Remittance Management System (Front & Back Office) for PRIME Bank Limited

RFP: PBL/TB/Tender/2019/01

Submission Date: February 20, 2019

This document briefly describes the functional and business requirements for the Remittance Management System (Front & Back Office) for PRIME Bank Limited.
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1. PREAMBLE

- PRIME Bank Limited hereinafter called "PBL" or "the Bank" issues this Request for Proposal (RFP) to the procurement and implementation of Remittance Management System (Front & Back Office), for securing the Information assets.

- Through this RFP, PBL invites bidders to propose a contractual arrangement for the REMITTANCE MANAGEMENT SYSTEM of the Bank’s system to ensure smooth remittance management solution.

- This RFP is not an offer by the Bank, but an invitation to receive bidder response. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of PBL and the Bidder.

- The RFP document can be collected from the address printed in the top sheet of this RFP document.

- Proposals may be opened in the presence of the bidder’s representatives on the specified date and time. Technically qualified proposals will be taken up for further processing for commercial terms. No further discussion/interface will be granted to bidders whose technical proposals have been disqualified.

- The decision of the Bank would be final and binding on all the bidders to this document. PBL reserves the right to accept or reject in part or full any or all the offers without assigning any reasons whatsoever.

2. INTRODUCTION

2.1 Background

Prime Bank’s remittance business has grown significantly during the last couple of years and as a result, in order to streamline the remittance business and disburse it to the beneficiaries in a quick, secure and convenient manner, a robust, scalable and secure Remittance Management Software is required. It will facilitate Remitter & beneficiary information management, Remittance transaction management, Back office (GL) management, Branch / Agent management, Remittance monitoring/Tracking, Compliance management, multiple channel integration etc.
2.2 Scope

Central Remittance Processing System should accept remittance data from different remittance agents, geographically located in different countries. File transmission media may be different for different agents. Central remittance processing unit will act as controlling unit for the system and Disbursement of remittance will be accomplished through various channels. Other Bank’s account payee remittance should also be handled by BEFTN. Integration with CBS & Other relevant application also needed to be considered. The Software must have the capacity to screen Incoming Remittance Files through the 3™ party Screening Solution. The Bank will expect a solution that comes with prebuilt templates covering various regulations. The solution should also be customizable, so that the bank can tailor based on their specific regional or industry requirements.

Also in case of front office, teller service, digital banking solution for remittance with local clearing system integration should be in the scope.

The solution provider is responsible for successful implementation of REMITTANCE MANAGEMENT SYSTEM in DC, and PBL’s all location (Head office, branch, fast track, mobile banking office and agent banking etc.). Also the REMITTANCE MANAGEMENT SYSTEM should be implemented as outlined in the technical specification section of this RFP.

2.3 Intent of RFP

- The intent of this RFP is to invite potential bidders to bid for implementation of Remittance Management System.

- The proposed solution for Remittance Management System should be a turnkey solution configured to support all the functionalities as described in this RFP.

- The bidder submitting the proposal will be responsible for the entire implementation on a turnkey basis and will be the single point of contact for PBL even if different component of the requirements are sourced from different vendors.

- The proposed solution should satisfy the performance parameters and throughput requirements desired by the Bank from now to at least next 5 years without changing the proposed hardware architecture.

- All the requirements have to be supported and restructure, reconfigure, fix etc. in to their system with the guide line of PBL.

- All the bidders have to accommodate all the necessary requirements as well as any additional one, if required, in the time of implementation.
3. EXPERIENCE

The bidder/OEM should have adequate experience of the bidding product/solution in at least 01 Bank company within last 02 years (Proper evidence needs to be enclosed with bid)

Reference Site

List of major customers of the bidding product/solution in last 02 years and their references:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name and complete Address of the Customer where the product/solution provided</th>
<th>Name, Designation, Telephone, Fax, e-mail address of the contact person of the customer in column 2</th>
<th>Brief Scope of work (Project Summary)</th>
<th>Brief description of the bidding product/solution</th>
<th>Attach reference Letter/Commissioning Certificate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>2</td>
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<td>5</td>
<td></td>
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</tr>
</tbody>
</table>

(Enclose necessary documentary proof)

Information related to experience:

<table>
<thead>
<tr>
<th>Sl No.</th>
<th>Criteria/Features</th>
<th>Comments</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Please mention if you will involve any System Integration (SI) Partner</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a.</td>
<td>Number of year Experience (Module wise)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b.</td>
<td>Total Implementation Experience Worldwide (OEM and SI)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c.</td>
<td>Total Implementation Experience in this region (OEM and SI)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d.</td>
<td>Are we going to deploy any dedicated support person from SI Partner for PRIME Bank Ltd for first 1 year after Go live? If yes, remote or onsite?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note:

This should be in the letter head pad of the bidder and duly signed as per this format.

I/we solemnly declare that the statements made above are correct. I/We agree that any misstatement made by us, if detected later on, shall render our application unacceptable to the Bank.

(Signature)

(Name & designation of Authorized Signatory)

(Name & Address of the Bidder with Seal)
4. PARTICULAR OF PRODUCT OEM (ORIGINAL EQUIPMENT MANUFACTURER)

<table>
<thead>
<tr>
<th>SL</th>
<th>Details of Product OEM (Original Equipment Manufacturer)</th>
<th>Bidder's Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name of OEM</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>OEM’s address (Headquarter)</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>OEM’s address (Regional)</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Contact Details of OEM</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Name of Contact person</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Contact person's Designation</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Phone/Mobile No.</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Fax No.</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Email ID:</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Support Center or local partners at Bangladesh. (Yes/No), if NO please mention nearest Support Center.</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Address and contact details of support center or local partners</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Others, if any</td>
<td></td>
</tr>
</tbody>
</table>
5. ROLL OUT PLAN & GANTT CHART

1. 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:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Product/solution Name</th>
<th>Description</th>
<th>Time frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Remittance Management System (Front &amp; Back Office)</td>
<td>Please Specify in details with working procedure covering the scope.</td>
<td>Please Specify the number of days needed from the date of issuance of the work-order.</td>
</tr>
</tbody>
</table>

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 servers, database servers and OS along with any intermediate hardware and/or software 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 in 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 one month 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 document has 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.
6. REQUEST FOR PROPOSAL

6.1 Submission of Proposals

a. Sealed Proposals will be received for providing the product/solution by FMD (Facility Management Division), 29, Rajuk Avenue, Motijheel, Dhaka-1000 of PRIME Bank Limited, Dhaka. On February 20, 2019 at 3pm submitted proposals will be publicly opened.

b. Sealed Proposals must include:
   i. Technical Proposal: one (1) original hard copy and one (1) electronic copy on a CD/DVD/Flash Drive in MS-Word format.
   ii. Financial Proposal: one (1) original hard copy and one (1) electronic copy on a CD/DVD/Flash Drive 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.

d. Proposals shall be received in the FMD (Facility Management Division), 29, Rajuk Avenue (4th Floor), Motijheel, Dhaka-1000; and by email to saif.amin@primebank.com.bd for foreign bidders only 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 not publicly available until after the award of the Contract by the Facility Management Division.

6.2 Modifications or Withdrawals of Proposals

a. A proposal that is in the possession of PBL Transaction Banking Division may be altered by letter or scanned copy of the letter, in case of foreign bidders, bearing the signature or name of the authorized person, provided it is received prior to the date and time of the opening. FAX, telephone, or verbal alterations will not be accepted.

b. A proposal that is in the possession of the PBL Transaction Banking Division may be withdrawn by the bidder up to the time of the opening. Failure of the successful bidder to furnish the product/solution awarded as a result of this advertisement shall eliminate the bidder from the active bidders list for a period of time as determined by the Transaction Banking Division.

6.3 Preparation of Proposals

a. No proposal will be considered which modifies, in any manner, any of the provisions, specifications, or minimum requirements of the Request for Proposal.

b. In case of error in the extension of prices in the proposal, unit prices will govern.

c. Bidders are expected to examine special provisions, specifications, schedules, and instructions included in this Request. Failure to do so will be at the bidder’s risk.
d. Technical offer should contain the following information required for evaluation and technical rating of the Tenderer: A brief Company Profile along with list of Clients with contact person, Bio-data of technical personnel available, full sets of original catalog / leaflets, brochures, literature, etc. mentioning detailed technical and any other items the bidder feels necessary to include.

6.4 Award and Contact Information

a. The bidder expressly warrants to the Bank that it has the ability and expertise to perform its responsibilities hereunder and in doing so shall use the highest standards of professional workmanship.

b. PRIME Bank reserves the right to reject any or all proposals, to waive any informality or technical defect in the proposals, or to award the contract in whole or in part, if deemed to be in the best interest of the Bank to do so. The bank will award this contract to the bidder as the most responsive and responsible offer, based on criteria specified herein.

c. This Request for Proposal shall become part of the Contract and will be in effect for the duration of the Contract period.

d. The successful bidder will be required to enter into and sign a formal Contract with the Bank with reasonable adjustments acceptable to the Bank. The agreement will become a part of the Contract and will be in effect for the duration of the contract period. The contract language will control over any language contained within this RFP that conflicts with the signed and fully executed Contract.

