




REQUEST FOR PROPOSAL (RFP)

Reference No: FSICIL/HO/IT/2023/014
Date: 31st January, 2023

“Supply, Install, Configure, Commission and Maintenance of Server, Network, Security Hardware, Software Solution with Licenses, OS, Support Services and Professional Service Configuration, and Establishment of the IT Environment with Existing Data and Infrastructure Migration”

IT Division, Head Office
12th Floor, Al-Amin Center 25/A,
Dilkusha C/A, Dhaka 1000


K M Rasidul Hasan
VP, Chief Executive Officer
First Security Islami Capital and
Investment Ltd.


Khandaker Tanveer Ahammed
FAVP, HOF and Company Secretary
First Security Islami Capital and
Investment Ltd.

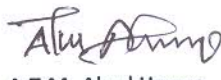

A.T.M. Alaul Haque
FAVP, Head of IT Division
First Security Islami Capital and
Investment Ltd.





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SECTION 1 - INTRODUCTION

1.1) Executive Summary

First Security Islami Capital & Investment Limited (FSICI) a full-fledged Merchant Bank and a subsidiary of First Security Islami Bank Ltd. (FSIBL), incorporated as a private limited company, with an authorized capital of Tk. 300.00 crore. The high caliber of the management team possesses world-class investment management and capital market experience with fast-growing capability and a determined vision to lead the market by innovating new products and introducing world-class merchant banking functionalities in Bangladesh, which reflect the company's own class.

Frist Security Islami Capital and Investment Ltd. relentlessly strives to anticipate the changing needs of its clients and develop better tailor made solutions to satisfy those needs. Our experience has taught us that if we serve our clients to the best of our ability, our own success will follow. Our motto is "one-step customer service." Creativeness and imagination are encouraged in everything we undertake. Therefore, we want to establish our name as a pioneer in the field by adopting new methods.

Services provided by FSICI are:

- One-step customer service.
- Margin Loan Facilities.
- Over phone Trading Facilities.
- Daily Portfolio through E-mail Service.
- Trading Facilities through DSE & CSE.
- IPO Appliation Facilities under new IPO application process adopt by BSEC.
- IPO result informed through Email.
- Free investment consulting is available through our specialized Portfolio Management Team.
- Brokerage Services through our specialized panel broker at FSICI Premises or own premises of the Broker Houses.
- Trading facilities are available from major locations in Dhaka City (i.e., Gulshan , Banani , Dhonmondi, Uttara, and Mirpur) and major divisional cities (i.e., Chittagong , Sylhet , Barisal, and Khulna) through our enlisted panel broker.

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1.2) Background

First Security Islami Capital and Investment Ltd. wants to improve its IT and business processing and update its ICT infrastructure through the integration of the latest ICT technology, server, network infrastructure, security hardware and solution deployment, services and licenses incorporation, different software and solution configuration at its Data Center, and migration of the existing ICT environment with data and applications from legacy deployment to a modern and more secure implementation.

The Data center environment is currently established with the deployment of application specific physical server integration on physical hardware servers with their redundancy counterparts, which are physically configured with two physical racks in their Data Center site. However, this legacy deployment has been in operation for a very long time and is now required to be updated in order to ensure service availability while effective security is deployed.

In order to enhance its IT environment, the organization has considered a layered approach, where in the first phase it will update its physical hardware, network, and security-related components for new implementation, and in the second phase it will update its service applications and business software.

This project intends to execute Phase-1 of the total scenario. Apart from the deployment and configuration of existing legacy applications and data to new physical hardware, which include preparing a new environment to deploy the existing legacy applications and database migration, configure them to be completely operational in Phase-1.

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1.3) Scope of Work

Vendors are requested to propose products, solutions, and professional service delivery as specified in the technical and financial proposal to supply, install, commission, and maintain servers, networks, security hardware, and software solutions with licenses for support services, and professional service configuration and establishment of different service deployments.

Participants are required to propose all items and are wholly responsible for all products and their implementation services offered unless otherwise specified and as specified in the Terms and Conditions.

The successful vendor will be the contractor for complete project deliverables, including all products and services offered, and will be fully responsible for the project management, implementation, and coordination under the scope of the project.

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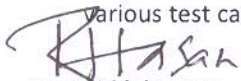


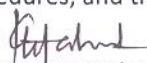


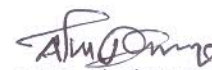
SECTION 2 - INSTRUCTION TO BIDDERS

Proposals are invited from the reputed vendors to supply, install, configure, commission, and maintain server, network, and security hardware, software solutions with licenses and OS support services, professional service configuration, and the establishment of the IT environment with existing data and infrastructure migration for First Security Islami Capital and Investment Ltd., according to the following instructions in Section-2 and fulfilling the terms and conditions in Section-3

- 2.1) Vendor must participate for every item on each section according to the requirements by a "Technical Proposal" and "Financial Proposal" accompanied with the complete documents burned on a DVD.
- 2.2) Vendor should have an enterprise-class support system to provide post deployment service and support and must submit a description of their support team with the profiles of experts for the items and solutions they will deliver.
- 2.3) The vendor should provide a summary of the projects completed in any organization, preferably financial institutions, as part of a large deployment in Bangladesh.
- 2.4) Details of every individual component on every product, license, service, and structure cable, along with their individual part numbers, should be provided for each item on the individual section.
- 2.5) Professional services (section 2) with every task of installation, configuration, implementation, and data migration from the existing environment to the new deployment for each service specified should be mentioned in detail for the individual services that are mentioned.
- 2.6) Vendor should form a dedicated project team where members possess adequate knowledge of the service or solution they will configure, are capable of handling different deployment requirements (realizing both physical and logical layouts) based on the scenario and in-depth requirements analysis, and have previous experience implementing the service or solution in a large environment and their successful execution. The team will be responsible for end-to-end delivery of all services, solutions, and their configuration, with a project manager as a Single Point of Contact (SPOC).
- 2.7) Vendor must understand existing architecture (physical and logical) that is specific to a particular solution, identify areas of complications by analyzing current service status, their dependencies, and the necessity of maintaining uninterrupted services, align with the requirement analysis and integration with the new deployment by analyzing the complete data flow of the network and 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. The UAT vendor has to submit UAT documents describing various test cases, detailed testing procedures, and the UAT results.


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