



Community Bank

• Trust • Security • Progress

Tender Document

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**ISO 27001:2022 Consultancy, Implementation, Training, Transition, and Re-Certification
(Continuation) for the ICT Division of Community Bank Bangladesh PLC.**

Invitation for Tender No: CBBL/HO/ICT/17-2025/487

Dated: July 17, 2025

Tender issued on: July 17, 2025



Invitation for Tender Offer

BID SCHEDULE For

Project Sl.	Project Description
01	ISO 27001:2022 Consultancy, Implementation, Training, Transition, and Re-Certification (Continuation) for the ICT Division of Community Bank Bangladesh PLC.

INVITATION TO BID

Community Bank Bangladesh PLC. (CBBL) invites eligible vendors to provide consultancy, training, implementation, transition, and recertification support services to transition from ISO/IEC 27001:2013 to ISO/IEC 27001:2022, including surveillance audits over the next two (02) years. The Bidder should be well experienced to complete the task.

The last date for submission of Tender is August 6, 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 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.

CBBL reserves the right to change the dates mentioned in the tender at any time, if required.



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 and 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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Project Objective

The objectives to be achieved for the project are:

- To conduct full onsite assessment aligned with ISO/IEC 27001:2022 requirements.
- To develop the required documentation and assist in the transition and re-certification process.
- To obtain ISO/IEC 27001:2022 certification from an internationally accredited body
- To provide support for 2nd and 3rd-year surveillance audits

SCOPE OF WORK

ISO 27001, an international standard, certifies compliance of an organization to the specific requirements for establishing a robust information security management system.

Community Bank had obtained ISO/IEC 27001:2013 certifications on 23rd January 2023, valid till 25th October 2025 from Intertek Certification Limited under UKAS.

Scope of Work are:

- ISO 27001:2022 compliance consultancy & certification.
- Gap analysis, risk assessment, risk treatment, and documentation.
- Internal audit support and implementation.
- Training for awareness, LA, LI.
- Certification support and facilitation of two surveillance audits.



Bidder's Qualification

Bidders must response the following points as the required Organizational Eligibility Criteria according to the formats. Modification/addition of the following format by the bidder will not be accepted. Moreover, bidders must submit evidence for the relevant documents as per their response.

Organizational Eligibility Criteria	Comply? (put <input checked="" type="checkbox"/>)		Documents Submitted? (Y/N) with Page No.
	Yes	No	
The organization must have local registered office in Bangladesh.			
Valid trade license.			
Certificate of Incorporation.			
Valid Trade License, TIN, VAT, ITES Certificate.			
Bidder organization must be ISO 27001 certified.			
Company profile with list of customers for relevant services.			
Self-declaration confirming that the organization has never been blacklisted by any organization in Bangladesh.			
Latest bank statement/ solvency certificate.			
Bidder having cyber security liability insurance will get preference.			
Bidder having Lead Consultant with minimum of 5 years' hands-on experience in Information Security and IS Audit will get preference.			
Copy of Audited Annual Report for the last financial year.			
Bid Security of Taka 1,00,000.00 (Taka One Lac) for the participated project in the form of Payment Order/Demand Draft/Bank Guarantee in favor of Community Bank Bangladesh PLC. The bid security should be valid for 3 (Three) months after the date of bid opening and must be submitted inside the financial proposal.			

Professional Qualification

Bidders must response the following points as the required Professional Qualification Criteria according to the formats. Modification/addition of the following format by the bidder will not be accepted. Moreover, bidders must submit evidence of the following documents as per their response.

Professional Qualification Criteria	Comply? (put <input checked="" type="checkbox"/>)		Documents Submitted? (Y/N) with Page No.
	Yes	No	
The bidder must be a global Cyber Security Service provider/ consultancy firm having at least 1 years' relevant previous experience in cyber security across geographies and industry verticals.			
The bidder must have experience completing ISO 27001 implementation engagements at least 5 banks or NBFIs or renowned govt. or private organizations in Bangladesh, out of which at least 2 should be banks. Copies of necessary evidence need to be enclosed.			



It is preferable for the bidder to have an in-house Red Team and Threat Research capability.			
The bidder must submit details profile of the resources who would be deployed on-ground for this engagement.			



Project Phases & Timeline

The selected Bidder shall furnish a schedule of assessment/implementation of the contract of ISO 27001:2022 Certification encompassing its entire scope, discuss the same with CBBL officials, and arrive finally at a mutually agreed assessment/implementation schedule within the overall ambit of project timeline for first certification. The bidder shall be bound by the implementation schedule so agreed. For gap remediation, the bidder shall provide necessary support and hand-holding assistance as defined in the scope till the gaps are rectified for achieving the ISO27001:2022 Re-Certification and transition from ISO 27001:2013.

Phase	Description
1	Planning
2	Gap Analysis
3	Implementation
4	Training
5	Pre-certification audit
6	Transition & Certification
7	Performance evaluation
8	Surveillance Audits (2nd & 3rd Year)

PROJECT DELIVERABLES

- Gap Assessment Report & Risk Register
- ISMS documentation set (Policy, procedures, standards, registers etc.)
- Training completion certificates
- Final Audit Report & ISO Certificate
- Surveillance audit reports



TERMS & CONDITIONS

1. This invitation for Tenders is open to eligible tenderers from only locally registered companies.
2. The bidder shall not be under a declaration of ineligibility for corrupt, fraudulent, collusive or coercive practices.
3. The bidder with a consistent history of litigation or a number of arbitration awards against it, shall not be eligible to tender.
4. The bidder shall have the legal capacity to enter into the contract.
5. The bidder 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 bidder shall have fulfilled its obligations to pay taxes under the relevant national laws and regulations.
7. The bidder shall process the necessary professional and technical qualifications and competence, financial resources, including after-sales service, specific product experience, and reputation.
8. The bidder shall ensure compliance with global financial regulations, and Bangladesh Bank guidelines and policies.
9. Bids submitted by the partners jointly (of two or more firms), primary vendor (with required authority) shall be liable to carry out the terms and condition mentioned in this bid.
10. Considering experience, quality, and other relevant factors, CBBL is not liable to select the lowest bidder, or any single bidder. CBBL can award the projects to 02 (two) separate bidder(s) or to any joint bidder(s).
11. Must provide a detailed profile of the resources who will be engaged during the project;
12. All Price(s) should be in BDT including all VAT and TAX.
13. Financial offer(s) should be valid for Minimum (06) Six months .
14. The bank will carry out a detailed evaluation of the quotation according to the information supplied by the bidder through its proposal.
15. Bank may invite the shortlisted bidder(s) to give presentations on the project methodologies.
16. Bidder(s) must mention the certification body, and tentative project completion date.
17. 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.
18. 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.



19. The bid security of unsuccessful bidders will be returned after selection of the successful bidder. The bid security of the successful bidder will be returned when the bidder has signed the agreement and furnished the required performance security.
20. 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.
21. Only technically qualified bidder will be eligible for opening financial proposal.
22. CBBL reserves the sole discretion, without obligation, to update, amend or supplement the information in this RFP.
23. The RFP document is not a recommendation, offer or invitation to enter a contract, agreement, or other arrangement in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful Bidder.
24. The successful bidder must adhere to and comply with CBBL's ICT policies and standards.
25. The certification body should be associated with reputed international accreditation bodies (i.e., UKAS, ANAB, DAKKS) for certification.
26. After the receipt of award from the Bank, Security of 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, should be submitted.

Reserve Right & Confidentiality

The Bank reserves the right to:

- Reject any and all responses received in response to the RFP, with or without assigning any reasons whatsoever.
- Waive or change any formalities, irregularities, or inconsistencies in proposal format delivery.
- Negotiate any aspect of the proposal with any Bidder and negotiate with more than one Bidder at a time.
- Extend the time for submission of all proposals.
- Select the most responsive Bidders (in case no Bidder satisfies the eligibility criteria in totality).
- Select the next most responsive Bidder if negotiations with the Bidder of choice fail to result in an agreement within a specified time frame.
- Share the information/ clarifications provided in response to RFP by any Bidder, with any other Bidder(s) /others, in any form.
- Cancel the RFP/Tender at any stage without assigning any reason whatsoever.

Confidentiality/Non-Disclosure

- The information contained in this RFP (or accumulated through other written, electronic or verbal communication) is proprietary to CBBL and must be treated by Bidder as CONFIDENTIAL. The information is to be used by each Bidder only for the purpose of preparing a response to this RFP. The information in this document may not be used or shared with other parties for any other purpose without CBBL's written permission.
- CBBL reserves the right to use information submitted in response to this document in any manner it may deem appropriate. Documents submitted may be reviewed and evaluated by any CBBL personnel. Bidder may request confidential treatment of any portion of its response but must clearly indicate what portion of the document is to be considered. CBBL will review such requests and grant such requests at its sole discretion. In the event that confidentiality cannot be granted, the Bidder will be permitted to withdraw its proposal.
- Except as required by law, any copies or versions of this Confidential Information that may be in the Bidder's possession, whether on paper or contained in computer systems, shall be returned to, or deleted, destroyed, or otherwise eliminated upon request or completion of the Services.

References

Before awarding any contract, CBBL reserves the right to require the Bidder to submit evidence of qualifications that it deems appropriate. This evidence may pertain to financial, technical, and other qualifications, as well as the Bidder's relevant experience and skills.



Negotiations

CBBL reserves the right to enter into financial negotiation with the Bidder/s as an outcome of internal evaluation criteria. Each Bidder acknowledges and agrees that CBBL will have no liability or obligation to any Bidder, except to the party, if any, awarded a contract by CBBL in its sole discretion, and CBBL shall be fully and forever released and discharged of all liability and obligation in connection with this RFP.

Bidder Responsibility

It is the Bidder's responsibility to ensure its complete understanding of the requirements and instructions specified by CBBL. In the event that clarification is required, Bidder should submit written inquiries

Inspection and Right to Audit

Due to regulatory requirement, the Bidder shall allow the authorized personnel of CBBL and/or its regulators the opportunity of inspecting and auditing Bidder's operations and the business records, which are directly relevant to the Services, provided by the Bidder.

Penalty

If the selected bidder fails to deliver the project according to the scope of work within the specified timeframe, a penalty of 5% of the work order value will be imposed. However, this penalty may be waived upon receiving a satisfactory explanation from the selected bidder.

Indemnity

The ISO 27001 Security Assessor shall, at their own expense, defend and indemnify the Bank against any claims due to loss of data/damage to data arising as a consequence of any negligence during the ISO 27001:2022 Certification process.

The Bidder shall indemnify and hold harmless CBBL from and against any third-party Claims arising out of the infringement of any third party's intellectual property rights caused by CBBL's use of the Bidder's deliverables provided that this indemnity shall not apply to the following cases:

- The modification of the Bidder's deliverables provided hereunder by any person other than the Bidder or its personnel
- CBBL's failure to use any modification to the Bidder's deliverables made available by the Bidder where the use of such modification would have avoided the infringement;
- Information, materials instructions or specifications that are themselves infringing which are provided by or on behalf of CBBL or which CBBL requests or requires the Bidder to use; or the use of the Bidder's deliverables in a manner not agreed to hereunder;



- Provided that CBBL gives the Bidder written notice of any such claim and sole control over the defense of any such claim.

In no event shall any the Bidder be liable for any loss of use, contracts, data, goodwill, revenues, or profits or for any consequential, special, indirect, incidental, punitive, or exemplary loss, damage, or expense relating to this contract or the services.

The Bidder will not be liable for losses arising as a result of the provision of false, misleading, or incomplete information or documentation or the withholding, concealment, or misrepresentation of information or documentation by any person other than the Bidder.

Publicity

Any publicity by the bidder in which the name of CBBL is to be used should be done only with the permission of CBBL.

Privacy and Security Safeguards

The successful Bidder shall disclose in any manner, without the CBBL's prior written consent, the details of any security safeguards designed, developed, or implemented by the successful Bidder under this contract or existing at any Bank location. The successful Bidder shall ensure that all subcontractors who are involved in the assessment process shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the successful Bidder under this contract or existing at any Bank location.

Ownership of Deliverables

All the deliverables as per scope of this RFP will become the property of Community Bank Bangladesh PLC (CBBL).



STANDARD FORMAT OF FINANCIAL PROPOSAL

Option-1: Consultancy Service without certification

1. Name of the Company :

2. Quoted price :

Serial No	Payment Phase	Detail Specification	Total Price (BDT) including VAT, TAX
1.	Consultancy Service	Consultancy, Implementation for Transition from ISO/IEC 27001:2013 to ISO/IEC 27001:2022 - Information Security Management System (ISMS) as mentioned in project milestone and phase-wise deliverables from Phase-1-3 & 5-7.	
2.	Pre-assessment and Surveillance Audit-1 (2 nd year)	Pre-assessment and Surveillance Audit-1 (2 nd year) by accredited certification body as per project milestone and phase-wise deliverables from phase-8.	
3.	Pre-assessment and Surveillance Audit-2 (3 rd Year)	Pre-assessment and Surveillance Audit-2 (3 rd Year) by accredited certification body as per project milestone and phase-wise deliverables from phase-8.	
4.	Offer Validity	180 Days	
Total (BDT)			
Total Price (BDT) in the word:			



Option-2: Certification without Consultancy Service

1. Name of the Company :
2. Quoted price :
3. Certification body :

Serial No	Payment Phase	Detail Specification	Total Price (BDT) including VAT, TAX
1.	Pre-assessment and Re-Certification Service	Pre-assessment, Transition and Re-Certification Audit by accredited certification body as per project milestone and phase-wise deliverables from phase 5 – Phase 6.	
2	Training	Training (ISO/IEC 27001:2022 Lead Auditor Conversion (ISMS) Training (Transition) with vendor-issued certification for per Personnel, ISO/IEC 27001:2022 Lead auditor training with vendor certification for per personnel, Lead Implementer Training by certification body with certificate as per project milestone and phase-wise deliverables from phase-4.	
3.	Pre-assessment and Surveillance Audit-1 (2 nd year)	Pre-assessment and Surveillance Audit-1 (2 nd year) by accredited certification body as per project milestone and phase-wise deliverables from phase-8.	
4.	Pre-assessment and Surveillance Audit-2 (3 rd Year)	Pre-assessment and Surveillance Audit-2 (3 rd Year) by accredited certification body as per project milestone and phase-wise deliverables from phase-8.	
5.	Offer Validity	180 Days	
Total (BDT)			
Total Price (BDT) in the word:			

Note: Any Bidder can quote either one option or both mentioned above.

*****END*****