7. GENERAL PROVISION

7.1 Independent Bidder

The bidder shall function as an independent bidder for the purposes of the Contract, and shall not be considered an employee of the Bank for any purpose. The bidder shall assume sole responsibility for any debts or liabilities that may be incurred by the bidder in fulfilling the terms of the Contract, and shall be solely responsible for the payment of all local taxes which may accrue because of this Contract. Nothing in the Contract shall be interpreted as authorizing the bidder or its agents and/or employees to act as an agent or representative for or on behalf of the Bank, or to incur any obligation of any kind on behalf of the Bank. The bidder agrees that no health/hospitalization benefits, workers' compensation and/or similar benefits available to the Bank employees will inure to the benefit of the bidder or the bidder's agents and/or employees as a result of this Contract.

7.2 Bidder’s Eligibility Criteria

a. Bidder must be a company having National or international presence engaged in manufacture and/or their authorized partner for supply, integration and maintenance of hardware, software etc. and for setting up for REMITTANCE MANAGEMENT SYSTEM solution;

b. The bidder must have the ability to demonstrate knowledge of IT and network technology being used in the banking industry. The bidder must have a team of qualified IT professional having good hands-on experience.

c. The bidder should have experience of successful setup of REMITTANCE MANAGEMENT SYSTEM. Detailed information regarding planning and implementation of REMITTANCE MANAGEMENT SYSTEM with satisfactory report obtained from the clients must be submitted along with the bid;

d. The bidder must be able to provide on-site or off-site support at the Data Center and DRS.
7.3 Liquidated Damage (LD)
If the selected bidder fails to complete the due performance of the contract in accordance with the specifications and conditions agreed during the agreement, the bank reserves the right to recover penalty/liquidated damages @2.5% of the contract value per week or part thereof as liquidated damages for non-performance/delayed performance.

LD is not applicable for reasons attributable to the bank and Force Majeure. However, it is the responsibility of the bidder to prove that the delay is attributed to the bank or Force Majeure. The bidder shall submit the proof authenticated by the bidder and bank’s official that the delay is attributed to the bank or Force Majeure along with the bills requesting payment.

If the delay is attributable to the bank, or Force Majeure, or any other circumstances beyond the control, then the bank may extend the period of contract to the extent of delay without charging any liquidated damage.

7.4 Insurance
The bidder shall indemnify and save harmless the Bank, its officers, and employees from all suits, actions, or claims of any character brought because of injuries or damage received or sustained by any person, persons, or property; on account of the operations of the said bidder or on account of or in consequence of any negligence safeguarding the work; or because of any act or omission, negligence, or misconduct of said bidder or from any claims or amounts arising or recovered under any law, ordinance, order or decree.

7.5 Force Majeure
Any failure or delay by selected bidder or bank in the performance of its obligations, to the extent due to any failure or delay caused by fire, flood, earthquake or similar elements of nature, or acts of God, war, terrorism, riots, civil disorders, rebellions or revolutions, acts of governmental authorities or other events beyond the reasonable control of non-performing party, is not a default or a ground for termination. The affected party shall notify the other party of the occurrence of a Force Majeure Event forthwith. If any such circumstances continue for a period of three months, PBL may by written notice to the selected bidder terminate this Agreement or cancel the work order.

7.6 Rules to Follow
The bidder shall keep fully informed on all local laws, bylaws, regulations and all orders and decrees of bodies or tribunals having any jurisdiction or authority which in any manner affect those engaged or employed on the work or which in any way affect the conduct of the work. The bidder shall at all times observe and comply with all such laws, bylaws, ordinances, regulations, orders and decrees in force at the time of award. The bidder shall protect and indemnify the Bank and its representatives against any claim or liability arising from or based on the violation of any such law, bylaw, ordinance, regulation, order, or decree whether by himself or his/their employees. No extension of time or additional payment will be made for loss of time or disruption of work caused by any actions against the provider for any of the above reasons.

7.7 Assignment/Bidder
The Contract shall not be assigned by the bidder. Third party participation is authorized only as a joint venture which shall be clearly stated with details on the original proposal, signed by all parties participating. Any alterations, variations, modifications, or waivers of the provisions of this Contract shall be valid only if they have been reduced to writing, duly signed by the parties hereto and attached to the original Contract agreement. The bidder shall not enter into any subcontracts for any of the work contemplated under this Contract without prior written authorization of the Bank.

The bidder shall not use the Contract, or any portion thereof, for collateral for any financial obligation without the prior written permission of the Bank.
7.8 Accountant Representative
The successful bidder(s) shall appoint, by name, a company representative who shall be responsible for servicing this account. The appointed representative shall be responsible to provide the product/solution required to insure that the account will be administered in an organized systematic manner.

7.9 Ownership of Documents
It is agreed that all finished or unfinished documents, data, or reports, prepared by bidder under the Contract shall be considered the property of the Bank, and upon completion of the product/solution to be performed, or upon termination of the Contract for cause, or for the convenience of the Bank, will be turned over to the Bank.

7.10 Confidentiality of Information
All documents, data compilations, reports, computer programs, photographs, and any other work provided to or produced by the bidder in the performance of the Contract shall be kept confidential by the bidder unless written permission is granted by the Bank for its release.

8. GENERAL TERMS & 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 envelopes should be sealed & signed properly. All the pages of the tender schedule must be signed by the authorized representative of the bidder and filled in where applicable. 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 need to be submitted for Bangladesh based companies to the Head of Facility Management Division of the bank on or before February 20, 2019 by 3.00 p.m. For foreign bidders’ technical response and financial response documents need to be send in the following email address: saif.amin@primebank.com.bd.

The technical offers will be opened at 3:30 p.m. on the same day in presence of bidders, if any. The financial offer will be opened later on. The evaluation of the technical offers will also be made later on.

N. B. Soft copies of proposal sent by email should be password protected. Passwords should be shared when advised by the purchase committee

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 product/solution which is stated in the required technical specifications.

f) 2% of the quoted price to be submitted with the offer through PO/BG in favor of "PRIME Bank Limited" as earnest money for the period of one year. If successful supplier fails to deliver, install and commission the solution within the stipulated time, the earnest money will be forfeited. The pay order/ bank guarantee will have to be put in the financial offer. Validity of the pay order/ bank guarantee should not be less than one year.

g) The earnest money of the awarded vendor will be released after successful delivery of product/solution or installation, configuration and operation of the product/solution. However the earnest money of other bidders will be released after evaluation & decision.

h) All quoted price should include delivery, installation, testing and training cost and VAT etc. if any.
i) Post live support and maintenance should be provided for a period of one year after commissioning. No additional cost will be provided in this period.

j) Should provide unrestricted license for PBL DC and DR, all branches and offices and for any number of users.

k) Warranty period will start after delivery and successful operation of the product/solution. The AMC will start after the end of the warranty period. Both the warranty and AMC should be backed by a similar back-to-back warranty/AMC between the bidder and the OEM for PBL project, a draft copy of which should be submitted to the bank along with the offer.

l) In case of any software problem, the Bidder should attend the problem within 2 hours and the problem should be resolved by 6-12 hours max.

m) The successful company must submit original technical and user manuals of the solution at the time of delivery of the solution to the Bank.

n) Photocopy of all the relevant documents should be submitted with the offer including:
   - Up to date Trade License
   - Up to date TIN certificate
   - Proof of experience as desired in the earlier section of this schedule

o) The bidder should have its office at Dhaka, Bangladesh for local onsite support or provide detail description how onsite support will provided by the foreign bidders.

p) All the prices should be mentioned in BDT and USD. The payment will be made in BDT and USD.

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

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

s) The Bank authority reserves the right to accept or reject any or all, in part or full offers without assigning any reason.

t) Payment will be based on phases as detailed in the scope and progress of the Remittance Management System implementation including consultancy contract. The terms of payment will be as under:
   - 50% of the total value on the signing of the agreement against Bank Guarantee of the same amount with a validity of one year. Bank Guarantee will be released after successful operation, which includes delivery and commissioning. Otherwise, 50% may be paid after UAT.
   - 30% of the amount, after go live.
   - 20% of the amount, after 3 (three) months of successful go live.
9. SPECIAL PROVISIONS INFORMATION

Proposals must be delivered to the Facility Management Division in a sealed envelope or package or by email (for foreign bidders only) within specified date and time.

**DELIVERPROPOSALTO:**
Saif - Ul Alam Md Al Amin  
SVP, Head of Facility Management Division  
Prime Bank Limited  
29, Rajuk Avenue, Dhaka -1000, Bangladesh

**NO PROPOSAL WILL BE ACCEPTED AFTER THE SPECIFIED DATE AND TIME.**

NOTE: Envelope not containing the required number of copies will be rejected. There will be no exception.

9.1 Bank Parties

- This Request for Proposal (RFP) is issued by the Transaction Banking Division of PRIME Bank Limited.

