



First Security Islami Bank Limited

ICT Division

Head Office

Plot#12, 2nd & 3rd Floor, Main Road, Block#A, P.S- Badda,

Bashundhara R/A, Dhaka-1229.

Web: www.fsiblb.com; email: system.admin@fsiblb.com

Ref: FSIBL/HO/ICT/711/2023

Date: 29.08.2023

REQUEST FOR PROPOSAL (RFP)

Procurement of Endpoint Security Solutions with XDR for 4000 units with 36 Months of license including supply, installation, configuration in all Divisions, Branches & SWIFT Desktops and Laptops with full OEM Standard Support.

Bidder Reg. No.

Section A: General Information

SN	Item	Description																			
1	Name of the Bank	First Security Islami Bank Limited																			
2	Procuring Entity Name	Information & Communication Technology Division																			
3	Invitation of tender for	Procurement of Endpoint Security Solution with XDR for 4000 units with 36 Months of license validity including supply, installation, configuration in all Divisions, Branches & SWIFT Desktops and Laptops with full OEM Standard Support.																			
4	Invitation for Quotation Ref. & Date	FSIBL/HO/ICT/711/2023 Date: 29.08.2023																			
5	Procurement Method	Open Tendering Method																			
6	Source of Fund	First Security Islami Bank Limited																			
7	Registration of bidders & price of Tender Document:	The interested eligible bidders have to enroll their name by submitting a prayer along with a non-refundable registration/enrollment fee Tk.2,500.00 (Taka Two Thousand Five Hundred) only in the form of “Payment Order” in favor of “ First Security Islami Bank Limited ” during submission of tender. No Tender documents will be sold physically. The bidder has to copy or download this tender documents from the website: www.fsiblb.com and place them on their own letterhead to submit their bid.																			
8	Tender Process Dates & Times	<table><tr><th rowspan="4">Schedule Distribution Dates, Times & Price</th><th colspan="2">Schedule Distribution Date & Time</th><th rowspan="2">Pre-Bid Meeting Date & Time</th><th rowspan="2">Submission Date & Time</th><th rowspan="2">Opening Date & Time</th><th rowspan="4">Schedule Price (BDT)</th></tr><tr><th>Start</th><th>End</th></tr><tr><td>31.08.2023</td><td>01.10.2023</td><td>11.09.2023</td><td>02.10.2023</td><td>02.10.2023</td></tr><tr><td>03.00 PM</td><td>03:00 PM</td><td>03:00 PM</td><td>03:00 PM</td><td>03:10 PM</td></tr></table>	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	31.08.2023	01.10.2023	11.09.2023	02.10.2023	02.10.2023	03.00 PM	03:00 PM	03:00 PM	03:00 PM	03:10 PM
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9	Place of opening and receiving tender documents	First Security Islami Bank Limited, Plot#12, 3 rd Floor, Main Road, Block # A, P.S- Badda, Bashundhara R/A, Dhaka-1229.																			
10	Composition of bid Price shall be inclusive of	The costs of complete Supply & implementation 4000 units license of endpoint security solutions with XDR, testing, commissioning, delivering to directed site and admissible VAT, excise duty, subsidiary duty, import duty, ATV, AIT etc. all types of taxes and revenues of the government and other regulatory authorities along with time value of money up to settlement of bills taking clearances from the end user of the bank.																			
11	Awarding the successful bidder	The bank may negotiate with the successful bidder or all bidders regarding price reduction modification if necessary before issuing the acceptance letter. A notification of award (NOA) will be provided by Bank to the successful bidder. Within 07 days of receipt of the Letter of Acceptance, the successful bidder shall sign a copy of it and return to the bank. Work must be completed within the time specified in the Work Order/Contract.																			




