REF: RFP/PBL/FMD/2023/06

**Date of submission: July 13, 2023**

Request for Proposal (RFP) for e-Tendering System

Prime Bank

Head Office, FMD (Facility Management Division), Prime Tower (10th Floor), Plot # 8 & 35, Nikunjo-2, Khilkhet, Airport Road, Dhaka-1219

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1. Introduction

Prime Bank has been providing banking service to its customers for more than 28 years. To give its valued customers better banking experience, the bank has transformed its businesses with the change of technology and introduced many technologies oriented new products and services. In line with that spirit, the bank now wants to implement a ‘e-Tendering System’ to automate its procurement process and to improve efficiency in the procurement process. We are looking for a company that is technically sound, have adequate experience in the relevant field, can meet our requirements, can deliver e-Tendering System implementation under the negotiated timeframe and ready to support us in this aspect in future.

1. Point of Contact

Any query related to this RFP should be directed to the following persons only, who are authorized to provide clarifications to vendor about application, technical, functional, and other related areas of this RFP:

|  |  |
| --- | --- |
| **Area of Work** | **Point of Contact** |
| Related to RFP submission  &  Operational and Functional | Mr. Partha Sarathi Bairagi  Designation: Senior Executive Officer, FMD  Email: pb061605@primebank.com.bd  Cell: +8801730781194 |
| Technical | Mr. Mohammad Mijanur Rahman  Designation: AVP, IT Division  Email: [m.mijan@primebank.com.bd](mailto:m.mijan@primebank.com.bd)  Cell: +8801730086846 |

1. Instructions to Vendors
2. Vendors are requested to read the RFP carefully to respond to it as per Bank’s requirement.
3. The column titled “Vendor Feedback” in the Requirement tables is to be filled by the vendor for the required solution.
4. Both Soft and hard copy of the vendor proposal should be identical otherwise Bank shall reserve the right to reject any response.
5. 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.
6. Prime Bank reserves the right to cancel and modify the RFP.
7. Vendors should enclose following documents with their response

* 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.

1. RFP Disclaimers

This RFP does not create a binding agreement for provision of services between Prime Bank 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 issued this RFP to solicit bids from potential vendors for a comprehensive e-Tendering system to the requirement outlined in this document. Only the execution of a written contract will obligate the bank 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 the bank and it reserves the right to accept or reject any or all response(s) to this RFP even if all the stated requirements are met.

The bank reserves the right to amend or cancel this RFP in any manner prior to awarding the contract. The bank will notify all responsive vendors in this event. The bid submitted and the price quoted therein shall remain valid for 365 days from the bid submission date mentioned by the bank. The bank 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. The bank also reserves the right to share the RFP and any proposals with any person of its choice, in order to secure expert opinion.

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

Vendors are hereby advised that the bank 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 the bank 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 the bank, 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 the bank 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, the bank 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 the bank or any of its directors, officers, employees, representatives, agents, or advisers.

1. Roll Out Plan & Gantt Chart
2. 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:**

|  |  |  |  |
| --- | --- | --- | --- |
| **SI.  No.** | **Product/ Solution Name** | **Description** | **Time frame** |
| 1. | e-Tendering 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. |

1. The bidder needs to provide Gantt chart for this product/solution.

**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. The bidder shall arrange inspection for functional testing as per technical specification and system performance demonstration to the Bank's representatives.
5. The bidder shall provide licenses for all the supplied software in the name of the Bank.
6. 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.
7. 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.
8. 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.
9. Proper UAT documents have to be shared with the Bank and all the observations and recommendations made by the bank have to be addressed before doing the final UAT.
10. Hand over documents must be prepared in such a way that detailed installation procedure and configuration parameters used during and after installation is there.

1. Detail Functional Specification of e-Tending System

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **SL.** | **Description** | | **Vendor Feedback** | | | | |
| **Type of requirements** | **Details** | **Fully Complied** | **Need Customization** | **Workaround Available** | **Cannot Customize** | **Comments** |
| 1 | User Registration in System & Enlistment of vendor | System should have following features in order to User Registration in System & Enlistment of vendor:   * System should be able to support user registration of Bidders/Contractors/Applicants/ Banks internal Procuring Entities/Others * The system should be able to support enlistment & selection of new vendors |  |  |  |  |  |
| 2 | Electronic Dashboard | The bellow options/features have to be incorporated in this page:   * Available Tenders notice, Tender Name, Procurement Nature, Publishing Date and Time, Closing Date and Time, Tender status will be there * Token purchase from Facility Management Division (if the tender has price) * Download schedule option (pdf mode) etc. |  |  |  |  |  |

