

Cost of RFP: TK. 5000/-  
(Taka Five Thousand)



## **First Security Islami Bank Ltd.**

ICT Division

Plot # 12, Block # A, Main Road, Bashundhara R/A  
Dhaka-1229

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

**Supply, Installation, Configuration & Provide Support of Security Information and Event Management (SIEM) and File Integrity Monitoring (FIM) Solution for a Validity of three (03) Years.**

RFP Ref: **FSIBL/ICT/HO/ 597 /2022**  
Tender Floating Date: **17.10.2022**  
Last Date of Submission: **30.11.2022**

## Table of Contents

SL No		Page No
01	Request for proposal -----	03
02	Preface -----	04
03	Tender notice -----	05
04	Background & Scope -----	06
05	Bidder's qualification -----	06
06	Proposal Submission Place -----	07
07	SIEM and FIM Solution's Deliverables -----	07
08	Bid prices -----	07
09	Pre-Bid Meeting -----	07
10	Correction or Amendment of bidding documents -----	08
11	Bid validity -----	08
12	Bid Security -----	08
13	Intent of RFP -----	08
14	Roll out plan -----	09
15	Sealing and marking of bid -----	09
16	Deadline of bid -----	09
18	Late Bids -----	09
19	Opening of bids -----	09
20	Preliminary Examination of Proposals and determination of Responsiveness -----	10
21	Evaluation of proposals -----	10
22	Correction of Errors -----	11
23	Evaluation Criteria -----	11
24	Consolidated evaluation -----	11
25	Price Negotiation -----	11
26	Award of Contract -----	11
27	Bank's right to accept any bid and to reject any or all bids -----	12
28	Signing of contract / Work order -----	12
29	Process to be confidential -----	12
30	Duration and Penalty -----	12
31	Performance Security -----	12
32	Training -----	12
33	Payment Terms -----	13
34	Software up gradation, Local Support and Maintenance -----	13
35	Design -----	13
36	Withholding Sales Tax & VAT -----	13
37	Terms and conditions -----	14
38	Prescribed form for bidder's profile -----	16
39	Financial offer -----	16
40	Technical offer -----	17
41	Hardware Requirement -----	22
42	Content and procurement points of contact -----	23
43	APPENDIX – A -----	24
44	APPENDIX – B -----	25
45	APPENDIX – C -----	26
46	APPENDIX – D -----	27





### Request for proposal

Muhtaram  
Assalmu Alaikum

1. The objective of this RFP is to select bidder who will Supply, Installation, Configuration & Provide Support of Security Information and Event Management (SIEM) and File Integrity Monitoring (FIM) Solution for a Validity of three (03) Years.
2. This RFP is to details out of technical, functional and other requirements and provide general instructions to bidders. The purpose of the RFP is to find bidder and submit proposal for providing SIEM and FIM full complete solution and associate services to First Security Islami Bank Limited accordance with requirements and mentioned in this RFP.
3. First Security Islami Bank Limited invites proposal to provide services which will include but not necessarily limited to:
  - a. **Supply, Installation, Configuration & Provide Support of Security Information and Event Management (SIEM) and File Integrity Monitoring (FIM) Solution for a Validity of three (03) Years full complete solution of the Data center.**
  - b. **Development of necessary technical infrastructure such as DC.**
4. Please inform us writing, preferably in electronic mail at the following address, [mushfique@fsiblb.com](mailto:mushfique@fsiblb.com), [shahidul@fsiblb.com](mailto:shahidul@fsiblb.com) .com upon receipt.
  - a. That you have received the letter of invitation and RFP; and
  - b. Whether you will submit the proposal or in association with any other partner.

Enclosed: A set of RFP document.

Yours sincerely



Md. Mushfiqur Rahman  
VP & Head of ICT

# 1. PREFACE

## 1.1 Brief Overview:

- 1.1.1 First Security Islami Bank Limited hereinafter called "FSIBL" issues this Request for Proposal (RFP) to seek appropriate partner for the supply and installation of security equipment for the FSIBL Data Center.
- 1.1.2 Through this RFP, FSIBL invites bidders to propose a contractual arrangement for the Supply, Installation, Implementation, testing, training and support of technology solutions for the mentioned hardware and software as described in this document.
- 1.1.3 This RFP is not an offer by Bank, but an invitation to receive bidder response. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of FSIBL and the Bidder.
- 1.1.4 The RFP document can be collected from the website (<https://fsibld.com/tender/>) of the Bank. However, bidders must make the payment towards cost of RFP, as the amount mentioned in the cover page while submitting the proposal for the RFP in the form of Pay Order in favor of "First Security Bank Limited". RFP response without this payment will be rejected outright. Alternatively, bidders can collect hard copy of the RFP from ICT Division after submitting the Pay Order of **Tk.5000/-** Favoring "First Security Bank Limited" as the RFP cost.
- 1.1.5 Technical proposals may be opened in the presence of the bidder's representatives on the specified date and time. Technically qualified proposals will be taken up for further processing for commercial terms. No further discussion will be granted to bidders whose technical proposals have been disqualified.
- 1.1.6 The decision of the Bank would be final and binding on all bidders to this document. FSIBL reserves the right to accept or reject in part or full any or all offers without assigning any reasons whatsoever.





