



ফাস্ট সিকিউরিটি ইসলামী ব্যাংক লি:
FIRST SECURITY ISLAMI BANK LTD. فارست سيكيوريتي اسلامى بنك ليميتد

**Request for Proposals (RFP)
For**

**Supply, Customization, installation, integration and implementation
Of
Anti-Money Laundering and Combating Finance Terrorism Full Complete
Compliance Solution
Of
First Security Islami Bank Limited**

**First Security Islami Bank Limited (FSIBL)
ICT Division**

**Plot# 12 (3rd floor), Block A, Main Road
Bashundhara R/A, Dhaka 1229**

Ref: FSIBL/HO/ICT/

/2022

Date: 17-May-2022

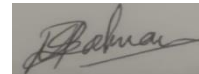
Request for proposal

Muhtaram
Assalmu Alaikum

1. The objective of this RFP is to select bidder who will supply, design, customize, integrate, implement and deployment of Anti-Money Laundering solution with First Security Islami Bank Limited (FSIBL).
2. This RFP is to details out of technical, functional and other requirements and provide general instructions to bidders. The purpose of the RFP is to find bidder and submit proposal for providing Anti-Money Laundering and Combating Finance Terrorism full complete solution and associate services to First Security Islami Bank Limited accordance with requirements and mentioned in this RFP.
3. First Security Islami Bank Limited invites proposal to provide services which will include but not necessarily limited to:
 - a. **Supply, development, customization, installation, integration, implementation, maintenance, modification and support services of Anti-Money Laundering and Combating Finance Terrorism full complete compliance solution of the FSIBL.**
 - b. **This application will allow Transaction & behavior monitoring software for identifying STR/SAR and submit to the BFIU, Automated solution for Customer Onboarding, KYC, CDD, EDD and Risk management, Sanctions & Watch List Screening, FATCA Compliance & Reporting, Self-Assessment and Independent Testing, Integrated Case Management & Monitoring Compliance as described in RFP and comply as per Bangladesh Bank policy.**
 - c. **Head Office and branch people will allow to access application.**
 - d. **Development of necessary technical infrastructure such as DC and DR.**
4. A Bidder will be selected under the procedure described in the RFP document.
The RFP document is included in the following sections.
 - Section I : INSTRUCTIONS TO BIDDERS
 - Section II : TERMS AND CONDITIONS
 - Section III: ELIGIBILITY REQUIREMENT FOR THE BIDDER
 - Section IV: PRESCRIBED FORM FOR BIDDER'S PROFILE
 - Section V: TENDER DOCUMENT FORMAT OF THE TECHNICAL AND FINANCIAL OFFER
5. Please inform us writing, preferably in electronic mail at the following address, mushfique@fsibld.com, imrul@fsibld.com upon receipt.
 - a. That you have received the letter of invitation and RFP; and
 - b. Whether you will submit the proposal or in association with any other partner.

Enclosed: A set of RFP document.

Yours sincerely



Md. Mushfiqur Rahman
VP & Head of ICT (C.C)



TABLE OF CONTENT

SECTION I	5
INSTRUCTIONS TO BIDDERS	5
1.1 Scope of Bid.....	5
1.2 Bidder's qualification.....	5
1.3 Proposal Submission Place, Contact and Deliverables	6
1.4 Contents of bidding documents.....	6
1.5 Documents comprising the bid	7
1.6 Bid prices	7
1.7 Pre-Bid Meeting.....	8
1.8 Correction or Amendment of bidding documents.....	8
1.9 Bid validity.....	8
1.10 Bid Security	8
1.11 Project Time Schedule & Software Roadmap.....	9
1.12 Format and signing of bid	9
1.13 Sealing and marking of bid	9
1.14 Deadline of bid.....	9
1.15 Late Bids	10
1.16 Opening of bids.....	10
1.17 Preliminary Examination of Proposals and determination of Responsiveness	10
1.18 Evaluation of proposals.....	10
1.19 Correction of Errors	11
1.20 Evaluation Criteria	11,12,13
1.21 Consolidated evaluation.....	14
1.22 Price Negotiation	14
1.23 Award of Contract.....	14
1.24 Bank's right to accept any bid and to reject any or all bids.	14
1.25 Signing of contract / Work order	15
1.26 Process to be confidential	15
1.27 Duration and Penalty.....	15
1.28 Performance Security.....	15
1.29 Training.....	16



1.30	Payment Terms	16
1.31	Local Support and Maintenance	16
1.32	Annual Technical Support	16
1.33	Design	16
1.34	Withholding Sales Tax & VAT	17
SECTION II		18
TERMS AND CONDITIONS		19,20
SECTION III		21
ELIGIBILITY REQUIREMENT FOR THE BIDDER		22,23
SECTION IV		24
PRESCRIBED FORM FOR BIDDER'S PROFILE		24
SECTION V		25
TENDER DOCUMENT FORMAT OF THE TECHNICAL AND FINANCIAL OFFER		25-40
APPENDIX – A		41
FORM OF TECHNICAL PROPOSAL		41
APPENDIX – B		42
FORM OF FINANCIAL PROPOSAL		42
APPENDIX – C		43
FORM OF PERFORMANCE SECURITY		43
(BANK GUARANTEE)		43
APPENDIX – D		44
BANK GUARANTEE FOR ADVANCE PAYMENT		44
APPENDIX – E		45
FORM FOR ON DEMAND BANK GUARANTEE		45



SECTION I

INSTRUCTIONS TO BIDDERS

1.1 Scope of Bid

First Security Islami Bank Limited wishes to receive bids from the bona-fide firms for procuring **Anti Money Laundering complete compliance Solution** to adopt a strategic approach to their AML compliance programs and harness synergies with other compliance initiatives wherever possible for the purposes of maintaining regulatory compliance of Bangladesh Bank letter to the section 25 of Money Laundering Prevention Act, 2012; BFIU Circular 26; dated: 16/06/2020; recommendation no. 4(2) of BFIU AML & CFT System Check Report-2021 and recommendation no. 19 of the record notes of CAMLCO Conference 2022. *The bid includes supply, customization, installation, testing, implementation, integration, commissioning, and maintenance of the required components and required licenses.*

Bidders are required to propose solution as specified in the technical and functional Specification for the implementation of **Anti Money Laundering Solution** for the Bank. Bidders are required to propose all items and are wholly responsible for all products and services offered unless otherwise specified and as specified in the terms and conditions.

The successful Bidder shall be the Contractor for services that is offered by him and is responsible for the project management and co-ordination of the supply, customization, installation, testing, integration, commissioning, and maintenance for the implementation of the project. The scope of the bid includes design, specification, bill of quantity, and prices of the items as detailed in this document and any other items that deem necessary but not mentioned in this document. The successful bidder has to complete the project as turn-key basis.

1.2 Bidder's qualification

Bidders must have the following qualifications to bid:

1. *The bidder should be an Authorized Partner of AML Solution Provider.*
2. *The bidder as a registered company should have a legal entity to enter into contracts with at least 10 years of experience in the relevant business including IT based profession.*
3. *The bidder should have own/representative office and all time presence in Dhaka with well-equipped service/support/ system up-gradation cell manned with adequate qualified technical personnel for installation, maintenance and support to the proposed products/ systems.*
4. *The bidder must be regular tax payer.*
5. *The bidder must have past performance on installation, commissioning, and maintenance of the relevant products with banking application for at least in 3 (Three) Banks. Details of experience and past performance of the bidder are to be submitted along with the bid in support of proof.*
6. *The bidder must hold manufacturer's authorization on this bid for the items those are not produced by the bidder itself but offered in the bid.*



1.3 Proposal Submission Place

First Security Islami Bank Limited.
ICT Division, Head Office.
Plot#12 (3rd floor), Block #A, Main Road.
Bashundhara R/A, Dhaka-1229

Contact: IPT : 09678544 Ext-66405, 66300
PABX: +88 02-8432613 Ext. 405,0

AML Solution's Deliverables

- Anti Money Laundering Solution: Supply, customization, integration, installation, testing, commissioning, implementation and maintenance of the Solution for running with existing Core Banking Solution

Other's deliverables of this project include the followings:

- ♦ To prove overall project implementation plan including Gantt chart;
- ♦ To provide necessary software, database and other related application.
- ♦ To provide procedures for testing and commissioning of the database software installed in the DC and DR site.
- ♦ To provide standard operating procedure (SOP) for the database operation in DC and DR.
- ♦ To provide suitable program management plan to ensure successful implementation of the project.
- ♦ Schedule of authorized principle training of 5 persons on the operation and maintenance of the supplied, installed, and commissioned systems.
- ♦ To provide product brochures, documentation, operation manuals, and required kit of all software systems;
- ♦ To perform verification test to ensure all system components are functioning as desired;
- ♦ To provide acceptance checklist for the project;

To propose additional items with price that deem necessary but not mentioned in this tender with logic supporting necessity of the items.

