

SECTION 1: INVITATION FOR BIDS (IFB)

The Premier Bank PLC. wishes to receive proposals containing “Functional”, “Technical”, “Commercial” and “Eligibility Assessment” offers as guided in the “Invitation for Bids”, hereby invited from reputed and experienced Vendors of Internationally reputed and renowned companies for “Supply, Installation, Implementation, Commissioning, and Post Implementation Support of Core Banking System for The Premier Bank PLC”.

Eligibility of Software Bidder:

1. The intending bidders shall have to apply to the undersigned along with documentary evidence to meet the following primary **ELIGIBILITY CRITERIA** for issuance of the Tender document:
 - a. The Bidder should be a legal entity and a registered company that has not been prohibited by Bangladeshi or International court(s) to enter into contracts.
 - b. The prime bidder should have more than 10 (ten) years of experience in software solution/ITES.
 - c. The Bidder should have its own/representative office and strong presence in Dhaka, Bangladesh with a well-equipped service/support/ system up-gradation team resourced by adequate qualified Technical/Business personnel for maintenance and support of the proposed CBS solution.
 - d. Full-fledged The CBS implementation means a successful and satisfactory track record of rollout in life for all branches, not in the progress of the project to be implemented in the future.
 - e. The Bidder must confirm that the proposed CBS has the capability of handling at least 1000 (branches/sub-branches/Islamic Windows) with a minimum of ten million customers by providing reference sites with demonstrated capability and flexibility to expand both the number of branches and customers.
 - f. Authorization letter of Principal against this project should be submitted. The Bank’s Authority may verify the submitted Authorization Letter.
 - g. OEM/Bidder must have 1st level of support service team in Bangladesh. And have to provide the details of the support team.
 - h. OEM/Bidder must have local support to provide all types of MIS Support.
 - i. The Bidder should have a valid Trade License, TIN/BIN, VAT registration certificate and other relevant documents associated with local regulation.
 - j. The prime bidder as a registered company should have a legal entity that has not been prohibited by Bangladeshi or international court(s) to enter into contracts.
 - k. The bidders should have their own office and strong presence in Dhaka with well-equipped Service/Support manned by adequately qualified technical personnel for maintaining and supporting of software solution system.
 - l. The bidders should have ISO 9001, ISO 27001, or ISO 20022 Certified Company.
 - m. The bidder should be a member of BASIS.
 - n. The bidder must be assessed under the Income tax department.
 - o. Annual average turnover of bidders should be min 75 cores for the last 3 years.
 - p. The bidder should have two (2) ITES-related project work orders having a minimum of 7 cores each within the last 3 years.
 - q. The bidder must submit client reference to the use of CBS which is declared from OEM (Local and international)
 - r. CBS Should have conventional banking (modules include – Retail banking, Corporate Banking, Trade Finance, Accounts Originations, Loan origination, Supply chain Finance, Collateral Management, payments etc.)

- Islamic banking branch
 - Islamic banking Window
 - Subbranch both Islamic & conventional
 - Offshore banking
- s. New age origination solution supporting CASA, loans, and credit card origination as well as bundled applications.
 - t. For implementation partner should have experience in successful implementation, and data migrations experience (at least 2).
 - u. OEM / OEM authorized bidder should provide the company profile of the implementation team enlisted by OEM.
 - v. The bidder must be an authorized partner of the proposed product. If it is a joint venture all the partners forming the consortium should be profit-making organizations for the last two financial years.
 - w. The bank will have all rights to visit and audit the bidder and OEM.
 - x. The bidder must ensure any type of patching, version update, and bug fix.
2. Bidders without having the primary eligibility as stated under point # 1 above, need **NOT** to apply for the issuance of the Tender Documents. Apart from primary eligibility criteria, the Bank will apply other eligibility criteria included in the “EligibilityAssessment” for all relevant entities (e.g. Local Partner, Implementation Partner, Principal, etc.).
 3. Bidders may form a Joint Venture / Consortium/ Association to meet the required eligibility as mentioned in point # 1 above. However, this should not be changed during the project lifecycle and cannot be delegated to any other 3rd parties in the form of outsourcing (partly or fully functionality) unless the Bank formally agrees in the written form.
 4. One single partner entity cannot participate in multiple solutions (CBS) offerings; otherwise, this will be treated as disqualification. However, the same local partner may participate in infrastructure or hardware bid for the proposed solution which may or may not be a separate tender depending on the Bank’s decision.
 5. Tender Documents will be issued in working days from the office of the GSD/ITD on payment of Tk.5,000.00 (Five Thousand Taka) only (non-refundable) in the form of a PayOrder in favor of The Premier Bank PLC.
 6. Tender documents shall not be issued beyond 15 working days from the date of tender publication.
 7. For any clarification regarding preparation of the submission of the Tender, the Bidders may contact speed@thepremierbankplc.com.
 8. Tender documents will be received in the office of the GSD/ITD, The Premier Bank PLC. Tender documents must not be issued beyond 15 working days from the date of tender publication.
 9. The Premier Bank PLC. reserves the right to accept or reject any or all Tenders without assigning any reason whatsoever.
 10. The Interested Party/Parties shall submit their response to the Request for Proposal (RFP) within thirty (30) calendar days from the date of receipt of the RFP issued by the Bank.