## 1.2 Tender notice



ফার্স্ট সিকিউরিটি ইসলামী ব্যাংক লিমিটেড  
فارسٹ سیکيورٹی اسلامي بنک لمیٹڈ FIRST SECURITY ISLAMI BANK LTD.

ICT Division Head Office, Dhaka

First Security Islami Bank Limited is going to procure Event Management (SIEM) & File Integrity Monitoring (FIM) Solution for Data Center. Sealed Tenders in this regard are hereby invited from the eligible bonafide firms/suppliers with proven business track record and adequate expertise to supply /installation for the following Lots :-

**Lot A: Supply, Installation, Configuration & Provide Support of Security Information and Event Management (SIEM) solution for a Validity of three (03) Years.**

**Lot B: Supply, Installation, Configuration & Provide Support of File Integrity Monitoring (FIM) Solution for a Validity of three (03) Years.**

Schedule Distribution Dates, Times & Price	Schedule Distribution Date & Time		Pre- Bid Meeting Date & Time	Submission Date & Time	Opening Date & Time	Schedule Price (BDT)
	Start	End		End		5000/- (Non-Refundable) Each lot
	17.10.2022	29.11.2022	25.10.2022	30.11.2022	30.11.2022	
	10.00 AM	03:00 PM	12.00 PM	03:00 PM	03:10 PM	
Place of Submission	ICT Division, Head Office, 2 <sup>nd</sup> & 3rd Floor, Plot#12, Main Road. Block # A, P.S- Badda, Bashundhara R/A, Dhaka-1229.					

Tender schedule will be available from ICT Division and the below web link on bank's corporate web page:

<https://www.fsibld.com/tender/>

FSIBL reserves the right to accept any tender or reject any or all Tenders without assigning any reason whatsoever.

**Head of ICT**

**FSIBL**



## 2. BACKGROUND & SCOPE

### BACKGROUND:

- 2.1 For a brief overview, FSIBL is the Bangladesh's most innovative and technologically advanced Bank. FSIBL is the first bank in Bangladesh to be fully automated. First Security Bank currently has more than 197 branches, 209 ATMs, 110 Agent Banking outlets all over the country. As the main strengthened of Bank is its modern IT infrastructure. As a continuation of such standard, FSIBL is going to establish Security Information and Event Management (SIEM) and FIM at Data Center. The requirement is provided in details in the technical specification section.

### SCOPE:

- 2.2 The scope of work includes but not limited to design, engineering, supply of the items, Installation, commissioning, testing, integration and post implementation support of all the products offered in the solution.
- 1.1 The Bidder should have its office at Dhaka, Bangladesh for local onsite support.
- 1.2 The bidder must have the capacity with adequate & experienced engineers and parts availability in Bangladesh to support immediately.
- 2.4 The Bidder shall arrange inspection for functional testing as per technical specification and system performance demonstration to the Bank's representative.
- 2.5 The Bidder shall provide licenses (if any) in the name of First Security Bank Limited.
- 2.6 Any other items (Software, Licenses, additional hardware equipment including tools etc.) not indicated in this document required to make the system fully operational will also be in the scope of the bidder to implement the items operational.

## 3. Bidder's qualification

Bidders must have the following qualifications to bid:

1. The bidder should be an Authorized Partner of SIEM and FIM Solution Provider.
2. Minimum five (05) days Instructor-Led hands-on training (administrations, security analysts, advanced) program by OEM or OEM Certified training partner and shall provide the training materials (Soft and Hard Copy). OEM certified trainer shall have minimum five (03) years' experience on proposed SIEM and FIM.
3. The bidder should have own/representative office and all time presence in Dhaka with well-equipped service/support/ system up-gradation cell manned with adequate qualified technical personnel for installation, maintenance and support to the proposed products/ systems.
4. The bidder must be regular tax payer.
5. Proposed SIEM and FIM solution shall have at least Five (05) successful implementation, the job completion certificate from respective client.
6. The bidder must hold manufacturer's authorization on this bid for the items those are not produced by the bidder itself but offered in the bid.





#### 4. Proposal Submission Place

First Security Islami Bank Limited.  
ICT Division, Head Office.  
Plot#12 (3rd floor), Block #A, Main Road.  
Bashundhara R/A, Dhaka-1229

Contact: IPT : 09678544 Ext-66412, 66300, 66311  
PABX: +88 02-8432613 Ext. 412,311

**SIEM and FIM Solution's Deliverables:** Supply, Installation, Configuration & Provide Support of Security Information and Event Management (SIEM) and FIM solution for a Validity of three (03) Years.

Other's deliverables of this project include the followings:

- ☐ To prove overall project implementation plan including Gantt chart;
- ☐ To provide necessary software, database and other related application.
- ☐ To provide procedures for testing and commissioning of the SIEM and FIM Solution in the DC.
- ☐ To provide suitable program management plan to ensure successful implementation of the project.
- ☐ To provide product brochures, documentation, operation manuals, and required kit of all software systems;
- ☐ To perform verification test to ensure all system components are functioning as desired;
- ☐ To perform verification test to ensure all system components are functioning as desired;
- ☐ To provide acceptance checklist for the project;

To propose additional items with price that deem necessary but not mentioned in this tender with logic supporting necessity of the items.