1.4 Contents of bidding documents

The bidding documents are those stated below and should be read in conjunction with any addenda issued in accordance with clause.

- Invitation for Bid
- Instructions to bidders (Section-I)
- Terms and conditions (Section-II)
- Eligibility Requirements for the bidder (Section-III)
- Prescribed form for bidder's profile (Section-IV)
- Format of the Technical and Financial Offer for AML solution (Section-V)
- Bid form for Technical proposal (Appendix-A)
- Bid form for Financial proposal (Appendix-B)



- Bid form for Bank Guarantee (Appendix-C)
- Bid form for Bank Guarantee for advance payment (Appendix-D)
- Bid form for on demand Bank Guarantee (Appendix-E)

The bidder is expected to examine carefully the contents of the bidding documents. Failure to comply with requirements of bid submission will be at bidder's own risk. Pursuant to Clause-1.19, bids which are not substantially responsive to the requirements of the bidding documents will be rejected.

1.5 Documents comprising the bid

The bid submitted by the bidder shall comprise two envelopes submitted simultaneously, one containing only the "Technical Proposal" and the other the "Financial Proposal".

The technical proposal shall contain the followings:

- Signed bid document;
- Power of attorney (authorizing the person to sign and initial the bid document on behalf of the company);
- Documents showing eligibility of the bidder as mentioned in Section-III of this document;
- Response to the eligibility criteria as mentioned in Section-III of this document;
- Technical & functional description of the deliverables to demonstrate the specified technical & functional requirement;
- Response to the bidder's profile as mentioned in Section-IV of this document;
- Response to the technical specification as mentioned in Section-V of this document;
- Bid form for technical proposal; and
- Any other things required for technical proposal.

The financial proposal shall contain the following:

- Bid security pursuant to Clause 1.10 (Original);
- Bid form for financial proposal;
- Schedule for financial proposal as mentioned in Section-V of this document; and
- Any other things required for financial proposal.

1.6 Bid prices

Bidders shall quote the price in Bangladeshi Taka (BDT) for the items quoted. The govt. charges such as VAT, Tax, other duties etc. should be shown separately. The price will include supply, customization, installation, testing, integration, implementation, commissioning, maintenance, and 1 year technical support and maintenance. Bidders shall quote separate price for annual maintenance contract (AMC) for the items that will be valid after 1 (one) year warranty period.

Supplementary financial proposals which are not received in the time required by the Bank will result in the rejection of the bid.



1.7 Pre-Bid Meeting

The Bank will arrange a pre-bid meeting on **24 May, 2022** with the participated bidders to discuss on technical issues / specifications to find the anomalies / discrepancies (if any). The Bank will issue addenda of the bidding documents (if any found in the meeting) as per Clause 1.8.

1.8 Correction or Amendment of bidding documents

The Bank may, for any reason, whether at its own initiatives or in response to a clarification requested by a prospective bidder, modify the bidding documents by issuing addenda by **26 May, 2022**. Any addenda thus issued shall be part of the bidding document and shall be communicated in writing to all purchasers of the bidding documents.

Where amendments or changes are required by the Bank, bidders will be requested in writing to adjust their proposals accordingly and submit a supplementary financial proposal within **5 (Five) working days**. The supplementary financial proposal should only contain the changes in price resulting from the changes in the technical proposals. Bidders should note that, if the Bank, during the evaluation of the financial proposals, considers that the changes in price are unrealistic in comparison with the original financial proposal, the bid is liable to be rejected. Bidders not wishing to change their technical proposals may withdraw from the bidding process and their financial proposals will be returned unopened.

1.9 Bid validity

Bid shall remain valid for a period of **3 (Three) months** after the date of opening of the proposals. In exceptional circumstances, prior to expiry of the original bid validity period, the Bank may request the bidder to extend the period of validity for a specified additional period. The request and the responses shall be made in writing. A bidder agreeing to the request will not be permitted to modify its bid.

1.10 Bid Security

The bidder shall furnish as bid security of **2.50%** of the total financial offer in the form of Payment Order / Demand Draft in favor of First Security Islami Bank Limited. The bid security must be submitted inside the financial proposal. The bid security should be valid for **3 (Three) months** after the date of bid opening. Any bid not accompanied by an acceptable bid security shall be rejected as non-responsive even if that bid is found technically responsive during technical evaluation.

The bid security of unsuccessful bidders will be returned after selection of the successful vendor. The bid security of the successful bidder will be returned when the bidder has signed the agreement and furnished the required performance security.

The bid security may be forfeited if (a) the bidder withdraws its bid during the period of bid validity specified in the bid form; (b) if a successful bidder fails to sign the contract and (c) if a successful bidder fails to furnish the performance security.

1.11 Project Time Schedule & Software Roadmap

Bidder will submit project implementation time schedule & Software roadmap in given section V

1.12 Format and signing of bid

The bidder shall prepare one original and one copies of the technical/functional proposal and the financial proposal, clearly marking each one as: “ORIGINAL – TECHNICAL/FUNCTIONAL PROPOSAL”, “ORIGINAL - FINANCIAL PROPOSAL”, “COPY – TECHNICAL/FUNCTIONAL PROPOSAL”, “COPY - FINANCIAL PROPOSAL” etc. as appropriate. In the event of discrepancy between the original and any copy, the original shall prevail. All the envelopes will contain the full name and address of the participant company.

The original and all copies shall be signed by a person or persons duly authorized to sign on behalf of the bidder. All pages of the bid where entries or amendments have been made shall be initialed by the person or persons signing the bid.

The bid shall contain no alterations, omissions or additions, except those to comply with the instructions issued by the Bank, or as necessary to correct errors made by the bidder, in which case such corrections shall be signed by the person or persons signing the bid.

1.13 Sealing and marking of bid

The bidder shall seal the original technical proposal, the original financial proposal and the copies of the technical proposal and financial proposal in separate envelopes clearly marking each one as: “ORIGINAL - TECHNICAL/FUNCTIONAL PROPOSAL”, “ORIGINAL – FINANCIAL PROPOSAL”, “COPY – TECHNICAL/FUNCTIONAL PROPOSAL”, “COPY - FINANCIAL PROPOSAL” etc. as appropriate.

The bidders shall seal the original bids and each copy of the bids in an inner and outer envelope, duly marking the envelopes as “ORIGINAL” and “COPY”.

The inner and outer envelopes shall -

- Be addressed to the Bank at the following address: First Security Islami Bank Limited, Information Technology Division, Plot-12 (3rd Floor), Block-A, Main Road, Bashundhara R/A, Dhaka-1229 bear the identification of bid for supply and installation of the mentioned deliverables.
- In addition to the above requirements, the inner envelope shall indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared “late” pursuant to Clause 1.14.
- If the outer envelope is not sealed and marked as above, the Bank will assume no responsibility for the misplacement or premature opening of the bid.

1.14 Deadline of bid

Bids must be received by the Bank at the address specified above no later than **07 Jun, 2022 at 3.00 pm.**



1.15 Late Bids

Any bid received by the Bank after the deadline for submission of bid prescribed in Clause 1.14 will be rejected and returned unopened to the bidder.

1.16 Opening of bids

The Bank will open the technical proposals in the presence of the bidder's representative (if any present) **at 3.10 pm on 07 Jun, 2022** at First Security Islami Bank Limited, Information Technology Division, Plot-12 (3rd Floor), Block-A, Main Road, Bashundhara R/A, Dhaka-1229.

The Bank will open the financial proposals of the technically responsive bidders in the presence of the bidder's representative (if any present) after the completion of technical evaluation. The date and time of such opening will be informed to the technically responsive bidders in writing.

The bidder's names, the Bid Prices including Supplementary financial Proposals, the total amount of each bid, any discounts, the presence or absence of bid security and such other details will be announced and recorded by the Bank at the opening. The bidder's representatives will be required to sign this record.

The Bank shall prepare minutes of the bid opening including the information disclosed to those, who will present in the opening.

1.17 Preliminary Examination of Proposals and determination of Responsiveness

The Bank will examine the bids to determine whether they are complete, whether the documents have been properly signed, whether the bids are substantially responsive to the requirements of the bidding documents and whether the bids provide any clarification and or substantiation that the Bank may require.

A substantially responsive bid is one which confirms to all the terms, conditions and requirements of bidding documents, and includes the amendments and changes, if any, requested by the Bank during the evaluation of the bidder's proposal.

