



Community Bank

• Trust • Security • Progress

Tender Document

[Open Tender]

One stage Two Envelop

**Supply, Install, Configure, Integrate, Test and Deploy of School & Educational Institution ERP
Software Solution for Community Bank Bangladesh PLC.**

Invitation for Tender No: CBBL/HO/ICT/20-2026/854

Dated: 16-08-2026

Tender issued on: 16-08-2026

  

Invitation for Tender Offer

BID SCHEDULE For

Item Sl.	Item Description
01	Supply, Install, Configure, Integrate, Test and Deploy of School & Educational Institution ERP Software Solution for Community Bank Bangladesh PLC.

INVITATION TO BID

Community Bank Bangladesh PLC. invites tender from bona fide bidders to submit proposals to offer **Supply, Install, Configure, Integrate, Test and Deploy of School & Educational Institution ERP Software Solution** for Community Bank Bangladesh PLC. The bidder should be well experienced to complete the task/tasks.

The last date for submission of Tender is **10 September, 2026**. Sealed Quotation Envelope (***Technical & Financial in separate envelopes***) shall be addressed to "Head of GSD, Community Bank Bangladesh PLC., Police Plaza Concord (Level 12, Tower 2), Gulshan 1, Dhaka-1212.", by **03:00 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.



EXECUTIVE SUMMARY

Community Bank Bangladesh PLC. (CBBL), a concern of Bangladesh Police Kallyan Trust, is established with a vision to serve communities and promote progress through tailor-made, secure solutions while upholding the highest standards of Corporate Governance and Trust.

The Bank aims to contribute to the economic growth of the country by providing innovative financial products and services to communities across geographies. Its state-of-the-art Core Banking System enables centralized operations at optimum scale.

Community Bank has expanded its network to 19 branches, 5 sub-branches, 110 service desks, and 191 ATMs/CRMs. With the rapid growth in customer base, digital banking services, and increasing demand for education-focused financial solutions, the Bank is committed to implementing a robust, secure, and scalable **School & Educational Institution ERP Software Solution**. This solution will centrally manage academic operations, student and staff records, tuition and fee collection, payroll services, and financial transactions for educational institutions. It will enable seamless integration between internal systems and school platforms, enhance governance and compliance, improve efficiency, and ensure adherence to Bangladesh Bank's ICT security guidelines and other applicable regulatory requirements.

Community Bank continues to operate on its three core building blocks: Trust, Security, and Progress.

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 the following items. Bidders are required to propose their solutions under a **two-envelope** system. Bidders are required to quote for the items and are fully responsible for the 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 the Software and related services as described below.

Item Sl.	Item Description
01	Supply, Install, Configure, Integrate, Test and Deploy of School & Educational Institution ERP Software Solution 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 specific experience in implementing **School/Educational Institution ERP Software Solutions** in at least **one (1) Bank, Non-Bank Financial Institution, or recognized Educational Institution**. Supporting documents (Work Order/Completion Certificate/Client Reference) must be enclosed.
2. The Bidder must submit copies of at least **one (1) ongoing Service Level Agreement (SLA)** for ERP/School Banking/Institutional Management Solutions provided to Banks, Non-Bank Financial Institutions, or recognized Educational Institutions. (Please enclose supporting documents.)
3. The Bidder must have capability for **e-KYC based account onboarding**, supporting both self-onboarding and assisted onboarding via mobile application.
4. The Bidder must have adequate technical resources (**minimum 10 qualified technical personnel**) with expertise in ERP implementation, academic operations, financial module configuration, system integration, and post implementation support to ensure successful project delivery and ongoing maintenance.
5. Bidders must submit up to date **Income Tax Clearance Certificate, BIN Registration Certificate, and VAT Registration Certificate**.
6. A valid **Trade License** must be submitted.
7. A **Certificate of Incorporation/Registration** must be submitted.
8. **Bid Security of BDT 50,000.00** (Taka Fifty Thousand) in the form of a Payment Order or Bank Guarantee in favor of Community Bank Bangladesh PLC. The Bid Security shall remain valid for Six (6) months from the date of bid opening and must be enclosed with the **Technical Proposal**.

