate, up-to-date Trade License/Memorandum/Article of Association, and up-to-date Bank Solvency Certificate.

 4.38.18.5 Copy of LC, Proforma Invoice, Bill of Entry, Bill of Landing will be duly attested by the concerned bank.

 4.38.18.6 Company profile.

4.38.18.7 Full particulars of the ownership, constitution, year of incorporation, and main business activities of the Vendor.

4.38.18.8 Valid Microsoft Partnership certificate.

4.38.18.9 Bank solvency certificate.

4.38.18.10 Income tax certificate (of the last year).

4.38.18.11 Time schedule of supply, installation, testing, commissioning, etc.

4.38.18.12 List of similar project delivered according to the format in Appendix A.

4.38.18.13 Detail client list for similar Microsoft product (preferable with financial institute)

4.38.18.14 Manufacturing Authorization Letter

4.38.18.15 Draft SLA

4.38.18.16 Project Implementation schedule in Microsoft Project

4.38.19 **Following technical details should be submitted with the Proposal:**

4.38.19.1 Technical Specification details of products, detailed solution document with proper design, architectural diagram and descriptions.

4.38.19.2 Approximate Hardware Sizing

4.38.19.3 Pre-installation requirements and pre-requisites.

4.38.19.4 Compliance Sheet of General Scope of Work

4.38.19.5 Compliance sheet of Solution Based Scope of work for each service and solution deployment

4.38.19.6 Compliance Sheet of Technical Specification for each service and solution deployment

4.38.19.7 Trained and certified engineer for design and installation of the products

4.38.19.8 Delivery Period, Existing system design Plan, upgradation, migration and installation plan for each product and their relevant service/solutions

4.38.19.9 Project Implementation schedule in Microsoft Project for all solution

4.38.19.10 Draft Vision and Scope Document for Each Solutions

4.38.19.11 Staffing Plan for each solution deployment

4.38.19.12 Project Implementation Methodology Document

4.38.19.13 Course Outline for Microsoft Official Curriculum training

4.38.19.14 List of Engineers and their involvement according to the prescribed format in **Appendix B**

4.38.19.15 Complete Profile and Description of their support team with the profile of experts for the services and solutions they will Implements and provide support.

4.38.19.16 A summary to show separately the engineers that will be assigned during the projects implementation and SLA period their involvement with similar projects, qualifications and expertise.

4.38.20 Personnel Qualification Criteria

4.38.20.1 Qualification and Experience on Implementation Project

4.38.20.2 The Design consultants for AD, Exchange should have minimum three years of experience in designing and implementing the above specified solutions.

4.38.20.3 The BANK retains the right to evaluate/Interview design and implementation consultants for their knowledge of the subject and ask for replacement when required

4.38.21 Contact Information

For any queries please contact to the ICT Division of First Security Islami Bank Ltd In the following Address:

ICT Division, First Security Islami Bank Ltd
Plot 12, Block A, Main Road
Bashundhara R/A, Vatara, Dhaka 1229
Phone: 8432614-22
E-mail: ict@fsiblbd.com

5	**TERMS & CONDITIONS**

TERMS & CONDITIONS FOR THE PROJECT

5.1) Tenderer must follow the guidelines as described in SECTION 3 (Instruction to Tenderers). Failing to comply with these guidelines will disqualify the proposal and the deliverables.

5.2) With the submission of the bid, the bidder acknowledges that he had carefully examined in detail the tender documents, terms & conditions and information related to schedules, specifications of the system, services and requirements of the related job facilities.

5.3) Bidder should have adequate knowledge and practical experience on Microsoft volume licensing, licensing terms/criterion, License portal administration, supports etc.

5.4) Bidders should have knowledge on service/solutions that will be incorporated with their delivered licenses and capable to propose/advise on different phases of deployment and implementation of those services following their requirements.

5.5) In the price proposal if the values in digits and words differ then the value in words will prevail. If the total value does not match with the calculated value ("Unit Price" X "Quantity" = "Total Value") then the total value will be recalculated by multiplying the quantity with the unit price.

5.6) Bank is not bound to accept the lowest bid. Bank reserves the right to accept or reject any or all the quotations without arising any reasons or whatsoever.

5.7) Bank reserves the right to increase or decrease the quantity or ordered item(s) and to calculate the total price on the basis of the approved unit cost for the additional job. Vendor will have to execute further order(s) for installation of additional quantity as per requirements of Bank.

5.8) Bank also reserves right to distribute the work among the bidders or assign it to a single bidder. VAT, Taxes etc. shall be deducted from the bill as per approved rate of the National Board of Revenue.

5.9) Bank can ask or request to submit all the relevant documents related with production and import (i.e. all shipping documents attested by L/C opening bank) for further clarification and settlement of the bill.

5.10) If the Tenderer submit any wrong information then Bank reserves the right to reject their quotation partially or fully.

5.11) The supplier must obtain formal written Work Order (with proper Signature and Seal) from the Bank before supply.

5.12) After issuance of the Notification of Award the vendor shall submit a written undertaking on non-judicial stamp paper of Tk. 300/- that the vendor will accomplish the job as per terms and conditions mentioned in the tender schedule.

5.13) Manipulation or any kind of unusual approach or failure to submit the proposal/offer within stipulated time frame will be treated as "Disqualification" to attend in the bidding.

5.14) The Work Order will be automatically cancelled if the requisite Terms & Conditions are not fulfilled.

5.15) Bank reserves the right to impose penalty or not to take delivery of the goods for any type of substandard goods supplied by vendor.

5.16) In case of a failure of the successful Tenderer to meet the contract obligations in the prescribed time, the tenderer will be liable to pay 0.5% of the Contract price as liquidated damages for every week after the deadline and will be deducted from the bill amount.

The maximum penalty will be 10% of total contract price.