If a proposal is not substantially responsive, it will be rejected by the Bank, and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.

1.18 Evaluation of proposals

The **Bank** will carry out a detailed evaluation of the bids according to the information supplied by the bidder through its proposals and based on the evaluation criteria specified in Clause 1.19 of this document.

Technical proposals of the bids will be opened and evaluated first keeping the financial proposal closed. The bidders must secure at least 60% marks in technical proposal to become technically responsive. Technically non-responsive bids will be rejected at this stage and will not be considered for further evaluation.



Once the evaluations of all the technical proposals are finished, the financial proposals of all the technically responsive bidders will be opened to complete the evaluation process. At this stage, if any bid is found not accompanied by an acceptable bid security that bid will be rejected right away as non-responsive.

The Bank may arrange a discussion meeting with each bidder to understand each and every aspect of technicality of the proposal. To assist in the examination, evaluation and comparison of financial proposals, the Bank may, at its discretion, ask any bidder for clarification of its bid. The request for clarification and the response shall be in writing, but no change in the price or substance of the bid shall be sought, offered or permitted except as required to confirm the correction of arithmetic errors discovered by the Bank in evaluation of the bids in accordance with Clause 1.18.

The **Bank** will choose the offer that will be more comprehensive and that confirms the Bank's requirements and international standards. Information relating to the examination, clarification, evaluation and comparison of bids and recommendations for the award of a contract shall not be disclosed to bidders or any persons not officially concerned with such process until the award to the successful bidder has been announced. *Any efforts by a bidder to influence the Employer's processing of bids or award decision may result in rejection of the bidder's bid.*

1.19 Correction of Errors

The Bank for any arithmetic errors will check financial proposals determined to be substantially responsive. Arithmetic errors will be rectified on the following basis.

- If there is a discrepancy between the unit rate and the total cost that is obtained by multiplying the unit rate and quantity, the unit rate shall prevail and the total cost will be corrected unless in the opinion of the Bank there is an obvious misplacement of the decimal point in the unit rate, in which case the total cost as quoted will govern and the unit rate corrected.
- If there is a discrepancy between the total bid amount and the sum of total costs, the sum of total costs shall prevail and the total bid amount will be corrected.
- The amount stated in the Form of Bid for Financial Proposal will be adjusted by the Bank in accordance with the above procedure for the correction of errors and, shall be considered as binding upon the bidder. If the bidder does not accept the corrected amount of bid, its bid will be rejected, and the bid security may be forfeited in accordance with Clause 1.10.

1.20 Evaluation Criteria

The technical proposal and the financial proposal of a bidder will be evaluated separately. The evaluation criteria and the relative weight for each criterion are given in Tables 1.19.1 and 1.19.2. FIRST SECURITY ISLAMI BANK LIMITED reserves the right to change the evaluation criteria and the weights if it feels to do so for the benefit of the Bank.

Table 1.19.1: Evaluation criteria and their weights

SL.	Attributes	Weight of Evaluation	Items of Evaluation
1.	Technical Proposal	60%	Design and Specifications of the supplied product, Company Profile, General and specific experience, Support and maintenance proposal, Overall project

SL.	Attributes	Weight of Evaluation	Items of Evaluation
			plan, and submitted product catalogues and operation manuals.
2.	Financial Proposal	40%	Quoted total price
	Total	100%	

Table 1.19.2: Marking of Technical Evaluation

SL.	Attributes	Mark	Requirements
1.	Design and Technical/Functional Specifications of the supplied product	20	Detailed design, architecture diagram or data flow for offered systems solution should be furnished by the bidder. The minimum requirements are presented in the specifications in Section V. Better specifications and feature with latest technological information is required for evaluating this attribute. The specifications must be filled as per format presented in Section V. The specification failing to maintain minimum requirement will lead towards disqualification. Project implementation schedule in the form of a Gantt chart must be provided.
2.	Company profile and Experience	10	Company overview should be provided with the address and telephone number of the contact person and follow section IV. Experience in supplying and installing each of the item / components of the item in the different firms / institutions with the supplied products must be provided. Experiences in implementing AML solution, server system, database system, networking system, and Data Center or Disaster Recovery Center Project in Banking Sector or in the Corporate will be emphasized. Detailed evaluation will include: -Company profile, assets, turnovers, etc. -General IT Experience -Experience in implementation of data center and disaster recovery sites. -Specific experience in implementation of AML Solution



SL.	Attributes	Mark	Requirements
3.	Installation, Support Service and Maintenance Proposal	15	<p>Necessarily all kinds of installation of application and database should be installed in DC, DR site and replication, clustering should be installed where is required. Should have adequate 1st level to all levels of support, service and maintenance arrangement. The problem should be attended within 2 hours reporting. The proposed maintenance support plan must be presented for evaluating the attribute. Should have adequate personnel with necessary qualifications to provide support, maintenance, and training.</p> <ul style="list-style-type: none"> -Quality of Support Service Plan -Annual maintenance Contract (AMC) -Response times -Support Experience of similar works
4.	Support Personnel Qualification and Experience	10	Should have adequate personnel with necessary qualifications to provide support, maintenance, and training.
5.	Training Proposal	05	<p>Should have a training proposal for authorized principle training and certification for at least 15 (Fifteen) trainees of the Bank specifying the topics of all the training modules, duration, location, and the instructor of each such training module. A training schedule in the form of Gant chart and the CVs of the instructors must be submitted with the training proposal.</p> <p>Detailed evaluation will include:</p> <ul style="list-style-type: none"> -Qualifications of the trainers -Quality of courses/modules of training -Training plan (Training Gantt Chart, location, duration, etc. feasibility with the Bank) -Number of 15 trainee -Opportunity for Certifications -Location Local/Abroad
6.	Specific Experience with client.	15	<p>List of client with AML solution experience and the bidder must have past performance on installation, commissioning, and maintenance of the relevant products with core banking application for at least in 3 (Three) Banks.</p> <p>The AML solution must have the following criteria.</p> <ul style="list-style-type: none"> • The solution will have to time tested and must have been implemented/getting implemented in at least 3 (Three) banks in Bangladesh
7.	Ongoing AMC	10	Ongoing AMC agreement with at least 3 (Three) organizations preferably in the banking sector.



SL.	Attributes	Mark	Requirements
8.	Overall project implementation plan and Gantt chart	10	Detailed evaluation will include: -Project plan Gantt chart -Installation, testing, commission, and maintenance plan -Project personnel quality (Technical and management Level)
9.	Submission of the catalogue, brochure, and operation manuals with details features of the item	5	Catalogue with details feature of all the items must be supplied and offered devices must be marked and signed which shall meet the requirements of the specification. Detailed evaluation will include: -Product Brochures -Product Catalogues -Product Data Sheets -Operation Manuals
	Total Mark	100	

1.21 Consolidated evaluation

Final evaluation will be made taking **60% marks** from technical evaluation and **40% marks** from financial evaluation. The higher scored bidders will be selected for price negotiation.

1.22 Price Negotiation

The Bank may request higher scored bidders in writing to negotiate the price. Representative of the Bidders must have authorization for price negotiation. The highest scoring bidder is not agreed for price negotiation then the second highest scored bidder will be called for price negotiation and so on.

Bank will choose the successful bidder, after price negotiation and considering other performance, which are deemed fit to the Bank.

1.23 Award of Contract

Subject to Clause 1.21, the Bank will award the Contract to the successful bidder. Prior to expiration of the period of bid validity prescribed by the Bank and after successful negotiations, the Bank will notify the successful bidder that his bid has been accepted. The notification of award will constitute the formation of the Contract. Upon the furnishing by the successful bidder of a **Performance Security** the **Bank** will promptly notify other bidders that their bids have been unsuccessful.

1.24 Bank's right to accept any bid and to reject any or all bids.

Notwithstanding Clause 1.22, the Bank reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the Bank's action.



1.25 Signing of contract / Work order

At the same time that the Bank will notify the successful bidder that its bid has been accepted, the Bank will sent the bidder the Form of Contract Agreement incorporating all agreements between the parties (the Bank & the Vendor) or will issue Work orders (where applicable).

Within **10 days** of receipt of the Form of Agreement, the successful bidder shall sign the Form and return it to the Bank.

1.26 Process to be confidential

Information relating to the examination, clarification, evaluation and comparison of bids and recommendations for the award of a contract shall not be disclosed to the bidders or any other persons not officially concerned with such process until the award to the successful bidder has been announced. Any effort by a bidder to influence the Bank's processing of bids or award decisions may result in the rejection of the bidder's bid.

