

Facility Management Division

Ref: Prime/HO/FMD/2023/57

Date: January 22, 2023

-----  
-----  
Subject: Request for Proposal (RFP) for implementation of Central Dispatch Management System(CDMS).

Dear Sir,

Please be informed that Prime Bank Limited intends to purchase **Central Dispatch Management System(CDMS)**. For this purpose, you are requested to submit financial offer along with technical specifications in your letterhead pad complying the following Terms & Conditions in mentioned in attached documents.

**RFQ SUBMISSION ADDRESS:**

Facility Management Division | Prime Bank Limited  
Facilities Tower (6th Floor), Kha-199/2, Maddhya Badda,  
Pragati Sarani, Dhaka-1212

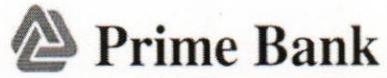
After going through the details terms & conditions mentioned in attached documents, please submit proposal as per format mentioned in RFP in your company's letterhead pad duly signed by authorized representative of your company. RFQ documents shall be dropped **in the Tender box on 05<sup>th</sup> February 2023 before 3:00 PM**. No RFQ shall be entertained after the specified time and date. No RFQ document will be received by mail.

Thanking You.



Kazi Sohel Masud  
AVP & Unit Head, Procurement

Attachment: Details Request for Proposal (RFP) for Central Dispatch Management System(CDMS) & Technical Requirement Specification



RFP Ref: Prime/RFP/FMD/2023/57

Request for Proposal (RFP) for Central Dispatch Management System(CDMS)

**PRIME BANK LIMITED**

Head Office, Prime Bank Limited  
Facilities Tower (6<sup>th</sup> Floor), Kha-199/2,  
Maddhya Badda, Pragati Sarani, Dhaka-1212  
[www.primebank.com.bd](http://www.primebank.com.bd)



Table of Contents

Introduction..... 2

Point of Contact..... 2

Abbreviations..... 2

Instructions to Vendors ..... 2

RFP Disclaimers..... 3

Roll Out Plan & Gantt Chart..... 4

Functional Requirements..... 5

Technical Requirements..... 5

Technical BoM..... 6

Miscellaneous..... 9

Financial Offer..... 9

Submission Guideline..... 9

General Terms & Conditions..... 10

Annexure- Technical Specification (Excel file, 2 sheet)



#### Introduction

Prime Bank has been providing banking services to its retail and corporate customers more than 27 years. The bank has transformed its businesses with the change of technology, to give its valued customers better banking experiences and bring new products and services. The bank is planning to move its business from conventional banking concept to digital transformation. At the same time, Central Dispatch Management System is required to be dynamic through a proper system to continue such transformation more efficiently. An automated Central Dispatch Management System will ensure proper tracking of documents. Keeping this in mind, the bank wants to implement an automated Central Dispatch system which will ensure proper tracking of documents such as Manage courier and courier bill, Update document status from courier, Received documents, Trace document status, Return documents, User notification for send and received document, Front desk manage for send and received document, Digital archiving features, Various Reports in different Formats with Downloadable capacity, SMS and Email notification to receiver with OTP confirmation system, etc.

#### Point of Contact

Any query related to this RFP should be directed to the following persons only, who are the authorized to provide clarifications to vendor response about application, technical, functional, business projection and other related peripherals to this RFP.

Area of Work	Point of Contact
RFP submission related	Name: Partha Sarathi Bairagi Designation: Senior Executive Officer, FMD Email: pb061605@primebank.com.bd Cell: +880 1730-781194
Operational and Functional	Name: Kamrul Hossain Bhuiyan Designation: Senior Officer, Administration Division Email: kb060118@primebank.com.bd Cell: +8801730-781176 & Name: Mahmud Hasan Designation: FAVP, Cards & ADC Operations Email: mh030701@primebank.com.bd Cell: +8801713036220
IT	Name: Mohammad Mijanur Rahman Designation: AVP Email: m.mijan@primebank.com Cell: +880 1711074410

#### Abbreviations

PBL	Prime Bank Limited
CDMS	Central Dispatch Management System
NDA	Non-Disclosure Agreement
API	Application Programming Interface

#### Instructions to Vendors

- Vendors are requested to read the RFP carefully to respond to it as per Bank's requirement.
- The column titled "Vendor Feedback" in the Requirement table is to be field by the Vendor for the required solution description.
- Vendors should send all questions related to RFP within 7 (seven) working days from the date of publishing.