5.17) Awarded Bidder must provide a Bank Guarantee for Advance Payment (Appendix J) as a surety bond to deliver the contract according to the requirement maintaining the quantity of products and quality of works within the stipulated time frame.

5.18) In the event of supply of any items, which does not match with the required specification, quantity or sample's quality or is of substandard quality, the Bank reserves the right for outright rejection of the goods, and the vendor will have to take back those at its own cost and will replace with acceptable quality within 15 (fifteen) days from the date of rejection.

5.19) Deployment and implementation of a particular service of this project will be considered as a part of the complete project. Implementation of the complete project including deployment of all products and their services, security configuration, integration, failover configuration in both DC and DR and UAT tests and the acceptance of UAT reports have to perform for all services of the project within 3 months from the date of issuing Work Order.

Partial completion of any service or if a single service of this complete project has been left at any stage of its configuration, implementation and integration along with their proper document submissions after 3 Months period will still be considered as the complete project is still under the implementation phase and bidder must provide appropriate justification for this delay.

5.20) The Service Level Agreement (SLA) for 3 (three) years period will be started following by a contract signing after 5th month since the day of work order issue date for Implementation, considering proponent has already completed deployment, implementation and integration phases properly of all services including acceptance of successful UAT and their reports, delivery of all designs, implementation reports and documentations and ensuring no issues or whatsoever accessing the services after their implementation. However, if all these steps have been completed before this 5th month period, services will still be considered as under post implementation process, and the SLA will only become active following its contract signing after completing the 5th month of implementation and post implementation observation period.

5.21) During implementation, minimum of Two IT resources of the assigned deployment team from the bidder should remain presented at on-site to ensure smooth service delivery.

5.22) First Security Islami Bank Ltd. reserves right to divide the quantity among the vendors as per lowest quoted unit rate in the tender. The total bill will be calculated as per aforesaid rate upon acceptance of the award of notification or work order by the vendor(s).

5.23) First Security Islami Bank Ltd. reserves the right to further renewal of software licenses, Service Agreement etc.

5.24) Information provided by bidders in response to this Tender Document will become the property of First Security Islami Bank Ltd. and will not be returned unless explicitly mentioned.

5.25) First Security Islami Bank Ltd. reserves the right to purchase partially, amend, rescind or reissue this Tender Document and all amendments will be advised to the bidders and such amendments will be binding on them.

5.26) The supplier shall not, without the Bank's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Bank in connection therewith, to any person other than a person employed by the supplier in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as it may necessary for purposes of such performance.

5.27) 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.

5.28) Information relating to the examination, clarification, evaluation and comparison of bids and recommendations for the award of a contract shall not be disclosed to the bidders or any other persons not officially concerned with such process until the award to the successful bidder has been announced. Any effort by a bidder to influence the Bank's processing of bids or award decisions may result in the rejection of the bidder's bid.

5.29) Earnest money (refundable) equivalent to 2.5% of the grand total quoted value for the full duration (including VAT, Tax and other Govt. dues) in the form of Pay Order/Bank Draft of any schedule bank in favor of First Security Islami Bank Ltd shall be submitted along with the tender.

If the bidder provides any false certificate and make fraud and forgery at the time of bid submission, the pay order submitted by the bidder as Earnest Security Money to First Security Islami Bank Ltd may be forfeited.

5.30) Awarded bidder shall furnish a performance security in the form of "Bank Guarantee" (Appendix-I) in an amount of 10% of Contract price, in accordance with the Conditions of Contract within schedule mentioned by the bank within 2 weeks after receiving the award. The performance security will be kept and remain enforced till the issuance of Performance Certificate after completion of final year SLA period, subject to successful delivery, implementation and proper maintenance of services and solutions.

5.31) Awarded bidder must provide a Bank Guarantee for Advance Payment (Appendix J) as a surety bond to deliver the contract according to the requirement maintaining the quantity of products and quality

of works within the stipulated time frame.

5.32) The Supplier will be entirely responsible for all applicable taxes, duties, levies, charges, license fees in connection with delivery of products, solutions and services at site. While making payment, VAT & income TAX will be deducted at source as per Govt. rule.

6	**SOLUTION**

6.1) Designing and Implementing of Active Directory Infrastructure

Design and deploy the Microsoft Active Directory Services (AD DS) and other necessary components, which include:

6.1.1 Designing:

6.1.1.1. Design, upgrade and implementation of logical structure of AD DS (DC-DR);

6.1.1.2. Design, upgrade and implementation of physical structure of AD DS (DC-DR);

6.1.1.3. Design and migrate the placement of FSMO roles and Global Catalog

6.1.1.4. Design and migrate the DNS (Name resolution) structure

6.1.1.5. Design the Windows Time service hierarchy

6.1.1.6. Design and upgrade of basic Group Policy Objects for AD DS

6.1.1.7. Design AD DS objects naming convention (for users, groups, hosts, sites and site links).

6.1.1.8. Design and migrate the OU structure

6.1.1.9. Deploy the AD DS infrastructure according to the recommended server configuration and architecture.

6.1.1.10. Designing and Providing Storage sizing to accommodate all proposed solution requirements.

6.1.1.11. Build designed AD DS environment in Test lab and test the deployment and upgrade scenarios.

6.1.1.12. Design proper DNS, DHCP, File Sever, DFS, FSRM, Root CA for the enterprise environment

6.1.1.13. Design all levels of High availability and Site Resiliency inside Primary Datacenter and In Between Primary and Disaster Recovery Data Center

6.1.1.14. Storage capacity planning and hardware resource planning for each service deployment based on requirements

6.1.1.15. Configure proper security in every level of deployment from the setup and installation of baseline operation system, virtualization of the system to setup, installation and integration of the services and the network communication between other services, users, devices or any other end to end host or network communication.