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **SL.** | **Description** | | **Vendor Feedback** | | | | |
| **Type of requirements** | **Details** | **Fully Complied** | **Need Customization** | **Workaround Available** | **Cannot Customize** | **Comments** |
| **3** | Requisition process (for IT related items) | 1. User Point fills up the requisition form through the system 2. HOD validates and sign off the form 3. Concern officer of IT will review and put necessary spec in the form. 4. HoIT recommends and sign off the form 5. Concern officer of Procurement unit reviews the form, checks for any data gap. 6. Checking Form whether ok or not 7. Start preparing tender document. |  |  |  |  |  |
|  | Requisition process (for General items) | 1. User Point fills up the requisition form 2. HOD/BM validates and sign off the form 3. Manager, Logistics validates, recommends and sign off the form/ send email 4. Concern officer of Procurement unit reviews the form, checks for any data gap. 5. Checking Form whether ok or not 6. Start preparing tender document. |  |  |  |  |  |
|  | Requisition upload (by procurement unit, FMD) | 1. The procurement unit, FMD can upload the requisition received from any other Branch/Division which was approved through mail or hard copy. System shall have option to upload required document as attachment (pdf, doc, xlms, jpeg format allowed only.) with necessary sanitization. |  |  |  |  |  |

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| --- | --- | --- | --- | --- | --- | --- | --- |
| sl | **Description** | | **Vendor Feedback** | | | | |
| **Type of requirements** | **Details** | **Fully Complied** | **Need Customization** | **Workaround Available** | **Cannot Customize** | **Comments** |
| 4 | Tender Preparation and floating of Tender | 1. Select method as per justification and criteria of Banks Procurement Policy 2. Get the method approved from Head of Procurement 3. Prepare technical spec and scope 4. Prepare tender document 5. Finalize Tender Document 6. Float Tender 7. Send Agenda to Secretary PC for meeting 8. Open Technical Part in front of PC members 9. PC members must have user in system and log in track reference should be visible/print in tender document. |  |  |  |  |  |
| Tender Preparation  (system menu) | * Basic Information * Required Documents * Schedule of Items * Configure TOC (Tender Opening Committee) * Sell Token * Payment module against sell Token/Tender Schedule purchase/earnest money * Tender wise Bidder * Send Mail * Save as new Tender |  |  |  |  |  |
| Tender Configuration  (system menu) | * Schedule Item/Header * Basic Documents * Category wise Headers * Basic Tender Category * Create Department/Office * Create User * Active User * Enlistment of Bidder |  |  |  |  |  |
| 5 | Evaluation of proposals | 1. Send technical part for evaluation 2. Conduct evaluation on technical part only 3. Send Agenda to Secretary PC for meeting 4. Open financial part in front of PC/TC members |  |  |  |  |  |

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| --- | --- | --- | --- | --- | --- | --- | --- |
| sl | **Description** | | **Vendor Feedback** | | | | |
| **Type of requirements** | **Details** | **Fully Complied** | **Need Customization** | **Workaround Available** | **Cannot Customize** | **Comments** |
| 6 | Processing for PC/TC recommendation | 1. Prepare combined evaluation report and place to PC meeting 2. Members of PC/TC review/discuss and recommend 3. Secretary PC will prepare minutes 4. Minutes forwarded to PC members & PC Chairman for next step 5. Procurement unit head forward the decisions of PC/TC to IT Division/others indenting Division 6. PC/TC meeting minutes should be organized in the system. |  |  |  |  |  |
| 7 | Processing for Approval | 1. Procurement officer prepares approval note sheet as per financial delegation 2. Note moves into the system as per financial delegation matrix set |  |  |  |  |  |
| Processing for Approval  (Manual) | 1. The procurement unit, FMD can upload the hard copy approval note into the system for future tracking and issuance of Work Order as an alternate option. |  |  |  |  |  |
| 8 | Issuance of work order | 1. Officer of procurement unit, FMD prepares Work Order 2. HoFMD & HOPU or HO Indenting Division Signs W/O 3. Work order is issued to vendor 4. Officer of procurement unit update Database |  |  |  |  |  |
| 9 | Report | * Verified Bidder * Token Purchased * Tender Status * Sent Mail History * OTM (Open Tender Method) History * RFQ (Request For Quotation)/Request for Proposal(RFP) History * Vendor wise Work Order issued history * Enlisted vendor history * Yearly purchase report, etc. |  |  |  |  |  |

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| --- | --- | --- | --- | --- | --- | --- | --- |
| sl | **Description** | | **Vendor Feedback** | | | | |
| **Type of requirements** | **Details** | **Fully Complied** | **Need Customization** | **Workaround Available** | **Cannot Customize** | **Comments** |
| 10 | Others functional requirement | scopes of this e-Tendering system are given below:   * A bidder can have access via any browser within a network. * A bidder will be able to know details about a tender. * A bidder will get an e-mail notification every time a new tender is published. * A bidder will be able to sign in into the system after sign up. * After signing in, a bidder will be able to   + Edit personal information.   + Create/update bidding profile.   + Change the password.   + View upcoming tenders.   + Submit bid for a tender. * An administrator will be able to log in into the system using given password. * After signing in an administrator will be able to   • Change the password.  • Add, view, edit and delete; bidders, tender categories, tenders etc. information.  • Grant or cancel bidders profile request.  • View submitted tenders and awards the bid.   * After signing in super admin will be able to do their assigned task. * After signing in procurement unit, pc members and others procuring entity will be able to do their assigned task. As per role wise permission. |  |  |  |  |  |