1.27 Duration and Penalty

*The duration of the project completion excluding training would be **2 (Two) months** from the day of awarding of the contract. The training part should be completed within **2 (Two) months** from the day of awarding of the contract.* The bidder will provide a detailed implementation plan of the project using Gantt chart. In case of a failure of the successful bidder to meet the contract obligations in the prescribed time, the firm will be liable to pay 2% of the Contract price as liquidity damages for every week after the dead line. Upon reaching the penalty to 10% of contract price, the performance security will be forfeited on sending a letter to the vendor / contractor.

1.28 Performance Security

Within 15 days of receipt of award from the Bank, the successful bidder shall furnish to the Bank a performance security in the form of 'Bank Guarantee' (Appendix-C) in an amount of 10% of Contract price in accordance with the Conditions of Contract. The performance security must be valid for at least 6 (Six) months. This performance security will be kept until the date of issue of Performance Certificate. The bid security will be returned after receiving the performance security.

Failure of the successful bidder to comply with the requirements of this clause or Clause 1.24 shall constitute sufficient grounds for the termination of the award and forfeiture of the bid security.

The performance security will be returned after successful completion of the project. If the project is not completed within the validity time of the performance security, the bidder must submit a new performance security from a schedule bank with a validity period of at least 6 months.



1.29 Training

The bidder should submit a training proposal for authorized principle training and certification for **15 (Fifteen) trainees** of the Bank specifying the topics of all the training modules, duration, location, and the instructor of each such training module. A training schedule in the form of Gant chart and the CVs of the instructors must be submitted with the training proposal. *Training should be provided after the work order is given and it should be completed within **2 (Two) months** from the day of awarding of the contract.* Local training will be accommodate with all the expenses, e.g. TA and Snacks etc. should have to be borne by the bidder.

1.30 Payment Terms

- i. 50% of the total work order price may be paid with the work-order as mobilization advance to the successful bidder upon signing the contract and the submission of a bank guarantee (Appendix–D) of the same amount from a schedule bank as the advance security. The bank guarantee submitted against the advance amount as the advance security must be valid for at least **6 months**. Above bank guarantee will be returned after the successful completion of the project. If the project is not completed within the validity time of the above bank guarantee, the bidder must submit a new bank guarantee of the advance amount from a schedule bank with a validity period of at least 6 months.
- ii. **Remaining 50%** of the total work order value will be paid upon the successful completion of the work and has no objection from end user. In order to consider this payment such completion has to be admitted by the bank and/or its consultants.

1.31 Software upgradation, Local Support and Maintenance

Bidder will upgrade software regularly and any on demand requirement by regulator body by bidder's expenditure.

All products/items supplied should be covered under 1 (one) year local support and maintenance. Price for such support and maintenance should be included in the bidding price. The bidder has to submit a separate Annual Maintenance Proposal with the bid. Quoted annual maintenance price must be valid for at least 2 years. If FIRST SECURITY ISLAMI BANK LIMITED wishes, a separate Annual Maintenance Agreement will be signed with the successful bidder to get maintenance support. Quoted Annual Maintenance price will be used in such agreement.

1.32 Annual Technical Support

Annual Technical Support (ATS) for one (1) year must be provided by the bidder. During this one year support period, the bidder must guarantee 24x7 operation of the supplied, installed, and commissioned items through regular maintenance, repair, or replacement, if necessary.

1.33 Design

The bidders should provide a detailed design (if any) of the AML Solution implementation in compliance with the existing and New hardware infrastructure of the Bank. The bidder may request the Bank for information regarding the existing bank infrastructure and also recommend new hardware which is required for the AML solution.



1.34 Withholding Sales Tax & VAT

The bidder is hereby informed that the Bank shall deduct tax at the rate prescribed under the Tax Laws of Bangladesh, from all payments for services rendered by any bidder who signs a contract with the Bank. The bidder will be responsible for all taxes on transactions and/or income, which may be levied by the bank. If bidder is exempted from any specific taxes, then it is requested to provide the relevant documents with the proposal.



SECTION II

TERMS AND CONDITIONS

1. The bidder must follow the guidelines as described in Section I (Instructions to bidder). Failing to comply with these guidelines will disqualify the proposal.
2. The bidder must have experience of supply, installation, test, commission, and maintain the item in at least 3 (Three) organizations preferable in the banking industry of Bangladesh.
3. The bidder shall furnish the following documentary evidence:
 - a. A profile of the firm.
 - b. Full particulars of the ownership, constitution, year of incorporation, and main business activities of the Vendor.
 - c. Valid trade license or other documents to prove the legal status and place of registration of the business.
 - d. Manufacturer's Authorization Letter's for the major items proposed.
 - e. 10 years' experience certificate in IT.
 - f. Copy of authorized partnership certificate of the manufacturer.
 - g. Income tax certificate (of the last year).
 - h. Bank solvency certificate.
 - i. VAT certificate (of the last year).
 - j. TIN certificate (of the last year).
 - k. Proof of similar assignments carried out by the firm in the last 5 years.
 - l. Service level agreement schedule.
 - m. Time schedule of supply, installation, testing, commissioning, etc.
4. The bank may arrange clarification/demonstration meeting with each bidder. The bidders' experts will attend in such meeting for which no allowance / fee will be provided by the bank. If the bidder fails to respond to such meeting their bid will be treated as non-responsive.
5. The bidder shall quote unit price and total price both in figure and words and there should not be any cutting / erasing / overwriting. All the prices quoted shall be in Bangladeshi Taka (BDT) only.
6. In the financial proposal if the values in digits and words differ then the value in words will prevail. Again, if the total value does not match with the calculated value (unit price X quantity), then the total value will be recalculated by multiplying the quantity with the unit price.
7. Emphasis will be given to the quality and technical specification of the item(s). So, Bank is not bound to accept the lowest bid. Bank reserves the right to accept or reject any or all the quotations without arising any reasons whatsoever.
8. Bidders must submit description of their support team with the profile of experts of the items and services.
9. The bank reserves the right to reduce or increase the quantity. The Bank also reserves the right to distribute the work among different bidders or assign it to a single bidder.
10. The Bank shall not accept the work if not supplied as per specification or approved sample.
11. VAT, Taxes etc. shall be deducted from the bill as per approved rate of the National Board of Revenue.
12. If the bidder submits any wrong information then the Bank reserves the right to reject their offer. If the bidder submits any fraudulent information or performs any fraudulent activity then their bid security will be forfeited and bank guarantee for this bid security will be en-cashed.
13. The bid will be automatically cancelled if the requisite terms & conditions are not fulfilled.
14. The bidder shall furnish duly approved copies of audited Balance Sheets and Profit and Loss statements for the last year. The bidder shall warrant its financial solvency i.e. it shall be able to meet all its liabilities and debts as and when they fall due.
15. The bidder shall submit the details in respect of the installations done, the value of the contract



- and a brief note on the installations etc. A copy of a letter by an authorized representative(s) of these organizations, substantiating this, will have to be furnished with the bid. The bid of the bidder who will fail to respond in such case may be rejected.
16. Evaluation of the financial offer of the bid will be the bidding price and the price offered for AMC.
 17. Detail implementation Plan and Schedule shall be submitted with bid documents.
 18. Bidder must submit the relevant design.
 19. The bidder must submit CVs of at least 5 engineers having expertise in installing, testing, commissioning, and maintaining respective item. Each CV should mention the assigned position of the person in FIRST SECURITY ISLAMI BANK LIMITED project. These engineers must be available and responsible for FIRST SECURITY ISLAMI BANK LIMITED project.
 20. The bidder should indicate the support capabilities for services and the other components of the required software. Number, qualifications, and relevant certifications of support personnel available locally in Dhaka must be indicated. Any problem should be addressed within 2 hours of the reporting.
The Support plan should cover following categories in detail:
 - a. Comprehensive Support plan (Level 1 “phone hotline support” and Level 2 “on call, onsite Support”, regular preventive maintenance, and fine tuning of the) to be provided;
 - b. Details of Support Experience of the deployment of the same size and the nature of the equipment;
 - c. Staff Expertise;
 - d. Any relevant Certifications;
 - e. Technical Support Staff Location (Office Locations). Preference will be given to the bidder with support staff located in Dhaka;
 - f. Support experience of Bank Projects;
 21. The bidders shall furnish original brochures for all the related major deliverables.
 22. The bidder shall indicate responsibility for installing the software.
 23. The successful bidder must indicate to deliver the user manual with the software and must deliver those user manuals with the products.
 24. Bidder shall attach draft Service Level Agreement (SLA) / Annual Maintenance Contract (AMC) with the bid documents. The bidder has to provide draft SLA / AMC to cover the warranty period along with the bid documents. SLA / AMC must include penalty, liability, indemnification, and termination etc. clauses. The bidder must agree to provide AMC for at least 2 (Two) years respectively after the warranty period is over. The AMC fees (figure/percentage) for those years shall remain the same. The bidder must mention the AMC fees (figure/percentage) along with the bid documents. All the terms and conditions mentioned in the schedule shall remain in force for the warranty as well as the AMC period. Warranty period will start after successful installation, configuration, implementation, testing and commissioning of the item. The AMC period will start after the end of the warranty period.
 25. The bidder shall indicate the training initiatives to operate and maintain the equipment with the following manner. Each Bidder shall clearly describe user training provided, including materials, procedures employed, duration, location, and the instructor. A training schedule in the Gantt chart and the CVs of the training instructors must be submitted. The successful Bidder shall provide all reference manuals, booklets and other materials required for training. The bidder must arrange vendor certificate to the training participants after their successful completion of their training.
 26. The bidders must submit manufacturer authorization letters for every major item that will be supplied and installed to implement the project but not manufactured by the bidder itself.