Signature & Seal of the bidder

12	Payment & Security	<p>The bidder shall furnish as bid security of 2.50% of the total financial offer in the form of bank draft or bank guarantee in the form of pay order or bank guarantee from any scheduled bank in favor of First Security Islami Bank Limited. The bid security shall be submitted along with the tender inside the envelop marked as "Financial Offer- for Procurement of endpoint security solutions with XDR licenses for 4000 units with 36 Months of license validity including supply, installation, configuration in all Divisions, Branches & SWIFT Desktops and Laptops with full OEM Standard Support." The bid security should be valid for 60 days after the date of bid opening. Any bid not accompanied by an acceptable bid security shall be rejected as non-responsive.</p> <p>The bid security of unsuccessful bidders will be returned within 7 days from the date awarding the successful bidder. The bid security of the successful bidder will be returned when the bidder has signed the NOA 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.</p> <p>Within 07 days of receipt of the notification of award from the Bank, the successful bidder shall furnish as performance security of 10% of total amount in the form of pay order or bank guarantee from any scheduled bank in favor of First Security Islami Bank Limited. The performance security should be valid for 90 (ninety) days.</p> <p>Bid shall remain valid for a period of 3 (Three) 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.</p> <p>50% payment of total price may be provided upon request of the successful bidder after delivering the license of Endpoint Security. The bidder should provide a payment guarantee for 20% of initial payment to be received after license deployment. This bank guarantee will be released immediately after successful completion.</p> <p>Final 50% payment may made after successful implementation in all the endpoints as per technical specifications upon getting satisfactory certificate from ICT Division, FSIBL, Head Office expressing clearly that the end user has no objection. A Performance security of 10% of the total value should be provided as a bank guarantee or will be retained from the final bill. The performance security will be released immediately as the license expires.</p> <p>In case of a failure of the successful Bidder to implement above mentioned license component in the prescribed time, the bidder 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.</p>
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13	Submission of bidders Qualifications/Eligibility and course of bidder	The interested registered bidder shall copy the "bidders' qualification" form from the webpage and place them on their own letterhead write their qualifications and individual information in a separate sealed envelope with proper labeling mentioning- "Bidder's Qualifications /Eligibility for Procurement of Endpoint Security Solutions with XDR for 4000 units with 36 Months of license validity including supply, installation, configuration in all Divisions, Branches & SWIFT Desktops and Laptops with full OEM Standard Support. as per technical specifications, Name of the bidder & Registration No.
14	Submission of Technical & Financial Offer	The interested registered bidder shall copy the Asked Technical Specifications and Financial Offer form from the webpage and place them on their own letterhead and write their price offer for Section "C" in the designated field(s) and submit the document in a separate sealed envelope with proper labeling mentioning- "Financial Offer- for Procurement of Endpoint Security Solutions with XDR for 4000 units with 36 Months of license validity including supply, installation, configuration in all Divisions, Branches & SWIFT Desktops and Laptops with full OEM Standard Support as per technical specifications", Name of the bidder & Registration No.
15	Name and address of the Office for receiving tender(s)	CITO & Head of ICT Division. First Security Islami Bank Limited, Plot#12, 3 rd Floor, Main Road. Block # A, P.S- Badda, Bashundhara R/A, Dhaka-1229.
16	Address of Official Inviting Tender	Do.
17	Contact Details	Telephone No. 02-8432613-22 Ext: 326,312 email: system.admin@fsiblb.com
18	Special Instruction	The Bank Authority reserves the right to - Explain or clarify the terms of this tender notice in its own way, Bring necessary changes in the notice Increase or decrease the tender quantity Reject the lowest Reject any or all bids Select any bidder deems fit and proper by them Bidder have to bid full of the Section "C" The bank authority can perform all the above things without assigning any reason. The bidder/supplier shall have no right to challenge the decision of the Bank Authority in any court of law or to any arbitrator.



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Bidder Reg. No.

Section B: Bidder's Information and Qualifications/Eligibility

SN	Description	Qualification	Response	Remarks
01	Name of the Bidder	Required		Attach NID copy
02	Designation of the Bidder	Required		
03	Company Name	Required		
04	Company Type. [Proprietorship, Partnership, Private Limited, Public Limited etc.]	Required		
05	Website address of the company	Required		
06	Bidder's Office Phone No.	Required		Attach bill copy
07	Bidder's email address	Required		Send Test mail to system.admin@fsiblbld.com
08	Bidder's Mobile No.	Required		
09	Verified Business Address	Required		Attach proof
10	Name of Contact Person	Required		Attach NID copy
11	Designation of the contact Person	Required		
12	Official email address	Required		Send test mail to system.admin@fsiblbld.com
13	Valid Trade License No.	Required		Attach proof
14	Valid VAT Registration No.	Required		Attach proof
15	Valid ETIN	Required		Attach proof
16	Valid IRC No.	Required		Attach proof
17	Authorization of the Principal	Required		Attach proof
18	Bank solvency certificate	Required		Attach proof
19	Are you adequately solvent to sale on? Credit for a period of 6 months or more?	Yes/No.		
20	Experience: The bidder must have 5 years of experience for supplying similar hardware & license in at least 3 different commercial Banks of Bangladesh.	Required Bank- WO- Date- Quantity-		Attach proof
21	Are you Banned by any bank authority or? Government agency?	Yes/No		

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



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Section C: Technical/Financial Specifications of Endpoint Security Solution with XDR for 4000 units with 36 Months of license including supply, installation, configuration in all Divisions, Branches & SWIFT Desktops and Laptops with full OEM Standard Support.

Technical Specification:

SL No.	Particulars	Full Technical Specification and Standards	Bidders Response
1	Description of Items	Endpoint Security Solution	
2	Brand	Please Mention	
3	Node/Units	4000 Units License	
4	Type	Windows and Linux based License	
5	Manage Console Type	Single Management Console.	
6	License Year	03 (Three Year) License Warranty.	
7	Deployment Architecture	Cloud/On-Premise/Hybrid (Preferably On-Premise)	
8	Virus Detection	Any known unknown Virus Protection. Ability to prevent Zero Day attacks.	
9	Endpoint Application visibility and control	Must be supported Client Health status, control & monitoring.	
10	Detection Engine	Both Signature & Behavior based.	
	Protection Level	File Antivirus, Mail Antivirus, Web Antivirus, IM Antivirus, Phishing Threat, Spam, and Rootkit & Brute-force attack protection.	
		Disk & Master Boot Record protection.	
		Self Defense Mechanisms.	
		Application Control by categories.	
		Customized DLP rules, Device Control (Block External mass storage, USB & others movable devices).	
		Web Security, Control & URL Filtering.	
		System Watcher, Firewall & Network Attack Blocker. Support HIPS, MTD, Ransomware File Protection.	
11	Roles & Policy Deployment	Centralized, customized roles & policy deployment for all endpoint devices from Management Console.	
12	Update & License	Centralized update & license management system.	
13	Centralized Event View & Log manage, Reporting	Solution must support the SolarWinds LEM Integration. Event Log integrated with existing LEM consideration of 365 days log management for vulnerability monitor, asset view of endpoint device, health check etc.	
14	Extended Endpoint Detection & Response (XDR)	Respond Investigation, Remove & Clean.	
		Automatic Malware Removal Tools.	
		Heartbeat Response & Synchronization.	
		Root Case Analysis.	
15	Anti-APT support	Unknown and suspicious threat can be mitigated on Server	
16	Client Deployment	Client Packager, Executable & MSI Package Format, Web install page, Remote installation	
17	Advanced Scanning Technology	Perform in-depth file analysis to detect emerging, unknown security risks through digital DNA fingerprinting, API mapping, and other file features	



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18	Telemetry	Product should have telemetry feature so that it can detect patterns, anomalies and suspicious activities that may lead to potential attack.	
19	Device Encryption	All logical partition of drives of devices should have encryption feature and let manage the feature centrally.	
20	MITRE ATT&CK Evaluation	Should have good analytic coverage, Visibility coverage, Telemetry coverage, Detection count result in MITRE ATT&CK Evaluation.	
21	Behavior Monitoring (Sandbox Analysis)	Behavioral analysis on unknown/known or low-prevalence processes or unknown threat is attempting to infect network/machine.	
		Enable Certified Safe Software feature to reduce the likelihood of false positive detections.	
		Solution should not just rely on Sandbox analysis but should also leverage other advance techniques for detecting and preventing unknown threats.	
		Create rule-based configurations for both good and bad behaviors of unknown applications.	
22	Responsibility	Successful Bidder will fully responsible for uninstalling existing endpoint security solution and implementation process like installation, uninstallation/ reinstallation, configuration maintenance & troubleshooting.	
23	Other Supported Features	Support Windows and Linux Based Server	
		The solution should support virtual infrastructure.	
		Provide automated and centralized download and deployment of latest virus signature updates from the internet (global repository) to client desktops and servers across the organization.	
		Performs Alert / Notify, Clean, Delete/ Remove, Quarantine, Prompt Action. Password & Self-protection	
		Support file scan caching to avoid repetitive scanning of files which are unchanged since the previous scan.	
		Automatically scan Compact disks, USB devices and Network shares in real-time when accessed.	
		Ability to lockdown change in registry, browser file settings, .exe file execution etc. and reduce dependency on frequent signatures	
		Allow the On-Demand Scan	
		Ability to control the amount of CPU, Memory resources dedicated to a scan process	
		Detecting and preventing buffer overflow vulnerability	
		Capable of blocking TCP/IP ports, read, write, execute, delete & change permissions on specified file(s)/folder(s)/Network Share(s)	
		Should provide Self-protection from modifying or disabling Virus Scan Enterprise	
		Management server should have a database which supports merging, backups, restoration and replication	
		Protection against potentially unwanted programs	
		Infection treatment should support report-only, cure, delete, move and rename file	
		Infected device should immediately isolate from the Network.	
		A particular web page should be allowed or deny by the Solution.	
		Any extension file should be allowed or deny by the Solution.	
		A device control feature like USB should be paused/allow when required. Also a particular device like printer should be permanently allow through USB port.	
		In-house Application should be control by the Solution like Patch update or installation of a software.	
		Agent to be uninstalled remotely from the management console	
		Threat hunting queries should be configurable as custom rules to automatically trigger detections	
		Solution should have Response & Remediation Capabilities	
		The solution must Integrate with Active Directory for automatic Agent to Group Mappings and policy association.	
		Pc should be scan in safe mode with a tool to clean up the OS from infected files when unable to scan in normal mode.	
24	Training	OEM training for 5 persons on root cause analysis for sophisticated threat hunting with OEM Certification.	

Financial Specification:

SI	Items	Requirements	Qty	Unit Price	Total Price
01	Endpoint Security Solution with XDR	Endpoint Security Solution with XDR validity of 36 Months including supply, installation, configuration in all Divisions, Branches & SWIFT Desktops and Laptops with full OEM Standard Support.	4000 units		

**** The above-mentioned price is inclusive of all costs, taxes & VATs as per rule of the government of Bangladesh.**

Name of the Bidder :
Designation of the Bidder :
Company Name :
Business Address :
Mobile No. :



Signature & Seal of the bidder