TERMS & CONDITIONS:

1. This invitation for Tenders is open to eligible tenderers from Locally registered companies.
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 possess the necessary professional and technical qualifications and competence, financial resources, including after-sales service, specific product experience, and reputation.
8. All prices should be in BDT include all VAT and TAX.
9. Financial offer should be valid for minimum six (06) 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 will acquire the Software under a commission-sharing model. The revenue or commission earned through the Platform will be shared between the Bank and the Successful Bidder as per a mutually agreed upon percentage split. If no commission or revenue is earned, no financial obligation or payment shall accrue to either party.
13. The Bank reserves the right to temporarily suspend or discontinue the earning of commission-based revenue for a specified period, subject to mutual agreement and negotiation with the Successful Bidder. Such suspension may be implemented for promotional campaigns, strategic initiatives or operational considerations.
14. The Bank reserves the right to accept or reject any or all quotations 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.
15. Must fulfill CBBL's mentioned functional and implementation requirements.
16. 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.
17. 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.
18. 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.
19. Only technically qualified bidder will be eligible for opening financial proposal.
20. Requirement study, Supply, Development, Installation, Configuration, Customization, and commissioning of all 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.
21. Ensure support during working hours.

22. Additionally, the vendor will install and configure the DR site (disaster recovery) for Application and Database. In case of any disaster at the primary site, the vendor must ensure the software will run from DR.
23. Onsite Training: Training for users shall be provided at the Bank site, for at least 10 persons.
24. The bidder may offer any additional features in-built with this proposal to enhance the project.
25. Any extra features and/or policies may be included during or after implementation as per requirements of Management.
26. Before Go-Live, the bidder must perform parallel run/test of the solution for 1 (one) month.
27. 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.
28. The Bank may raise any other relevant issues for customization with the business need of time, which must be complied with at no additional cost.
29. The bidder must ensure expected performance of the new system as required by Community Bank Bangladesh PLC.
30. The Bank will check and verify the newly developed or configured module supplied in conformity with the approved technical specifications and will notify the bidder if any defects are found. The bidder MUST correct the defects immediately.
31. 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.
32. The bidder will submit proper documentation and system architecture diagrams as per standard.
33. Downtime of the proposed system: The Bidder must ensure that system downtime remains 0% (Zero) at any stage from commissioning of the system.
34. 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 Bangladesh Bank.
35. The bidder will submit a step-by-step procedure for installation, testing, and commissioning along with a projected time frame within 1 (One) week of issuance of the work order. The bidder will also submit detailed User Acceptance Test (UAT) documentation and User Verification Test (UVT) procedures, which will be signed by the concerned authority of CBBL.
36. Any extra features and/or policies, design may be included during implementation or after implementation as per requirements of Management.
37. For any type of sub-standard quality product from the selected bidder, the Bank reserves the right for outright rejection of the goods, which the bidder will take back at their own cost and replace with acceptable quality within ten (10) days of rejection.
38. The bidder may be invited to give presentations on the product and project methodologies.
39. After the receipt of the work order from the Bank, 10% (ten percent) of project value in the form of Pay Order or Bank Guarantee (BG) for 01 (one) year, or till project completion, whichever comes later, must be submitted.

Details of Business and Technical Requirements
RFP (Request for Proposal) for School & Educational Institution ERP Software Solution

Supply, install, configure, integrate, test, commission, and deploy a **School & Educational Institution ERP Software Solution**. The proposed Solution shall provide a centralized, secure, scalable, and high-performance platform include the following key components:

The bidder must fill each row against each detail requirement to show whether their proposed solution complies with the requirement.