27. The bidder must submit the bid security in the form of Bank Guarantee.
28. One original and one copies of the technical proposal of the bid must be submitted to the bank.
The bidder must appropriately mark the cover of the original and the copies.



SECTION III

ELIGIBILITY REQUIREMENT FOR THE BIDDER

The vendors will respond to the required eligibility criteria in the tabular format according to Table 3.1. Particular eligibility criteria can be fulfilled by presenting the related documents demonstrating the eligibility. The reference (page number and section number) of the presented document must be mentioned in the response column.

Table 3.1: Response Format of the Bidder to Eligibility Criteria

Item	Eligibility Criterion	Required Response of the bidder (Should submit required documents with the bid in support of the response)	Compliant	Non-Compliant	Remarks
1.	The bidder should be a legal entity and a registered company that have not been prohibited by Bangladeshi or international court(s) to enter into contracts. Should have at least 10 years' experience in the relevant business.	Certificate of incorporation and years of business as required Also, a declaration that none of the bidder has been prohibited by Bangladeshi or international court(s) to enter into contracts should be furnished.			
2.	The bidder should have own/representative office and strong presence in Dhaka with well-equipped service/support/system up-gradation cell manned with adequate qualified technical personnel for the maintenance and the support of the proposed products/ systems.	Proof of address of registered office of all the participating bidders should be submitted. Floating or home address shall not be considered as established offices.			
3.	The bidder must be an assessed under Income Tax Department	Proof of submitting tax return, Income Tax Certificate and VAT certificate in the latest fiscal year.			
4.	The bidder must have experience of and past performance on installing, commissioning, and maintaining the relevant products offered in the bid for at least 3 (Three) organizations preferably in the banking sector.	Customer satisfaction certificates of providing operation with must be submitted. The proposed product must comply with the requirement of FIRST SECURITY ISLAMI BANK LIMITED.			
5.	The bidder Must have past performance on installation, commissioning, Migration and	Customer satisfaction certificates of providing operation with must be submitted. The proposed product			

	maintenance of the relevant products with core banking application for at least in 1 (One) bank.	must comply with the requirement of FIRST SECURITY ISLAMI BANK LIMITED.			
6.	Ongoing AMC agreement with at least 3 (Three) organizations preferably in the banking sector.	Copy of AMC Agreement must be submitted.			
7.	The bidder must hold manufacturer authorization on this bid for the items those are not produced by the bidder itself but offered in the bid	The bidder must submit such authorization letter from the original manufacturer.			
8.	All types of paper / documents should be serially numbered and a clear indexing should be incorporated and bear a signature in each of those documents.	A document with page numbers and a proper index			
9.	10 years of IT related business experience.	Work order or Client Certificate for similar solution.			
10.	The minimum amount of liquid asset or working capital or credit facility is TK 5,00,00,000 (Taka Twenty Five cores).	Authorized documents should be submitted to prove liquid asset or working capital or credit facility.			
11.	At least three single contract in last 5 years with the value of TK 5,00,00,000 (Tk Five cores) or more.	Appropriate documents should be submitted to prove the supply amount.			
12.	At least 3 Certified Engineer for Respective product must be in the team	Appropriate documents CV should be submitted to prove the claim.			
13.	The bidder should have experienced on installation, commissioning, and maintenance of the Oracle Database and Security products with switching software or core banking application for at least in 3 (Three) banks.	Customer satisfaction certificates of providing operation with must be submitted. The proposed product must comply with the requirement of FIRST SECURITY ISLAMI BANK LIMITED.			
14.	Experience to maintain Oracle Database in IBM AIX platform.	Supporting documents should be submitted to prove the claim.			



It would be additional qualification for the bidder, if following information is added in the technical offer:

1. Schematic diagram of the proposed system (if any)
2. Proposed processing architecture
3. Technical and user manuals
4. Distribution of the application software and other related databases/software across the proposed technology platforms in a multi-location scenario.
5. Description of level and extent of integration and philosophy of integration of different application components.
6. Proposed data communication protocol
7. Distribution of the processing capabilities across the various hardware platforms.
8. The roll out strategies for the application software, hardware, system/environment software and communication equipment at the Bank.
9. Limitation of the proposed technology and application architecture.
10. Customization requirement.
11. Protection offered in the event of inadequate support or withdrawal of the system from the market and detail of right of escrow and possession of source code available to the Bank.
12. Any other relevant information the vendor wishes to provide for the technical proposal.

SECTION IV

PRESCRIBED FORM FOR BIDDER'S PROFILE

- 1. Introduction** [Brief introduction of the firm with contact information such as Address telephone no, fax no etc.]
- 2. Structure of the Organization** [Hierarchical organization of the firm]
- 3. Registration Certificates** [Firm registration information such as incorporation Date, copy of trade license etc.]
- 4. Import-export Permit** [Import, export permit document copy]
- 5. Shareholders Information**
- 6. Background of Major Shareholders**
- 7. Number of Employees** [Department wise]
- 8. Main Business & Services** [Details of main business and services rendered]
- 9. The Product** [Details of products supply such as name, short description of Product, and distributorship license from the principal, how long the products are being supplied]
- 10. Support Centers**
- 11. Credit Record**
- 12. Financial Information**
- 13. Industrial Comparison**
- 14. Technical Support Team** [Details CV of each member of the technical support Team]
- 15. List of Clients** [List of relevant and non-relevant clients with contact information and products supplied]
- 16. Certificate from relevant clients for successful implementation**
- 17. Special Certificates achieved**

Any other information feels necessary to be provided along with the firm profile.



SECTION V

TENDER DOCUMENT FORMAT OF THE TECHNICAL AND FINANCIAL OFFER FOR ANTI MONEY LAUNDERING SOLUTION

5.1 General Section

Sl. No	Items	Required Specifications	Quoted Specifications (Use extra sheet if required.)
01	Company Name and address	Company Name and address	
02	Experience of the company in supplying and installing of AML solution in Bangladesh	Provide a list of users with address and telephone number. The company should have experience in supplying similar items in Bangladesh and must have at least 1 (One) live setup in a reputed organization in Bangladesh.	
03	Project Personnel	Name, designation, qualification and experience of the technical and management personnel to be engaged with this project	
04	Local Support and Maintenance proposal	Should have adequate 1 st level to all levels of support arrangement in Bangladesh. Any problem should be attended within 2 hours of reporting and must be solved as early as possible, but not later than 24 hours.	
05	Training proposal (For support staffs of the Bank)	Should have a training proposal for authorized principle training and certification for 15 (Fifteen) trainees of the Bank specifying the topics of all the training modules, duration, location, and the instructor of each such training module. A training schedule in the form of Gant chart and the CVs of the instructors must be submitted with the training proposal. Training should be provided after the work order is given and completed within 2 (Two) months of the awarding of contract. Training all the expenses, i.e., hotel expenses, local travel,	

Sl. No	Items	Required Specifications	Quoted Specifications (Use extra sheet if required.)
		<p>food, etc should have to borne by the bidder.</p> <p>Authorized principle training should be quoted for all the categories from a vendor certified trainer on:</p> <p>I. Anti Money Laundering Solution</p> <p>In detail training should be given on each topic. In each item of the respective categories the trainer should have experience of delivering training at-least two or three years in the domain.</p>	
06	Implementation schedule time & Software roadmap	<p>Include the implementation time schedule and software road map in the form of Gantt chart, highlighting all major deliverables, milestones, and implementation resources required. The delivery and installation should not take more than 5 weeks' time from the date of work order.</p> <p>The manufacturer certified engineers who have experience to install this proposed system in at-least 3 locations by themselves should do the implementation.</p>	
07	Annual Technical Support (ATS)	Annual Technical Support for 1 year. The bidder should separately submit prices of next 2 years.	
08	Bill of Material (BOM)	Provide BOM with part number	

Notes:

(1) Topics to be included in the Annual Maintenance Contract (AMC):

- a. The vendor will replace correct the software bug within 24 hours of reporting of the problem. The vendor will attend the problem with 2 hours of reporting.
- b. Protection offered by the vendor in the event of withdrawal or discontinuation of any software module from the market.