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| --- | --- | --- | --- | --- | --- | --- | --- |
| sl | **Description** | | **Vendor Feedback** | | | | |
| **Type of requirements** | **Details** | **Fully Complied** | **Need Customization** | **Workaround Available** | **Cannot Customize** | **Comments** |
| 11 | Others functional requirement (application based) | * The system should have the ability to arrange e-Tendering and biding for procurement and carry out the complete cycle till negotiation and contracting. * The Application should have the facility to generate notice of the RFQ / Tenders in enlisted vendors & online platform. * The system must have ability to collect tender security money, sell token money, earnest money from online. * The system should have ability to release the earnest money from online. * The system should have ability to generate notification regarding BG expire. * System shall maintain a tracker in regard to BG/Earnest Money expiration, release, collect etc. * The Application should have facility to modify details of RFQ before dispatching to vendor. * Ability to choose the mode of tendering - single part, two part, limited, open, etc. * Ability to extend the tender opening date if insufficient offers are received, even after the tender submission date has passed. * Ability to make and send modifications/clarifications on the bids to the respective bidders and recording * Ability to record the details of tender/bid opening (technical & price bids separately). * System must have ability to attach files and images (e.g., pdf file, word file, jpeg, etc.). * The system should have mechanism to enable vendors to share information, submit bid responses, in near real-time. * The system should have provision to monitor vendor negotiations real-time and provide insights into vendor responses through easy to navigate user interface and embedded analytics. * The Application should have the facility to follow the procedure of Tender viz. receipt / opening and notices for opening of the tenders as scheduling of the tenders. * The Application should have facility to record quotation details with quantity price break to avail volume discounts and perform comprehensive quotation analysis. * The Application should have the provision to record quantity discounts / slab rates in quotation. * The Application should have facility to prepare the comparative statements among tenders. * Ability to evaluate offer on-line for technical and commercial aspects. * Ability to send the offers for concurrence/approval to the respective authorities as per the Delegation of Power * Ability to prepare a Purchase proposal automatically based on the recommendation made by evaluators/committee. Purchase committee member access required in system. * The Application should have the facility to generate PO automatically or by specifying a valid quotation / tenders. * The Application should have the provision to have purchase orders grouped under different ‘category’ or ‘type’ for better end user flexibility. * The Application should have the facility to amend PO details such as items, quantities, rates, schedules terms & conditions, in multiple locations and propagate this information across locations. * The Application should have the facility of PO amendment query to highlights changes between different amendments of a PO. Cancellation of PO (Partial or Fully). * The Application should facilitate capital purchase orders with integration to Fixed Assets application. * Central Banks guidelines/circulars in regard to e-tendering shall be ensured. * System shall be able to integrate with Banks existing platform (FMD requisition module). |  |  |  |  |  |
| 12 | Audit Trail Log | The developed system should have capability to identify user activity for audit purpose. |  |  |  |  |  |