- Throughout this document and others in connection with this project, various references are made, or will be made to "the Bank". Generally, whenever this reference appears, the term “the Bank” incorporates PRIME Bank Ltd.

- It should be understood that the Bank's Head of Facility Management Division is empowered to be the signatory on all contracts, agreements, or modifications pertaining to this project. Such agreements, etc., not bearing this signature or that of a designee are invalid in so far as contractual relations between the Bank and bidder are concerned.

- The name and address of the Bank parties are:
  Saif - Ul Alam Md Al Amin  
  SVP, Head of Facility Management Division  
  Prime Bank Limited  
  29, Rajuk Avenue, Dhaka -1000, Bangladesh  
  
  E-mail: saif.amin@primebank.com.bd
9.2 Content and Procurement Points of Contact

- The Bank's Transaction Banking Division is the primary point of contact from the date of release of the RFP until the contract is fully executed and signed. Any attempt to contact any employee of the Bank, other than those named below, or their named designee, regarding this procurement may cause rejection of any proposal submitted by that party.

- Questions regarding the content of this RFP as they relate to scope, goals and objectives must be submitted in writing (email preferred) to:

  Mohammad Farhan Adel  
  VP, Transaction Banking Division  
  SimpletreeAnarkali, 89, Gulshan Avenue,  
  Dhaka-1213 Bangladesh  
  E-mail: farhan.adel@primebank.com.bd

- Written questions related to the procurement process must be submitted to the Bank representative responsible for this RFP:

  Saif - Ul Alam Md Al Amin  
  SVP, Head of Facility Management Division  
  Prime Bank Limited  
  29, Rajuk Avenue, Dhaka1000, Bangladesh  
  E-mail: saif.amin@primebank.com.bd

9.2.1 Written questions or email regarding RFP material or the procurement process shall be submitted by hard copy or email in the above address.

9.2.2 Written responses will be sent to all parties. Responses will not identify the bidder that submitted the question. All parties should clearly understand that only the written answers issued by the Bank are the official position on an issue, and these answers shall become part of the RFP and, by incorporating any subsequent contact.
9.3 Bidder Identification of Authorization to Bid
Responses submitted by the bidders to this RFP including response to functional and technical requirements represent a firm offer to contract on the terms and conditions described in this RFP. The proposal must be signed by an official authorized to commit the bidder to the terms and conditions of the proposal. Vendors must clearly identify the full title and authorization of the designated official and provide a statement of bid commitment with the accompanying signature of the official.

9.4 Language of the Bid
All bids and supporting documentation must be in English only.

9.5 Cost of Bidding
The bidder shall bear all costs associated with the preparation and submission of their bids. In any case the Bank will not be responsible or liable for such other costs regardless of the conduct or outcome of the bidding process.

9.6 Bid Validity Period
The bids shall be valid for a period of 1 year and for a further period of 1 month as an exigency for any unforeseen delay in evaluation and award of contract to the successful bidder from the closing date for submission of the bids. On the completion of the validity period (12 months + 1 month) unless the bidder withdraws his/her bid in writing, it will be deemed to be valid until such time that the bidder formally (in writing) withdraws his/her bid.

9.7 Technical Presentation
After submission of the bids, the bidders may be asked to give comprehensive presentation on the complete solution offered to the Bank at mutually suitable date and time to Bank’s Transaction Banking Division. The presentation shall include the complete technical details of the proposed solution in line with the requirement spelt out in this RFP and the proposed implementation plan. The presentations will also give Bank an opportunity to clarify issues arising out of the review of the vendors, response to this RFP. Bank shall not be under any obligation to bear any expenses incurred by the vendors for the presentations. Reference responsibilities to their own costs and expenses.

9.8 Proposal Response Sequential Order
Bidders are required to keep their proposal response in the same sequential order that is referenced in this RFP.

9.9 Beginning Work
The successful bidder must not commence any work that could be billed until a valid contract has been executed. The Bank will not pay for any work by the bidder prior to execution of the contract.

9.10 Cost of Preparing Proposals
All costs incurred for the preparation of this proposal and for other procurement-related activities are solely the responsibility of the bidder. The Bank will not provide reimbursement for such costs.

9.11 Proposal Evaluation
All bidders must meet the minimum qualifications set forth in the Proposal Requirements and Review Process in order to be considered and ranked pursuant to the criteria set forth in this RFP.

9.12 Addendum to the RFP
The Bank reserves the right to amend the RFP prior to the date for proposal submission. Addendums will be sent to all bidders that are on the RFP mailing list.

9.13 Use of Sub-bidders
The prime bidder shall be wholly responsible for performance of the entire contract whether or not sub-bidders are used. In any event, whether there are subcontracting or joint venture arrangements proposed or not, a prime bidder shall be designated in the proposal and the prime bidder shall sign any resulting contract award. The Bank reserves the right to reject any named sub-bidder or any proposed sub-bidder relationship. The bidder shall not enter into any subcontracts for any of the work proposed under the contract without prior written acceptance from the Bank.

9.14 Misrepresentation of Information
Misrepresentation of a bidder’s status, experience, or capability in the proposal may result in disqualification of that bidder from the selection process. Discovery of litigation or investigations in a similar area of endeavor may, at the discretion of the Bank and after consultation with the Procurement Services Section, preclude the bidder from the selection process.

9.15 Disposition of Proposals
All material submitted becomes the property of the Bank, which is under no obligation to return any of the material submitted in response to the RFP. The successful proposal shall be incorporated into the resulting contract and shall be a matter of public record following the award of the contract.

9.16 Performance Requirements and Nonperformance Penalties
It is the normal practice of the Bank to deduct 2.5% of the contract value per week from the total bill as penalty if the bidder should miss providing the deliverables within the stated deadlines, inability to meet the milestones or performance requirements as stated in the RFP/Work Order, or for not providing acceptable deliverables. However, the penalty could be waived if the bidder can submit proper reason which satisfies the Bank and if the deliverables have been successfully completed and accepted by the Bank.

Payments of invoices will be based upon the bidder meeting the stated deadlines and upon the Bank’s written acceptance of the deliverables. Should the bidder fail to comply with the provisions of the contract, payment for portions of the contract will be withheld until such time as the contract terms have been implemented. Administrative, contractual, and/or legal remedies as determined by the Bank will be implemented if it
appears that the bidder has breached or defaulted on the contract.

9.17 Bidder Relationship with the Bank
Bidder staff will have an ongoing relationship with the Bank staff that is based on trust, confidentiality, objectivity, and integrity. The bidder will be expected to operate at all times in the Bank's best interests and in a straightforward, trustworthy, and professional manner.

9.18 Dispute Resolution
If any dispute, controversy or claim arises out of relates to the contract, or breach, termination or invalidity thereof, and if such dispute, controversy or claim cannot be settled and resolved by the Parties through discussion and negotiation, then the parties shall refer such dispute to arbitration. Both parties may agree upon a single arbitrator and the two appointed arbitrators shall thereupon appoint a third arbitrator. The arbitration shall be conducted in English band a written order shall be prepared. The venue of the arbitration shall be Dhaka. The arbitration shall be held in accordance with the Arbitration and Conciliation Act in Bangladesh. The decision of the arbitrator shall be final and binding upon the parties, provided that each party shall at all times be entitled to obtain equitable, injunctive or similar relief from any court having jurisdiction in order to protect its intellectual property and confidential information.

9.19 Amendment to the RFP Document
At any time prior to the deadline for submission of bids, the Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidders, amend the RFP document. Amendments will be provided in the form of an addendum to the RFP document and will be sent in writing, or fax, or e-mail to all approaching bidders who have received the RFP Document and will be binding on them. It will be assumed that amendments contained in such addendums have been taken into consideration by the bidders in their bids.

9.20 Disqualification of Bids
The bid is liable to be disqualified if set forth in this RFP:

a. Non-compliance with the eligibility criteria;
b. The bid is not submitted with the documents as desired through RFP;
c. Non-acceptance of complete Terms and Conditions of RFP;
d. During validity of the bid or its extended period, if any, the bidder increases its quoted price;
e. The bidder qualifies the bids with his own conditions;
f. The bid is received in incomplete form or not accompanied by the Earnest Money Deposit;
g. The bid is received after last date or time for submission of the bid;
h. Information submitted in the technical bid is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what phase) or during the tenure or the contract including the extension period, if any;
i. The financial bid is enclosed in the same envelope as the technical bid or vice versa;
j. If it comes to the Bank’s knowledge, expressly or impliedly, that some bidders have compounded in any manner whatsoever or otherwise joined to form a cartel resulting in delay/holding up the processing of the bid, then the bidders so involved are liable to be disqualified for this contract as well
as for a further period of two years from participation in any of the RFPs or tenders floated by the Bank;

k. In case any one party submits multiple bids or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional bidders are withdrawn upon notice immediately; and

l. The successful bidder fails to deposit the Performance Bank Guarantee or fails to enter into a contract within 7 (seven) working days of the date of order letter or within such extended period, as may be described by the Bank.

m. Any attempt to contact any employee of the Bank, other than those named below, or their named designee, regarding this procurement may cause disqualification of any proposal submitted by that party.