#### 5. Bid prices

Bidders shall quote the price in Bangladeshi Taka (BDT) for the items quoted. The govt. charges such as VAT, Tax, and other duties etc. should be shown separately. The price will include supply, customization, installation, testing, integration, implementation, commissioning, maintenance, and 03 years technical support and maintenance.

Supplementary financial proposals which are not received in the time required by the Bank will result in the rejection of the bid.

#### 6. Pre-Bid Meeting

The Bank will arrange a pre-bid meeting on 25<sup>th</sup> October 2022 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).





## **7. 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 1<sup>st</sup> November 2022. Any addenda thus issued shall be part of the bidding document and shall be communicated in writing to all purchasers of the bidding documents.

Where amendments or changes are required by the Bank, bidders will be requested in writing to adjust their proposals accordingly and submit a supplementary financial proposal within 5 (Five) 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.

## **8. Bid validity**

Bid shall remain valid for a period of 06 (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.

## **9. Bid Security**

The bidder shall furnish as bid security of 2.50% of the total financial offer in the form of Payment Order / Demand Draft in favor of First Security Islami Bank Limited. The bid security must be submitted inside the financial proposal. The bid security should be valid for 06 (Six) months after the date of bid opening. Any bid not accompanied by an acceptable bid security shall be rejected as non-responsive even if that bid is found technically responsive during technical evaluation.

The bid security of unsuccessful bidders will be returned after selection of the successful vendor. The bid security of the successful bidder will be returned when the bidder has signed the agreement and furnished the required performance security.

The bid security may be forfeited if (a) the bidder withdraws its bid during the period of bid validity specified in the bid form; (b) if a successful bidder fails to sign the contract and (c) if a successful bidder fails to furnish the performance security.

## **10. INTENT OF RFP**

- 10.1 It is the intent of this RFP to present the application and other requirements for the areas mentioned under scope above. The response to this RFP shall include all required Constituents for software and Hardware.
- 10.2 The proposed solution should be a turnkey solution configured to support all the Functionalities and proposed solution as described in this RFP and the performance and throughputs as given in this document.
- 10.3 The Bidder submitting the proposal will be responsible for the entire implementation on a turnkey basis and will be the single point of contact for FSIBL even if different components of the requirements are sourced from different vendors.





## 11. ROLL OUT PLAN

The selected vendor(s) will have to strictly follow the project roll out plan for the categories furnished as under:

SL No	Category	Time frame
01	Supply, Installation, Configuration & Provide Support of Security Information and Event Management (SIEM) and File Integrity Monitoring (FIM) Solution for a Validity of three (03) Years.	Delivery of all the equipment must be completed within 60 days and installation work within 90 days from the date of issuance of work order.

### Note:

1. Bidder has to mention detailed hardware and associated equipment's along with any intermediate Hardware and/or equipment's to implement the solution successfully.
2. All required items, Hardware/ equipment's for implementing the solution will be the responsibility of the bidder which includes providing delivery, installation and commissioning.

## 12. Sealing and marking of bid

The bidder shall seal the original technical proposal, the original financial proposal and the copies of the technical proposal and financial proposal in separate envelopes clearly marking each one as: "ORIGINAL - TECHNICAL/FUNCTIONAL PROPOSAL", "ORIGINAL - FINANCIAL PROPOSAL", "COPY - TECHNICAL/FUNCTIONAL PROPOSAL", "COPY - FINANCIAL PROPOSAL" etc. as appropriate.

The bidders shall seal the original bids and each copy of the bids in an inner and outer envelope, duly marking the envelopes as "ORIGINAL" and "COPY".

The inner and outer envelopes shall -

- a. Be addressed to the Bank at the following address: First Security Islami Bank Limited, Information Technology Division, Plot-12 (3<sup>rd</sup> Floor), Block-A, Main Road, Bashundhara R/A, Dhaka-1229 bear the identification of bid for supply and installation of the mentioned deliverables.
- b. In addition to the above requirements, the inner envelope shall indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared "late" pursuant to Clause 1.14.
- c. If the outer envelope is not sealed and marked as above, the Bank will assume no responsibility for the misplacement or premature opening of the bid.

## 13. Deadline of bid

Bids must be received by the Bank at the address specified above no later than 29 November, 2022 at 3.00 pm.

## 14. Late Bids

Any bid received by the Bank after the deadline for submission of bid prescribed in Clause 13 will be rejected and returned unopened to the bidder.





## **15. Opening of bids**

Bids must be received by the Bank at the address specified above no later than October 29 at 3.00 pm.

## **16. Late Bids**

The Bank will open the technical proposals in the presence of the bidder's representative (if any present) at 3.10 pm on 30<sup>th</sup> November, 2022 at First Security Islami Bank Limited, Information Technology Division, Plot-12 (3rd Floor), Block-A, Main Road, Bashundhara R/A, Dhaka-1229.

The Bank will open the financial proposals of the technically responsive bidders in the presence of the bidder's representative (if any present) after the completion of technical evaluation. The date and time of such opening will be informed to the technically responsive bidders in writing.