- d) Soft copy of the response in excel format and hard copies should be identical otherwise Bank shall reserve the right to reject any response.
- e) RFP response should be submitted by the given timeline mentioned in RFP. However, Bank shall reserve the right to extend or reduce timeline with giving prior notification.
- f) Each vendor who will be qualified primarily will be called for a session to pitch and show proof of concept/demo in front of RFP evaluation committee of the bank.
- g) Vendor must have experience in implementing the system in minimum **three sites with having minimum one live deployment at a bank with similar services** will get added advantage.
- h) Proposed solution must be hosted in Prime Bank premises.
- i) Prime Bank Limited reserves the right to cancel, renew and modify the RFP.

#### RFP Disclaimers

This RFP does not create a binding agreement for provision of services between Prime Bank Limited (PBL) and vendor, except to the extent that vendors will be bound by the representations, warranties and conditions contained in their response to this RFP. Prime Bank Limited issued this RFP to solicit bids from potential vendors for a comprehensive Central Dispatch System to the requirement outlined in this document. Only the execution of a written contract will obligate PBL in accordance with the terms and conditions contained in such contract.

All cost associated with the preparation of response to this RFP or contract in response to this RFP will be borne solely by the vendor. All responses shall become the property of PBL and PBL reserves the right to accept or reject any or all response(s) to this RFP even if all of the stated requirements are met.

Prime Bank Limited reserves the right to amend or cancel this RFP in any manner prior to awarding the contract. PBL will notify all responsive vendors in this event. The bid submitted and the price quoted therein shall remain valid for 12 months (365 days) from the bid submission date mentioned by PBL. PBL reserves the right to extend the period of validity of their bids in exceptional circumstances, prior to expiry of the bid validity period. The request and the responses shall be made in writing. PBL also reserves the right to share with, any person of its choice, the RFP and any proposals in order to secure expert opinion.

For purpose of the evaluation process, PBL reserves the right to make copies of a vendor's proposal. PBL reserves the right to verify all information provided by vendor via business references from a vendor's client.

Vendors are hereby advised that Prime Bank Limited is not committed to any course of action as a result of its issuance of this RFP and/or its receipt of a proposal from any vendor in response to it. In particular, vendors should note that PBL may-

- Reject any proposal which does not conform to instructions and specifications which are mentioned herein
- Not accept proposal after the stated submission deadline
- Not necessarily award the lowest price proposal
- Reject all proposals, if it so decides
- Award a contract in connection with this RFP outside of the timelines as it may deem fit
- Make no award of a contract

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) whether verbally or in documentary form by or on behalf of Prime Bank Limited (PBL), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer and is only an invitation by PBL to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should

conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice.

Subject to any law to the contrary, and to the maximum extent permitted by law, PBL and its directors, officers, employees, representatives, agents, and advisers disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities expenses or disbursements incurred therein or incidental thereto) or damage (whether foreseeable or not) (“**Losses**”) suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the losses arises in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of PBL or any of its directors, officers, employees, representatives, agents, or advisers.

#### Roll Out Plan & Gantt Chart

The bidder will have to provide a roll out plan for each of his working procedures which strictly follow the requirements of the RFP. For instance, a sample format of roll out plan is given below:

#### Sample format:

Sl. No.	Product/ Solution Name	Description	Time frame
1.	Central Dispatch Management System	Please specify in details with working procedure covering the scope.	Please specify the number of days needed from the date of issuance of the work-order.

2. The bidder needs to provide distinct Gantt chart for this product/solution s/he wants to bid.

#### Note:

1. Bidder has to mention detailed hardware and associated software specifications such as application server(s), database server(s), security application and OS along with any intermediate hardware and/or software in order to implement the solution successfully.
2. All required software for implementing the solution will be the responsibility of the bidder which includes providing license, delivery and installation.
3. The scope of work includes but not limited to design, engineering, installation, commissioning, testing, integration, training etc. of all the products offered in the solution infrastructure.
4. Solutions offered may be stand-alone product suites of integrated applications and services.
5. The bidder shall arrange inspection for functional testing as per technical specification and system performance demonstration to the Bank's representative.
6. The bidder shall provide licenses for all the supplied software in the name of the Bank.
7. Installation, commissioning, configuration and integration of all components of the bidding product should be the turnkey responsibility of the respective bidder as per bidding document.
8. Bidder has to provide two-months onsite support after the date of completion of the project. The completion certificate shall be issued by the Bank on successful completion of the project.

9. Any other items (software, licenses, tools etc.) not indicated in this document required to make the system fully operational will also be in the responsibility of the bidder.
10. Proper UAT documents have to be shared with the Bank and all these observations and recommendations have to be added in it before doing the final UAT.
11. Hand over documents must be prepared in such a way so that detailed installation procedure and configuration parameters used during and after installation is there. The document should include full screen capture for further reference and operation.

### Functional Requirements

SL#	Functional Requirements with Description	Vendor Feedback				Comments
		Fully Complied	Need Customization	Workaround Available	Cannot Customize	
<b>Bank to Bank or Out Side</b>						
1.	<b>Sender:</b> <ul style="list-style-type: none"> <li>➤ Initiator fills up sender information, type of object and receiver information to make a request through Mobile App/Web</li> <li>➤ Track the request so that generate token ID/Barcode for individual request</li> <li>➤ Get Notification after the token/barcode is being generated</li> <li>➤ Print token info/Barcode and attach with document</li> <li>➤ Document forward to dispatch</li> <li>➤ Get notification after receiver receives the document</li> </ul>					
2.	<b>Dispatch (Sender End):</b> <ul style="list-style-type: none"> <li>➤ Get notification when a new request is submitted</li> <li>➤ Group multiple requests into a single request based on some criteria</li> <li>➤ Add more information and complete the request</li> <li>➤ After completing the request, generate token for the request</li> <li>➤ Print the receivers information and attach into the document</li> </ul>					
3.	<b>Is the documents to be sent to Outside Dhaka?</b> <ul style="list-style-type: none"> <li>➤ <b>If Yes:</b> Assign courier to send the document (Input service Charge according to courier type)</li> <li>➤ <b>If No:</b> Assign a rider to send the document</li> </ul>					
4.	<b>Rider:</b> <ul style="list-style-type: none"> <li>➤ The Rider deliver the document</li> </ul>					

SL#	Functional Requirements with Description	Vendor Feedback				Comments
		Fully Complied	Need Customization	Workaround Available	Cannot Customize	
	<ul style="list-style-type: none"> <li>➤ Update document status through App</li> </ul>					
5.	<b>Courier:</b> <ul style="list-style-type: none"> <li>➤ After Delivering the document, the courier company update the document status through API/Upload file</li> </ul>					
6.	<b>Dispatch (Receiver End):</b> <ul style="list-style-type: none"> <li>➤ Receive the document and update the status from App/web and forward it to receiver.</li> </ul>					
7.	<b>Receiver:</b> <ul style="list-style-type: none"> <li>➤ After receiving the document, the receiver update the information through App/Web</li> </ul>					
<b>Bank or Out Side to Bank</b>						
8.	<b>Sender (Outside):</b> <ul style="list-style-type: none"> <li>➤ Place the documents</li> <li>➤ Identify the Sender &amp; Receiver</li> <li>➤ Notify Sender &amp; Receiver</li> </ul>					
9.	<b>Dispatch (Sender End):</b> <ul style="list-style-type: none"> <li>➤ Collect document and fills up sender information through OCR (Mobile APP), type of object and receiver information to make a request</li> <li>➤ Group Multiple requests into a single request based on some criteria</li> <li>➤ Add more information and complete the request</li> <li>➤ After Completing the request, generate token for the request</li> <li>➤ Print the receiver's information and attach into the document</li> </ul>					
10.	<b>Is the documents to be sent to Outside Dhaka?</b> <ul style="list-style-type: none"> <li>➤ <b>If Yes:</b> Assign courier to send the document (Input service Charge according to courier type)</li> <li>➤ <b>If No:</b> Assign a rider to send the document</li> </ul>					
11.	<b>Rider:</b> <ul style="list-style-type: none"> <li>➤ The Rider dispatch the document</li> <li>➤ Update document status through App</li> </ul>					
12.	<b>Courier:</b> <ul style="list-style-type: none"> <li>➤ After Delivering the document, the courier company update the</li> </ul>					