Eligibility of Hardware Bidder:

- OEM/Bidder must have experience in providing Hardware (Servers, storage, and other supporting hardware) for CBS to at least 3 banks in Bangladesh.
- OEM/Bidder must have experience of at least 5 years of providing CBS hardware solutions.
- OEM/Bidder must have a 1st level support service team and have to provide details of it.

- Annual average turnover of bidders should be min 100 core for the last 3 years.
- The bidders should have ISO 9001, ISO 27001, or ISO 20022 Certified Company.
- The bidder should be a member of BASIS.
- The Bidder should have a valid Trade License, TIN/BIN, VAT registration certificate, and other relevant documents associated with local regulation.
- The prime bidder as a registered company should have a legal entity that has not been prohibited by Bangladeshi or international court(s) to enter into contracts.
- The Bidder must confirm that the proposed CBS has the capability of handling at least 1000 (branches/sub-branches/Islamic Windows) with a minimum of ten million customers by providing reference sites with demonstrated capability and flexibility to expand both the number of branches and customers.
- An authorization letter from the Principal against this project should be submitted. The Bank's Authority may verify the submitted Authorization Letter.
- The bidders should have their own office and strong presence in Dhaka with well-equipped Service/Support manned by adequately qualified technical personnel for maintaining and supporting of software solution system.
- The bidder must be assessed under the Income tax department.
- The bank will have all rights to visit and audit the bidder and OEM.
- Bidders without having the primary eligibility as stated under point # 1 above, need **NOT** to apply for the issuance of the Tender Documents. Apart from primary eligibility criteria, the Bank will apply other eligibility criteria included in the "EligibilityAssessment" for all relevant entities (e.g. Local Partner, Implementation Partner, Principal, etc.).
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Bidder Proposal Pricing Includes:

1. CBS Software and Implementation
2. Database
3. Hardware
4. Other Required Software

Note:

- All the above items must be provided as a bundle or quoted with separate prices.
- A separate financial report must be submitted by the bidder.
- **Modular Pricing Structure**
 - Pricing will be determined on a component/module basis.

SECTION 2: INSTRUCTIONS TO BIDDERS

Scope of Bid

The Premier Bank PLC (hereinafter referred to as the “Bank”) wishes to receive bids for the **Supply, Installation, Implementation, Commissioning, and Post Implementation Support of the Core Banking System (CBS) including Necessary Hardware & other Software**. The proposals containing “Functional”, “Technical”, “Commercial” and “Eligibility Assessment” offers as guided in the “Invitation for Bids”.

Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid and the Bank will in no case be responsible or liable for those costs.

Bidding Documents

The Bidder is expected to examine carefully the contents of the bidding documents. Failure to comply with the requirements of bid submission will be at Bidder’s own risk. Bids that are not substantially responsive to the requirements of the bidding documents will be rejected. Any modification to the “**Tender Schedule**” will not be accepted.

Clarification of Bidding Documents

Prospective Bidder(s) requiring any clarification of the bidding documents may notify the Bank through email addressing to **speed@thepremierbankplc.com**. Responses to queries depend on the nature of the query or clarification asked but should be logical and rational for the submission of the tender. The bank preferred to get a compiled questionnaire from bidders for any such clarifications. Hence, bidders are requested to read the whole RFP thoroughly and submit the questionnaire together.