1. Information Technology Requirements

| **SL**  **#** | **Description** | **Vendor Feedback** | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Fully Complied** | **Need Customization** | **Workaround Available** | **Cannot Customize** | **Comments** |
|  | ***Integration*** |  |  |  |  |  |
| 1 | Vendor has to provide a micro-service based Middleware service if required |  |  |  |  |  |
| 2 | Solution should have capability to login by AD authentication and regular authentication. |  |  |  |  |  |
| 3 | Some CBS transaction should be real time through API and some should be queue based which will be executed from a scheduler based application if required. The bank will decide the integration approach. |  |  |  |  |  |
| 4 | API request & response must be encrypted & required to follow Prime Bank API Check List |  |  |  |  |  |
|  | ***User Interface*** |  |  |  |  |  |
| 5 | Scheduler should have ability to configure dynamically and also be configured by front-end. |  |  |  |  |  |
| 6 | Vendor must need to provide a solution which should have different role based dashboard. |  |  |  |  |  |
| 7 | Any type of approval (transaction/reversal/creation/modification/ delete) must have multiple control like maker ,checker. |  |  |  |  |  |
| 8 | Vendor has to ensure the centrally monitoring all the audit logs and activities. |  |  |  |  |  |
| 9 | Vendor has to give us a solution which should allow multiple teams/user to deploy, monitoring and administering related works. |  |  |  |  |  |
| 10 | Vendor has to give us a solution which should have a panel for monitoring service wise audit trails and also any type of administering, deploying audit trails. |  |  |  |  |  |
| 11 | UI for Parameter configuration to keep into DB as encrypted |  |  |  |  |  |
| 12 | System Should have standard Audit Trail Report/Module |  |  |  |  |  |
|  | ***User Administration*** |  |  |  |  |  |
| 13 | User Creation/modification/lock/unlock/activation/deactivation from a panel |  |  |  |  |  |
| 14 | User Management (Role Based access control) |  |  |  |  |  |
| 15 | Granting multiple Roles and Branches to a single user |  |  |  |  |  |
| 16 | Must have multiple control like maker ,checker for user creation/Authorization/Update/Inactive etc. |  |  |  |  |  |
| 17 | Two Factor Authentication for Login if Bank Decides |  |  |  |  |  |
|  | ***Customization*** |  |  |  |  |  |
| 18 | System should support to do the customization and add new business process/logic/ data entry screen and change existing process by trained bank users. |  |  |  |  |  |
|  | ***Architecture*** |  |  |  |  |  |
| 19 | Vendor has to configure the load balance of service as per bank’s requirement. It can be both software or Hardware load balancer. |  |  |  |  |  |
| 20 | vendor has to propose a solution which should support latest OS and other related software’s updated patch which will release time to time by OS and software vendor like Microsoft, oracle, Linux etc. and also solution should run after vulnerability mitigation where vulnerability may raise by vulnerability assessment tools, audit and its Information security division. |  |  |  |  |  |
| 21 | Stress Testing & Load Testing need to be done and report must be submitted by vendor during product implementation for both Application and middleware service. |  |  |  |  |  |
| 22 | Identified VAPT must be mitigate by vendor at any time without any cost. |  |  |  |  |  |
| 23 | Minimum security baseline should be complied by vendor |  |  |  |  |  |
| 24 | Prime Bank audit risk assessment, BB audit observations and any external audit observations need to be mitigated by vendor at any time without any cost. |  |  |  |  |  |
| 25 | Solution should have ability to grow horizontally during load. |  |  |  |  |  |
| 26 | Solution should have capabilities to access through Internet and intranet. Permission should be granted by role/user, which need to be managed by admin panel |  |  |  |  |  |
| 27 | Vendor has to provide Database Server requirement of Core, RAM (GB) and HDD storage or others which are needed. |  |  |  |  |  |
| 28 | Vendor must need to give a detail technical architecture diagram for Live, HA, UAT and DR environment |  |  |  |  |  |
| 29 | The system should support a smooth transition from primary site (DC) to backup site (DR) for disruptive events such as fire, flood, earthquake, etc. |  |  |  |  |  |
| 30 | preferred DB platforms( i.e. Oracle, MSSQL, mysql, postgresql etc) |  |  |  |  |  |
| 31 | Is there any encryption mechanism with application? |  |  |  |  |  |
| 32 | Is there any auditing policy with application? |  |  |  |  |  |
| 33 | Vendor need to support database retention and purging as per Prime Bank policy. |  |  |  |  |  |
| 34 | Vendor has to provide the List of all the pre-requisite software needed by the product (e.g., database, JDK, JRE, any other licensed software) and also need to confirm which we need to procure or not for the solution. |  |  |  |  |  |
| 35 | Vendor must need to give us web server, database and other related tools/ component lists. |  |  |  |  |  |
| 36 | Does your product support SaaS, customer-managed, and hybrid deployments? |  |  |  |  |  |