6.1.1.16. Every components that have dependencies for proper functionality, services high availability, security implementation and service administration as well as monitoring facilities of email solution and service, must be deployed and implemented in a 2:1 design, where a complete set of redundant resources of all components will be deployed in Data Center to provide immediate redundancy and fault tolerance and another set will be configured and deployed in Disaster Recover Site that will be completely synched with the solution and services of DC along

with the configuration and user data, and also will be configured in such way that the service will be immediately available from the DR site when required.

6.1.1.17. Design and Configuration data backup and recovery

6.1.2 Technical Deployment

6.1.2.1. Active Directory will follow Windows Server 2019 single forest, single root domain design and the total number of user objects in the domain is initially 2550 spreading across Branches/Offices of the BANK.

6.1.2.2. Additional Domain controllers should be deployed in Head Office and branches (when necessary) all new domain controllers will be upgraded to or newly deployed on Server 2019 Full installation.

6.1.2.3. Pre-existing domain controllers in different Sites which were deployed on Server 2012 or server 2016 will be reconfigured when required.

6.1.2.4. All the domain controllers should be configured as the Global Catalog and the AD site design will be based on Hub and spoke topology with appropriate subnet definition.

6.1.2.5. Site Link configuration and Site link naming should follow the best recommended Microsoft Windows 2019 AD Architecture.

6.1.2.6. Schedule for replication: The default schedule allows replication 24hrs/day, 7 days/week. There is no requirement to change this setting and hence this default should remain on all site links.

6.1.2.7. Frequency for replication: For site links that associate remote sites hosting domain controllers with the combined Central site, the replication frequency should be configured to replicate every Replication Configuration: By default the replication topology is created, managed and maintained by the Knowledge Consistency Checker (KCC) and the Inter-site Topology Generator (ISTG). In this environment there is no need to modify this behavior and therefore the default settings shall remain.30 minutes. For all site links that associate the remote sites without domain controllers, the default value of 180 minutes should remain.

6.1.2.8. Flexible Single Master Operations (FSMO) role holder placement: The PDC Emulator and RID Master should be located on a one domain controller. The Infrastructure Master, Domain Naming Master and Schema Master should be located on another domain controller (different to the server in the point above).

6.1.2.9. Group policy should be deployed as per BANK specifications. Bank Domain policy should be applied at appropriate level of OU for all Users and Computers accounts. Existing policy must be reviewed and upgraded accordingly.

6.1.2.10. Naming conventions of the User accounts/OU's/Groups, computers and Servers has to be standardized as per BANK specifications

6.2) Designing and Implementation of Email Infrastructure

6.2.1 Design, migrate and implementation of the current Email Solution (Postfix) to Exchange 2019 accommodating all existing mailboxes.

6.2.2 Design all levels of High availability and Site Resiliency inside Primary Datacenter and In Between Primary and Disaster Recovery Data Center

6.2.3 The Implementation should include migration of current set of mailboxes, integration with Active Directory, modification of existing groups, and their permission assignments and creation of new mailboxes and groups.

6.2.4 Configure to facilitate email compression, encryption based on policies.

6.2.5 Configure to remove duplicate mails or preserving only one instance of a particular mail that has been delivered to multiple receivers from an account and instead of making a copy of the same mail to each mailboxes on storage, the configuration must preserve a single copy of the mail and mark a link on other mailboxes instead of storing a complete copy of the same mail. Such requirement is very important to save available space on the storage

6.2.6 Appropriate Sizing for the storage and mailboxes should be provided as per the BANK's requirement.

6.2.7 The Front-End Server configuration should include mail client access (Office Outlook), web access, Mobile Access features.

6.2.8 All Exchange Servers should follow BANK's Security requirements and Email Governance policies.

6.2.9 Implementation strategy should include configuration of email clients for the email Id's association incorporated with Active Directory implementation.

6.2.10 All exchange related configurations should follow the BANK's specification and requirements provided during the since planning stage.

6.2.11 Design should follow the Microsoft Exchange 2019 best recommendations.

6.2.12 All the exchange related implementation and configuration should be tested before moving to production.

6.2.13 Custom scripts or configuration should be used as a part of the migration plan as per the BANK's requirements.

6.2.14 Exchange 2019 OWA page should be customized according to BANK's requirement.

6.2.15 Exchange 2019 database online backup (Differential backup) should be taken on a day to day basis and a complete Normal Backup on week days. The same backup to be tested for recovering mailboxes and mails at regular intervals.

6.2.16 Reverse proxy solution for Publishing Outlook web Access as well as outlook anywhere

6.2.17 Policy configuration for multiple level of mailboxes to implement different duration for mail savings and mail archiving.

6.2.18 Storage capacity planning and hardware resource planning for all service deployment based on requirements

6.2.19 Configure proper security in every level of deployment from the setup and installation of baseline operation system, installation and integration of the services and the network communication between other services, users, devices or any other end to end host or network communication.

6.2.20 Every components that have dependencies for proper functionality, services high availability, security implementation and service administration as well as monitoring facilities of email solution and service, must be deployed and implemented in a 2:1 design, where a complete set of redundant resources of all components will be deployed in Data Center to provide immediate redundancy and fault tolerance and another set will be configured and deployed in Disaster Recover Site that will be completely synched with the solution and services of DC along with the configuration and user data, and also will be configured in such way that the service will be immediately available from the DR site when required.