Amendment of Bidding Documents

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 Bidder, modify the bidding documents by issuing addenda.

Any addenda thus issued shall be part of the bidding document and shall be communicated through email (**speed@thepremierbankplc.com**) to all listed purchasers of the bidding documents. Prospective Bidders shall acknowledge receipt of such addendum notification by the Bank by email acknowledgement.

Language of the Bid

The bid and all correspondence and documents related to the bid, exchanged between the Bidder and the Bank shall be written in English. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, duly endorsed by authorized person of the Bidder, in which case, for purposes of interpretation of the bid the English translation shall prevail.

Bid Prices

Unless specified otherwise in Banks’ requirements, Bidders shall quote for the entire solution on a single responsibility basis such that

the total bid price covers all the Developer's/Distributor's obligations mentioned in or to be reasonably inferred from the bidding documents in respect of (but not limited to) the site visit, system study (on-site and/or off-site), user training (on-site and/or off-site), data migration tool, gap analysis, modifications or customization, installation, implementation and the total project lifecycle management. Also, Bidder will provide detail price matrix of relevant Hardware & other necessary software. The Bidder shall give a breakdown of the prices in the manner and detailed for in the schedule of prices.

- **Separation of Hardware and Software Requirements:** The bidding process will allow independent submission of bids for hardware and software components. Bidders must provide a detailed breakdown of both hardware and supportive software requirements (price & specification both) separately in their proposals.
 - **For Software:** Bidder will ensure total implementation cost. All types of Hotels, Food, Transportation, AIR, and Pocket Expenses will be borne by the bidder.
 - **For Hardware:** Sizing will be projected for 5 years and necessary hardware (Server, Storage, backup device & software, backup tape library, network etc.) prices will be included for five years.
 - Actual price of software & Hardware for Five years (bundle offer).
 - Bidder can offer both Capex and Opex model.
 - For Opex Model, Bank will take the ownership after 5 years and will be continued as prescribed.
 - Include all types of Govt. fees (VAT, TAX, etc.)
 - AMC will be effective from the date of 'Go Live'.
 - 6th and 7th years' maintenance costs should be provided separately.
 - Any change from the regulator before going live will be considered.
- **Bidder Proposal Pricing may include following point:**
 - VAT and Tax are shown separately.
 - Any changes in VAT will be borne by the Bank and Tax will be born by the Vendor.

Bid Currency

Price should be quoted in Bangladeshi Currency (BDT).

Bid Validity

Bid shall remain valid up-to 09 months from tender submission date. 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 thereto shall be made through email. A Bidder agreeing to the request will not be permitted to modify its bid. The tender is automatically closed after 09 months from tender submission date.

Format and Signing of Bid

The Bidders shall seal the original copy of the bids in an inner and outer envelope, duly marking the envelopes as –

Envelope # 1: "ORIGINAL" – FUNCTIONAL PROPOSAL Envelope #

2: "ORIGINAL" – TECHNICAL PROPOSAL Envelope # 3:

"ORIGINAL" – COMMERCIAL PROPOSAL

Envelope # 4: "COPY" – FUNCTIONAL PROPOSAL Envelope # 5:

"COPY" – TECHNICAL PROPOSAL Envelope # 6: "COPY" –

COMMERCIAL PROPOSAL

Two (2) separate envelopes should be submitted marked with –Envelope # 7:

"ORIGINAL" – ELIGIBILITY ASSESSMENT

Envelope # 8: "COPY" – ELIGIBILITY ASSESSMENT

The original documents 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 initialed by the person or persons signing the bid.

The inner and outer envelopes shall be addressed to the Bank at the following address:

Head of IT Division,
The Premier Bank PLC.
Head Office,
42 Kemal Ataturk Avenue, Banani, Dhaka.

Late Bids

Any bid received by the Bank after the deadline for submission of bid may be rejected and returned unopened to the Bidder after prior decision of the Bank's Management.

Evaluation Proposals

The Bank will carry out a comprehensive evaluation of the bids according to the information supplied by the Bidder in Functional, Technical, Commercial Proposals and Eligibility Assessment. The Bank may want to see the demonstration to verify the proposals. Such demonstrations shall be demanded by the Bank through Email (speed@thepremierbankplc.com) providing a **minimum 7 days'** notice. If the Bidder refuses to demonstrate the proposed solution, the bid will be treated as non-responsive and it will impact the score of bidder(s). If any feature not in order as per proposal, will reduce the score of the Bidder(s) as well. Bank may call for clarification meeting during evaluation.

Supplementary Proposal

The Bank may conduct clarification meetings/conference call/conversation with all or any Bidder to discuss any matter where the Bank requires amendments or changes to be made to the any proposals. Where amendments or changes are required by the Bank, Bidders will be requested through email to adjust their proposals accordingly and submit a supplementary proposal (if applicable) within 3 working days maximum. The supplementary proposals should only contain the changes in the clarification part or relevant not changing the entire proposal. The original copy of supplementary proposal should be sent to Bank in an inner and outer sealed envelope clearly marking as **"ORIGINAL –SUPPLEMENTARY PROPOSAL"** and **"COPY – SUPPLEMENTARY PROPOSAL"**.

Confidentiality

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 other persons not officially concerned with such process during the entire bidding process by the Bank. Any effort by a Bidder to influence the Banks' processing of bids or award decisions may result in the complete rejection of the Bidder's bid. All the documents related to this bid are the intellectual property of The **Premier Bank PLC**. Any unauthorized use or distribution may result in legal consequences.

Clarification of Commercial Proposals

To assist in the examination, evaluation and comparison of commercial proposals, the Bank may, at its discretion, ask any Bidder for clarification of its bid. The request for clarification and the response shall be through email, 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, if any, in the evaluation of the bids.

Price Negotiation

The Bank reserves the right to engage a one to one discussion/negotiation with the Bidders in seeking an acceptable price for the Bank. The Bidders may be required to submit revised financial proposal at this stage.

Banks' Right to Accept or Reject any or all Bids

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.

Signing of the Contract

The awarded Bidder is required to prepare a comprehensive Contract Agreement covering the full project lifecycle under a standard Project Management Framework as per Bank's direction. The areas are (not limited to) scope, schedule, cost, resources, gap analysis, training, customization, hardware sizing, data migration, SIT (System Integration Testing), UAT (User Acceptance Test), deployment, communication, risk management and post implementation support. The Steering Committee, Project Team and other working group also be formed at this stage. The AMC contract should be signed on due course or prior to go-live.

Performance Guarantee

Within **15 working days of receipt of Notification of Award (NOA)** from the Bank, the successful Bidder shall furnish to the Bank a **Performance Guarantee** in the form of **Bank Guarantee** in an amount of **1% of Contract price** in accordance with the conditions of contract. This performance guarantee will be kept until the date of issue of **Performance Certificate**. The Performance Guarantee will be returned after completion of project and successful rollout for all branches along with all deliverables accepted by the Bank. **Failure of performance guarantee, the successful Bidder shall constitute sufficient grounds for the termination of the award.**

Licensing Mode

The Bidder must clearly specify its variable licensing aspects (example- number of branches, numbers of users, number of concurrent users, Number of total accounts, customers, transactions etc.) which may impact the cost within this commercial proposal or in future expansion of the bank.

Enhancement of Rates

No claim for enhancement of rate shall be entertained due to price escalation or any other reason except increase in VAT & Tax due to changes in legislation for Local Currency Part only.

SECTION 3: GUIDELINE FOR “COMMERCIAL PROPOSAL”

The commercial offer should be submitted in the following format and should include delivery, customization, installation, implementation and commissioning cost of all software, tools and applicable charges, Taxes, VAT etc., if any as per existing Government rules without any hidden cost.

As part of The Premier Bank PLC's Core Banking System (CBS) Migration Project, we kindly request your assistance in providing a comprehensive overview of the infrastructure and hardware requirements necessary for this initiative. Specifically, we are seeking the following information but not limited to:

1. **Infrastructure Sizing**
 - a. The sizing should be based on the volume information and growth assumptions shared by The Premier Bank PLC.
2. **Detailed Hardware Sizing**
 - a. Including production size, DR size, near-site, software environments, SAN storage, etc.
3. **Detailed Desktop Requirements**
 - a. Including specifications for operating systems, browsers, runtime environments, device drivers, etc.
4. **Software Requirements**
 - a. Including operating systems, application servers, middleware, web servers, databases, and other necessary software.
5. **Network Sizing**
 - a. Including primary and standby network sizing (DR network sizing).
 - b. Detailed DR requirements.
6. **Branch Network Sizing**
 - a. VSAT connections for remote locations with branches of no more than 3 users.
 - b. * Kbps is required to support 20 concurrent users.
 - c. * Kbps is required for branches with 40 concurrent users.

(figures in BDT)							
SL#	Particular	Details	OTC (One Time Cost)	RC (Recurrent Cost)			TOTAL (OTC + RC)
				Y1 - Y5	Y6	Y7	

01.	Licensing Cost						
02.	Implementation Cost						
03.	Development Cost (refer to Customization with Cost Items)						
04.	Training Cost						
05.	Other Costs						
	TOTAL						
06.	Infrastructure / Hardware Cost						
07.	Bundle with Other Items (e.g. Network, Middleware, DB etc.)						
	(free box 1)						
	(free box 2)						

Note:

- AMC Should be effective after successful go live.
- The supplier shall propose an AMC plan, ensuring the availability of 1,000 man-hours annually for system support and maintenance.
- Please use separate worksheets for providing breakdown of estimated cost or details
- Please provide necessary details of licensing model
- Use the free box 1, 2 if you have any other cost head(s) or waiver or discount.
- Please provide cost factors that may be affected in future expansion of the bank (no of branches, users, customers, transactions, integration/API requirement etc.).
- Please provide high level cost of infrastructure / hardware as per your recommendation based on your expert market judgment.
- Please mention any special discount dates/time and/or discounted offer for bundlepackage with any other items relevant to proposed solution

SECTION 4: TERMS & CONDITIONS

1. The name and signature of the person representing the Bidder signing on behalf of the bidding company must be authorized by the Managing Director/ CEO/COO of the bidding company in a separate letter addressed to the Bank.
2. The Bank will apply the primary eligibility criteria mentioned in IFB before evaluating the functional, technical, and commercial proposals from the Bidder.
3. The Bidder must submit information pertaining to primary eligibility along with relevant supporting documents as proof/evidence. All types of paper/documents should bear the signature of the Bidder's competent authority duly authorized and be serially numbered and a clear indexing should be incorporated. The Bidders not fulfilling the eligibility conditions would not be considered for Technical, Functional, and Commercial evaluation. The decision of the Bank would be final and binding on all the Bidders to this document.
4. A complete set of bidding documents printed copy should be sent to the Bank and a soft copy (word) within the deadline. Additional copies may be requested by the Bank if needed.
5. The attention of prospective Bidders is drawn to
 - a. the fact that they will be required to certify in their bids that all software is either covered by a valid license or was produced by the Bidder;
 - b. that violations are considered fraud, which is, among other remedies, punishable by blacklisting from participation in future.
6. The attention of the Bidders is also drawn to the fact that at the time of receipt of the bidding documents, they carefully check that they have received all sections and attachments of the bidding documents.
7. The Bidder must follow the guidelines as described in **Section-1** (Instruction to Bidder); failing to comply with these guidelines will disqualify the entire proposal.
8. The Bidder's Commercial Proposal should include all the costs without any hidden cost along with all possible breakdown.
9. Trainings (Onsite and/or Offsite) should be planned and executed for Bank nominated members of the team by the Bidder consisting both technical and functional areas.
10. A Site Visit at the Principal's office for a minimum 10 (ten) nominated representative of the Bank is to be arranged (the total number of nominated representatives is an indicative number, actual number will be communicated during financial negotiation meeting). The site visit facility shall be supported by Principal and Bidder will provide all the necessary arrangement for conducting the demonstration by the representative of the Bank.
11. Bank, Bidder and Principal will have a tri-party agreement. Bank will have all rights to change bidder for any critical situation. Principal also can recommend to change bidder for any unusual situation.
12. Bidder must be authorized by principal and nominated for selling product, payment process, implementation etc.
13. The successful Bidder along with Implementation Partner (if any) and Principal are responsible for providing a pre-requisite check list to the Bank in preparation of required infrastructure/hardware.
14. The successful Bidder along with Implementation Partner (if any) and Principal should recommend compatible items like devices, printers, browsers, user operating system etc.
15. The successful Bidder shall install the full system including hardware/infrastructure in Test, Development, DC, and DR site.

16. The successful Bidder is responsible for guiding the Bank through the health check and issuing the Quality Assurance (QA) certificate to the Bank confirming the correctness or functioning of the total installation.
17. After successful implementation of the project, the Bank will engage a third-party auditor for auditing and the bidder will fix the audit findings, if any.
18. The successful Bidder must submit original copies of technical and user manuals of CBS and other environmental software. The Bidder must ensure amendments to the Operational Manual for process changes made before go-live date.
19. If the deployed CBS does not work as per requirement of the Bank and/or the successful Bidder fails to provide satisfactory support to run the project, the Bank reserves the right to encash the Performance Guarantee.
20. The Bidder must establish a **Project Management Framework** for the implementation of the project. A certified Project Manager (PM) is preferred to be appointed by the Bidder for managing the full project lifecycle and cannot be delegated or changed within project time.
21. The Bidder must publish a High-Level Plan for the whole project including all milestones of the project.
22. The Project Team and Project Governance will be formed as guided by the bank.
23. The terms of payment will be finalized with the successful bidder based on the discussion by both parties. However, Bidder advised to include milestone-based "Payment Terms" in the "Commercial Proposal".
24. Remote support for the CBS should be 24/7, 365 days.
25. Provide a detailed plan for a high-availability setup, including:
 - 1 live setup in the Data Center (DC) environment.
 - 1 live setup in the Disaster Recovery (DR) environment.
 - 1 test setup in the Data Center (DC) environment.
 - 3 test setups in the Disaster Recovery (DR) environment.
26. Include specifications for 3 reporting systems with detailed configurations and capabilities.
27. Clearly explain the system architecture, including RISC, Engineering, or any other proposed systems.
28. Provide details of the reporting software, specifying the number of user licenses included.
29. Mention the required quantity of database licenses along with detailed pricing, if applicable.
30. Submit a comprehensive breakdown of the implementation costs for the entire infrastructure.
31. Include the cost and plan for training end-users and administrators.
32. Every support should have Severity fixed by the Bank which will be the part of Contract to be signed with the successful bidder.
33. The migration approach must be discussed and agreed upon by the Bank.
34. The principal shall also have responsibility for the successful rollout of the project.
35. If there will be any additional regulatory instruction or guidelines during the project, the successful bidder must comply with the requirement free of cost.
36. If there will be any version upgrade of the proposed solution during the project time, the Bidder and Principal should submit a comparative analysis and thus agree to deploy the latest version if the Bank demands.
37. The solution will be placed in the Gartner Leader Position.

38. Technology Updates & Compliance

- The supplier shall upgrade core technologies, including Database, Operating System (OS), and Firmware, before their end-of-life at no additional cost. – Technical Part
- Any modifications required due to regulatory changes must be implemented by the supplier without incurring additional charges.
- Any new circulars or regulatory requirements issued by the central bank must be promptly customized and implemented within the system.
- Additionally, the supplier shall propose an AMC plan, ensuring the availability of 1,000 man-hours annually for system support and maintenance.

39. API Integration & Third-Party Compatibility

- The supplier shall provide all necessary APIs from day one, ensuring seamless integration as per standard industry practices.
- The bank reserves the right to integrate third-party solutions without supplier restrictions or objections.

40. Module Discontinuation & Cost Adjustments

- The bank may discontinue any module at any time, with the corresponding cost reduced proportionately based on its predefined weight.

41. Hardware Proposal & Performance Assurance

- The supplier shall propose hardware infrastructure designed to support the CBS for a period of 5 to 7 years.
- Any performance issues arising due to hardware deficiencies within this period shall be the supplier's sole responsibility, requiring them to provide necessary upgrades or replacements at no additional cost.

42. Service Level Agreement (SLA) & Support

- A well-defined SLA should be established, covering system availability, response times, resolution timelines, and penalties for non-compliance.
- 24/7 support should be provided for critical issues, with a structured escalation matrix in place.
- SLA will be signed before initial payment.
- Bank reserves the right to deduct AMC in case of any SLA breach. The warranty period will be effective after going live and full rollout for all branches and the license validity should be effective from the go-live date.

43. Vendor Responsibility & Exit Strategy

- The supplier must ensure a smooth transition in case the bank decides to migrate to another system or vendor in the future.
- Data ownership, migration assistance, and documentation should be clearly outlined to avoid disruptions.