Bidder must fill column 3 for each table with either **A/PA/RM/NA** were -

- **A – Available.**
- **PA – Partially Available.**
- **RM – Roadmap.**
- **NA – Not Available.**

Sl.	Features / Requirement Description	Availability (A/PA/RM/NA)	Comments
A. General System Requirements			
1	The solution must be a fully web-based platform accessible from major browsers (Chrome, Firefox, Edge, Safari) without any additional plugin installation.		
2	The solution must provide native Mobile Applications for both Android (API 26+) and iOS (14+) platforms, covering core institutional management functions.		
3	The system must support both On-Premise and Cloud/Hybrid deployment models as per the institutional infrastructure policy.		
4	The solution must be OS-agnostic and Database-agnostic, capable of running on Linux/Windows servers and supporting RDBMS such as Oracle, PostgreSQL, MySQL, and SQL Server.		
5	The solution must be built on a highly secured and scalable technology stack such as Java/Spring Boot (backend), ReactJS or similar modern framework (frontend), and Laravel/PHP as applicable.		
6	The system must provide RESTful API integration capability with third-party systems including payment gateways, government portals, and CBS platforms.		
7	The system must support export of all reports and data in PDF, Excel (XLSX), MS Word, and CSV formats.		
8	The system must support Bangla (Bengali) and English language interfaces, with OCR and language translation capabilities.		
9	The system must maintain a comprehensive, date-wise Application Tracer Log recording all user actions, system actions, and database changes.		
10	The system must store all event logs per regulatory and institutional policy requirements to support forensic investigation.		
11	The system must support workflow scheduling, automated notifications via SMS and email, and configurable alert mechanisms.		
12	The system must have dedicated Production, Test/UAT, and off-site Disaster Recovery (DR) environments.		
13	The system must provide a graphical dashboard for real-time		

	monitoring of institutional KPIs and operational status.		
B. Academic Management			
1	The system must support Academic Year configuration, creation, and management with the ability to carry forward data from previous years.		
2	The system must support Classroom management including room numbers, capacity, type (lab, lecture hall), and allocation.		
3	The system must support multiple Shift management (e.g., morning and day shifts) with separate timetables for each shift.		
4	The system must support Subject and Subject Group management with the ability to define compulsory and optional subject mapping per class.		
5	The system must allow mapping of Teachers to Subjects with the ability to assign one or more teachers per subject.		
6	The system must support Subject-Teacher mapping and Class Subject assignment per academic year, class, and section.		
7	The system must provide automated Class Timetable generation and manual editing, with conflict detection for teacher and room scheduling, with bulk upload features.		
8	The system must support Section and Student Area assignment, enabling grouping of students within a class.		
9	The system must allow administration of multiple academic programs simultaneously within a single institutional database.		
10	The system must support curriculum configuration, syllabus upload, and chapter-wise topic management per subject.		
11	The system must provide a Teacher Portal with the ability to view assigned classes, upload lesson plans, mark attendance, and record results.		
12	The system must enable digital communication between teachers, students, and parents via in-system notifications.		
C. Student Registration & Profile Management			
1	The system must provide a comprehensive Student Profile module capturing personal details, contact information, guardian information, photograph, and academic history.		
2	The system must support online and offline Student Admission processes with configurable admission forms per class/level.		
3	The system must support document upload and digital storage during student registration (birth certificate, NID, previous academic records, photograph).		
4	The system must support Graduated/Alumni student records management with historical data retention and retrieval.		
5	The system must provide a Student Area/Section assignment module enabling flexible grouping and regrouping of students.		
6	The system must provide a Parent/Guardian information management module with separate parent portal access.		
7	The system must allow bulk student import via Excel/CSV templates for migration from existing systems.		
8	The system must provide a student transfer/withdrawal workflow with complete record preservation.		
9	The system must maintain a complete academic history of each student across multiple years in a unified profile.		