- c. List of responsibilities and tasks that the vendor and the Bank will perform.
- d. Termination clause of the contract.
- e. Penalty clause

5.2 Anti Money Laundering Solution

5.2.1: Technical/ Functional specification

The technical/ functional specifications of the Anti Money Laundering Solution are given in Table 5.2.1 below.

Table 5.2.1: Technical/ Functional specification of the required AML Solution

	Technical/Functional requirement	Quoted Specification
1	The ETL tool should provide native access to Industry leading RDBMS like ORACLE, DB2, SQL Server, Sybase, MYSQL and appliances like Netezza, Teradata, Exadata etc.	
2	The solution should provide integrated workflow scheduling, automatic load balancing and grid computing support	
3	The solution should provide the capability to import native user-defined functions from databases such as Oracle, DB2, and Teradata and have them available for use in expressions in the ETL process flow	
4	The solution should provide a graphical user interface to profile the data to understand and analyze the quality of data	
5	Should integrate all kinds of necessary API integration with Core database or any other required different service. System should have a robust Tiered Architecture	
6	Inter-operable with existing multiple hardware, operating systems and database management systems.	
	HARDWARE	
7	Must have dedicated production, test and off-site disaster recovery systems.	
	Data Ingestion and Interfaces	
8	The solution should have standard APIs to integrate with other systems in the bank	
9	System should have facility to accept/provide data in ASCII and other standard formats from/for other systems	
10	Support for the data ingestion in following formats: - CSV - XLSX - JSON	
11	Should have the ability to Integrate with sources like messaging systems, SWIFT, Email, etc.	

12	Support password encryption	
13	Support for data validation	
	Processing Requirement	
14	The system shall support processing of an average of 1,50,000 transactions per day with 15% year on year growth	
	Security	
15	The Server System must be secured and bidder should complete VAPT and provide report accordingly of the proposed solution system.	
	Archiving	
16	The system should facility historic data before archiving it to separate data files, in line with user defined retention periods.	
	Hosting Server	
17	System should have the flexibility to be hosted in FSIBL DC, DR premises.	
18	The vendor shall have to comply with the information security standards of the bank as well as the regulatory bodies like Bangladesh Bank, BFIU, PCI Security Standards Council and any other standards adopted by the bank.	
19	The solution should provide a platform that provides access, sharing and exchange of terms and attributes by providing view of descriptions, source systems, owners, related terms and processes (data management services, data workflows and applications).	
20	The solution should safeguard sensitive or protected information through read-only access to glossary data.	
21	The solution should be able to Identify, profile and validate reference data from any source system	
22	The solution should be able to Maintain and manage history and data change management in a single interface	
23	The solution should offer a Web-based interface that can be used across departments and lines of business to store and manage different types of hierarchies.	

The solution must comply with following Technical and Business Specifications: (Under Remarks, write YES if your system comply feature otherwise NO.)

5.2.2 SANCTIONS & WATCH LIST SCREENING

Screening Configuration

Feature	Compliant	Non-Compliant
System should come with the ability to incorporate the various types of Sanction lists.		
System should be able to auto update different sanction list (OFAC, UNSCR, UK list, EU list).		
System should be able to incorporate bank internal list and central bank list.		
System should be able to manually upload different sanction list (OFAC, UNSCR, UK list, EU list).		
System should be able to configure sanction list for screening		
System should have ability to perform a "fuzzy logic" match to determine if a customer is on the OFAC or other Sanction list		
System should be capable of storing the results of the Data of already scanned customer list in system for later references or scan if required.		
System should be able to generate sanction list update history report		
System should be able to generate status wise screening report for customer and related party.		
System should be capable to screen in Real Time		
System should have configurable screening alert block permission		
System should have configurable mail sending option for screening alert forwarding.		

On Demand Screening

Feature	Compliant	Non-Compliant
System should be able to screen all new/ walk in customer.		
System should have ability to save multiple match details		
Automated forwarding process for upper-level approval.		
Screening parameter should be configurable.		

Existing Customer Screening

Feature	Compliant	Non-Compliant
System should be able to screen all customer using batch and multiple selection in branch level.		
System should have capability to Rescreening all customer against new update in sanction list		
System should have ability to save multiple match details		
System should have capability to add "white" lists (I.e., lists of good customers, that may appear bad when compared to Sanction lists).		

Feature	Compliant	Non-Compliant
System should have the functionality to "unflag" customers when they are removed from Sanction lists		
System should have Automated forwarding process for upper-level approval.		
Screening parameter should be configurable.		

Related Party Screening, Connecting Party & Vessel Tracking.

Feature	Compliant	Non-Compliant
System should be able to screen all related party of customers (Individual, Entity, Banks, Insurer, NGO/NPO, Country, port, flag, Vessels, Shipper/consignor, Shipping Company/lines, any agent appear in transaction, third parties, trader, and broker, notify party, freight forwarders etc.)		
System should be able to screen PEPS/IPs, adverse media screening, Dual used goods/restricted goods, high Risk Countries		
System should be able to screen all Connecting party (Directors of company, Signatory or mandate holder etc.)		
Screening System should be able to Vessel Tracking (origin port, transshipment, destination port) & its voyage history whether it has docked at embargoed countries during its previous voyage & dealt with sanctioned entities or embargoed.		
System should be able to screen all related party of customers (Individual, Entity, Banks, Insurer, NGO/NPO, Country, port, flag, Vessels, Shipper/consignor, Shipping Company/lines, any agent appear in transaction, third parties, trader, broker, notify party, freight forwarders etc.)		
System should be able to screen all related party of customers		
Automated forwarding process for upper-level approval.		
Screening parameter should be configurable.		

Payment Interdiction

Feature	Compliant	Non-Compliant
System should be able to screen all type of inbound and outbound message like Swift, Remittance transaction data if accessible.		
System should have ability to save multiple match details		
System should have file upload option for remittance		
System should have screening report.		
Screening parameter should be configurable.		

5.2.3 KYC, CDD, AND RISK MANAGEMENT

Customer Onboarding Process

Feature	Compliant	Non-Compliant
System should have ability to onboard customer with short / details customer information according to regulatory body or Bangladesh bank guideline.		
System should have capability to both way communication with core banking solution		
System should have capability to de-dup checking when onboarding new customer		
System should have capability to screening customer data in time of onboarding		
System should have onboard alert forwarding and review process		
System should have option to input basic, additional, KYC and risk data of customer		
System should have alert removal process to remove any alert.		
System should provide different report (Pending, closed, send to CBS etc.)		

KYC/CDD and Risk Management

Feature	Compliant	Non-Compliant
System should be able to provide KYC report as per Bangladesh Bank guideline		
System should be able to identify Risk Scoring and Risk level of as per risk model.		
System should have option to review KYC periodically based on risk level.		
System should have option to change risk level manually		
Should be able to generate incomplete KYC report		
System should be able to configure risk level and review period		
System should be able to configure risk Score of risk model data field		
System should have capability to generate Risk Report in detail and summary		
System should have capability to generate periodic KYC review report		
System should have capability to generate KYC Review pending report		
System should have option to show High Risk Customer Account List (as per KYC)		
System will be able to manage customer due diligence (CDD) and enhance due diligence (EDD) through Case management		

5.2.4 ACCOUNT AND TP MANAGEMENT

Feature	Compliant	Non-Compliant
System should have option to import and manual entry of the TP information.		

Feature	Compliant	Non-Compliant
System should have option to review TP information according to governing body rules and regulations		
System should be able to generate Incomplete TP report		
System should have option to view account wise transaction data.		
System should have TP Update history Report		
System should have TP analysis report based on last 6-month transaction average		

5.2.5 TRANSACTION AND BEHAVIOR MONITORING

Transaction Monitoring and Reporting

Feature	Compliant	Non-Compliant
System should have Centrally manageable Transaction (GB, Card, Investment, Trade ,swift and Remittance) Monitoring system		
System should have capability to configure Transaction Monitoring rules		
System should have authorization option for any rule change.		
System should have rule versioning/history		
System should have option for Branch wise Transaction Monitoring Alert creation.		
System should have alert forwarding and reviewing process with review history		
System should have extensive search and sort option in alert		
System should have option for transaction report from alert details		
System should have option for viewing violated transactions from alert		
System should have capability to generate incomplete data report		
System should have capability to Investigate alert using Case management tool		
System should have alert reopen option		
System Should have capability to create activity monitoring (SAR) alert and review option manually.		
System Should have capability to generate status wise (pending, cleared etc.) report		
System should be capable to store supporting documentation for alert investigation.		