| 37 | How does your platform support continuous integration and deployment practices? |  |  |  |  |  |
| 38 | Does the solution support zero downtime patching and updates? |  |  |  |  |  |
| 39 | Vendor solution must need to Ability to deploy in VM environment |  |  |  |  |  |
| 40 | The system should provide the facility to take backups of data and system software at user defined intervals with minimal/without operator intervention. The system should allow these backups to be both:  (a)     full - a complete image of the data and/or software (b) Interim - a backup of transactions or changes which have been made since the last backup. |  |  |  |  |  |
| 41 | Vendor need do prepare Live, HA, test, HA and DR environment setup, configuration related work. Activities need be done on premises. |  |  |  |  |  |
| 42 | Vendor solution need to ensure details log so that any transaction can be easily identified. |  |  |  |  |  |
| 43 | The unique identifier must be introduced for every log so that the log can be trace easily for every request. |  |  |  |  |  |
| 44 | The log must be compressed on a daily basis and automatically shifted to other locations. |  |  |  |  |  |
| 45 | Vendor must provide full hardware sizing. |  |  |  |  |  |
| 46 | Vendor solution must be hardware platform independent i.e. should be run on any hardware platform. |  |  |  |  |  |
| 47 | System should be capable to handle latest Database. |  |  |  |  |  |
|  | ***Installation, Configurations and Post deployment support*** |  |  |  |  |  |
| 48 | Vendor has to provide step by step detail installation guideline |  |  |  |  |  |
| 49 | Vendor must install all the pre requisite of solutions in Live, DR and UAT environment. Activities need be done on premises. |  |  |  |  |  |
| 50 | Vendor must install and configure the full solutions in Live, DR and UAT environment. Activities need be done on premises. |  |  |  |  |  |
| 51 | Vendor has to implement Software or Hardware (If bank provides) load balancer with clustering features in live environment |  |  |  |  |  |
| 52 | Vendor has to configure solutions with SSL certificate which will support only latest TLS. |  |  |  |  |  |
| 53 | Vendor must apply security policy in each server. |  |  |  |  |  |
| 54 | Vendor has to ensure a process which should periodically patch update of Operating System and database all patches |  |  |  |  |  |
| 55 | Vendor must need to provide a detail plan for post deployment support. |  |  |  |  |  |
|  | ***Guides*** |  |  |  |  |  |
| 56 | Installation / Implementation guide: Vendor has to provide an installation guide mentioning details of installation & parameter value setup at OS during product implementation. |  |  |  |  |  |
| 57 | Vendor has to provide detail data dictionary as per prime bank requirement |  |  |  |  |  |
| 58 | Vendor need to provide setup and configuration related detail document |  |  |  |  |  |
| 59 | Service Development guide: Vendor has to provide a guideline for integration with new service provider with business logic implementation and validations. |  |  |  |  |  |
| 60 | **Administration guide:**  Vendor has to give an administration guide where detail information about application logs, system logs, temporary file locations, performance monitoring scripts/commands and system maintenance guidelines are incorporated. It should include high level definition of process flow. Also administration guide should include standard operating procedure (SOP) for system administration. |  |  |  |  |  |
|  | ***Training*** |  |  |  |  |  |
| 61 | Vendor should have provide training for different module. |  |  |  |  |  |
| 62 | Vendor should have provide detail technical, administrative, operational and others related training so that the bank can manage by themselves. |  |  |  |  |  |
| 63 | Vendor should have provide training materials for all module. |  |  |  |  |  |
| 64 | Vendor need to give third party library list with information details |  |  |  |  |  |
| 65 | Application deployment architecture diagram with HA and DR consideration |  |  |  |  |  |
| 66 | Application development environment set up document step by step |  |  |  |  |  |
| 67 | Live server readiness document step by step |  |  |  |  |  |
| 68 | Application architecture detail diagram |  |  |  |  |  |
| 69 | Following documents need to provide during Implementation: 1. SRS 3. Deployment document 4. Release document 5. Technical Architecture  6. Data Flow Diagram  7. Audit Log document 8. Data Dictionary and other related documents need to handover time to time as per bank requirement. Please note that above are only development related |  |  |  |  |  |
| 70 | All modules should have the capabilities to work from source code repository |  |  |  |  |  |
| 71 | Application code build or publish process must need to be easy |  |  |  |  |  |
| 72 | All Framework, libraries and tools must be updated |  |  |  |  |  |
| 73 | System shall have the capability to integrate with Banks Mail/SMS Gateway for mail/SMS notification |  |  |  |  |  |
| 74 | System shall be capable to integrate with a Payment gateway (internal/third party) for payment (tender schedule, Earnest money etc.) collection/disbursement purposes |  |  |  |  |  |