The Bank reserves the right to reject in whole or in part; any or all proposals; to waive any technical deficiencies in the proposals; to request one or more re-submissions or clarifications from one or more bidder; to cancel the process in part or whole: to accept the proposal in part or whole and award the final contract to the responsible bidder determined to be the most advantageous to the Bank. Additionally, the Bank reserves the right to alter the mentioned functional and technical requirements, in part or whole, during the tender evaluation process, and without re-issuing the RFP. All claims for functional/technical delivery made by the bidders in their response to the RFP shall be assumed as deliverable within the quoted price.
10. IMPLEMENTATION & POST IMPLEMENTATION SUPPORT

The bidder needs to install and integrate all the deliverables along with integration with existing system. The Bidder is required to suggest environmental requirements, treatment for static and conditions system and power supply, static current etc. al Data Center and Disaster Recovery Site for efficient functionality of proposed systems.

<table>
<thead>
<tr>
<th>Support Stage</th>
<th>Required Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Installation</td>
<td>Evaluation of existing facilities, inspection of site preparations, placing and connecting of equipment and diagnostics testing.</td>
</tr>
<tr>
<td>Training</td>
<td>Technical training in equipment operations and for managing of operations at DC and DRS.</td>
</tr>
<tr>
<td>Documentation</td>
<td>Technical manuals concerning equipment operations and configuration prior to delivery of any equipment.</td>
</tr>
<tr>
<td>Testing (Acceptance &amp; Performance)</td>
<td>Initial diagnostics, performance benchmarking, and configuration validation</td>
</tr>
<tr>
<td>Initial Operations</td>
<td>Enhanced on-site, telephonic, fax and high priority e-mail support</td>
</tr>
</tbody>
</table>

Information related to support

<table>
<thead>
<tr>
<th>SL</th>
<th>Criteria/Features</th>
<th>Comments</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>How the OEM Company will provide support? (module wise)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Prime Bank preferred to have agreement OEM-SI-Local Partner &amp; Prime Bank, where clearly mention regarding L1 support and OEM will provide L4 support. How support for L2 &amp; L3 will cover?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Local Partner Details (in case of Local Partner Provide L1 &amp; L2)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>a. Support Matrix 24x7</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>b. Share Experience of resource</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>c. How many customer is currently handling</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>d. Number of year Experience to support your particular solution</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>e. Are you going to deploy any dedicated support person for Prime Bank Ltd for first 1 year after Go live? If yes, remote or onsite?</td>
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<td></td>
</tr>
</tbody>
</table>

5 Response Time & Resolution time

<table>
<thead>
<tr>
<th>Level</th>
<th>Response Time</th>
<th>Resolution Time</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>Response Time</td>
<td>Resolution Time</td>
<td>Major Impact Issue</td>
</tr>
<tr>
<td>Level 2</td>
<td>Response Time</td>
<td>Resolution Time</td>
<td>Medium Impact Issue</td>
</tr>
<tr>
<td>Level 3</td>
<td>Response Time</td>
<td>Resolution Time</td>
<td>Minor Impact Issue</td>
</tr>
<tr>
<td>Level 4</td>
<td>Response Time</td>
<td>Resolution Time</td>
<td>Minor Impact Issue</td>
</tr>
</tbody>
</table>
11. WARRANTY

1. The Bidder further represents and warrants that all Services delivered rendered under and in accordance with this Contract shall have no defect, arising from design or from any act, error/defect or omission of the Bidder.

2. The minimum warranty/licensing period shall be the period of 3 years from date of installation of the equipment at the respective location/s. The Bidder shall, in addition, comply with the performance guarantees specified under and in accordance with the Contract.

3. Upon receipt of any notice from the Bank, the Bidder shall, with all reasonable speed, repair or replace the defective Services or any patch / part thereof, without cost to Bank/purchaser.

4. If the Bidder having been notified fails to remedy the defect(s) within the stipulated notice period, Bank/Purchaser may proceed to take such remedial action as may be necessary, at the bidder’s risk and expense and without prejudice any other rights, which the Bank/purchaser may have against the Bidder under and in accordance with the contract.

12. Annual Maintenance Cost (AMC)

The Bidder should submit the cost of AMC for all the deliverables after three years warranty inclusive of all taxes.
13. PROPOSAL SUBMISSION REQUIREMENTS-SEQUENTIAL ORDER

Proposals must be submitted in two major sections: The Technical Proposal and the Financial Proposal. The bidder is responsible for submitting a separate section, within the proposal, in response to the following items. Omission of this section or any item within this section may result in the proposal being eliminated.

13.1 Technical Proposal - Format and Contents

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

- The bidder shall, at a minimum, address the following points:
  - Table of Contents: The Table of Contents must include all items listed in this section.
  - Executive Summary: The Executive Summary will condense and highlight the contents of the technical proposal in such a way as to provide the Bank with a broad understanding of the bidder’s qualifications and approach to meeting the requirements of the RFP.
  - Bidder's Background and Experience: Company overview - the bidder must include a company summary including:
    a) Corporate profile of the bidder with description of its competitive strength, functions and services of the bidder, size of customer base etc.
    b) Company history,
    c) Office location (s),
    d) Company size,
    e) Audited financial statements, and
    f) Statement of technical areas of expertise.

  The bidder must be able to substantiate to the satisfaction of the Transaction Banking Division that the bidder has sufficient resources to complete the project successfully within the time requirements.

  - Resumes: The bidder must include brief resumes for personnel that will be working on the project, if awarded the contract. The resumes must clearly identify expertise in the functional areas listed in Annexure-A: Technical Specification. Specialized training courses will not be acceptable for demonstration of expertise in the required areas. Proven work experience combined with related education will be means of substantiating expertise.

  - Single Point of Contact: The bidder must identify a single point of contact for all contract management activities. The bidder’s Project Manager’s name and resume must be submitted with the proposal. The successful bidder must not change the Project Manager without written consent of the Bank.
  - Compliance statement of scope of work;
Compliance statement of functional and technical requirements as per mentioned format;

Detailed information about successful implementation of such type of REMITTANCE MANAGEMENT SYSTEM. Satisfactory reports obtained from clients must be submitted;

Bidder's Project Work Plan: The bidder must submit a work plan that meets the needs of the RFP and indicates a thorough understanding of the scope of the work as outlined in Section 2 of this RFP. The bidder must identify pragmatic man hours of effort and responsibilities for the deliverable and each work activity in a Gantt chart format.

Detail Project Plan and Schedule for procurement of solution and setting up of solution; must include detailed diagrams indicating logical/physical systems, then functions, work/data flow across them, etc. Hardware specifications should indicate their standard performance ratings. Details of sizing should be provided.

Project Management Plan: The proposal must contain a comprehensive and practical description of the bidder's plans for project management and control mechanisms, including staff organizational structure, progress reporting, major decision-making, sign-off procedures, and internal control procedures. The bidder must also indicate flexibility in meeting changes in program requirements and coping with problems.

Bill of Material & Services without pricing information;

Last 2 years audited Balance Sheet & Profit and Loss Account.

A copy of the draft for Service Level Agreement (SLA).

Authorized letter from Principle for this project of prime Bank Limited.

Project Delays: Bidder must also describe how project delays will be addressed, if occur. This should include assurances that sufficient resources and knowledgeable, experienced staff are available to meet any of the project schedules.

Acceptance of terms and conditions as contained in this RFP. Specific acceptance of each term and condition should be given by the bidder. The Bank may not accept any variation in the terms and conditions in the RFP. It is, therefore, reiterated that bidder must submit compliance to all the terms and conditions without any qualification.

Contract Exceptions: Bidder must state agreement with all general provisions. Bidder must furnish any exceptions to the provisions included in the Contract Terms and Conditions be noted in the Executive Summary. Identifying exceptions to the Contract Terms and Conditions does not bind the Bank in any way to accept such changes, but only ensures that discussion and resolution of their acceptance may be deferred until after tentative award is made.

Staffing and Project Organization: An Organization Chart must be included with all proposed
personnel, including the supervisor level, functional responsibilities, key personnel, and other staff members who will be involved in the project.

- **Bidder Check List**: The bidder shall submit a checklist in which the bidder shall evaluate their existing offering compared with the RFP mandatory and optional requirements.

### 13.2 Financial Proposal - Format and Content

**Important**: All financial proposals must be submitted under separate cover in a sealed envelope.

- **ProposalPriceSheet**

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

  Financial bid should contain Bill of Material & Services with pricing information.
14. EVALUATION METHODOLOGY

14.1 Overview

Evaluation Committees:

- Bank will conduct a comprehensive, fair, and impartial evaluation of proposals received in response to this RFP. Proposals will be evaluated by the Technical Committee. The Technical Committee is made up of members representing the project subject expertise from the Bank. The Purchase Committee is made up of members representing the Bank. The Technical Committee will review and score (if needed) all proposals and will make the final recommendation to the Purchase Committee.
- The Board of Directors of the Bank will receive recommendations from the purchase committee and make the final decision.