The bidder's names, the Bid Prices including Supplementary financial Proposals, the total amount of each bid, any discounts, the presence or absence of bid security and such other details will be announced and recorded by the Bank at the opening. The bidder's representatives will be required to sign this record. The Bank shall prepare minutes of the bid opening including the information disclosed to those, who will present in the opening.

## **17. Preliminary Examination of Proposals and determination of Responsiveness:**

The Bank will examine the bids to determine whether they are complete, whether the documents have been properly signed, whether the bids are substantially responsive to the requirements of the bidding documents and whether the bids provide any clarification and or substantiation that the Bank may require.

A substantially responsive bid is one which confirms to all the terms, conditions and requirements of bidding documents, and includes the amendments and changes, if any, requested by the Bank during the evaluation of the bidder's proposal.

If a proposal is not substantially responsive, it will be rejected by the Bank, and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.

## **18. Evaluation of proposals**

The Bank will carry out a detailed evaluation of the bids according to the information supplied by the bidder through its proposals and based on the evaluation criteria specified in Clause 19 of this document. Technical proposals of the bids will be opened and evaluated first keeping the financial proposal closed. The bidders must secure at least 60% marks in technical proposal to become technically responsive. Technically non-responsive bids will be rejected at this stage and will not be considered for further evaluation. Once the evaluations of all the technical proposals are finished, the financial proposals of all the technically responsive bidders will be opened to complete the evaluation process. At this stage, if any bid is found not accompanied by an acceptable bid security that bid will be rejected right away as non-responsive. The Bank may arrange a discussion meeting with each bidder to understand each and every aspect of technicality of the proposal. To assist in the examination, evaluation and comparison of financial proposals, the Bank may, at its discretion, ask any bidder for clarification of its bid. The request for clarification and the response shall be in writing, but no change in the price or substance of the bid shall be sought, offered or permitted except as required to confirm the correction of arithmetic errors discovered by the Bank in evaluation of the bids in accordance with Clause 18.

The Bank will choose the offer that will be more comprehensive and that confirms the Bank's requirements and international standards. Information relating to the examination, clarification, evaluation and comparison of bids and recommendations for the award of a contract shall not be disclosed to bidders or any persons not officially concerned with such process until the award to the successful bidder has been announced. Any efforts by a bidder to influence the Employer's processing of bids or award decision may result in rejection of the bidder's bid.





## 19. Correction of Errors

The Bank for any arithmetic errors will check financial proposals determined to be substantially responsive. Arithmetic errors will be rectified on the following basis.

- a. If there is a discrepancy between the unit rate and the total cost that is obtained by multiplying the unit rate and quantity, the unit rate shall prevail and the total cost will be corrected unless in the opinion of the Bank there is an obvious misplacement of the decimal point in the unit rate, in which case the total cost as quoted will govern and the unit rate corrected.
- b. If there is a discrepancy between the total bid amount and the sum of total costs, the sum of total costs shall prevail and the total bid amount will be corrected.
- c. The amount stated in the Form of Bid for Financial Proposal will be adjusted by the Bank in accordance with the above procedure for the correction of errors and, shall be considered as binding upon the bidder. If the bidder does not accept the corrected amount of bid, its bid will be rejected, and the bid security may be forfeited in accordance with Clause 9.

## 20. Evaluation Criteria

The technical proposal and the financial proposal of a bidder will be evaluated separately. The evaluation criteria and the relative weight for each criterion are given in Tables 1 and 2. FIRST SECURITY ISLAMIC BANK LIMITED reserves the right to change the evaluation criteria and the weights if it feels to do so for the benefit of the Bank.

**Table 1: Evaluation criteria and their weights**

SL.	Attributes	Weight of Evaluation	Items of Evaluation
1.	Technical Proposal	60%	Design and Specifications of the supplied product, Company Profile, General and specific experience, Support and maintenance proposal, Overall project plan, and submitted product catalogues and operation manuals.
2.	Financial Proposal	40%	Quoted total price
	Total	100%	

## 21. Consolidated evaluation

Final evaluation will be made taking 60% marks from technical evaluation and 40% marks from financial evaluation. The higher scored bidders will be selected for price negotiation.

## 22. Price Negotiation

The Bank may request higher scored bidders in writing to negotiate the price. Representative of the Bidders must have authorization for price negotiation. The highest scoring bidder is not agreed for price negotiation then the second highest scored bidder will be called for price negotiation and so on. Bank will choose the successful bidder, after price negotiation and considering other performance, which are deemed fit to the Bank.

## 23. Award of Contract

Subject to Clause 21, the 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, the Bank will notify the successful bidder that his bid has been accepted. The notification of award will constitute the formation of the Contract. Upon the furnishing by the successful bidder of a Performance Security the Bank will promptly notify other bidders that their bids have been unsuccessful.





**24. Bank's right to accept any bid and to reject any or all bids.**

Notwithstanding Clause 22, 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.

**25. Signing of contract / Work order**

At the same time that the Bank will notify the successful bidder that its bid has been accepted, the Bank will send the bidder the Form of Contract Agreement incorporating all agreements between the parties (the Bank & the Vendor) or will issue Work orders (where applicable).