SL#	Functional Requirements with Description	Vendor Feedback				Comments
		Fully Complied	Need Customization	Workaround Available	Cannot Customize	
	document status through API/Upload file					
13.	<b>Dispatch (Receiver End):</b> ➤ Receive the document and update the status from App/web and forward it to receiver.					
14.	<b>Receiver:</b> ➤ After receiving the document, the receiver update the information through App/Web.					
<b>Others requirement:</b>						
15.	The system should have the capability to manage courier service provider and process the courier bill through the system.					
16.	System will notify through (email/sms) to the authorized person for send and received document					
17.	The system should have the capability to API integration with SMS gateway.					
18.	There will be a software/system/mobile application for entering information for all internal users i.e., Employees of Head Office and Branches.					
19.	A unique token number will be generated automatically from the software denoting time and date in it.					
20.	System should have Digital archiving features of information and maintaining of MIS.					
21.	System should have Search and Retrieval of Historical File View option at any point of time with Real Time access regardless of the location of employees.					
22.	System should have capacity to generate Various Reports in different Formats with Downloadable capacity as pdf/.xls/.doc file					
23.	System should have capacity to generate SMS and Email notification to receiver with OTP confirmation system.					
24.	System should have Bulk upload capability and creating individual slip from that.					
25.	Mobile Application should support Android as well as iOS. This should be available on Mobile as well as Tablet.					
26.	Inbuilt & Embedded Analytics should be integral part of the system which will allow					

SL#	Functional Requirements with Description	Vendor Feedback				Comments
		Fully Complied	Need Customization	Workaround Available	Cannot Customize	
	the privileged user to prepare the desired reports using drag & drop function					
27.	System should have dynamic User Dashboard.					

### Technical Requirements

SL	Description	Vendor's Feedback				Comments
		Fully Complied	Need Customization	Workaround Available	Cannot Customize	



Technical\_Requirement\_Points\_IT\_ISD.xl:

**Details Technical Requirement are attached as Annexure with excel file.**

- Sheet1-IT point (sl 1- sl72)
- Sheet2-ISD Point (sl 1-sl65)

### Miscellaneous

SL#	Functional/Non-Functional Requirements with Description	Vendor Feedback				Comments
		Fully Complied	Need Customization	Workaround Available	Cannot Customize	
1	Please mention any additional features and functionality here which are not included in RFP provided by PBL					

Technical BoM

Please provide us the BOM details as per the below format according to the basic parameter and service lists which has to be implemented.

Central Dispatch Management System - RFP



Sl.	Material	Detail elements of the items	Qty of the elements	Unit of measurement
<b>Item: Software; Item Quantity:</b>				

#### Miscellaneous

SL#	Functional/Non-Functional Requirements with Description	Vendor Feedback				Comments
		Fully Complied	Need Customization	Workaround Available	Cannot Customize	
1	Please mention any additional features and functionality here which are not included in RFP provided by PBL					

Please provide the details of the below mentioned items:

- Proposed Technology Architecture
- Security and Scalability of the proposed solution
- TPS (including round time)
- Integrations with Different internal systems
- Test/UAT plan along with template
- Training plan (Functional and Technical)
- Customized dashboard for different users should represent real time data in a visual format (graph and charts)
- All hardware and environmental software requirements should be listed along with specification for the proposed software architecture.
- Disaster Recovery & Business Continuity plan
- AMC, Support mechanism and warranty

#### Financial Offer

SL No	Description	Price (BDT)	Remarks
1	One Time License Cost		
2	Annual Maintenance Cost (must be from 2 <sup>nd</sup> year onward post implementation)		
3	Any Other Cost		

Note:

- Vendor must quote all cost in Bangladeshi Taka (BDT)
- All kinds of Taxes, VAT and levy should be included and will not be revised thereafter
- 20% of final quoted cost will be given upon finalization of scope (FSD)
- 50% upon completion of UAT with signing
- And 30% will be within 60 (sixty) days from the go-live date

## Submission Guideline

- a. Sealed Proposals will be received for providing the services by FMD (Facility Management Division), Facilities Tower (6th Floor), Kha-199/2, Maddhya Badda, Pragati Sarani, Dhaka-1212 at which time they will be publicly opened.
- b. Sealed Proposals must include:  
  
**Technical Proposal:** one (1) original hard copy and one (1) electronic copy on a CD/DVD/Flash Drive/google drive link in MS-Excel format.  
  
**Financial Proposal:** one (1) original hard copy and one (1) electronic copy on a CD/DVD/Flash Drive/google drive link in MS-Word format.
- c. Proposal will not be considered if it is not accompanied by the attached Proposal Price Sheet and signed by the proper official of the bidder. Proposals will not be accepted by FAX or email.
- d. Proposals shall be received in the FMD (Facility Management Division), Facilities Tower (6th Floor), Kha-199/2, Maddhya Badda, Pragati Sarani, Dhaka-1212 of Prime Bank Limited on or before the time and date specified. Proposals received after the time specified will not be considered and will be returned unopened.
- e. Proposal information is restricted and will not be publicly available until after the award of the Contract by the Facility Management Division.

## General Terms &amp; Conditions

- a) **The participant company must submit the offer in two envelope system. One envelope will contain the technical offer and the other envelope will contain the financial offer. The two envelopes must be covered in a large envelope.** All the envelopes will contain the full name and address of the participant company. The name, address and telephone number of the contact person should be mentioned in the forwarding letter submitted with the technical offer.
- b) The participating vendors must offer all the items mentioned in the RFP. Partial offer of the RFP will not be accepted.
- c) Sealed proposals have to be submitted to the Head of Facility Management Division of the bank on or before **February 05, 2023 by 3.00 p.m.** The technical offers may be opened on the same day or on a convenient day. The financial offer will be opened later on upon completion of Technical Evaluation.
- d) All the pages of the tender schedule as well as all the offered documents should be duly signed by the authority of the bidder.
- e) Proper documents and data sheet have to be provided for indicating all the specification is present in the offered service which is stated in the required technical specifications.
- f) All quoted price should include service delivery and training cost and VAT, tax etc. if any.
- g) Post live consultation and service should be provided for a period of three years after service delivery. No additional cost will be provided in this period.



h) Photocopy of all the relevant documents should be submitted with the offer including:

- Company Profile along with Board of Directors
- Up to date Trade License
- Up to date TIN certificate
- Certificate of Incorporation
- Business Identification Number (BIN)
- Letter of VAT registration certificate;
- Company local address and contact numbers;
- Company Annual report (if any)
- Company Organogram
- List of deliverables with detailed timeline;
- Name, designation, qualifications and experience of the technical and management personnel to be engaged with this project;
- Proof of experience as desired in the earlier section of this schedule.
- Detail Bill of Materials with Price

i) The bidder should have its office at Dhaka, Bangladesh for local onsite support.

j) All the prices should be mentioned in BDT. The payment will be made in BDT as well.

k) The Quotation shall be valid for 01 (one) year from the Quotation submission/ closing date.

l) The authority reserves the right to relax, change or drop any of the terms and conditions of the schedule without any further notice.

m) A Non-Disclosure Agreement (NDA) will be signed between bidder and PRIME BANK for implementation of the project.

n) The Bank shall not be under any obligation to accept the lowest quotation.

o) The successful bidder shall complete the project within their mentioned time line in the proposal.

p) The Bidders may be asked to attend in the pre-bid meeting for discussion on their proposed solution and any clarification on the RFP document.