14.2 Compliance with Mandatory Requirements

To be considered responsive, a submitted proposal must meet the minimum and mandatory requirements defined in this RFP. The minimum requirements are intended to ensure that evaluation of the Technical Proposal can proceed and that the Bidder agrees to perform all responsibilities within the RFP and the Contract Terms and Conditions.

14.3 Technical Evaluation

The Bank’s approach to contract performance will be based upon the bidder’s response to the following:

- Approach to meeting the mandatory requirements and specifications, as described in the RFP.
- Technical completeness in terms of complete requirement for enhanced setup, quality, supply, installation, support & maintenance of the solution sought;
- The benchmark results on the proposed systems.
- Bidder's compliance with scope of work and clear acceptance of terms and conditions of RFP.
- Experience of installation and service of similar system.
- Compliance of Bank’s requirements, terms and conditions.
- Approach in addressing the goals and objectives specified in this RFP.
- Approach to a comprehensive and practical plan for project management and control mechanisms, including progress reporting, major decision-making, sign-off procedures and internal control procedures.
- Approach to how project delays will be addressed, should they occur.
- Approach of assuring sufficient resources and knowledgeable or experienced staff for meeting deadlines and compensating delays.
- Approach to contract responsibilities.
- Approach to resolving disputes or disagreements in contract or work requirements.
- Approach to meeting deliverables and milestones deadlines.
Approach to change orders or modifications to work in progress.

Approach to oral presentation, if required. The evaluation team will determine, after receipt of the written proposals, whether selected bidders will be requested to make any oral presentation based on their proposal. However, the evaluation team reserves the right to make an award without requesting an Oral Presentation from any bidder. All oral presentation costs will be the responsibility of the bidder.

14.4 Financial Scoring and Ranking

Financial Proposal shall be in a sealed envelope. The cost will be presented as key deliverables in the form of individual cost and a project total (sum of the deliverables). The total project cost must include all the required components listed in Annexure-A. All references in the Technical Proposal should be included within the cost quoted in the Financial Proposal - unless otherwise specifically stated.

14.5 Final Rankings of Proposals

The Bank will be the sole authority with respect to the evaluation of proposals. The bidder which best meets the conditions of each of the individual criterion will be awarded the highest preference for that specific criterion. Proposals that provide a complete solution meeting all mandatory requirements and include optional items will be given preference during evaluations. The balance of the bidders will be rated based on their evaluated preference.

The Bank reserves the right to accept an entire proposal, a partial proposal, and a single component of a proposal or no proposal at all.
15. PAYMENT TERMS

- **50% of the total payment will be paid after** on the signing of the agreement against Bank Guarantee of the same amount with a validity of one year. Bank Guarantee will be released after successful operation, which includes delivery and commissioning.

- Otherwise, 50% may be paid after UAT.

- **30% will be paid after** 15 days of going live

- **20% will be paid after** successfully operating for 3 months of successful go live.

- In case of failure to deliver the necessary Hardware and software in specific time or failure to meet a given deadline, 2.5% of the quoted price will be deducted for each week from the payment until all the deliverables are handed over to the Bank representative or the deadline is met. However, this penalty can be waived upon receiving satisfactory explanation to the Bank representatives.

- The vendor is required to submit weekly status reports outlining the project’s progress and compliance with milestones and delivery dates. Each report will be verified by the Bank’s representative that each of milestones and delivery dates are in line with the RFP and contract requirements have been met to date.

- Tenderers shall submit their proposal for having the works under the schedule in Offer to be filled in completely with all rates and amount in Bangladesh currency.

**Taxes and Duties**

It is reiterated that all bidder must quote the total price inclusive of all VAT, taxes and duties as applicable up to the payment. Suppliers may add VAT only (May be borne by bank) as per VAT act 1991, Tax to be deducted from their bills (as it is direct tax) as per ITO 1984.
16. PROPOSAL PRICE SHEET & SIGNATURE PAGE

FINANCIAL STATEMENT

(Tobesubmittedonthepadofthebidder)

The undersigned agrees to provide a complete solution and service to the PRIME Bank Limited in accordance with this Request for Proposal’s General Provisions, General Terms and Conditions and Financial Offer (Proposal Price Sheet).

16.1 By Submission of a Proposal, the Bidder Certifies

16.1.1 Prices in this proposal have been arrived at independently, without consultation, communication or agreement for the purpose of restricting competition.

16.1.2 No attempt has been made nor will be by the bidder to induce any other person or bidder to submit a proposal for the purpose of restricting competition.

16.1.3 The person signing this proposal certifies that s/he is authorized to represent the bidder company and is legally responsible for the decision as to the price and supporting documentation provided as a result of this advertisement.

16.1.4 Bidder will comply with all Government regulations, policies, guidelines, and requirements.

16.1.5 Prices in this proposal have not been knowingly disclosed by the bidder and will not be prior to award to any other bidder.

16.2 General Information

BidderName _____________________________________________________________
Phone() ___________________ FAX() ____________________________
MailingAddress_____________________
City_________________ Division_________________ Zip___________________________
TAXIdentificationNumber _________________________________
NID ________________________________________________________________
Trade License _________________________________________________________

16.3 Ownership and Control

Bidder’s Legal Structure:
   _____ Sole Proprietorship  _____ General
   _____ Partnership  _____ Corporation
   _____ Limited Partnership  _____ Limited Liability
   _____ Other ____________

If bidder is a sole proprietorship, list:
Bidder Name ____________________________________________
Phone () ____________________________________________
FAX () ____________________________________________
MailingAddress ________________________________________
City ___________________________ Division ____________ Zip ________
TAXIdentificationNumber ____________________________
Beginningdateasownerofselfproprietorship ____________________________

Providethenamesofallindividualsauthorizedtosignforthebidder:

<table>
<thead>
<tr>
<th>NAME(printedortyped)</th>
<th>TITLE</th>
</tr>
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<tbody>
<tr>
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</table>

VERIFICATION

I/We certify under penalty of perjury, that I/We am/are responsible official(s) (as identified above) for the business entity described above as bidder, that I have personally examined and am familiar with the information submitted in this disclosure and all attachments, and that the information is true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including criminal sanctions which can lead to imposition of a fine.

__________________________  ________________________
(Signature)                 (Date)

(NameandTitle)(TypedorPrinted)
# Financial Offer

1. Name of the Company
2. Project Name:

<table>
<thead>
<tr>
<th>S.N</th>
<th>Particular</th>
<th>Unit Price in BDT</th>
<th>Applicable VAT rate (....%) and VAT amount on unit price in BDT</th>
<th>Total Price in BDT (inclusive of VAT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Software / Licensing Costs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Remittance Management System</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B</td>
<td>Implementation Cost</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Remittance Management System</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C</td>
<td>Appliance Cost (if any)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>D</td>
<td>Training Cost: Please propose training plan for 6 people. Supplier shall have to quote price for overseas training. Trainer should be from OEM.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>E</td>
<td>AMC for the Solution : (will be started after Warranty Period)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>AMC Charge for 4th year and onward.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>F</td>
<td>Future Change Request cost: (Per Man day rate)</td>
<td></td>
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<td></td>
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<tr>
<td></td>
<td>Offsite Man days</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Onsite Man days (Bangladesh, Singapore &amp; UK)</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

Please add if any other cost is related with the implementation of the project.

(Signature)  (Date)

(Name and Title) (Typed or Printed)
ANNEXURE A: TECHNICAL SPECIFICATION (SOLUTION ONLY)

TECHNICAL SPECIFICATION (SOLUTION ONLY)

The detailed technical & Business specifications for the Remittance Management Software of the Bank’s are given hereunder. All the requirements are mandatory. Bidder shall indicate the availability of each requirement as a standard product/solution in the respective column. The product/solution offered by the bidder must have reasonable warranty & guaranty, durable and fit for purpose.