1. Information Security Requirements

| **SL#** | **Description** | **Vendor Feedback** | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Fully Complied** | **Need Customization** | **Workaround Available** | **Cannot Customize** | **Comments** |
| 1 | Audit Trail & details User Activity Report with Timestamp, Date, IP address, Mac Address etc. |  |  |  |  |  |
| 2 | Password Guideline |  |  |  |  |  |
| a. Passwords for user-level shall be at least eight (8) characters long, whereas |  |  |  |  |  |
| for admin-level passwords shall be at least twelve (12) characters long |  |  |  |  |  |
| b. Passwords must contain both upper and lower case characters (i.e. a-z, A-Z); |  |  |  |  |  |
| c. Passwords must contain digits and/or special characters/punctuation |  |  |  |  |  |
| (e.g. 0-9, !~@#$%^&\*()\_=+-[{]}’”;:,<.>/?\|, ); |  |  |  |  |  |
| d. Same Password cannot Reuse for next six times |  |  |  |  |  |
| e. Password should be changed on first time login |  |  |  |  |  |
| f. System should have capable to send password through email/SMS etc. |  |  |  |  |  |
| 3 | User Management (Role Based access control) |  |  |  |  |  |
| 4 | Disable the multiple session options for the site. |  |  |  |  |  |
| 5 | Session time out period should be set |  |  |  |  |  |
| 6 | SQL Injection prevention |  |  |  |  |  |
| 7 | Password should not be hard coded in any application |  |  |  |  |  |
| 8 | Application should support inputter-authorizer concept as where applicable. |  |  |  |  |  |
| 9 | Authentication should be performed for each privileged request |  |  |  |  |  |
| 10 | Authentication must not be based on the knowledge of a secret URL |  |  |  |  |  |
| 11 | Default, test or temporary user accounts / ID should not exist |  |  |  |  |  |
| 12 | Password brute forcing must be prevented |  |  |  |  |  |
| 13 | Username enumeration must be prevented |  |  |  |  |  |
| 14 | A denial of service using automatically locked accounts must be prevented |  |  |  |  |  |
| 15 | Ability to perform user profile reporting easily, using flexible reporting mechanism. |  |  |  |  |  |
| 16 | Session-ids must be generated with sufficient entropy |  |  |  |  |  |
| 17 | User generated session-ids must be rejected |  |  |  |  |  |
| 18 | Session-cookies must be transmitted via HTTPS |  |  |  |  |  |
| 19 | The secure flag must be set on the session cookies |  |  |  |  |  |
| 20 | The http only flag must be set on the session cookies |  |  |  |  |  |
| 21 | Sessions must be revoked if the session-id is not received via HTTPS |  |  |  |  |  |
| 22 | A session-bound token must be validated for each POST request |  |  |  |  |  |
| 23 | A conservative size limit must be enforced on uploaded files |  |  |  |  |  |
| 24 | Application must be able to protect itself from various application vulnerability issues. |  |  |  |  |  |
| 25 | Application must be able to protect itself from Cross Site Scripting Attack |  |  |  |  |  |
| 26 | Click jacking should be handled |  |  |  |  |  |
| 27 | CSRF should be handled. |  |  |  |  |  |
| 28 | Denial of Service Prevention should be handled |  |  |  |  |  |
| 29 | System should have file sanitization mechanism for handing file upload features |  |  |  |  |  |
| 30 | Source Code should be Hardcoded |  |  |  |  |  |
| 31 | XSRF - Using user’s logged in session to manipulate |  |  |  |  |  |
| 32 | Stored data, logic programming problems, displayed contents that reveals sensitive information etc. must be protected. |  |  |  |  |  |
| 33 | Serialization of untrusted data, codes and updates pulled from remote source must be handled securely to ensure data integrity. |  |  |  |  |  |
| 34 | Session Hijack - shall be handled |  |  |  |  |  |
| Compromise user’s session by editing and injecting session cookie |  |  |  |  |  |
| 35 | SSRF: User-submitted URLs fetched from remote sources must be validated. |  |  |  |  |  |
| 36 | Thin client deployment over internet must be secured by 256-bit SSL and PKI |  |  |  |  |  |
| 37 | Ability to encrypt passwords and other sensitive data based on industry-standard encryption mechanisms. |  |  |  |  |  |
| 38 | Application must be flexible on adding new feature in future without alerting any. |  |  |  |  |  |
| 39 | Ability to configure the system using parameter-or table-driven approach. This includes data structures, screens, functions, key fields and reports. |  |  |  |  |  |
| 40 | Ability to linearly scale based on reasonable growth patterns by adding incremental computing resources. Also, to support clustering at each layer i.e., Web server, Application Server and Database for Fault Tolerance & Load Balancing. The system would be developed to support clusters environments on N servers. |  |  |  |  |  |
| 41 | The application should be parameterized to facilitate initial system set-up and future maintained activates. |  |  |  |  |  |
| 42 | Latest Application Framework will be preferable. |  |  |  |  |  |
| 43 | Supported Browser (should be independent) |  |  |  |  |  |
| 44 | Browser Version Compatibility issue (if any) |  |  |  |  |  |
| 45 | How access control is managed, whether it can be customized? |  |  |  |  |  |
| 46 | Any kind of System notification by Email, SMS, Dashboard to System Administrator? System should be capable to have Email, SMS Notification to All kind of Users; In addition System Should have a Comprehensive Dashboard also. |  |  |  |  |  |
| 47 | How will the bank approach if any BUG is detected during Post Live operation? How the Change request will be attended by vendor? |  |  |  |  |  |
| 48 | How memory overflow will be handled? |  |  |  |  |  |
| 49 | Application should be responsive from any device (desktop/laptop/mobile/tablet/or any other devices). |  |  |  |  |  |
| 50 | Is this application support container based platform /Micro service? |  |  |  |  |  |
| (Docker/Kubernetes) |  |  |  |  |  |
| 51 | How you will provide required Patches for new change request? |  |  |  |  |  |
| 52 | What will be the Deployment Model (On-premise or cloud)? If cloud then where the data will be stored. |  |  |  |  |  |
| 53 | Is this system support virtualization- VMWare? |  |  |  |  |  |
| 54 | Mentioned Supported OS? (Red Hat, Windows or any other else) |  |  |  |  |  |
| 55 | Mentioned the Web service used (Apace/Tomcat/IIS/or any other else) |  |  |  |  |  |
| 56 | Mentioned supported Database Platforms? |  |  |  |  |  |
| 57 | Please mention your licensing model (user basis/perpetual/or any other model). |  |  |  |  |  |
| 58 | Application shall comply with the Latest OWASP Application security guidelines |  |  |  |  |  |
| 59 | API (if any) shall comply with the OWASP API security guidelines & bank’s API security checklist. |  |  |  |  |  |
| 60 | For container-based approach, “**Application Container Security Guideline**” by NIST shall be ensured |  |  |  |  |  |
| 61 | Application/deployment approach shall comply with the “OWASP DevSecOps Guideline” (security testing in CI/CD pipeline) |  |  |  |  |  |

1. Additional Requirements

| **SL#** | **Functional/Non-Functional Requirements with Description** | | **Vendor Feedback** | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Fully Complied** | **Need Customization** | **Workaround Available** | **Cannot Customize** | **Comments** |
|  | | | | | | | |
| 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

1. Financial Offer

|  |  |  |  |
| --- | --- | --- | --- |
| SL No | Description | Price (BDT) **including VAT** | Remarks |
| 1 | One Time License Cost |  |  |
| 2 | Annual Maintenance Cost  (must be from 2nd year onward post implementation) |  |  |
| 3 | Per man day cost |  |  |
| 4 | 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

1. RFP Preparation:
   * 1. RFP must be submitted in two-envelope system i.e., **one Technical Proposal & one Financial Proposal mentioning Technical/Financial Proposal on the top of each envelope**. These two proposals will be submitted together in a third envelope. All the envelopes should be sealed & signed.