Filling STR/SAR

Feature	Compliant	Non-Compliant
System should have the capability to generate XML for STR/SAR based on Bangladesh Bank.		
System should have Option to create manual STR/SAR from transaction monitoring Alert.		
System should have option to create STR/SAR without any Alert.		
System should have option for manual data entry (Individual or Entity Customer, Account, Signatory and Transaction) for STR/SAR.		
System should have Option to search and view previously generated STR/SAR		

CTR

Feature	Compliant	Non-Compliant
System should have A complete CTR alert generation and review process.		
System should have alert forwarding and reviewing process		
System should have Option for generating XML CTR alert according to Bangladesh bank		
System should have Extensive Search and sort option		
System should have option for Transaction report from alert details		
System should have option for viewing violated Transactions from alert		
System should have Incomplete CTR report		
System should have Generate status wise (Pending, cleared, Reported to FIU) report		
System should have capability to Investigate STR using Case management tool		
System should have option to upload Customer, account, transaction, signatory data for manual CTR		
System should have option manual CTR Alert review option		
System should have XML generation option from manually uploaded data		

5.2.6 TRADE BASED MONEY LAUNDERING

Trade Transaction Profile (TTP)

Feature	Compliant	Non-Compliant
System should have the capability to Add, edit, and view TTP according to regulatory.		
System should have the capability to generate TTP report		
System should have maker checker option in add or edit any TTP		

Trade Customer Risk Profile

Feature	Compliant	Non-Compliant
System should have options to entry risk data of trade customers and score customer based on risk model.		
System should be able to identify risk level of trade customer.		
System should be able to configure risk level and review period.		
System should have option to change risk level manually		
System should have capability to generate Risk Report in detail and summary		
System should have capability to review and forward trade customer risk profile alert		
System should have capability to escalate high risk alert to 3 rd level for approval		

Feature	Compliant	Non-Compliant
System should have capability to configure risk score of risk model		

Trade Transaction Monitoring

Feature	Compliant	Non-Compliant
System should have capability to generate price index		
System should have capability to configure and categorize goods/product and HS code.		
System should have capability to configure Transaction Monitoring rules		
System should have authorization option for any rule change.		
System should have rule versioning/history		
System should have alert forwarding and reviewing process with review history		
System should have extensive search and sort option in alert		
System should have option for transaction report from alert details		
System should have option for viewing violated transactions from alert		
System should have capability to Investigate alert using Case management tool		
System should have alert reopen option		
System should have trade value is in multiples, structuring of trade transactions, Frequent LC Amendments, Unusual Trading Destinations, Dual Usage Goods Detection, Circuitous Transaction, High Risk ports, Inconsistent Goods.		
System should have to detect Under invoicing/over invoicing, false invoicing, business transactions with shell companies, over/under shipping, phantom shipping, trading dual usage goods/restricted goods etc.		
System should have to detect Parties involved in the transactions, including remitter and beneficiary		
System should have to detect Bank names, BIC & other routing codes		
System should have to detect Geography Address, Town, region, City, Port, Airport, Country, Etc.		
System should have to detect dual used Goods		
System should have to detect shipping companies, Freight Forwarders		
System should have to detect-Financial institute like- Issuing, Advising, Confirming, Negotiating, Claiming, Collecting, Reimbursing, Guarantor Bank.		
System should have to detect facilitators-Insurance Companies, agents, Intermediaries and Brokers.		
System should have to detect vessel, including IMO number & and Vessel Owner details.		

Feature	Compliant	Non-Compliant
System should have to detect vessel tracking for checking against sanctioned port/countries.		
System should have trade value is in multiples, structuring of trade transactions, Frequent LC Amendments, Unusual Trading Destinations, Dual Usage Goods Detection, Circuitous Transaction, High Risk ports, Inconsistent Goods.		
System should have to detect Under invoicing/over invoicing, false invoicing, business transactions with shell companies, over/under shipping, phantom shipping, trading dual usage goods/restricted goods etc.		
System should have to detect Parties involved in the transactions, including remitter and beneficiary		
System should have to detect Bank names, BIC & other routing codes		
System should have to detect Geography Address, Town, region, City, Port, Airport, Country, Etc.		
System should have to detect dual used Goods		
System should have to detect shipping companies, Freight Forwarders		
System should have to detect-Financial institute like- Issuing, Advising, Confirming, Negotiating, Claiming, Collecting, Reimbursing, Guarantor Bank.		

5.2.7 FATCA COMPLIANCE & REPORTING

Feature	Compliant	Non-Compliant
System should have the capability to identify U.S. Citizen based on US indicia.		
System should have the capability to generate alert based on configured balance of us person		
System should have the capability to generate the required xml Report in the prescribed format by the IRS		
System should have the capability to generate nil xml Report in the prescribed format by the IRS if no customer is identified as US customer.		
Automated forwarding process for upper-level approval.		

5.2.8 SELF-ASSESSMENT AND INDEPENDENT TESTING

Self-Assessment (Branch)

Feature	Compliant	Non-Compliant
System should have the capability to self-assessment of branches in half yearly basis according to regulatory authorities.		
System should have the capability to generate branch wise self-assessment questionnaires'', set by regulatory authorities.		
System should have the capability to centrally monitor of assessment		
Automated forwarding process for upper-level approval.		

Feature	Compliant	Non-Compliant
System should have the capability for history review.		
System Should have capability to generate status wise (pending, Closed) report		
System Should have capability to set submission deadline during generation		
System Should have capability to show pending notification		
System Should have capability to show notification of submission deadline expire		
System Should have capability to upload File		
System Should have capability to generate self-assessment Follow Up Compliance Report		
System Should have capability to generate Self-Assessment Comparative Analysis Report		

Independent Testing

Feature	Compliant	Non-Compliant
System should have Complete Independent Testing process according to regulatory authorities with capability to scoring, evaluating and monitoring branches.		
System should Generate branch wise questionnaires' set by regulatory authorities.		
System should have the capability for history review.		
Automated forwarding process for upper-level approval.		
System Should have capability to generate status wise (pending, Closed) and ITP AML Branch Rating report		
System Should have option to re assessment of marginal Branch		
System Should have notification on pending data		
System Should have capability to upload file		
System Should have capability to generate Branch rating report		

Half Yearly BFIU Report

Feature	Compliant	Non-Compliant
System should generate Half Yearly Report every year in twice (Jan-Jun, Jul-Dec) according to BFIU guideline.		
System should be able to add, edit, view option of BB Report with self-assessment, Information related to CTR, Information about Training on Prevention of Money Laundering and Financing of Terrorism & etc.		
System should auto populate self-assessment and independent testing data and also option for manual entry.		
System should have generated PDF report download option.		

5.2.9 INTEGRATED CASE MANAGEMENT & MONITORING

Feature	Compliant	Non-Compliant
System should have the ability to receive alerts from multiple monitoring systems that have been designated as incidents that require investigation.		
System should have the ability to create a group and assign activities to a group of users.		
System should have the ability to select and assign investigator		
System should have the capability to show historical cases with every case		
System should have the capability to email to a businessperson when request for information		
System should have ability for negative news search		
System should have option for second level review		
System should have dashboard for team production status, summary for open, close cases etc.		
System should have option for second level review for every case.		
System should be able to categorize cases by case type and source		
System should have capability to upload and view documents		
System should have capability to view uploaded documents and review history of alert for which this case is generated.		
System should have option to view review history		

1. REPORT REQUIREMENTS

Feature	Compliant	Non-Compliant
System should be able to provide out-of-the box reports.		
System should be able to export report in pdf/excel file		
System should be able to generate different report for different modules		

2. GENERIC APPLICATION REQUIREMENT

Feature	Compliant	Non-Compliant
System should have the capabilities to enable a system administrator to create, activate, deactivate a user and configure other activities.		
System should have menu access controls based on user credentials.		
System should have data visualization capabilities where needed.		
System should have the capabilities to provide a dashboard which can show the pending/ closed alert/cases.		
System should be capable for handling maker – checker concept in any modifications/changes made by any user.		
The system should have the ability to show a full audit trail of changes through time, including the user who made the change, the date and time modified, the fields modified and the old and new values.		
System should be capable to store supporting documents		
System should have Standard password policy. User password needed to be always Encrypted		
System should have configurable password expire policy.		
System must follow OWASP Top 10 Web Application Security Risks		



Feature	Compliant	Non-Compliant
There should be error logging mechanism in the system.		
The system should be capable of exporting reports, either at detailed or summary level, into a recognizable and easily readable format. (i.e. Excel or PDF).		
System should have Role based Workbench and Activities e.g ADMIN, Customer Officer, BAMLCO, ZAMLCO, AML& CFTD, DCAMLCO, CAMLCO roles should have different workbench and different activities.		