**26. 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.

**27. Duration and Penalty**

The duration of the project completion excluding training would be 3 (Three) months from the day of awarding of the contract. The training part should be completed within 4 (Four) months from the day of awarding of the contract. The bidder will provide a detailed implementation plan of the project using Gantt chart. In case of a failure of the successful bidder to meet the contract obligations in the prescribed time, the firm will be liable to pay 2% of the Contract price as liquidity damages for every week after the dead line. Upon reaching the penalty to 10% of contract price, the performance security will be forfeited on sending a letter to the vendor / contractor.

**28. Performance Security**

Within 15 days of receipt of award from the Bank, the successful bidder shall furnish to the Bank a performance security in the form of 'Bank Guarantee' (Appendix-C) in an amount of 10% of Contract price in accordance with the Conditions of Contract. The performance security must be valid for at least 6 (Six) months. This performance security will be kept until the date of issue of Performance Certificate. The bid security will be returned after receiving the performance security.

Failure of the successful bidder to comply with the requirements of this clause or Clause 24 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. 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 of at least 6 months.

**29. Training**

The bidder should submit a training proposal for authorized principal training and certification for 15 (Fifteen) trainees of the Bank specifying the topics of all the training modules, duration, location, and the instructor of each such training module. A training schedule in the form of Gantt chart and the CVs of the instructors must be submitted with the training proposal. Training should be provided after the work order is given and it should be completed within 4 (Four) months from the day of awarding of the contract. Local training will be accommodated with all the expenses, e.g., TA and Snacks etc. should have to be borne by the bidder.





### **30. Payment Terms**

- i. 50% of the total work order price may be paid with the work-order as mobilization advance to the successful bidder upon signing the contract and the submission of a bank guarantee (Appendix-D) of the same amount from a schedule bank as the advance security. The bank guarantee submitted against the advance amount as the advance security must be valid for at least 6 months. Above bank guarantee will be returned after the successful completion of the project. If the project is not completed within the validity time of the above bank guarantee, the bidder must submit a new bank guarantee of the advance amount from a schedule bank with a validity period of at least 6 months.
- ii. Remaining 50% of the total work order value will be paid upon the successful completion of the work and has no objection from end user. In order to consider this payment such completion has to be admitted by the bank and/or its consultants.

### **31. Software upgradation, Local Support and Maintenance**

Bidder will upgrade software regularly and any on demand requirement by regulator body by bidder's expenditure. All products/items supplied should be covered under 1 (one) year local support and maintenance. Price for such support and maintenance should be included in the bidding price. The bidder has to submit a separate Annual Maintenance Proposal with the bid. Quoted annual maintenance price must be valid for at least 2 years. If FIRST SECURITY ISLAMI BANK LIMITED wishes, a separate Annual Maintenance Agreement will be signed with the successful bidder to get maintenance support. Quoted Annual Maintenance price will be used in such agreement.

### **32. Design**

The bidders should provide a detailed design (if any) of the SIEM and FIM Solution implementation in compliance with the existing and new hardware infrastructure of the Bank. The bidder may request the Bank for information regarding the existing bank infrastructure and also recommend new hardware which is required for the SIEM and FIM Solution.

### **33. Withholding Sales Tax & VAT**

The bidder is hereby informed that the Bank shall deduct tax at the rate prescribed under the Tax Laws of Bangladesh, from all payments for services rendered by any bidder who signs a contract with the Bank. The bidder will be responsible for all taxes on transactions and/or income, which may be levied by the bank. If bidder is exempted from any specific taxes, then it is requested to provide the relevant documents with the proposal.





**SECTION II**  
**34. TERMS AND CONDITIONS**

1. The bidder must follow the guidelines as described in Section I (Instructions to bidder). Failing to comply with these guidelines will disqualify the proposal.
2. Minimum five (05) days Instructor-Led hands-on training (administrations, security analysts, advanced) program by OEM or OEM Certified training partner and shall provide the training materials (Soft and Hard Copy). OEM certified trainer shall have minimum five (03) years' experience on proposed SIEM and FIM.
3. The bidder shall furnish the following documentary evidence:
  - a. A profile of the firm.
  - b. Full particulars of the ownership, constitution, year of incorporation, and main business activities of the Vendor.
  - c. Valid trade license or other documents to prove the legal status and place of registration of the business.
  - d. Manufacturer's Authorization Letter's for the major items proposed.
  - e. Copy of authorized partnership certificate of the manufacturer.
  - f. Income tax certificate (of the last year).
  - g. Bank solvency certificate.
  - h. VAT certificate (of the last year).
  - i. TIN certificate (of the last year).
  - j. Proposed SIEM and FIM solution shall have at least Five (05) successful implementation, the job completion certificate from respective client.
  - k. Service level agreement schedule.
  - l. Time schedule of supply, installation, testing, commissioning, etc.
4. The 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.
5. The bidder shall quote unit price and total price both in figure and words and there should not be any cutting / erasing / overwriting. All the prices quoted shall be in Bangladeshi Taka (BDT) only.
6. In the financial proposal if the values in digits and words differ then the value in words will prevail. Again, if the total value does not match with the calculated value (unit price X quantity), then the total value will be recalculated by multiplying the quantity with the unit price.
7. Emphasis will be given to the quality and technical specification of the item(s). So, 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 whatsoever.
8. Bidders must submit description of their support team with the profile of experts of the items and services.
9. The bank reserves the right to reduce or increase the quantity. The Bank also reserves the right to distribute the work among different bidders or assign it to a single bidder.
10. The Bank shall not accept the work if not supplied as per specification or approved sample.
11. VAT, Taxes etc. shall be deducted from the bill as per approved rate of the National Board of Revenue.
12. If the bidder submits any wrong information, then the Bank reserves the right to reject their offer. If the bidder submits any fraudulent information or performs any fraudulent activity then their bid security will be forfeited and bank guarantee for this bid security will be en-cashed.
13. The bid will be automatically cancelled if the requisite terms & conditions are not fulfilled.
14. The bidder shall furnish duly approved copies of audited Balance Sheets and Profit and Loss statements for the last year. The bidder shall warrant its financial solvency i.e. it shall be able to meet all its liabilities and debts as and when they fall due.
15. The bidder shall submit the details in respect of the installations done, the value of the contract and a brief note on the installations etc. A copy of a letter by an authorized representative(s) of these organizations, substantiating this, will have to be furnished with the bid. The bid of the bidder who will fail to respond in such case may be rejected.
16. Detail implementation Plan and Schedule shall be submitted with bid documents.
17. Bidder must submit the relevant design.