All the functionalities are mandatory and should be available in the offered product/solution as standard product/solution. In case, any of these are not offered as standard product/solution, the bid may be made non-responsive.
Remittance Management Software:

Front Office System:

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Vendors Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Fully Complied</td>
</tr>
<tr>
<td>1. Branch Module- capabilities</td>
<td></td>
</tr>
<tr>
<td>a. Walk in customer registration by teller</td>
<td></td>
</tr>
<tr>
<td>b. KYC document scanning and storing buy the teller</td>
<td></td>
</tr>
<tr>
<td>c. Receiving remittance over the counter</td>
<td></td>
</tr>
<tr>
<td>d. Receiving Commission over the counter</td>
<td></td>
</tr>
<tr>
<td>e. Integration of Mobile Financial Service – for teller transaction</td>
<td></td>
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<tr>
<td>f. Set up of beneficiary</td>
<td></td>
</tr>
<tr>
<td>g. Assisted transaction at teller end for EFT and RTGS by verifying routing number during receiving bank setup.</td>
<td></td>
</tr>
<tr>
<td>h. During receiving remittance following alert needed to be provided</td>
<td></td>
</tr>
<tr>
<td>h.1 Alert on one to many transaction</td>
<td></td>
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<tr>
<td>h.2 Alert on many to one transaction</td>
<td></td>
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<tr>
<td>h.3 Alert on number and value of transaction done in a month</td>
<td></td>
</tr>
<tr>
<td>i. Mixed payment receive capacity-combination of payment received in cash, card or through internet banking</td>
<td></td>
</tr>
<tr>
<td>j. Advising total receivable considering commission</td>
<td></td>
</tr>
<tr>
<td>k. Restriction on partial receive</td>
<td></td>
</tr>
<tr>
<td>2. Compliance – Desk</td>
<td></td>
</tr>
<tr>
<td>a. Authorization of new client</td>
<td></td>
</tr>
<tr>
<td>b. Authorization of new beneficiary if flagged by sanction</td>
<td></td>
</tr>
<tr>
<td>c. Risk Grading Matrix for individual customer and company itself and report</td>
<td></td>
</tr>
<tr>
<td>d. Restrict creation of duplicate remitter</td>
<td></td>
</tr>
<tr>
<td>e. Restrict creation of duplicate beneficiary</td>
<td></td>
</tr>
<tr>
<td>3. Money exchange company or Correspondent Banks</td>
<td></td>
</tr>
<tr>
<td>a. Setup of Money exchange company or correspondent bank by country both for receiving instruction or</td>
<td></td>
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</tr>
<tr>
<td>b.</td>
<td>Setup commission by money exchange companies or correspondent bank both for receiving instruction or sending instruction</td>
</tr>
<tr>
<td>c.</td>
<td>Ability to integrate with money exchange or correspondent bank to receive payment instruction and to forward payment instruction</td>
</tr>
<tr>
<td>d.</td>
<td>Keep record of available limit or Vostro Limit against a money exchange or correspondent bank</td>
</tr>
<tr>
<td>e.</td>
<td>Module to provide exchange house and correspondent bank specific transaction MIS</td>
</tr>
</tbody>
</table>

4. **Agent Setup and Service**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>a.</td>
<td>Walk in customer registration by teller</td>
</tr>
<tr>
<td>b.</td>
<td>KYC document scanning and storing buy the teller</td>
</tr>
<tr>
<td>c.</td>
<td>Receiving remittance over the counter</td>
</tr>
<tr>
<td>d.</td>
<td>Receiving Commission specific to agent over the counter</td>
</tr>
<tr>
<td>e.</td>
<td>Integration of Mobile Financial Service – for teller transaction</td>
</tr>
<tr>
<td>f.</td>
<td>Set up of beneficiary</td>
</tr>
<tr>
<td>g.</td>
<td>Assisted transaction at teller end for EFT and RTGS by verifying routing number during receiving bank setup</td>
</tr>
<tr>
<td>h.</td>
<td>Charge setup against individual agent</td>
</tr>
<tr>
<td>i.</td>
<td>Option to identify or restrict agent access to system using IP address</td>
</tr>
<tr>
<td>j.</td>
<td>Agent specific performance report</td>
</tr>
<tr>
<td>k.</td>
<td>Commission setup</td>
</tr>
<tr>
<td>l.</td>
<td>Agent specific FX setup by currency</td>
</tr>
<tr>
<td>k.</td>
<td>Mixed payment receive capacity: combination of payment received in cash, card or through internet banking</td>
</tr>
</tbody>
</table>

5. **Integration capacities**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>a.</td>
<td>API integration capacity</td>
</tr>
<tr>
<td>b.</td>
<td>File upload capability with one time mapping- at our branch</td>
</tr>
<tr>
<td>c.</td>
<td>File upload capability with one time mapping- by exchange house or correspondent bank from their own location</td>
</tr>
<tr>
<td>e.</td>
<td>Restrict duplicate file upload</td>
</tr>
</tbody>
</table>

6. **Digital platform**
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>a.</td>
<td>Mobile Apps /Kiosk for remitter to initiate transaction</td>
</tr>
<tr>
<td>b.</td>
<td>Payment Gateway integration to mobile app/ kiosk</td>
</tr>
<tr>
<td>c.</td>
<td>Internet banking window for client</td>
</tr>
<tr>
<td>c.1</td>
<td>Internet banking - remitter registration</td>
</tr>
<tr>
<td>c.2</td>
<td>Internet banking - transaction initiation using payment gateway, internet banking</td>
</tr>
<tr>
<td>c.3</td>
<td>Internet banking - feedback on transaction life cycle</td>
</tr>
<tr>
<td>c.4</td>
<td>Internet banking – to setup SI</td>
</tr>
<tr>
<td>c.5</td>
<td>Internet banking – beneficiary setup</td>
</tr>
<tr>
<td>c.6</td>
<td>Internet banking- bills pay setup</td>
</tr>
<tr>
<td>c.7</td>
<td>Internet banking – remitter specific MIS</td>
</tr>
<tr>
<td>7</td>
<td>Distribution channel</td>
</tr>
<tr>
<td>a.</td>
<td>File Base data transfer to Distribution Agents</td>
</tr>
<tr>
<td>b.</td>
<td>API Integration with Distribution Agents (Xpress Money)</td>
</tr>
<tr>
<td>c.</td>
<td>Distribution channel wise MIS</td>
</tr>
<tr>
<td>d.</td>
<td>Remittance Tracker Module for Remitter</td>
</tr>
<tr>
<td>e.</td>
<td>Remittance Tracker Module for official User</td>
</tr>
<tr>
<td>f.</td>
<td>Complaint/Query management</td>
</tr>
<tr>
<td>g.</td>
<td>SMS Gateway based on transaction progress</td>
</tr>
<tr>
<td>h.</td>
<td>Deal Management and Reconciliation Module</td>
</tr>
<tr>
<td>i.</td>
<td>Role based Dash Board</td>
</tr>
<tr>
<td>j.</td>
<td>Customized Statements</td>
</tr>
<tr>
<td>10</td>
<td>Marketing</td>
</tr>
<tr>
<td>a.</td>
<td>Loyalty and reward/ Redemption management</td>
</tr>
<tr>
<td>b.</td>
<td>Promotional Management</td>
</tr>
<tr>
<td>c.</td>
<td>Targeted marketing tool</td>
</tr>
<tr>
<td>d.</td>
<td>Customer specific pricing tool</td>
</tr>
<tr>
<td>10</td>
<td>Sanction Screening</td>
</tr>
<tr>
<td>a.</td>
<td>Existing sanction screening engine integration capabilities</td>
</tr>
<tr>
<td>b.</td>
<td>Sanction screening during remitter setup</td>
</tr>
<tr>
<td>c.</td>
<td>Sanction screening during beneficiary setup</td>
</tr>
<tr>
<td>d.</td>
<td>Sanction screening during transaction received from exchange houses and correspondent banks</td>
</tr>
<tr>
<td>e.</td>
<td>Customized AML reports according to branch requirement</td>
</tr>
<tr>
<td>11</td>
<td>Availability of integration with clearing system for Singapore</td>
</tr>
</tbody>
</table>
Availability of integration with clearing system for United Kingdom

Other

a. Checker Maker concept
b. Two Factor Login
c. API integrated ID verification tools

Back Office System

<table>
<thead>
<tr>
<th>Particulars/Vendors</th>
<th>Vendor’s Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Fully Complied</td>
</tr>
<tr>
<td>1. Mixed File Base data receive from exchange houses and correspondent banks</td>
<td></td>
</tr>
<tr>
<td>2. Data Segregation process-Automated by distribution channel</td>
<td></td>
</tr>
<tr>
<td>3. API Integration with Exchange Companies to receive data</td>
<td></td>
</tr>
<tr>
<td>4. Suggestion capabilities against EFT and RTGS routing number based on receiving bank and branch</td>
<td></td>
</tr>
<tr>
<td>5. Reduction of transaction steps</td>
<td></td>
</tr>
<tr>
<td>6. SMS Gateway based on transaction progress</td>
<td></td>
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<tr>
<td>7. API Integration between remittance Software and CBS (Temenos T24)</td>
<td></td>
</tr>
<tr>
<td>8. API Integration between remittance Software and BEFTN and RTGS software</td>
<td></td>
</tr>
<tr>
<td>9. Complaint/Query management(Messenger /Chatting Option)</td>
<td></td>
</tr>
<tr>
<td>10. Reconciliation Module</td>
<td></td>
</tr>
<tr>
<td>11. Sanction Screening Module</td>
<td></td>
</tr>
<tr>
<td>12. Statement/Report(Customization any short of reports required by BangladeshBank &amp; Internal Management)</td>
<td></td>
</tr>
<tr>
<td>13. Loyalty and reward/Redemption management</td>
<td></td>
</tr>
<tr>
<td>14. MT 103 remittance</td>
<td></td>
</tr>
<tr>
<td>15. Exchange house and correspondent bank can access System to upload file</td>
<td></td>
</tr>
<tr>
<td>16. Exchange house and correspondent bank can access System to receive MIS specific to them</td>
<td></td>
</tr>
</tbody>
</table>
17 Deployment Time