**Technical Proposal:** one (1) original hard copy and one (1) electronic copy on a CD/DVD/Flash Drive in MS-Excel/Word format.

**Financial Proposal**: one (1) original hard copy and one (1) electronic copy on a CD/DVD/Flash Drive in MS-Excel/Word format.

* + 1. 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.
    2. The bid forms must be filled in through computer printer or in typing without overwriting and without any erasing and modifications and when completed shall contain all the required information.
    3. The Offer shall be marked as “Request for Proposal (RFP) for e-Tendering System”
    4. Offers in the bid should be free from any condition and any conditional offer will disqualify the bidder. Each page of the offer must be signed and sealed properly by the authorized representative of the bidder and filled in where applicable.
    5. Proposal information is restricted and will not be publicly available until after the award of the Contract by the Facility Management Division.

1. General Terms and Conditions
2. Award Finalization and subsequent actions: The Bank will award the Contract to the Bidder whose offer is found to be substantially responsive and who has offered technically suitable proposal & whose quoted price is within the acceptable limit of the Bank. After selection of the contractor, the contractor will maintain close contact with the client to sort out details of works to be undertaken.
3. Prime Bank reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.
4. In case of any error detected in the Bill of Quantities or in other documents at any time, Prime Bank reserves the right to rectify such error.
5. The detailed specifications, terms and conditions are incorporated in this tender schedule.
6. The Bank shall not be under any obligation to accept the lowest quotation.
7. For the purpose of warranty period, work completion time will be counted from the date of installation, testing, commissioning.
8. After commencement, work may be delayed due to unforeseen reasons; in such cases, no compensation will be entertained.
9. Bank will not provide any auxiliary / ancillary materials to complete the works as the Tender will be a Turnkey basis.
10. The selected contractor must complete the work within the time stipulated in the work-order. Fine @Tk. 1000 (Taka One thousand) per day may be imposed for delay in completion of work.
11. Import documents should be issued in favour of bidder itself if applicable.
12. Tender offer may be rejected for any one of the reasons listed herein under. Decision of the Bank will be final in this regard:

a) Failure to submit Tender before the specified closing time.

b) All or any pages of the Tender document are not signed and sealed by the bidder.

c) Failure to comply with Specifications annexed herewith.

d) Any false statement or evidence of fraud.

e) Failure to comply with all the instructions of the Tender.

f) Any alteration in the tender schedule.

g) Failure to submit any document as specified in ‘Section C (f)’ of this schedule.

h) Any discrepancy, overwriting, erasing, ambiguity or omission in quoting rate and in furnishing the tender document.

i) No price escalation will be entertained.

1. Bank has the right to execute full or part of the work.
2. The Contractor should consider that the firm can be requested to do some extra work those are not specifically mentioned in the schedule but might be necessary for the completion of the work.
3. Delivery:
4. Delivery period: To be mentioned by the bidders.
5. Delivery of the items to be made at IT Division, Head Office or designated place

as desired by the Bank.

1. The bidder should have its office at Dhaka, Bangladesh for local onsite support.
2. All the prices should be mentioned in BDT. The payment will be made in BDT as well.
3. A Non-Disclosure Agreement (NDA) will be signed between bidder and the bank for implementation of the project.
4. The successful bidder shall complete the project within the timeline mentioned in the work order.
5. RFP Submission
6. The RFP shall be submitted to the following address:

**Vice President & Head**

Facility Management Division

Prime Bank, Head Office,

Prime Tower (10th Floor),

Plot # 8 & 35, Nikunjo-2,

Khilkhet, Airport Road, Dhaka-1219

1. The RFP documents shall be dropped in the tender box **on 13th July 2023 before 3:00 PM**. No RFP shall be entertained after the specified time and date. RFP papers must be properly filled in, sealed and signed by authorized official with bidder’s name, address, etc. 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.
2. Annexure A: RFP FORM

**RFP FORM:**

Having examined the terms, conditions, instructions and specifications included in the RFP documents, we the undersigned offer to supply, deliver and commission the items in conformity with the said conditions and specifications.

We undertake to complete the job within the period as specified in tender schedule. We agree to abide by this bid for the period of 365 (Three Hundred and Sixty-Five) days from the RFP submission date mentioned by the bank.

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

Dated:

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Seal of the authorized official**

**and round seal of the company**

-------------------------

(In the capacity of)

Duly authorized to sign bid for and on behalf of ----------------------------------------------------------------------

Witnesses with address: **1.**

**2.**

1. ANNEXURE B: NON DISCLOSURE AGREEMENT

This AGREEMENT is made and entered into by and between the Prime Bank Limited (“Bank”) and \_\_\_\_\_\_\_\_\_\_ (“Company”), and is effective upon execution by both parties.