the person in FIRST SECURITY ISLAMI BANK LIMITED project. These engineers must be available and responsible for FIRST SECURITY ISLAMI BANK LIMITED project.

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

The Support plan should cover following categories in detail:

- a. Comprehensive Support plan (Level 1 “phone hotline support” and Level 2 “on call, onsite Support”, regular preventive maintenance, and fine tuning of the ) to be provided;
  - b. Details of Support Experience of the deployment of the same size and the nature of the equipment;
  - c. Staff Expertise;
  - d. Any relevant Certifications;
  - e. Technical Support Staff Location (Office Locations). Preference will be given to the bidder with support staff located in Dhaka;
  - f. Support experience of Bank Projects;
20. The bidders shall furnish original brochures for all the related major deliverables.
21. The bidder shall indicate responsibility for installing the software.
22. The successful bidder must indicate to deliver the user manual with the software and must deliver those user manuals with the products.
23. The bidder shall indicate the training initiatives to operate and maintain the equipment with the following manner. Each Bidder shall clearly describe user training provided, including materials, procedures employed, duration, location, and the instructor. A training schedule in the Gantt chart and the CVs of the training instructors must be submitted. The successful Bidder shall provide all reference manuals, booklets and other materials required for training. The bidder must arrange vendor certificate to the training participants after their successful completion of their training
26. The bidders must submit manufacturer authorization letters for every major item that will be supplied and installed to implement the project but not manufactured by the bidder itself.
27. The bidder must submit the bid security in the form of Bank Guarantee.
28. One original and one copies of the technical proposal of the bid must be submitted to the bank. The bidder must appropriately mark the cover of the original and the copies.



## SECTION IV

### 35. 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 and non-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.

### 36. FINANCIAL OFFER

SI	Name of items	Qty.	Unit Price	Total Price
01	SIEM Solution	01 Set		
02	FIM Solution	01 Set		
Grand Total Including VAT and TAX				

Grand Total in Taka .....





### 37. TECHNICAL OFFER

Sl.	Feature of the proposed Security Information and Event Management (SIEM) and FIM Solution	Yes	No	If Yes, provide further detail document with page number of reference in technical offer (e.g. data sheet). If No, provide a description of the alternative (if any)
1.	Brand (Please Specify)			
2.	Model (Please Specify)			
3.	Country of origin (Please Specify)			
4.	License Mode (Perpetual / Subscription) please define all the terms and condition			
5.	Proposed SIEM solution shall support Log, Flow, Packet Collection (Centralized, Distributed)			
6.	Proposed SIEM shall support <b>Agent-based</b> and <b>Agent-less</b> log collection			
7.	Log Analysis			
8.	Event Correlation			
9.	Support Vulnerability, Signature, Statistical, Historical, Heuristic, Predictive Correlation.			
10.	The solution shall support correlation of network packets, logs, flow and endpoint data (EDR).			
11.	Proposed solution shall supports unlimited correlation rules.			
12.	The solution must be able to capture network traffic via network SPAN port of network tap and analyze it at real time.			
13.	The solution must be able to capture, extract metadata, fully reassembles and globally normalizes network traffic at layers 2-7 of the OSI model.			
14.	The solution must ingest network packets with real-time capture and analysis capabilities.			
15.	The solution must support extraction of PCAPs for further investigation.			