18 E-mail notification to client

19 MIS for business/Operations

20 Cover Fund management (MT 950/ MT 940

21 BEFTN return management under maker and checker

22 Compliance Management ( 

23 During processing remittance following alert needed to be provided

23. a Alert on one to many transaction

23. b Alert on many to one transaction

23. c Alert on number and value of transaction done in a month

24 Restriction on duplication of transaction

**Technical Requirements**

<table>
<thead>
<tr>
<th>SL</th>
<th>Description</th>
<th>Vendor’s Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Fully Complied</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Need Customization</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Workaround Available</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cannot Customize</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Comments</td>
</tr>
<tr>
<td>1.</td>
<td>2FA for Login (soft/hard token, thump impression)</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Audit Trail Report</td>
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</tr>
<tr>
<td>3.</td>
<td>User Activity Report</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Password Guideline</td>
<td></td>
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<tr>
<td></td>
<td>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</td>
<td></td>
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<tr>
<td></td>
<td>b. Passwords must contain both upper and lower case characters (i.e. a-z, A-Z)</td>
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<tr>
<td></td>
<td>c. Passwords must contain digits and/or special characters/punctuation (e.g. 0-9, !~#$%^&amp;*()_+-={[}]';:&quot;=&lt;&gt;?,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>d. Password history mechanism shall be implemented in systems/applications and users shall not be allowed to reuse their last six (6) passwords;</td>
<td></td>
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<tr>
<td></td>
<td>e. Users shall be enforced to change their password after thirty (30) days;</td>
<td></td>
</tr>
</tbody>
</table>
f. Users shall not be allowed to change their password within one (1) day;  
g. User ID shall be locked after three (3) unsuccessful password attempts.

5. User Management
6. Disable the multiple session options for the Remittance application.
7. Session time out period should be set
8. SQL Injection prevention
9. Preventing Sensitive Data Exposure
10. System Architecture

11. Authentication Method used for API Integration
12. Password should not be hard coded in any application
13. System must be able to allow role privileges to be assigned by module, record and Fields.
14. System must support make-checker separation of activity privileges between users and user groups.
15. Blocking use of certain passwords, such as easily guessed passwords, passwords based on the user ID, and passwords containing words from a dictionary.
16. Authentication must be performed for each privileged request
17. Authentication and authorization must not be based on obscurity
18. Authentication must not be based on the knowledge of a secret URL
19. Authorization must not be based of the knowledge of a identifier
20. Authentication failures must always result in the same log message
21. No default, test or temporary user accounts must exist
22. Password brute forcing must be prevented
23. Username enumeration must be prevented
24. A denial of service using automatically locked accounts must be prevented
25. System must be able to track user log-on (and log-off) activities and the location from which a user has logged on (and logged off).
26. System must be able to track changes in the records made by users.
27. System must support the ability to generate robust security audit reports describing who, what, when and where security was assigned, modified or deleted.
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<table>
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<tbody>
<tr>
<td>28.</td>
<td>Ability to perform user profile reporting easily, using flexible reporting mechanism.</td>
</tr>
<tr>
<td>29.</td>
<td>System must force time-out based on time parameters. Time out parameters should be flexible, based on job role and function.</td>
</tr>
<tr>
<td>30.</td>
<td>Session-ids must be generated with sufficient entropy</td>
</tr>
<tr>
<td>31.</td>
<td>User generated session-ids must be rejected</td>
</tr>
<tr>
<td>32.</td>
<td>Session-cookies must be transmitted via HTTPS</td>
</tr>
<tr>
<td>33.</td>
<td>The secure flag must be set on the session cookies</td>
</tr>
<tr>
<td>34.</td>
<td>The http only flag must be set on the session cookies</td>
</tr>
<tr>
<td>35.</td>
<td>Sessions must be revoked if the session-id is not received via HTTPS</td>
</tr>
<tr>
<td>36.</td>
<td>Data mutation must be performed using POST requests</td>
</tr>
<tr>
<td>37.</td>
<td>A session-bound token must be validated for each POST request</td>
</tr>
<tr>
<td>38.</td>
<td>A conservative size limit must be enforced on uploaded files</td>
</tr>
<tr>
<td>39.</td>
<td>System must be able to protect itself from various application vulnerability issues:</td>
</tr>
<tr>
<td>40.</td>
<td>System must be able to protect itself from Cross Site Scripting Attack</td>
</tr>
<tr>
<td>41.</td>
<td>Click jacking should be handled</td>
</tr>
<tr>
<td>42.</td>
<td>XSRF - Using user’s logged in session to manipulate</td>
</tr>
<tr>
<td>43.</td>
<td>Session Hijack - Compromise user’s session by editing and injecting session cookie</td>
</tr>
<tr>
<td>44.</td>
<td>The system should apply checks to ensure that:</td>
</tr>
<tr>
<td></td>
<td>- no part of the database has been lost</td>
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<tr>
<td></td>
<td>- data within the system is consistent</td>
</tr>
<tr>
<td></td>
<td>- Information has been written to the database consistently.</td>
</tr>
<tr>
<td>45.</td>
<td>The system should support clustered high availability configurations to ensure primary site can continue to operate without degrading performance when one or more servers fail.</td>
</tr>
<tr>
<td>46.</td>
<td>System must be highly modular to allow the addition of functional modules as and when needed, without the need for program level changes</td>
</tr>
<tr>
<td>47.</td>
<td>Thin client deployment over internet</td>
</tr>
</tbody>
</table>
must be secured by 128-bit SSL and PKI
System must be flexible on adding new
feature in future without alerting any.

48. No default/hardcore ID should be used

49. Ability to encrypt passwords and other
sensitive data based on industry-
standard encryption mechanisms.

50. Thin client must be able to support 4-6
users on a low bandwidth (32 kbps)
connection for remote branches for
viewing(Considering future
requirement)

51. Ability to configure the system using
parameter-or table-driven approach.
This includes data structures, screens,
functions, key fields and reports.

52. 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.

53. The system should be parameterized
to facilitate initial system set-up and
future maintained activates, as well as
allow creation of new banking
products without the need to alter
application source code or data
structures

54. System must allow user-defined
archival period and provides the
necessary archival tools.

55. What is the Language of the software?

56. What is the Application
Platform/architecture?

57. What is the Application Framework?

58. Supported Browser (should be
independent)

59. Browser Version Compatibility issue (if
any)

60. Whether Audit Trail log incorporated in
Security admin Module?

61. How access control is managed,
whether it can be customized?

62. Are the Head Office and Branch
modules intranet based? Whether
your application will support local ssl
certificate?

63. Any kind of System notification by
Email, SMS, Dashboard to System
Administrator?

64. End Point Security related suggestion
<p>| | |</p>
<table>
<thead>
<tr>
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<tbody>
<tr>
<td>to implement in Database, Application or Web Server</td>
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</tr>
<tr>
<td>65.</td>
<td>Should Application and Web Server will reside in the same server or in different server?</td>
</tr>
<tr>
<td>66.</td>
<td>In Mobile apps – How integration with NETS of Singapore will be done and same thing for UK based authority similar to NETS</td>
</tr>
<tr>
<td>67.</td>
<td>How file upload and received from different exchange houses will be handled while each one is different?</td>
</tr>
<tr>
<td>68.</td>
<td>How transaction will be done with CBS (Temenos T24)? Will it be direct through API and T24 OFS or Transaction file will be sent to T24 share folder only? Please send us the details.</td>
</tr>
<tr>
<td>69.</td>
<td>How PBL will approach if any BUG is detected during Post Live operation? How the Change request will be attended by vendor?</td>
</tr>
<tr>
<td>70.</td>
<td>If power gets down at client end then how the data consistency will be maintained?</td>
</tr>
<tr>
<td>71.</td>
<td>If power gets down at client end will the data be saved partially during KYC, Remitter, beneficiary Input? What will happen to the transactions?</td>
</tr>
<tr>
<td>72.</td>
<td>Cognizable Specific error message with Notification should be there in Mobile Apps when communicating with NETS(Singapore) or similar third party of UK, Hongkong, Singapore, etc</td>
</tr>
<tr>
<td>73.</td>
<td>Does your application support Web certificate/SSL for internet based modules e.g. Agents, Prime Exchange Houses SG and UK?</td>
</tr>
<tr>
<td>74.</td>
<td>What is the Database Platform?</td>
</tr>
<tr>
<td>75.</td>
<td>Supported Server Operating Systems</td>
</tr>
<tr>
<td>76.</td>
<td>Supported Operating Systems for Clients</td>
</tr>
<tr>
<td>77.</td>
<td>What is the Brand, Model, Storage of the server suggested?</td>
</tr>
<tr>
<td>78.</td>
<td>Application tier, two or three?</td>
</tr>
</tbody>
</table>
| 79. | Detail Hardware sizing considering as mentioned below:  
  1. In DC: live, backup and testing/UAT system environment  
  2. In DRS: live system environment |
<p>| 80. | Application/Web server- requirement of Core, RAM (GB) and HDD storage or others which are needed. |</p>
<table>
<thead>
<tr>
<th></th>
<th>(Mention storage requirement for online data and offline data)</th>
</tr>
</thead>
<tbody>
<tr>
<td>81.</td>
<td>Database Server: requirement of Core, RAM (GB) and HDD storage or others which are needed.</td>
</tr>
<tr>
<td>82.</td>
<td>How memory overflow will be handled?</td>
</tr>
<tr>
<td>83.</td>
<td>How you will provide required SDK for new change request?</td>
</tr>
<tr>
<td>84.</td>
<td>Please mention your licensing model. Licensing should be perpetual.</td>
</tr>
</tbody>
</table>
ANNEXURE B: PROJECT MANAGEMENT

PROJECT MANAGEMENT

The Bank will work with the successful bidder at each point of the project.