5.3 Hardware Requirement: Please provide hardware requirement details of your proposed solution system in the following table 5.3.1

Table 5.3.1 Hardware Requirement:

Server	Purpose	Quantity of Server	CPU Core Requirement /Server	Memory Requirement in GB/Server	Storage Usable Capacity	Operating System
App Server						
DB Server						

If you need any other sheet, please add with this.



5.4 Format of Financial Offer

The financial offer must be submitted in the bill of material format shown in Table 5.4.1 and should include supply, installation, configuration, testing, commissioning, and maintenance cost of the AML Solution with licenses. The other govt. charges including all Taxes, VAT etc, should be shown separately. The bidder should offer AML Solution as prescribed in the bill of material below. *In addition, the bidder may also provide alternate cost-effective solutions in a separate sheet for the existing system if they feel it appropriate.*

The bidder must also provide prices of AMC separately. If the Bank wishes to renew its support, then the bidder must be liable to do so in this shown price.

Note the following regarding the bill of material:

- Figures quoted will be an all-inclusive figure – inclusive of all Levies, Taxes & Duties, etc.
- Bid prices must be remain effective **for 3 months** after the opening of commercial bid.
- All quoted prices must be in BDT.

Table 5.4.1: Financial Proposal

Anti-Money Laundering Solution and its components	Metrics	No. of licenses required	Per unit license Cost in BDT	Total Cost in BDT (Including TAX, VAT & other Duties)	Annual Maintenance Cost (AMC) % per year after warranty period
Software License, customization, installation, integration and implementation Cost					
(Add row as required)					
Total cost of the products					
Other govt. charges that includes VAT, TAX, etc.					
Total cost of the proposal					

Total Quoted Price in Word: Taka.....

Declaration of Financial Proposal

I / We declare that we accept all the Terms and Conditions as mentioned in the RFP Document.

I / We declare that the Financial Proposal has been submitted without any conditions and strictly as per the conditions of the RFP document and I / we are aware that the Financial Proposal is liable to be rejected if it contains any other conditions.

Signature of the bidder with seal



APPENDIX – A

FORM OF TECHNICAL PROPOSAL

Name of Contract:

First Security Islami Bank Limited
ICT Division, Head Office
Plot#12, Block #A, Main Road
Bashundhara R/A, Dhaka-1229

Dear Sir,

We have examined the whole bidding documents thoroughly including the addenda. We have understood and checked these documents and have not found any errors in them. We accordingly offer to supply, install, test, customize, integration, implementation, commission, and all other related works in conformity with these documents and the enclosed proposal for the products and the system.

We further undertake, if invited to do so by you, and at our own cost, to attend a clarification meeting at a place of your choice, for the purpose of reviewing our technical proposal and duly noting all amendments and additions thereto, and noting omissions there from that you may require, and to submit a supplementary price proposal if the amendments, additions and omissions that you require would alter our price proposal as submitted with our bid.

Thanking you.

Yours faithfully,

Signature & Seal

(In the capacity of duly authorized to sign bids for and on behalf of)

Address

Date -----



APPENDIX – B

FORM OF FINANCIAL PROPOSAL

Name of Contract:

**First Security Islami Bank Limited
ICT Division, Head Office
Plot#12, Block #A, Main Road
Bashundhara R/A, Dhaka-1229**

Dear Sir,

We have examined the whole bidding documents. We have understood and checked these documents and have not found any errors in them. We accordingly offer to supply, install, test, customize, integration, implementation, commission, and all other related works and all other related works in conformity with these documents and the enclosed proposal, for the fixed lump sum of Taka -----
----- (In words) -----
-----.

We agree to abide by this Bid until ----- and it shall remain bidding upon us and may be accepted at any time before that date. If our Bid is accepted, we will provide the specified performance security, commence the works as soon as reasonably possible after receiving the Bank's notice to commence, and complete the Works in accordance with the above-named documents within the time stated in the bidding document.

Unless and until a formal Agreement is prepared and executed this Bid, together with your written acceptance thereof, shall constitute a binding contract between us.

We understand that you are not bound to accept the lowest or any bid you may receive.

Thanking you.

Yours faithfully,

Signature & Seal

(In the capacity of duly authorized to sign bids for and on behalf of)

Address

Date -----



APPENDIX – C
FORM OF PERFORMANCE SECURITY
(BANK GUARANTEE)

First Security Islami Bank Limited
ICT Division, Head Office
Plot#12, Block #A, Main Road
Bashundhara R/A, Dhaka-1229

WHEREAS _____ [name and address of Supplier] (hereinafter called "the Supplier" has undertaken to **supply, install, test & commission [item names]**
(Hereinafter called "the Contract");

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the Supplier such a Bank Guarantee;

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Supplier, up to a total of _____ [amount of Guarantee]
_____ [in words], such sum being payable in BDT and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of _____ [amount of Guarantee] as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract or of the Works to be performed there under or of any of the contract documents which may be made between you and the Supplier shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the date of issue of the Performance Certificate.

Name and Designation of the Guarantor: _____

Signature and Seal of the Guarantor: _____

Name of the Bank: _____

Address: _____



APPENDIX – D

BANK GUARANTEE FOR ADVANCE PAYMENT

TO:

First Security Islami Bank Limited
ICT Division, Head Office
Plot#12, Block #A, Main Road
Bashundhara R/A, Dhaka-1229

Bank Guarantee No.	-----
Amount	-----
Issue Date	-----

Name of Contract:

Gentlemen,

In accordance with the provisions of the condition of Contract, Clause No ----- (“Advance Payment”) of the above -mentioned Contract, ----- (hereinafter called “the supplier”) shall deposit with First Security Islami Bank Limited a bank guarantee for the proper and faithful performance under the said Clause of the Contract in amount of Tk. ----- (Taka ----- -only).

We, ----- Bangladesh, as instructed by the supplier, agree unconditionally and irrevocable to guarantee as primary obligator and not as Surety merely, the payment to the First Security Islami Bank Limited, on first demand without whatsoever right of objection on our part and without its first claim to the supplier, in the amount not exceeding Tk. ----- (Taka ----- only), such amount to be reduced periodically by the amount recovered by you from the proceeds of the Contract.

We further agree that no change or addition to or other modification of the terms of the Contract or the Works to be performed there under or of any of the Contract documents which may be made between First Security Islami Bank Limited and the supplier shall in any way release us from any liability under this Guarantee, and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid and in full effect from the date of the advance payment under the contract until First Security Islami Bank Limited receives full repayment of the same amount from the supplier but not later than -----/---/---.



APPENDIX – E

FORM FOR ON DEMAND BANK GUARANTEE

First Security Islami Bank Limited
ICT Division, Head Office
Plot#12, Block #A, Main Road
Bashundhara R/A, Dhaka-1229

Subject: Bank Guarantee No. -----Dated ----- for TK. ----- only favoring yourselves on behalf of -----.

We have been informed that ----- of ----- has undertaken in pursuance of contact No. ----- Dated ----- to execute the supply of -----.

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with this Bank Guarantee in accordance with the contract;

AND WHEREAS we, -----Bank Limited----- have agreed to give the supplier such a Bank Guarantee;

NOW THEREFORE, we hereby affirm that we are the Guarantor and responsible to you, on behalf of the supplier, a sum of Tk. ------(Taka-----) only, such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of Tk. ----- (Taka -----) only without your needing to prove or to show grounds or reasons for you demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract or of the works to be performed there under or of any of the Contract documents which may be made between you and the supplier shall in any way release us from any liability under this Guarantee, and we hereby waive notice of any such change, addition, or modification.

The Guarantee shall remain valid for the period up to -----(----- Christian Era). Any demand in respect thereof should reach the Bank not later than the above date. After expiry of which this Guarantee will automatically stand cancelled & no claim will be entertained by us and should be returned to us.

For -----

Authorized Signature

Authorized Signature





End of RFP