Sl.	Feature of the proposed Security Information and Event Management (SIEM) and FIM Solution	Yes	No	If Yes, provide further detail document with page number of reference in technical offer (e.g. data sheet). If No, provide a description of the alternative (if any)
16.	The solution must support the ability to decode base64 encoded network traffic.			
17.	Log and Packet Forensics.			
18.	Systems, Applications, Database, Network and Security Device Log Monitoring.			
19.	Proposed solution shall support User and Entity Behavior Activity (UEBA).			
20.	<b>Proposed solution shall support Privileged User Activities</b>			
21.	<b>Capability (Machine Learning, Big Data Analysis, Artificial Intelligence)</b>			
22.	<b>Object Access Auditing.</b>			
23.	<b>Proposed SIEM shall have File Integrity Monitoring (FIM) capability or Bidder / Supplier may offer separately industry standard FIM Solution to fulfil PCI DSS compliance.</b>			
24.	<b>Bidder shall offer fifty (50/100) FIM license for Windows, Linux and UNIX platform.</b>			
25.	<b>FIM Agent shall support for Windows, Linux, Sun Solaris, HP-UNIX, and AIX.</b>			
26.	Rapid and automated Detection (Threat, Breach, Anomaly) including Advanced Persistent Threat (APT), Response and real time Alert capability.			
27.	Proposed SIEM shall support <b>Deep Packet Inspection (DPI).</b>			
28.	Proposed SIEM shall support <b>Pre-built</b> and <b>Custom-built</b> reports templates			
29.	Import and Export of contents (rules, report, trends).			
30.	Proposed SIEM and FIM Solution shall meet the standard (PCI DSS, ISO 27001, NIST CSF etc.) and out-of-box compliance.			
31.	Proposed SIEM shall have standard (PCI DSS, ISO, NIST) <b>compliance</b> monitoring and alerting capability.			
32.	Proposed SIEM shall have Analysis and Mitigation Plan.			





Sl.	Feature of the proposed Security Information and Event Management (SIEM) and FIM Solution	Yes	No	If Yes, provide further detail document with page number of reference in technical offer (e.g. data sheet). If No, provide a description of the alternative (if any)
33.	Proposed SIEM solution shall have User friendly and build customize <b>Dashboards, Filter, Group</b> and drill down facilities.			
34.	Proposed SIEM solution shall have automated Log ( <b>archive raw logs and normalized logs</b> ) retention facility ( <b>FIRST SECURITY ISLAMI BANK will provide the storage</b> ).			
35.	The SIEM proposed solution have <b>capability for log compression</b> and mentioned clearly compression ratio.			
36.	Proposed SIEM shall have capability of <b>automated and manual backup and restore</b> systems.			
37.	Proposed SIEM solution shall capability of Security Operation Centre (SOC) Automation and Orchestration.			
38.	Workflow management			
	a. Ticketing System / Case Management			
	b. Incident life-cycle management			
	c. Automated workflows for critical events			
	d. Executive's dashboard			
	e. Ability to define custom workflows			
39.	SIEM solution shall have <b>strategic technology integration</b> using different protocol and method with wide range of industry standard product and <b>provide the list of product and protocol</b> .			
40.	SIEM solution shall have <b>Threat Intelligence Database</b>			
41.	SIEM solution shall capability to integrate with <b>third party Threat Intelligence Database</b> .			
42.	Proposed SIEM shall have capability to trace out <b>availability</b> of particulars devices.			
43.	Proposed SIEM solution shall have support and <b>Offer High Availability (HA)</b> .			



Sl.	Feature of the proposed Security Information and Event Management (SIEM) and FIM Solution	Yes	No	If Yes, provide further detail document with page number of reference in technical offer (e.g. data sheet). If No, provide a description of the alternative (if any)
44.	SIEM shall have capacity <b>50000 (fifty thousand)/unlimited/host base license</b> Event Per Second (EPS) / Message Per Second (MPS).			
45.	Bidder / Supplier offer <b>minimum 50000 (fifty thousand)/unlimited/host base license</b> EPS / MPS/ Nodes <b>on initial offer</b> and others slab of EPS/MPS as well as FIM Agent, Log, Flow, Packet Collection Agent shall be mentioned in <b>financial and technical</b> offer.			
46.	Proposed SIEM and FIM solution shall have <b>at least Five (05) successful implementation</b> , the job completion certificate from respective client.			
47.	During the <b>warranty</b> period if any <b>modification</b> and <b>upgradation</b> is required on proposed SIEM and FIM solution, Bidder / Supplier shall provide necessary service, support without extra cost.			
48.	Minimum <b>five (05) years</b> age of proposed SIEM and FIM solution.			
49.	Bidder / Supplier shall have five (05) years <b>business presence</b> as individual / group of company in similar nature of business in Bangladesh.			
50.	Bidder / Supplier shall submit the proposed SIEM and FIM <b>roadmap</b> with following information and more (if any)			
	a. Date of Release			
	b. Date of End of Service Support			
	c. Date of End of Life			
51.	Proposed SIEM and FIM solution shall sustain / support minimum <b>five (05) years</b> lifetime and confirmation <b>by OEM on letterhead</b> .			
52.	Proposed SIEM solution shall comply the FIRST SECURITY ISLAMI BANK proposed Diagram as <b>Annexure - A</b> . If any deviation / observation please feel free to contact before submitting the bid documents at FIRST SECURITY ISLAMI BANK.			