7.1) Technical/Functional Specification:

S/L	Description	Complied (Yes/No)	Comments
01	Proponents should provide the following documentation Design Plan, implementation procedure and Project management guide		
02	Proponents should create Design and implementation of logical structure of AD DS		
03	Proponents should create Design and implementation of physical structure of AD DS		
04	Proponents should design and migrate of the FSMO roles and Global Catalog placement.		
05	Proponents should design and migrate the DNS (Name resolution) structure.		
06	Proponents should design the Windows Time service hierarchy.		
07	Proponents should design and configure its deployment to provide Single Sign On for all services.		
08	Proponents should design the Group Policy Objects for AD DS according to the requirement.		
09	Proponents should design AD DS objects naming convention for users, groups, hosts, sites and site links).		
10	Proponents should design and migrate the OU structure.		
11	Proponents should harden the Operating System before the installation of application as per BANK security policy.		
12	Proponents should deploy the AD DS infrastructure according to the recommended server configuration and architecture.		
13	Proponents should design and migrate the DHCP layout.		
14	Proponents should provide Strategy of joining/migrating of MS Windows desktops/laptops to the domain (total ~5000 approx.).		
15	Proponents should design and provide Storage sizing to accommodate all proposed solution requirements both at the central location and zonal locations.		
16	Proponents should deploy Two Peer Domain Controllers in Physical environment at the Data Center.		
17	Additional Peer Domain Controller setup in DR Site and proper setup of their replication.		
18	RODC Setup in branches and their replication configuration		
19	Proponents should deploy all domain controllers in DC and DR on Server 2019 Full installation.		
20	Proponents should migrate the existing domain controller along with its configuration, objects and their data, site configuration, Group policies, DFS and FSRM configuration from server 2012 R2 deployment to new Server 2019 deployment.		
21	Existing Read Only Domain Controllers in different branches and individual sites that are configured on Server 2012 R2 must have proper communications and trusts established with the new central deployment.		
22	Proponents should configure all the domain controllers as Global Catalog and the AD site design will be based on Hub and spoke topology with appropriate subnet definition.		

23	Proponents should create Site Link configuration and the Site link naming should follow the best recommended Microsoft Windows 2019 AD Architecture.		
24	Proponents should create Schedule for replication as per the default configurations such as 24hrs/day, 7 days/week. There is no requirement to change this setting and hence this default should remain on all site links.		
25	Proponents to follow this configuration Frequency for replication: Read Write Domain Controllers in DC and DR must replicate within 5 minutes. For site links that associate remote sites hosting domain controllers (RODC), the replication frequency should be configured to replicate within 30 minutes. For all site links that associate the remote sites without domain controllers, the default value of 180 minutes should remain.		
26	Loss of a single directory server should not affect ability for users to logon.		
27	Proponents to follow this configuration Replication Configuration: By default the replication topology is created, managed and maintained by the Knowledge. Consistency Checker (KCC) and the Inter-site Topology Generator (ISTG). In this environment there is no need to modify this behavior and therefore the default settings shall remain.		
28	Proponents to follow this configuration Flexible Single master Operations (FSMO) placement: FSMO roles are Schema master, Domain naming master, PDC emulator, RID master, Infrastructure master. The PDC Emulator and RID Master should be located on a single domain controller. The Infrastructure Master, Domain Naming. Master and Schema Master should also be located on a single machine (different to the server in the point above).		
29	Proponents should create and implement Group policy as per the BANK specifications. BANK Domain policy should be applied at the domain level for all the User accounts.		
30	The design should provide centralized Administration capability in a distributed deployment scenario Password reset capabilities for a given group or groups of users can be delegated to any nominated user. User account creation/deletion rights within a group or groups can be delegated to any nominated user Group membership management within a Department/workgroup can be delegated to any nominated user.		
31	Creation of requirement specific administrative groups and delegation of Administration assignment to those groups.		
32	Design should allow for the implementation of Role Based Access Control (RBAC) in the future.		
33	Proponents create and implement Naming conventions for the User accounts/OU's/Groups, computers and Servers which will be standardized as per the BANK specifications.		
34	Delegation of Administration and multiple level service and support roles assignment according to requirements.		
35	Identification of all communication ports to allow them in the network security devices while blocking other ports to prevent malicious attempts on the system or the service. Proponent should try to avoid default ports of communication during the configuration.		
36	Implementation of proper security measures on deployment, configuration, service, communication, user data, configuration data etc.		
37	Implementation of efficient logs and log preservation of all AD's according to the bank policy aligned with Bangladesh Bank guideline.		
38	Proponent should configure to facilitate remote software deployment through WMI filtering		

SL	Requirements	Complied (Yes/No)	Comments
39	Proponent should provide a list of communication ports along with the service so facilitate unnecessary port blocking from the firewall		

7.2) Email Solution
7.2.1 Email Solution Summary

SL	Requirements	Complied (Yes/No)	Comments
01	The solution should provide access to the emails from rich client, web interface and mobile devices.		
02	The solution should be accessible from the LAN, WAN, VPN and Internet.		
03	The solution should provide access to emails in offline mode.		
04	The solution should be integrated with the active directory services.		
05	The solution should provide features supporting multilingual messaging in should be provided as an option.		
06	The solution should have support for integrated authentication mechanism and should be configured for single sign on with email and instant messaging.		
07	The solution should be compatible with Digital Certificates.		
08	The solution should enable configuration of Deleted item recovery for end-user mail management based on retention policy.		
09	The solution should enable enforcement of email retention settings on users so that emails can be retained, archived and deleted as per CUSTOMER policies.		
10	The solution should support standard protocols for mail access and relay. (SMTP, POP3, HTTPS, RPC over HTTP, IMAP)		
11	The solution should support features for Mail delivery commands to setup "Forward to host", push mail to another account on same/ different server, etc.		
12	The solution should natively support Push based emails to mobile devices.		
13	The Solution should provide Notification (Warning) to users if they are sending emails outside of the trusted domain.		
14	The solution must be deployed on-premises.		
15	Multiple databases will be configured between 3 mail servers in DC and DR and will simultaneously perform to facilitate email service efficient delivery		
16	Email databases must be replicated instantly in the DAG participants		
17	The Solution should have capability to display Address Book in alphabetical order. Address Book should be user friendly i.e. Addresses should be searched through display name, last name, etc.		
18	Provide management from single console. It should also support remote management.		
19	Provide graphical user interface based administration and command line based administration and scripting interface for all administrative tasks.		
20	Provide administrative groups for granular delegation of messaging administration across the organization.		
21	Support activity and error logging, mail delivery statistics and message tracking.		
22	Support health monitoring to generate periodic reports about the health of the system, security status, etc.		
23	Provide email moderation functionality		

24	The solution must have Administrator audit logging to log when a user or administrator makes a change in your organization. By keeping a log of the changes, you can trace changes to the person who made the change, augment your change logs with detailed records of the change as it was implemented, comply with regulatory requirements and requests for discovery		
25	Ability to have an integrated or separate organization specific calendar of events.		
26	Ability to create recurring appointments or events.		
27	Ability to schedule multiple items in the same time period.		
28	Provide for users to share their calendar with others.		
29	Ability to import and export calendar items to portable devices		
30	Ability to produce invitations to other users for events		
31	Integration between calendar and email.		
32	It should be able to suggest best timing for meetings based on participants' availability by using Scheduling Assistant, Attendance Confirmation		
33	The solution should provide litigation hold capability.		
34	The solution should provide multiple mailbox search via eDiscovery.		
35	The solution should provide journaling feature.		
36	The solution should provide facility to view and perform all normal e-mail functions on archives by an e-mail administrator without having to restore the same.		
37	The solution should provide Native Compression.		
38	The solution should provide restore from backup.		
39	The solution should support real-time replication for disaster recovery.		
40	The solution should be configured for defining retention policies based on Bank requirement.		
41	The Solution must have Integrated Mail Archiving solution		
42	The solution should have a provision for restricting users from access to the choice for archiving.		
43	The solution should not allow users to delete their references and access to an archived item.		
44	The solution should allow the user to archive, restore and search from within the messaging client.		
45	The solution must have the Audit logging Capability to log mailbox access by mailbox owners, delegates (including administrators with full mailbox access permissions), and administrators.		
46	The solution must have Mailbox audit logging to records whenever a mailbox is accessed by someone other than the person who owns the mailbox.to help determine who has accessed a mailbox and what they've done		
47	The solution must have Native Data loss prevention (DLP) In order to enforce compliance requirements for such data, and manage its use in email, without hindering the productivity of workers.		
48	The E-Mail Solutions should be configured for Security Policy (Password Policies, etc.) enforcement and Remote Erase capability for Smartphone to protect data.		
49	The E-Mail solution should support end to end encryption of data; i.e. Client-Server and Server-Server Encryption features for confidential messaging over all the mail transactions. The encryption features should be able to prevent spoofing, various malpractices, etc.		
50	The solution also support Start TLS encryption at gateway level. Messaging Client and Server should support Secure/Multipurpose		

	Internet Mail Extensions (S/MIME), enabling users to digitally sign and encrypt emails and attachments.		
51	The software of the solution must have built in malware filtering capabilities which will help to protect our network from malicious software transferred through email messages.		
52	All messages sent or received by Email server are scanned for malware (viruses and spyware). If malware is detected, the message is deleted.		
53	Must have capability of Notifications which, once configured, will be sent to senders or administrators when an infected message is deleted and not delivered. Administrator also can choose to replace infected attachments with either default or custom messages that notify the recipients of the malware detection.		
54	The solution must have extremely precise permissions models based on the roles of administrators and users.		
55	The solution should provide native Integration with IRM software for sensitive data protection in Near Future		
56	The solution must have the capability for automatic IRM Protection		
57	Must have the capability to create protection rule		
58	Different predicates to automatically apply IRM Protection.		
59	The solution should be a unified Mail (Voice Mail) integrated package.		
60	The solution should have the option to provision to enable voice mail features for end users.		
61	The solution must have high available capability inside the Datacenter as well site resiliency capability between one or More two Datacenter		
62	Messaging Solution should provide log shipping and replay capabilities for email database for database replication and redundancy		
63	Solution Should support High availability with automated failover in a cluster, Messaging Solution should support up to sixteen-node clustering with Active/Passive Technology inside Datacenter and In between Datacenter		
64	High Availability of the email services should have capability to provide Maximum 99.999% uptime inside Primary Data center		
65	All email must be archived based on legal compliance rules and need to access of PBL legal team for search and report on archive to meet compliance		
66	The message store should support menu-driven options for moving of mail-boxes from one mail server to another over the network. This should be scriptable through command line also.		
67	The message store should support menu-driven options for moving of mail-boxes from one mail server to another over the network. This should be scriptable through command line also.		
68	Solution must provide features to imply multiple rules and policies to multiple groups according to mail delivery and mail receive requirements.		
69	Mail clients and identified groups, based on their communication requirements following corporate policy, must be barred from mail delivery to unexpected and unsolicited destination.		
70	The solution must have capability for load balancing traffic at the time of request coming from different client(outlook/WEB Mail)		
71	The solution must facilitate to import existing mailboxes from Postfix implementation		
72	Proponent should provide a list of communication ports along with the service so facilitate unnecessary port blocking from the firewall		

SL	Technical Specification	Complied (Yes/No)	Comments
73	The solution must provide features to access (Send & Receive) mailboxes form email clients software (outlook mail client from 2007 to latest versions of outlook clients)		

7.2.2 Administrative Features of Email Solution

SL	Technical Specification	Complied (Yes/No)	Comments
01	Provide management from single console. It should also support remote management.		
02	Provide graphical user interface based administration and command line based administration and scripting interface for all administrative tasks.		
03	Provide administrative groups for granular delegation of messaging administration across the organization.		
04	Support activity and error logging, mail delivery statistics and message tracking.		
05	Support health monitoring to generate periodic reports about the health of the system, security status, etc.		
06	Provide email moderation functionality		
07	Capability to create restricted group and user as per Bank policy		
08	The solution must have Administrator audit logging to log when a user or administrator makes a change in your organization. By keeping a log of the changes, you can trace changes to the person who made the change, augment your change logs with detailed records of the change as it was implemented, comply with regulatory requirements and requests for discovery		

7.2.3 Calendar Features of Email Solution

SL	Technical Specifications	Complied (Yes/No)	Comments
01	Ability to have an integrated or separate organization specific calendar of events.		
02	Ability to create recurring appointments or events.		
03	Ability to schedule multiple items in the same time period.		
04	Provide for users to share their calendar with others.		
05	Ability to import and export calendar items to portable devices		
06	Ability to produce invitations to other users for events		
07	Integration between calendar and email.		
08	It should be able to suggest best timing for meetings based on participants' availability by using Scheduling Assistant, Attendance Confirmation		

7.2.4 Compliances

SL	Technical Specifications	Complied (Yes/No)	Comments
01	The solution should provide litigation hold capability.		
02	The solution should provide multiple mailbox search via eDiscovery.		
03	The solution should provide journaling feature.		
04	The solution should provide facility to view and perform all normal e-mail functions on archives by an e-mail administrator without having to restore the same.		
05	The solution should provide Native Compression.		

06	The solution should provide restore from backup.		
07	The solution should support real-time replication for disaster recovery.		
08	The solution should be configured for defining retention policies based on CUSTOMER requirement.		
09	The Solution must have Integrated Mail Archiving solution		
10	The solution should have a provision for restricting users from access to the choice for archiving.		
11	The solution should not allow users to delete their references and access to an archived item.		
12	The solution should allow the user to archive, restore and search from within the messaging client.		
13	The solution must have the Audit logging Capability to log mailbox access by mailbox owners, delegates (including administrators with full mailbox access permissions), and administrators.		
14	The solution must have Mailbox audit logging to records whenever a mailbox is accessed by someone other than the person who owns the mailbox.to help determine who has accessed a mailbox and what they've done		
15	The solution must have Native Data loss prevention (DLP) In order to enforce compliance requirements for such data, and manage its use in email, without hindering the productivity of workers		

7.2.5 Security Features

SL	Technical Specifications	Complied (Yes/No)	Comments
01	The E-Mail Solutions should be configured for Security Policy (Password Policies, etc.) enforcement and Remote Erase capability for Smartphone to protect data.		
02	The E-Mail solution must be incorporated with existing Barracuda email security and malware protection solution.		
03	The E-Mail solution should support end to end encryption of data; i.e. Client-Server and Server-Server Encryption features for confidential messaging over all the mail transactions. The encryption features should be able to prevent spoofing, various malpractices, etc		
04	The solution also support Start TLS encryption at gateway level. Messaging Client and Server should support Secure/Multipurpose Internet Mail Extensions (S/MIME), enabling users to digitally sign and encrypt emails and attachments.		
05	The software of the solution must have built in malware filtering capabilities which will help to protect our network from malicious software transferred through email messages.		
06	All messages sent or received by Email server are scanned for malware (viruses and spyware). If malware is detected, the message is deleted.		
07	All mailboxes will be protected by threat protection, Spam Filtering and online protection.		
08	Must have capability of Notifications which, once configured, will be sent to senders or administrators when an infected message is deleted and not delivered. Administrator also can choose to replace infected attachments with either default or custom messages that notify the recipients of the malware detection.		
09	The solution must have extremely precise permissions models based on the roles of administrators and users.		
10	The solution should provide native Integration with IRM software for sensitive data protection in Near Future		

11	The solution must have the capability for automatic IRM Protection		
12	Must have the capability to create protection rule		
13	Different predicates to automatically apply IRM Protection.		

7.2.6 Unified Messaging / Voice Mail

SL	Technical Specifications	Complied (Yes/No)	Comments
01	The solution should be a unified Mail (Voice Mail) integrated package.		
02	The solution should have the option to provision to enable voice mail features for end users.		
03	The solution Must have support for Incoming Fax for Voice Enabled user		

7.2.7 High Availability and Business Continuality

SL	Technical Specifications	Complied (Yes/No)	Comments
01	The solution must have high available capability inside the Datacenter as well as site resiliency capability between one or More two Datacenter		
02	Messaging Solution should provide log shipping and replay capabilities for email database for database replication and redundancy		
03	Solution Should support High availability with automated failover in a cluster, Messaging Solution should support up to sixteen-node clustering with Active/Passive Technology inside Datacenter and In between Datacenter		
04	High Availability of the email services should have capability to provide Maximum 99.999% uptime inside Primary Data center		
05	The message store should support menu-driven options for moving of mail-boxes from one mail server to another over the network. This should be scriptable through command line also.		
06	The message store should support menu-driven options for moving of mail-boxes from one mail server to another over the network. This should be scriptable through command line also.		
07	The solution must have capability for load balancing traffic at the time of request coming from different client(outlook/WEB Mail)		

8	*FINANCIAL PROPOSAL*

Price for Supplying, Installation/Implementation, commissioning and Maintenance of Microsoft Products.

LOT A

Part 1: Software and Licenses:

Sl	Part no	Product Description	Qty	Unit Price in BDTK	Total Price in BDTK
01	9EM-00653	WinSvrSTDCore 2019 SNGL OLP 2Lic NL CoreLic	48		
02	R18-05768	WinSvrCAL 2019 SNGL OLP NL UsrCAL	1000		
03	312-04405	ExchgSvrStd 2019 SNGL OLP NL	2		
04	395-04604	ExchgSvrEnt 2019 SNGL OLP NL	3		
05	381-04492	ExchgStdCAL 2019 SNGL OLP NL UsrCAL	500		
06	021-10609	OfficeStd 2019 SNGL OLP NL	500		
07	Please Mention	Digital Certificate for Microsoft Exchange 2019 with EV and 3 years Validity (Mention certificate providers name)	1		
08	Please Mention	Mailbox Migration Tool -from postfix to Exchange	1		
Total Price					
VAT					
AIT					
Other Dues (If Applicable)					
Grand Total Price incl VAT, TAX, AIT and other Duties					

Part 2: Implementation

Sl	Product/Solution	Price in BDTK
1	Active Directory – Directory Services (ADDS) and necessary roles and services	
2	Microsoft Exchange server 2019 email solution	
3	Trainings including vendor certification exams	
	VAT	
	TAX	
	Other Dues (If Applicable)	
	Total Payable	

Part 3: SLA

Sl	Items	Price in BDTK (Per Year)	Price in BDTK (3 Years)
1	Active Directory – Directory Services (ADDS) and other necessary roles and services		
2	Microsoft Exchange 2019 Email Solution		
	VAT		
	TAX		
	Other Dues (If Applicable)		
	Total Payable		

APPENDIX – A

Summary Sheet of Conducting Similar Microsoft Projects

Different projects (on Microsoft Products) that are done in any organization, preferable financial institutions in a large deployment in Bangladesh along with name of the resources who were involved with the implementation of the solutions and services.

Sl	Client Name	Solutions/services	Project Completion Year	Delivery Type					Name of Technical Resources Involved	Current status of Resource Engagements	
				Requirement Analysis and Advising	Supply of Microsoft Product	Deployment and implementation	SLA	Specify Other		YES (Full Time/Part Time)	No

APPENDIX – B

Summary Sheet of Engineers, expertise and their involvement with different Projects.

List of Engineers that will be assigned during the projects implementation and SLA period, involvement with similar projects, qualifications and expertise.

Sl	Employee Name	Type		Working Duration in months	Previous History		Involvement with Microsoft service/solution projects						Professional Certifications and Trainings			Involvement with current project			
		Permanent	Contractual		Org Name	Duration in Month	Client Name	Project Name	Year	Projuct Duration in Month	Completed	Ongoing	Name	Certified	Year Certified/Training Attended	Project Name	Client Name	Start Time	End Time
1	Example Name	Yes	No	36	ABC Ltd	6	ABCD News	Exchange Email Solution	2012	12	Yes		MCSA	YES	2016	Skype For Business	Social Ltd	2018	Nov 2018
					Draft Corp	10	Contoso Ltd	Share Point deployment and Confiugration	2012	6	Yes		MCSE Development	YES	2016	Exchange E mail	ABC Ltd	2018	2021
					Contoso Ltd	24	Draft Corp	Microsoft Core CAL	2015	8		Yes	MCSE Database	NO	2017	Microsoft Core CAL	Draft Corp	2018	2019
					ABCD News	12	ABC Ltd	System Center	2018	24	Yes		CCNA	NO	2017	SCVMM	Live Hospital	Jan 2018	Oct 2018

APPENDIX – C

BID Form

Having examined and understand the terms, conditions, instructions, specifications and requirements included in the tender schedule, we the undersigned offer to Design, Install, Test, Commission, Migration, Implementation and Maintenance of Microsoft Products and their associated solutions and services for First Security Islami Bank Ltd. in conformity with the said conditions and specifications.

We undertake, if our bid is accepted, to Design, Install, Test, Commission, Migration, Implementation and Maintenance of Microsoft Products for First Security Islami Bank Ltd. we will complete all tasks with their documentations within ……………… (…….) days after receiving and accepting the work order. We agree to abide by this tender document which will remain valid up-to 22 September, 2020.

Until a formal contract is prepared and executed, this bid together with your written acceptance thereof in your notification of award or work order shall constitute a binding contract between us.

Dated this …………day of ……………2020

---------------------------------------   --------------------------------
Seal with Signature of the authorized official   Round seal of the company

Witness with address:

      1.

      2.

APPENDIX – D

PRESCRIBED FORM FOR BIDDER'S PROFILE

1. Introduction [Brief introduction of the firm with contact information such as Address telephone no, fax no etc.]

2. Structure of the Organization   [Hierarchical organization of the firm]

3. Registration Certificates   [Firm registration information such as incorporation Date, copy of trade license etc.

4. Import-export Permit [Import, export permit document copy]

5. Shareholders Information

6. Background of Major Shareholders

7. Number of Employees [Department wise]

8. Main Business & Services [Details of main business and services rendered]

9. **The Product [**Details of products supply such as name, short description of Product, and distributorship license from the principal, how long the products are being supplied]

10. Support Centers

11. Credit Record

12. Financial Information

13. Industrial Comparison

14. Technical Support Team [Details CV of each member of the technical support Team]

15. List of Clients [List of relevant clients with contact information and products supplied]

16. Certificate from relevant clients for successful implementation

17. Special Certificates achieved

Any other information feels necessary to be provided along with the firm profile.

SIGNATURE OF THE KEY PERSON WITH DATE

FULL NAME _____

NAME OF THE COMPANY_____

COMPANY SEAL _____

APPENDIX – E

LETTER TO AUTHORIZE PERSON IN CHARGE

We undersigned hereby authorize _____(name of the Authorize person) to act on our behalf in all manners relating to bidding tender of First Security Islami Bank for authorization , signing and all other activities. Any acts carried out by _____(name of the Authorize person) on our behalf shall have the same effect as acts of our own.

This authorization is valid until further written notice from _____(Tender biding date)

Authorized Holders Information	
Full Name: Designation: Company ID No: Name of the Company:	Signature of the Authorized Holder: Seal(Company/Official)

Thank you

Sincerely,

SIGNATURE OF THE KEY PERSON WITH DATE

FULL NAME _____

POSITION_____

NAME OF THE COMPANY_____

COMPANY SEAL _____

APPENDIX – F

Undertaking

SUPPLY OF MICROSOFT LICENSES, SOLUTION IMPLEMENTATION AND SERVICE
MAINTENANCE UNDER SLA FOR FIRST SECURITY ISLAMI BANK LTD.

We…………………………………………………………………….......................
...............……..hereby

Undertake to supply the item at the price quoted above. We confirm that the price will remain valid up-
to 22 September, 2020.

_____   _____

Signature   Date

SEAL:

SUPPLY OF MICROSOFT LICENSES, SOLUTION IMPLEMENTATION AND SERVICE
MAINTENANCE UNDER SLA FOR FIRST SECURITY ISLAMI BANK LTD.

Pay Order No. & Date	
Amount	
Issuing Bank	
Branch	

Signature : _____   **Date:** _____

Name :

Seal :

APPENDIX – G

FORM OF TECHNICAL PROPOSAL

Name of Contract:

First Security Islami Bank Ltd.
ICT Division, Head Office
Plot 12, Block A
Main Road, Bashundhara R/A
Dhaka-1229

Dear Sir,

We have examined the whole bidding documents thoroughly including the addenda. We have understood and checked these documents and have not found any errors in them. We accordingly offer to supply, install, test, commission, and all other related works in conformity with these documents and the enclosed proposal for the products and the system.

We further undertake, if invited to do so by you, and at our own cost, to attend a clarification meeting at a place of your choice, for the purpose of reviewing our technical proposal and duly noting all amendments and additions thereto, and noting omissions there from that you may require, and to submit a supplementary price proposal if the amendments, additions and omissions that you require would alter our price proposal as submitted with our bid.

Thanking you.

Yours faithfully,

Signature & Seal
(In the capacity of duly authorized to sign bids for and on behalf of)

Address

Date --------------------------------------

APPENDIX – H

FORM OF FINANCIAL PROPOSAL

Name of Contract:

First Security Islami Bank Ltd.
ICT Division, Head Office
Plot 12, Block A
Main Road, Bashundhara R/A
Dhaka-1229

Dear Sir,

We have examined the whole bidding documents. We have understood and checked these documents and have not found any errors in them. We accordingly offer to supply, install, test, and commission system and all other related works in conformity with these documents and the enclosed proposal, for the fixed lump sum of Taka ------------------------------- (In words) --- ---------------------------------------.

We agree to abide by this Bid until -------------------- and it shall remain bidding upon us and may be accepted at any time before that date. If our Bid is accepted, we will provide the specified performance security, commence the works as soon as reasonably possible after receiving the Bank's notice to commence, and complete the Works in accordance with the above-named documents within the time stated in the bidding document.

Unless and until a formal Agreement is prepared and executed this Bid, together with your written acceptance thereof, shall constitute a binding contract between us.

We understand that you are not bound to accept the lowest or any bid you may receive.

Thanking you.

Yours faithfully,

Signature & Seal
(In the capacity of duly authorized to sign bids for and on behalf of)

Address

Date ---------------------------------------

APPENDIX – I

FORM OF PERFORMANCE SECURITY (BANK GUARANTEE)

First Security Islami Bank Ltd.
ICT Division, Head Office
Plot 12, Block A
Main Road, Bashundhara R/A
Dhaka-1229

WHEREAS_____ [name and address of Supplier] (hereinafter called "the Supplier" has undertaken to Design, Install, Test, Commission, Migration, Implementation, Failover, UAT, and Maintenance (SLA) of Microsoft Core CAL Products and Their Associated Services/Solutions along with Other Related Deployment and Configuration on both DC and DR Sites for First Security Islami Bank Ltd. (Hereinafter called "the Contract ");

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the Supplier such a Bank Guarantee;

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Supplier, up to a total of _____ *[amount of Guarantee]* _____ *[in words],* such sum being payable in BDT and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of _____ *[amount of Guarantee]* as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract or of the Works to be performed there under or of any of the contract documents which may be made between you and the Supplier shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the date of issue of the Performance Certificate.

Name and Designation of the Guarantor: _____

Signature and Seal of the Guarantor: _____

Name of the Bank: _____

Address: _____

BANK GUARANTEE FOR ADVANCE PAYMENT

TO:
First Security Islami Bank Ltd.
ICT Division, Head Office
Plot 12, Block A
Main Road, Bashundhara R/A
Dhaka-1229

Bank Guarantee No.	-------------------
Amount	-------------------
Issue Date	-------------------

Name of Contract:

Gentlemen,

In accordance with the provisions of the condition of Contract, Clause No -------- ("Advance Payment") of the above -mentioned Contract, ----------------------------- (hereinafter called "the supplier") shall deposit with First Security Islami Bank Limited a bank guarantee for the proper and faithful performance under the said Clause of the Contract in amount of Tk. --------------- (Taka ------------------only).

We, --- Bangladesh, as instructed by the supplier, agree unconditionally and irrevocable to guarantee as primary obligator and not as Surety merely, the payment to the First Security Islami Bank Limited, on first demand without whatsoever right of objection on our part and without its first claim to the supplier, in the amount not exceeding Tk. ------------(Taka ---------------------- only), such amount to be reduced periodically by the amount recovered by you from the proceeds of the Contract.

We further agree that no change or addition to or other modification of the terms of the Contract or the Works to be performed there under or of any of the Contract documents which may be made between First Security Islami Bank Limited and the supplier shall in any way release us from any liability under this Guarantee, and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid and in full effect from the date of the advance payment under the contract until First Security Islami Bank Limited receives full repayment of the same amount from the supplier but not later than ------/---/---.

End of RFP