WHEREAS, the Company requires access to many forms of information and materials considered proprietary and confidential to the Prime Bank Limited; and

WHEREAS, the Company requires access to this information to propose, plan, develop, implement and maintain Bank systems and/or for successful completion of the Scope of Work; and

WHEREAS, information and materials includes, but is not limited to, [revise to fit] access to secure facilities, systems, technologies, information infrastructure, including network architecture; server environment, services and hardware standards. The Company must comply with the Bank, and government regulations in accessing and using Information.

**THEREFORE, IT IS AGREED AS FOLLOWS:**

The Bank will allow the Company access to all files and records required to perform Company’s duties (“Duties”) concerning the System.

The Company agrees to limit the use of this Information for the purposes (“Purposes”) of developing, implementing and warranty of other Solutions.

The Company agrees that access to Information will be limited to approved employees and subcontracted employees (“Authorized Personnel”). The Company agrees that it will provide the Prime Bank Limited with a list of employees to be authorized for each agreed upon work order. Company agrees that all Authorized Personnel shall be informed of the provisions of this Agreement and shall first agree to comply with the revisions of this Agreement before Company permits such Authorized Personnel to have access to any Information.

The Company shall obtain written authorization from the Bank prior to permitting any Consultant or sub-consultant employees to have access to Information. The Bank and Company will screen all contracted or subcontracted employees whom the Company requests to have access to Information. Screening may include a criminal record background investigation and others. At the Bank’s sole discretion, the Bank may deny authorization to an individual because of criminal record or other pertinent reason. Authorization can be revoked immediately for anyone reasonably believed to be violating access/disclosure regulations.

The Bank agrees to further limit access to Information to Authorized Personnel. No copies of Information shall be made except as clearly necessary to accomplish purposes of this agreement.

Company agrees to destroy copies of such Information when copies of such Information are no longer needed for Purposes of this Agreement. The Company will not disclose any Information in a form which can identify an individual in any report or documentation, except for purposes of this Agreement when working with Department Name, Department personnel, or authorized personnel on the list.

The Company agrees to take all necessary reasonable precautions to protect Information from unauthorized access, alteration, or destruction. Information and programs to access it must be stored in secure, locked containers. Company programs shall employ all current safeguards to prevent unauthorized access to disk and tape files. Company Personnel shall not bypass or override security provisions in existing systems and networks in the course of their work and the programs they develop shall conform to existing security provisions.

In the event that Company deems it necessary, for the purposes of this agreement, to disclose Information to any sub-contractor, the Company shall notify the Bank and secure the written agreement of the sub-contractor to comply with all terms of this Non-Disclosure Agreement as if it were the Company named herein. The Bank shall have the right, at any time, to monitor, audit, and review the activities, policies, records, and documents of the Company and its sub-contractor in implementing this Agreement in order to assure compliance therewith.

Since this Agreement provides access to Information on an ongoing basis, the Bank reserves the right to immediately suspend furnishing Information under this Agreement when it is determined by the Bank that any rule, policy, procedure, or regulation described or referenced herein is violated or appears to be violated. The Company shall not be liable for any deficiencies in the performance of its duties caused by the suspension provided it is later determined by investigation of the Bank that the Company did not violate this agreement. Notice of any such suspension shall be provided to Company in writing by the Bank.

It is hereby understood and acknowledged by the parties that any breach of their obligations detailed in this Agreement may cause the other damage and that monetary relief will not be in every case an adequate remedy for any such breach. Accordingly, in the event of any such breach the damaged party may seek injunctive relief from such breach or threatened breach of this Agreement.

The Company shall immediately return and redeliver to Bank all tangible material embodying any confidential information provided hereunder and all notes, summaries, memoranda, drawings, manuals, records, excerpts or derivative information deriving therefrom, and all other documents or materials (“Notes”) (and all copies of any of the foregoing, including “copies” that have been converted to computerized media in the form of image, data, word processing, or other types of files either manually or by image capture) based on or including any confidential information, in whatever form of storage or retrieval, upon the earlier of (i) the completion or termination of the dealings between the parties contemplated hereunder; (ii) the termination of this Agreement; or (iii) at such time as the Bank may so request; provided however that the Company may retain such of its documents as is necessary to enable it to comply with its reasonable document retention policies. Alternatively, the Company, with the written consent of the Bank may (or in the case of Notes, at the Company’s option) immediately destroy any of the foregoing embodying confidential information (or the reasonably non-recoverable data erasure of computerized data) and, upon request, certify in writing such destruction by an authorized officer of the Receiving Party supervising the destruction).

**IN WITNESS HEREOF**, the Parties hereto have executed this Agreement as of the Effective Date and agree to be legally bound by all terms and conditions contained herein.

Prime Bank Limited Representative: Company Representative:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: Name:

Designation: Designation:

Date: Date:

Official Seal: Official Sea