1.1 Any and all work performed under the resulting contract(s) shall be subject to approval and acceptance by the Bank Representative. In no instance shall the Bidder’s staff refer any matters to any Director or owners or any other high official in Prime Bank Limited unless initial contact, both verbal and in writing, regarding the matter has first been presented to the Bank’s Representative.

1.2 All correspondence from the Bidder shall be addressed directly to the Bank's project Representative. The Bank's project Representative shall be responsible for corresponding and arranging meetings with Bank personnel and outside Agencies and associations.

1.3 The Bank's project representative shall document performance of the Bidder as to the satisfaction of any deliverables required to meet the requirements of the contact.

The Bidder will be required to perform their work in compliance with Bank technology standards, policies and procedures.
## ANNEXURE C: USER TRAINING

### USER TRAINING

<table>
<thead>
<tr>
<th>Requirements</th>
<th>Quoted Specification</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. A detailed training plan with specifications for training courses, schedules, site and requirements must be defined.</td>
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</tr>
<tr>
<td>2. The trainer should be from the OEM and should have at least two years of expertise and delivered training on the specific domain on which training is being delivered.</td>
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</tr>
<tr>
<td>3. For overseas training all training expenses like airfare, hotel, feeding, lodging, etc. have to be borne by the vendor.</td>
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<tr>
<td>4. Training documentation has to be provided by the OEM.</td>
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</tbody>
</table>
## ANNEXURE D: DOCUMENTATION

### DOCUMENTATION

<table>
<thead>
<tr>
<th>Requirements</th>
<th>Quoted Specification</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The vendor/supplier must provide a complete set of the following documentation:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Users manuals</td>
<td></td>
<td></td>
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<tr>
<td>- Technical / Operator’s Manual</td>
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<td></td>
</tr>
<tr>
<td>2. The vendor / supplier shall provide / turn- cover all system documentation (Technical and Functional Specifications, etc.), if applicable.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. The vendor / supplier must also provide upgrades to manuals during the warranty period</td>
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ANNEXURE E: QUALIFICATION APPLICATION

Qualification application
(To be submitted on the pad of the bidder)

Name of bidder:

Contact Info (for query):


2. Company Profile:
   a) About Company
   b) About Directors
   c) About Senior Management
   d) Profile of employees to be engaged in this Project

3. Net Sales (in respective currency):
   a) Current period
   b) During the last financial year
   c) During the year before last financial year

4. Net Profit before Tax:
   a) Current period
   b) During the last financial year
   c) During the year before last financial year

5. Bidder's financial arrangements:
   a) Own Resources
   b) Bank Credit
   c) Others (specify)

6. Certificate of financial soundness from Bankers of Bidders:

7. Income Tax clearance: Please enclose copies of following documents:
   a) Details of Income Tax registration
   b) Last Income Tax clearance certificate

(Enclose necessary documentary proof)
ANNEXURE F: COMMENTS ON TERMS & CONDITIONS & SPECIFICATIONS

Please provide your comments on the Terms & conditions in this section. You are requested to categorize your comments under appropriate headings such as those pertaining to the Scope of work, Terms & Conditions etc. You are also requested to provide a reference of the page number, state the clarification point and the comment/suggestion/ deviation that you propose as shown below-

<table>
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<tr>
<th>SL No.</th>
<th>Page#</th>
<th>Point / Section #</th>
<th>Clarification points stated in the tender document</th>
<th>Comment/ Suggestion/Deviation</th>
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ANNEXURE G: SUBMISSION FORM

Submission Form
(To be submitted on the pad of the bidder)

Head of Facility Management Division
PRIME Bank Ltd.
Facility Management Division
29, Rajuk Avenue,
Dhaka-1000.

Date: 

Subject: Submission of proposal for implementing Remittance Management System for PRIME Bank Limited.

Dear Sir,

With reference to your Tender Notice published in the Daily ................................................................. Dated ........, I/We, being agreed to the rules/conditions as contained in the relative schedule # PBL/TB/Tender/2019/01 of PRIME Bank Limited, hereby submitted our proposal for "Implementing Remittance Management System for PRIME Bank Limited" which includes the Technical Proposal and Financial 'Proposal sealed under separate envelopes.

I/we would also like to provide the following the information of our company:

1. Company Name, Address
2. Name of the Proprietor/ Partner/ Director :
3. Date of commencement of Business
4. Nature of the business
5. Total number of permanent employee
6. Particulars of identical projects with other : Bank/ financial Institution (related papers are attached with the Technical Proposal)
7. Relevant papers mentioned in the schedule are enclosed herewith:

   a) ..............................................
   b) ..............................................
   c) ..............................................
   d) ..............................................
   e) ..............................................

I/we solemnly declare that the statements made above are correct. I/We agree that any misstatement made by us, if detected later on, shall render our application unacceptable to the Bank.

(Signature)
(Name & designation of Authorized Signatory)

(Name & Address of the Bidder with Seal)
ANNEXURE H: BANK GUARANTEE

BANK GUARANTEE
FACILITY MANAGEMENT DIVISION, PRIME BANK LIMITED
29, RAJUK AVENUE, DHAKA-1000.

GUARANTEE NO: DATED: EXPIRY

WHREAS (HEREIN AFTER CALLED THE 'SUPPLIER') HAS UNDERTAKEN IN TERMS OF THE TENDER PUBLISHED IN DAILY NEWS PAPER DATED ....... FOR SUPPLY INSTALLATION AND COMMISSION OF RELATED PRODUCT/SOLUTION, HARDWARE AND SOFTWARE UNDER THE TOTAL VALUE OF .... (.....) WITH FACILITY MANAGEMENT DIVISION, PRIME BANK LIMITED, 29 RAJUK AVENUE, DHAKA-1000 (HEREIN AFTER CALLED THE CUSTOMER).

AND WHEREAS IT HAS BEEN ADVISED BY THE CUSTOMER THAT THE SUPPLIERS' HAVING BUSINESS AT FLOOR, .........., DHAKA....... SHALL FURNISH THE CUSTOMER WITH AN UNCONDITIONAL BANK GUARANTEE BY A RECOGNIZED BANK, ACCEPTABLE TO THE CUSTOMER FOR THE SUM OF (.........) FOR 01 (ONE) YEAR AS SECURITY MONEY AS PER THE TERMS OF THE TENDER.

WE (BANK NAME, ADDRESS), HEREBY IRREVOCABLY UNDERTAKE TO PAY UP TO THE (SUM OF TAKA) UPON RECEIPT OF YOUR FIRST WRITTEN DEMAND AND WITHOUT CAVIL OR ARGUMENT, ANY SUM OR SUMS SET OUT IN SUCH WRITTEN DEMAND, WE ACKNOWLEDGE THAT THE CUSTOMER WILL NOT BEREQUIRED TO PROVE OR SHOW GROUND(S) OF REASON(S) FOR THE DEMAND FOR THE SUM SPECIFIED HEREIN.

OUR MAXIMUM LIABILITY UNDER THIS GUARANTEE SHALL IN NO EVENT EXCEED THE AGGREGATE SUM OF Tk ( ) ONLY.

THIS GUARANTEE IS VALID FROM UNTIL CLOSE OF BANKING BUSINESS IN BANGLADESH AT 4.00 PM ON ......... (HEREIN AFTER CALLED 'THE EXPIRY DATE') AND ANY CLAIM FOR PAYMENT IN THIS RESPECT MUST REACH THE BANK ON OR BEFORE THE EXPIRY DATE. THIS GUARANTEE MAY BE EXTENDED FOR THE FURTHER PERIOD OF ONE YEAR OR ANY PERIOD SPECIFIED BY THE BUYER UPON RECEIPT OF THE WRITTEN REQUEST FROM THE CUSTOMER. AFTER THE EXPIRY, THIS GUARANTEE SHALL AUTOMATICALLY BECOME NULL AND VOID NOTWITHSTANDING THE FACT THAT THIS GUARANTEE IS NOT RETURNED TO US FOR OUR CANCELLATION.

DHAKA
DATE.....................
ANNEXURE I: 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, 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:  

____________________________

Name:  

Designation:  

Date:  

Official Seal:  

Company Representative:  

________________________________

Name:  

Designation:  

Date:  

Official Seal: