



Community Bank

• Trust • Security • Progress

Tender Document

[Open Tender]

One stage Two Envelope

Delivery, Installation, Implementation of HR and Payroll Management System for the
Community Bank Bangladesh PLC.

Invitation for Tender No: CBBL/HO/ICT/17-2025/481
Dated: 14-07-2025
Tender issued on: 14-07-2025

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Invitation for Tender Offer

BID SCHEDULE

For

| Item Sl. | Item Description |
|-------------|---|
| 01 | HR and Payroll Management System for Community Bank Bangladesh PLC. |

INVITATION TO BID

Community Bank Bangladesh PLC. invites tender from bona fide bidders, proposals to offer HR and Payroll Management System for Community Bank Bangladesh PLC for the Community Bank Bangladesh PLC. The bidder should be well experienced to complete the task/tasks.

The last date for submission of Tender is 30th July, 2025. Sealed Quotation Envelope (**Technical & Financial in separate envelopes**) shall be addressed to "Head of ICT, Community Bank Bangladesh PLC., Police Plaza Concord (Level 10, Tower 2), Gulshan 1, Dhaka-1212.", by **12:00 PM**. These Bids (technical part) will be opened on same day at **02:30 PM**. The bidder may depute their representative at the time of opening of Tender. Also note that technical proposal and live demonstration of the software will be evaluated after completing initial scrutiny of the required documents submitted along with the proposal. Financial proposal of the technically eligible bidders only, will be opened.

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EXECUTIVE SUMMARY

Community Bank Bangladesh PLC. (CBBL), a concern of Bangladesh Police Kallyan Trust, is established with a vision to serve communities to progress with the tailor-made secured solutions abiding by the highest level of Corporate Governance and Trust.

It aims to contribute in the economic growth of the country by providing financial products & services to the communities across geographies. State-of-the-art Core Banking System will enable the operation to manage centrally in optimum magnitude.

Community Bank runs on its three core building blocks i.e., Trust, Security and Progress.



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SCOPE OF WORK

Scope of Bid

Bidders are required to propose solutions as specified in the technical and financial proposal for the supply, installation and implementation of following items. Bidders are required to propose their solutions under **two envelop** system. Bidders are required to quote for the items and are fully responsible for offered products and implementation of the same as specified in the terms and conditions.

The scope of the bid includes supply, installation and commissioning of various Hardware/ Software are described below.

| Item Sl. | Item Description |
|----------|-----------------------------------|
| 01 | HR and Payroll Management System. |

The successful Bidders shall be responsible jointly and severally for all the products and services offered by them for project management and co-ordination of the Delivery, Installation, Implementation of HR and Payroll Management System for the Community Bank Bangladesh PLC. During the course of installation, the successful bidder will have to work together for final implementation for which they will be held jointly and severally responsible.

Bidder's qualification

1. The bidder must have at least 05 years' experience in the IT based solution.
2. The Bidder must have specific IT experience in HR and Payroll Management System in at least 3 (Three) number of project(s) in financial institution/Banks.
3. The Bidder must submit copy of at least 02 (Two) ongoing SLA(s) of this item (with any scheduled Bank/MFS) (*please enclose supporting document*).
4. The Bidder must submit 5 (Five) details client list for software system.
5. The Bidder must have adequate resources (minimum 15) to ensure timely project implementation and after go-live support & services.
6. The bidder must be regular tax payer.
7. Trade License.
8. Certificate of Incorporation.
9. TIN Certificate.
10. BID Security of taka 50,000.00 (taka Fifty thousand) for the Solution in the form of Payment Order/Demand Draft/Bank Guarantee in favor of Community Bank Bangladesh Limited. The bid security should be valid for 3 (Three) months after the date of bid opening and must be submitted inside the financial proposal.



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TERMS & CONDITIONS:

1. This invitation for Tenders is open to eligible tenderers from Local Company Only.
2. The tenderer shall not be under a declaration of ineligibility for corrupt, fraudulent, collusive or coercive practices.
3. The Tenderer with a consistent history of litigation or a number of arbitration awards against it, shall not be eligible to tender.
4. The Tenderer shall have the legal capacity to enter into the contract.
5. The Tenderer shall not be insolvent, bankrupt or being wound up, its business activities shall not be suspended, and it shall not be the subject of proceedings for any of the foregoing.
6. The Tenderer shall have fulfilled its obligations to pay taxes and social security contributions under the relevant national laws and regulations.
7. The Tenderer shall process the necessary professional and technical qualifications and competence, financial resources, including after-sales service, specific product experience, and reputation.
8. All Price should be including all VAT and TAX
9. Financial offer should be valid for Minimum (06) Six months
10. The bank will carry out a detailed evaluation of the quotation according to the information supplied by the bidder through its proposal.
11. Considering the Experience, quality and other factors, CBBL is not liable to select the lowest bidder.
12. The bank reserves the right to accept or reject any or all quotation 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.
13. Must fulfill CBBL Mentioned functional and implementation requirement.
14. Requirement study, Supply, Development, Installation, Configuration, Customization and commissioning of all the components must be done at the pre-determined locations as specified by the Bank at no additional cost within the 10 days/mentioned timeframes after email or letter confirmation.
15. Ensure support during working hour.
16. Vendor will install and configure the DR site (disaster recovery) for Application and Database. In case of any disaster of primary site have to ensure the software will run from DR.
17. Onsite Training: Training for the users shall provide in bank site, at least for the 10 persons.
18. The bidder may offer any additional features in-built with this proposal to make the project better.
19. Any extra features and/or policies, design may be included during implementation or after implementation as per requirements of Management.
20. Before Go-Live, the bidder must perform parallel run/test of the system for 15 (Fifteen) days.
21. After implementation, the bidder shall closely monitor the system during the warranty period, which shall be one (1) year from the date of Go-Live. Upon completion of the warranty period, a five (5) year Support Period shall commence.
22. Any kind of customization that shall be necessary to accommodate new product feature, enhance business needs in its related field must be done at the request of IT Division of the bank with no additional cost within Support Service period. The bidder must ensure integration with existing

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- systems and ensure smooth performance of all the equipment/solution for uninterrupted operation. Integration must ensure with **current** CBS (Finacle 10.2.18).
23. The Bank may raise any other relevant issues for customization with the business need of time, which must be complied at no additional cost.
 24. The bidder must ensure expected performance of the new system as required by Community Bank Bangladesh PLC.
 25. The bank will check and verify the newly developed module supplied in conformity with the approved technical specifications and will notify the bidder if any defects found. The bidder **MUST** correct the defects immediately.
 26. If the supplied module is found to be defective or otherwise not in accordance with the specifications, the Bank may reject the module by giving notice.
 27. The bidder will submit proper documents and diagram of all the systems as per standard.
 28. Downtime of the proposed system: Bidder must ensure that system downtime remains 0% (Zero) at any stage from commissioning of the system.
 29. The bidder has to maintain the standard of delivered products as specified in the Guideline on ICT Security for Banks and Non-Bank Financial Institutions dated June 2023 issued by the Bangladesh Bank.
 30. The bidder will submit step by step procedure for installation, testing and commissioning of products and training along with projected time frame within 1 (One) week of issuance of this work order. The bidder will also submit detailed procedure of testing and User Acceptance Test (UAT) documentation and UVT (User Verification Test), which will be signed by the concerned authority of CBBL.
 31. Any extra features and/or policies, design may be included during implementation or after implementation as per requirements of Management.
 32. For any type of sub-standard quality product from selected bidder end, the Bank reserve the right for outright rejection of the goods, which you will take back at bidder own cost and will replace with acceptable quality within (10) ten days of the rejection.
 33. After the receipt of work order from the Bank, 10% (ten percentage) of project value in the form of Pay Order or Bank Guarantee (BG) for 01 (one) year, or till project completion, whichever comes later.



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Technical Specifications For

HR and Payroll Management System of Community Bank Bangladesh PLC.

| CBBL Requirements | Bidder Response |
|---|-----------------|
| General Features: | |
| <ul style="list-style-type: none"> Web based interface using latest Software (latest Application server and Database software). | |
| <ul style="list-style-type: none"> Managed with RDBMS and platform independent (Application and DB should be OS independent/supported latest version) | |
| <ul style="list-style-type: none"> Interfacing facility with CBS (Finacle version:10.2.18). | |
| <ul style="list-style-type: none"> Interfacing facility with CV Bank. | |
| <ul style="list-style-type: none"> Software should support Open API and have the facility to upload and download bulk data. | |
| <ul style="list-style-type: none"> Software vendor will configure DR for application and database automatically SYNC from Live to DR. | |
| <ul style="list-style-type: none"> The system must have the capability to integrate with the bank's attendance devices and generate the necessary reports. | |
| <ul style="list-style-type: none"> Software should support 3-tier Architecture and have the facility to integrate any android and IOS OS/devices. | |
| <ul style="list-style-type: none"> Data migration from current HRMS solution (Oracle Database) is a mandatory requirement. | |
| <ul style="list-style-type: none"> Cloud ready | |



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| CBBL Requirements | Bidder Response |
|--|-----------------|
| <p style="text-align: center;"><u>Information Security Requirements</u></p> <ul style="list-style-type: none"> ▪ Authentication & Access Management: <ul style="list-style-type: none"> - Must support Role-Based Access Control (RBAC) aligned with CBBL's organizational hierarchy. - May support Integration with Active Directory / LDAP and support for Two-Factor Authentication (2FA). ▪ Compliance & Regulatory Alignment <p>The system must comply with:</p> <ul style="list-style-type: none"> - Bangladesh Bank ICT Security Guidelines - CBBL internal ICT policies (like – password, session etc.) <p>Must support audit readiness and regular compliance testing.</p> ▪ Secure Development Practices <p>Software must be developed using a Secure SDLC process, including:</p> <ul style="list-style-type: none"> - Threat modeling - Secure coding (OWASP Top 10) - Source code review <p>No hardcoded credentials and insecure APIs.</p> ▪ Audit Logging & Monitoring <p>System must log:</p> <ul style="list-style-type: none"> - All access events (successful and failed) - Data modifications (create, update, delete) - Payroll/CBBL transaction events ▪ Data Security <ul style="list-style-type: none"> - All sensitive HR data (e.g., salary, bank account details, performance reports) must be securely stored and protected from unauthorized or public access. - In transit using TLS 1.2 or above - At rest using AES-192/256 | |



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Software Module Requirement for

HR and Payroll Management System of Community Bank Bangladesh PLC.

1. HR Parameters/ Foundation

- Employee type: Permanent /Contractual
- Employee Group: Active /Inactive/ Terminated/ Retired Employee
- Employee Sub Group: Permanent Monthly salaried Employee/HR Contractual / Contractual/ probation/Leave without pay
- Employee Grade: Executive/Officer/Support Staff
- Employee Designation & Division Creation
- New designation
- Reporting structure
- Employee ID & Joining date
- Holiday master
- Duty roster setup

2. Employee Personal Information Module:

- Employee Master Data full detail
- Employee personal Information
- Employee service record
- Gender wise employee list
- Grade wise employee list
- Employment type wise employee list
- Blood Group wise list
- Job duration in present place
- Job duration in same position
- Job duration in same Branch
- Branch wise Employee list
- District wise Employee list
- Reporting List
- Employee list (Seniority wise/Department wise/ID wise/Active /Inactive)
- Employee resignation list (Year wise/Monthly /Department wise)
- Employee Education detail
- Major subject wise Employee list
- Employee Family data
- Employee confirmation data

3. HUBS

Portal Management: Single window view to employees and managers for company information & events

- CEO Speaks & Corporate Spotlight
- Birthday, Joining and Wedding Anniversaries
- News & Events
- Customize the portal to suit our corporate website

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| 4. Employee Lifecycle Management: |
| <p>i. Transfer Module Functionality:</p> <p>Operational requirements:</p> <ul style="list-style-type: none"> ▪ HR will give all entry of all related data to the transfer module. ▪ Cost center, leave authority, attendance with be changed as per transfer location. <p>Report related requirements/types of reports:</p> <ul style="list-style-type: none"> ▪ Branch/ Division wise transfer history ▪ Employee wise transfer history ▪ Year wise transfer history ▪ Dynamic report <p>ii. Confirmation:</p> <p>Operational requirements:</p> <ul style="list-style-type: none"> ▪ HR will get notification when confirmation of an employee will due ▪ HR will send confirmation appraisal to respective supervisors ▪ Supervisors will send back the appraisal to HR though system ▪ HR will take necessary approval and related data entry after confirmation appraisal ▪ Confirmation extension process <p>Report related requirements/types of reports:</p> <ul style="list-style-type: none"> ▪ Month wise confirmation due list ▪ Report after supervisor appraisal ▪ Month wise /Year wise/ grade wise/Employee confirmation list |
| 5. Leave Management: |
| <p>Operational requirements:</p> <ul style="list-style-type: none"> ▪ Set up leave rules in accordance with bank's leave policy. Detailed leave rules, leave approval hierarchy and leave types will be provided later. ▪ Can use the module both offline & online ▪ Employees should be able to modify or delete applied leaves if necessary ▪ Leave Deduction: 1 Day's leave will be deducted for consecutive 3 days' late or 5 days late in a month ▪ Holiday setup (Branch/ Holiday Master), if any difference from Holiday Master ▪ Leave Balance setup based on Joining date <p>Report related requirements/types of reports:</p> <ul style="list-style-type: none"> ▪ Employee wise leave report & Balance ▪ Leave type wise leave report ▪ Leave report for a specific date range ▪ Yearly leave report ▪ Head of Divisions/ Branch Managers will be able to see their subordinates' leave report ▪ Leave deduction |
| 6. Attendance Module: |
| <ul style="list-style-type: none"> ▪ Integration with Current attendance devices ▪ Synchronization of leave with attendance ▪ Preparing leave data table so that employees attendance gets automatically updated |

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| <p>in case of leave application and approval</p> <ul style="list-style-type: none"> ▪ 1 Day's leave will be deducted for consecutive 3 days' late or 5 days late in a month |
| <p>7. Performance Appraisal Module Functionality:</p> |
| <p>Operational requirements:</p> <ul style="list-style-type: none"> ▪ Setup all Organization's performance appraisal policy in the module ▪ Can use performance appraisal module half yearly and yearly ▪ Supervisor/ HR can add individual KPI in the module ▪ Employee also can put his/her yearly target & achievement here. ▪ Supervisor can evaluate that employee's appraisal & can approve define target & achievement. ▪ Performance Appraisal Review committee rating should be incorporated in the module <p>Report related requirements/types of reports:</p> <ul style="list-style-type: none"> ▪ Employee wise performance rating report for appraisal ▪ Branch/ Division wise appraisal report ▪ Branch/ Division wise normal distribution report Performance Appraisal Review committee report |
| <p>8. Promotion/ Increment:</p> |
| <p>Operational requirements:</p> <ul style="list-style-type: none"> ▪ user should have to add all HR transaction like Promotion, Increment, Confirmation, Resign, etc. after joining of the employee ▪ After HR Transaction the master information will updated ▪ User can modify/ reverse transactions if added wrongly <p>Report related requirements/types of reports:</p> <ul style="list-style-type: none"> ▪ Employee wise transaction report for promotion ▪ Branch /Division wise promotion / increment report ▪ Branch/ Division wise promotion / increment history ▪ Year wise promotion / increment history ▪ Year wise Promotion / increment cost report should be generated |
| <p>9. Employees Insurance Module Functionality:</p> |
| <p>Operational requirements:</p> <ul style="list-style-type: none"> ▪ Setup all Organization's Life and Group Health Insurance policy ▪ Can be able add employees' family member's information in system. ▪ Employee can raise request for add family member through this system ▪ Calculate insurance premium ▪ Can able to generate inclusion & exclusion list <p>Report related requirements/types of reports:</p> <ul style="list-style-type: none"> ▪ Employee wise premium calculation report ▪ Monthly inclusion & exclusion report ▪ Yearly inclusion & exclusion report |
| <p>10. Disciplinary Action Module Functionality:</p> |
| <p>Operational requirements:</p> <ul style="list-style-type: none"> ▪ Types of Disciplinary Action setup should be added in the module |

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| <ul style="list-style-type: none"> ▪ If any employee has disciplinary action like major or minor can add in this module. ▪ In detail, HRD can stop promotion/Increment/Confirmation of an employee for a certain period. ▪ Can suspend an employee & give new salary heads for suspension period. ▪ Can give Demotion of an employee. ▪ In addition, can add warning/show cause/etc. in system for further information. ▪ Disciplinary action should be incorporated in the performance appraisal of the employee <p>Report related requirements/types of reports:</p> <ul style="list-style-type: none"> ▪ Year wise disciplinary action report ▪ Employee wise disciplinary action report with remarks |
| 11. Payroll Management: |
| i) Payroll Parameters |
| <ul style="list-style-type: none"> ▪ Payroll Processing ▪ Joining After Salary Process ▪ Salary Edit Form ▪ Salary Comparison with Previous Month ▪ Deduction Basic Amount from Salary ▪ Salary Certificate ▪ Report |
| ii) Payroll transaction: |
| <p>Operational requirements:</p> <ul style="list-style-type: none"> ▪ In this module personnel of HRD will be able to setup GL for different heads (Basic/HR/Medical/ Etc.) for different categories (Regular/Contractual) of employee both for earning and deduction. <p>Report related requirements/types of reports:</p> <ul style="list-style-type: none"> ▪ After setting up rules it can be checked by different report on screen |
| iii) Payroll Processing: |
| <p>Operational requirements:</p> <ul style="list-style-type: none"> ▪ HRD can process salary as many require in Provisional / Final Mode. ▪ System Generated pay slip download ▪ Employee wise salary sheet after process <p>Report related requirements/types of reports:</p> <ul style="list-style-type: none"> ▪ Employee wise / Branch wise salary sheet after process ▪ Salary comparison with previous month |
| iv) Post Payroll Processing: |
| <p>Operational requirements:</p> <ul style="list-style-type: none"> ▪ Single text file should be generated <p>Report related requirements/types of reports:</p> <ul style="list-style-type: none"> ▪ Employee wise / Branch wise salary sheet after process ▪ Salary comparison with previous month |

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| v) Bonus Module: |
| Operational requirements: <ul style="list-style-type: none"> ▪ Single text file should be generated for all branch ▪ Excel file should be generated Report related requirements/types of reports: <ul style="list-style-type: none"> ▪ Bonus Comparison with Previous year |
| vi) End Service/ Final Settlement Module: |
| Operational requirements: <ul style="list-style-type: none"> ▪ Setup all the company policy for final settlement module ▪ Select in-active employee from the organization and process the liability position ▪ Some figures will be auto calculated some are put down manually ▪ Text file generated can be uploaded in CBS Report related requirements/types of reports: <ul style="list-style-type: none"> ▪ Monthly/Yearly Settlement report |
| 12. Tax Module Functionality: |
| Operational requirements: <ul style="list-style-type: none"> ▪ System will process to setup all the heads of total income, exempted from income, total taxable income, tax rebate, calculation at actual tax amount, divided into 12 months and deduct the monthly tax amount from salary as per The Income Tax Act, 2023, The Income Tax Rules, 2023 and any updated requirements by NBR. ▪ Concern person can put some income items of monthly or yearly for specific employees. ▪ Concern person can put any Advance Income Tax (AIT) and excess amount on payable tax were paid, then have option to put it. ▪ Concern person can put the information such as Salary month, deduction date, Challan number, deposit date and deposit amount. ▪ Concern person can put fixed amount of monthly or yearly tax deducted for specific employees. ▪ Income Statement & Tax Certificate format will be setup in the module as per CBBPLC.'s requirement. Report related requirements/types of reports: <ul style="list-style-type: none"> ▪ Individually tax assessment report for the fiscal year as per CBBPLC. format, have option to preview, download and print by Concern person and individual own. ▪ Yearly income statement & tax certificate Report for tax purpose as per CBBPLC. format, have option to preview, download and print by Concern person and individual own. ▪ Detail tax report as per CBBPLC. format, has option to preview, download and print by Concern person only. (Department, Designation, Slab wise monthly & yearly tax deduction report from system) ▪ Monthly Tax report as per section 177 & Schedule-C, only Concern person preview, |

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download and print.

13. PF Functionality:

Operational requirements:

- As per Company policy need to set all the criteria of PF Fund.
- Monthly PF amount deduct from all active permanent employees' salary in every month.
- Concern person can disburse the profit amount (as per proportionality of opening balance and additional) to all permanent employees.
- Concern person can payment PF amount when any permanent employee will be released from the organization.

Report related requirements/types of reports:

- Statement of individual PF report set up in the Module as per CBBPLC.'s requirement that is shown and printed by only own employee and concern person. (From Joining date to up to date)
- Statement of individual PF report set up in the Module as per CBBPLC.'s requirement that is shown and printed by only own employee and concern person. (Tax purpose from July to June)
- Details PF report set up in the Module as per CBBPLC.'s requirement that is shown and printed by concern person.



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