



Community Bank

• Trust • Security • Progress

Tender Document

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One stage Two Envelope

**Delivery, Installation, & Implementation of Service
Delivery Management Solutions for Community Bank
Bangladesh PLC.**

Invitation for Tender No: CBBL/HO/ICT/18-2025/533

Dated: 04-09-2025

Tender issued on: 04-09-2025

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Invitation for Tender Offer

BID SCHEDULE For

Item Sl.	Item Description
01	Delivery, Installation, & Implementation of Service Delivery Management Solutions for Community Bank Bangladesh PLC.

INVITATION TO BID

Community Bank Bangladesh PLC. invites tender from bona fide bidders, proposals to offer Delivery, Installation, and Implementation of service delivery management solutions 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 September, 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**. 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 tailormade 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	Delivery, Installation, & Implementation of Service Delivery Management Solutions for Community Bank Bangladesh PLC.

The successful Bidder shall be responsible for all the product(s) and service(s) offered by them for project management and co-ordination of the item(s) mentioned above for Community Bank Bangladesh PLC.

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 Service Delivery Management Solutions in at least one (1) project within a Bank and Successful delivery of at least three (3) banking software solutions in any Financial Institution/Banks.
3. The Bidder must submit copy of at least 01 (One) ongoing SLA of Service Delivery Management Solutions (with any Bank) and 3 (three) ongoing SLA of banking software solution (with any Financial Institution/Banks) (*please enclose supporting document*).
4. The Bidder must have adequate resources (minimum 10) to ensure timely project implementation and after go-live support & services.
5. The bidder must be regular tax payer.
6. Trade License.
7. Certificate of Incorporation.
8. TIN Certificate.
9. BID Security of BDT 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 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.

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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 mentioned timeframes after email or letter confirmation.
15. Ensure support during working hour.
16. Additionally, 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 30 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.

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20. Before Go-Live, the bidder must perform parallel run/test of the system for 1 (one) month.
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 ICT Division of the bank with no additional cost within warranty period. The bidder must ensure integration with existing 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 competition, whichever comes later.

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SOFTWARE REQUIREMENTS

Delivery, Installation, & Implementation of Service Delivery Management Solutions for Community Bank Bangladesh PLC.

Functional Requirements:

1.1 Customer Onboarding & Account Management

- Creation of CIF – Create Customer Information File with all required details while maintaining DEDUPE and Sanction Screening.
- Account Opening – CASA, TD, DPS account creation.
- Document Upload for CASA
- Facility of a single page entry form for CIF and Account level where mandatory fields will be marked for branch users and the rest fields will be completed by Operations.
- Account Closing – Closing all account types with accounting entries.
- Interest Rate Management – Setup, update, and manage regular and special interest rates.
- Static Data Changes – All types of customer and account static data updates.
- Nominee Maintenance – Add/update nominee details.
- Dormant Activation – Reactivate dormant accounts with necessary checks.
- KYC & TP Updates – Add and update Know Your Customer (KYC) and Transaction Profile (TP) data.
- Scoring of KYC (low risk and high risk)
- EDD marking
- Event wise charge and fee deduction etc.
- Facility for marking account Freeze (Debit Freeze, Both Debit and credit Freeze)
- Welcome letter management.
- Periodic sanction screening activities.
- Mandate creation and modification.
- Account Statement printing & certificate issuance etc.

1.2 Card Management

- Debit/Credit Card Application processing.
- Debit Card Re-Issue /renewal Request.
- Card Delivery Management.
- Card Endorsement & Enable Foreign Transactions.
- Exchange rate set-up
- PIN Issuance and Re-Issuance.
- Card Closing Request.
- Instant Card Requisition and Stock Management.
- Limit block/card block
- Integration with CMS for modification of customer data.
- Dispute Management.
- Card statement printing

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1.3 Cheque Book & Payment Instruments

- Cheque Book Requisition and Issuance.
- Cheque Book Activation / Stop Facilities.
- Payment Order Requisition & Issuance.
- Option for Sanchayapatra Issuance, Encashment, and Certificate Management.
- Pay Order Processing.
- Delivery management.

1.4 Service Requests & Operations

- All Types of Service Requests (Manual & Digital Channels).
- TD / DPS Advice printing
- Tenure Changes.
- Lien management.
- Standing instruction creation and management.
- Status change of CIF (Deceased/ IP/PEP/NRB)
- Status change of Accounts (Deceased/ IP/PEP/NRB)
- Partial interest Payout for TD.
- Interest rate management
- SMS Banking Enrollment.
- Digital Channel Enrollment.
- Signature Update Requests and operations.
- Dispute Management.
- Tax Return Submission by customers and update to CBS.
- Credit Card Payment Handling.

1.5 Dispatch & Delivery Management

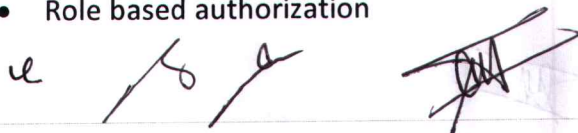
- Dispatch Creation and Tracking.
- Receive Dispatch.
- Delivery to Customer.
- Return Items Handling.
- Destroy Dispatch.
- Status Update for Delivery Items.

1.6 Tracking System

- Track account opening forms (to and from with branches and archiving vendor and in all level)
- Tracking of from initiation to completion.

1.7 DMS (Document Management System)

- Store and retrieve scanned documents securely.
- Role based authorization

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1.8 Reporting & Enquiry

- Dashboard with Key Service Indicators (For Branch and Head office level i.e. role based)
- Report Generation for all services.
- Service Request Enquiries.
- Account & Transaction Enquiries.
- And all types of report generation facility as per requirement.

2. User Management

- User Group Management – Define roles and permissions.
- User Management – Create, modify, and deactivate users.
- Login Security – Multi-factor authentication, session control.
- Distribution of work by the manager / self-acquiring of the work
- Set-up of TAT and monitoring of TAT
- Performance management monitoring

3. Non-Functional Requirements

- Security: Data encryption, role-based access, audit trail.
- Scalability: Support at least 2000 concurrent users.
- Compliance: Adherence to regulatory requirements (Bangladesh Bank, BFIU).
- Availability: 99.9% uptime.

4. Assumptions

- Integrations with core banking systems will be available via API.
- Integration with Card Management System will be available via API.
- Integration with DMS will be available via API.
- Integration with Islamic Banking solution via API.
- Integration with Agent Banking solution via API.
- Integration with Payment Gateway.

Others Requirement:

- Specify the hardware requirement separately for DC & DR
- Specify the software requirements separately for DC & DR



STANDARD FORMAT OF FINANCIAL PROPOSAL

Financial Proposal - Standard Forms

Summary of Costs

Financial Proposal (Details)			
Item Description	Qty	Price (In BDT)	
		Unit	Total
Delivery, Installation (at DC & DR) and Implementation of Service Delivery Management Solutions	1		
Total			
VAT and AIT			
Grand Total (Including VAT & AIT)			

Recurring Costs (AMC)

Module No	Item description		Yearly AMC (excluding VAT & AIT) after 1 Year Warranty			
			2	3	4	5
	Particulars		BDT	BDT	BDT	BDT
01	Service Delivery Management Solutions	In amount				
	In percentage (%)					

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