Sl.	Feature of the proposed Security Information and Event Management (SIEM) and FIM Solution	Yes	No	If Yes, provide further detail document with page number of reference in technical offer (e.g. data sheet). If No, provide a description of the alternative (if any)
53.	Minimum five (05) days <b>Instructor-Led hands-on training</b> (administrations, security analysts, advanced) program by OEM or OEM Certified training partner and shall provide the training materials (Soft and Hard Copy). OEM certified trainer shall have minimum five (03) years' experience on proposed SIEM and FIM solutions.			
54.	Selected SIEM vendor shall implement temporary solutions to <b>comply PCI DSS</b> certification until receiving the proposed solutions.			
55.	The proposed SIEM solution shall be implemented by OEM or OEM Certified Solution Implementer, who have successfully implemented <b>more than three (03)</b> proposed SIEM.			
56.	Installation, implementation and configuration <b>validation</b> and design & documentation done by <b>OEM Professional Service (PS)</b> of FIRST SECURITY ISLAMI BANK premises.			
57.	Bidder / Supplier shall be submitted the <b>Manufacturer Authorization Letter (MAL)</b> for proposed SIEM for FIRST SECURITY ISLAMI BANK's project.			
58.	Bidder / Supplier shall be submitted the <b>technical support escalation matrix</b> (local and OEM).			
59.	Winning Bidder / Supplier shall sign the <b>Service Level Agreement (SLA)</b> and Non-disclosure Agreement (NDA) with FIRST SECURITY ISLAMI BANK before start the project.			
60.	Bidder / supplier shall be mentioned the <b>product replacement duration</b> .			
61.	In <b>technical proposal</b> shall be mentioned the details <b>specifications, architecture, quantity</b> of product, necessary data sheet of proposed SIEM.			
62.	In technical proposal shall be mentioned the details <b>specifications, architecture</b> and <b>quantity</b> materials of proposed SIEM solution.			



Sl.	Feature of the proposed Security Information and Event Management (SIEM) and FIM Solution	Yes	No	If Yes, provide further detail document with page number of reference in technical offer (e.g. data sheet). If No, provide a description of the alternative (if any)
63.	Bidder / Supplier shall be mentioned the SIEM licensing mode (perpetual / subscription).			
64.	Bidder / Supplier shall have offer <b>three (03) years</b> OEM warranty including product, parts, service and labor for SIEM and FIM solution.			
65.	During the warranty period, FIRST SECURITY ISLAMI BANK shall able to raise the case for support purpose to OEM and or through local agent to OEM.			
66.	Bidder / Supplier shall be quoted the price in <b>Bangladeshi Taka (BDT.)</b> including VAT, Tax and Others Charges (if applicable).			
67.	Bidder / Supplier shall be submitted Certificate of Incorporation and updated Trade License, VAT, TIN registration etc.			
68.	Bidder / Supplier shall provide technical and financial offer separately for SIEM software and hardware/storage solutions.			
69.	Bidder / Supplier shall provide financial offer for Operating system license if required.			
70.	Bidder / Supplier shall provide financial offer for Database system license and any other FIM related licenses if required.			
71.	The OEM Must provide 7X24 and 365 days technical support.			
72.	The remote support from principle company should be available over phone or email.			
73.	The support portal access should be provided for case management, knowledgebase, new version information, tools etc.			
74.	Support should cover all upgrades for the time period the licenses and support purchased from principle vendor.			





**Hardware Requirement:** Please provide hardware requirement details of your proposed solution system in the following table -2 **Table: Hardware Requirement**

Server	Purpose	Quantity of Server	CPU Core Requirement /Server	Memory Requirement in GB/Server	Storage Usable Capacity	Operating System
App Server						
DB Server						

### 38.0 CONTENT AND PROCUREMENT POINTS OF CONTACT

- The Bank's ICT Division is the primary point of contact from the date of release of the RFP until the Contract is fully executed and signed. Any attempt to contact any Bank employees, other than those named above, or their named designee, regarding this procurement may cause rejection of any proposal submitted by that party.
- Questions regarding the content of this RFP as they relate to scope, goals and objectives must be submitted in writing (email preferred). Written questions related to the procurement process must be submitted to the Bank Representative responsible for this RFP:

The Head

ICT Division.

Plot # 12, Block # A, Main Road, Bashundhara R/A

E-mail: [tajalli@fsiblb.com](mailto:tajalli@fsiblb.com); [shahidul@fsiblb.com](mailto:shahidul@fsiblb.com), [kamal@fsiblb.com](mailto:kamal@fsiblb.com).

Written responses will be sent to all parties. Responses will not identify the firm that submitted the question. All parties should clearly understand that only the written answers issued by the Bank are the official position on an issue, and these answers shall become part of the RFP and, by incorporation any subsequent Contract.



## APPENDIX – A

### FORM OF TECHNICAL PROPOSAL

Name of Contract:

**First Security Islami Bank Limited  
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, customize, integration, implementation, 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 – B**

**FORM OF FINANCIAL PROPOSAL**

Name of Contract:

**First Security Islami Bank Limited  
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, customize, integration, implementation, commission, and all other related works 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 – C**  
**FORM OF PERFORMANCE SECURITY**  
**(BANK GUARANTEE)**

**First Security Islami Bank Limited**  
**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 **supply, install, test & commission [item names]**  
(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: \_\_\_\_\_





**APPENDIX – D**  
**BANK GUARANTEE FOR ADVANCE PAYMENT**

TO:

**First Security Islami Bank Limited**  
**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-----