10	The system must support biometric face enrolment of students during the registration/eKYC process for subsequent attendance and identity verification.		
D. Examination Management			
1	The system must support Exam Group configuration (e.g., First Term, Second Term, Annual Exam, Test Exam) with customizable groupings.		
2	The system must provide Exam Schedule management with scheduling conflict detection.		
3	The system must support a configurable Grading and GPA system aligned with national educational board requirements (SSC/HSC grading scales).		
4	The system must provide automated Exam Result processing including mark entry, grade calculation, GPA computation, and result sheet generation.		
5	The system must support merit list generation, division/grade summary reports, and class rank calculations.		
6	The system must support Invigilator assignment and management per exam hall and session.		
7	The system must provide AI-based Biometric Enrollment for Online Examination, verifying candidate identity using face recognition before allowing entry into the digital exam environment.		
8	The system must support Online Exam Result publication with access control for students and guardians.		
9	The system must support Mock Examination / Practice Test scheduling and result management.		
10	The system must provide mark sheet and admit card generation with institutional branding and digital personalization.		
11	The system must support bulk upload for examination results.		
E. Fee Collection & Financial Management			
1	The system must support configurable Fee Type management, allowing creation of tuition fees, admission fees, exam fees, library fees, transport fees, hostel fees, and miscellaneous fee heads.		
2	The system must provide a Fee List management module with the ability to set fee amounts by class, section, and academic year.		
3	The system must support batch and individual Fee Generation for students based on enrolled class, section, and applicable fee types.		
4	The system must support Fee Collection at counter with receipt generation, and online fee payment via integration with Bangladeshi as well as international Payment Gateways (bKash, Nagad, DBBL Nexus, VISA/Mastercard).		
5	The system must provide a Due Fee Search module enabling staff to search outstanding fees by student, class, date range, and fee type.		
6	The system must provide a Paid Fee Search and history module with detailed payment transaction records.		
7	The system must generate fee collection summary reports by class, section, date range, and fee head.		
8	The system must support waiver, discount, and scholarship management with configurable approval workflows.		
9	The system must support and facilitate configurable penalty on issued fees.		
10	The system must automatically link fee status to other modules (e.g.,		

	block exam admission or library access for fee defaulters).		
11	The system must support fee remittance reconciliation and generate daily/monthly fee collection summaries for the accounts department.		
F. Attendance Management			
1	The system must support the ability of integration with third party attendance systems.		
3	The system must support Liveness Detection during biometric attendance to prevent spoofing attacks (printed photos, screen-based attacks, 3D masks).		
4	The system must provide Manual Attendance marking capability as an alternative or backup method where biometric verification is not applicable.		
5	The system must support Student Leave Application and Leave Management with configurable approval workflow.		
6	The system must provide Teacher Attendance tracking including both biometric and manual attendance marking modes.		
7	The system must provide a real-time Attendance Status Dashboard showing class-wise and institution-wide present/absent/late statistics.		
8	The system must generate comprehensive Attendance Reports including daily, weekly, monthly, and custom date range reports by class, section, student, and teacher.		
9	The system must send automated SMS/email notifications to parents when a student is absent or late.		
10	The system must integrate attendance data with the payroll/leave module for staff salary calculation.		
G. Library Management			
1	The system must provide a Rack/Shelf management module for organizing the physical library layout and tracking book locations.		
2	The system must support comprehensive Book Catalog management including book title, ISBN, author, publisher, edition, year, and quantity.		
3	The system must support Book Type/Category management for classification (textbook, reference, fiction, periodical, etc.).		
4	The system must track book issue (check-out) transactions with due date calculation and borrower records.		
5	The system must manage Book Return transactions with condition assessment and fine calculation for overdue returns.		
6	The system must support Library Member management covering students, teachers, and staff with separate membership types.		
7	The system must support Library Member Type configuration with different borrowing limits and borrowing periods per member type.		
8	The system must provide library circulation reports including issued books, returned books, overdue books, and fine collection reports.		
H. Transportation Management			
1	The system must support Vehicle registration and management with details including vehicle number, capacity, driver name, and contact information.		
2	The system must support City Route configuration for defining geographic coverage areas served by institutional transport.		
3	The system must support Vehicle Route assignment mapping specific vehicles to specific routes and stops.		

4	The system must support student transport allocation, assigning students to specific routes and vehicles.		
5	The system must integrate transport fee with the Fee Collection module for automated billing of transport charges.		
6	The system must provide transport utilization reports including route-wise student count and vehicle occupancy.		
I. Hostel Management			
1	The system must support Hostel registration and management for residential facilities, including hostel name, capacity, warden details, and facilities.		
2	The system must support Hostel Room Type configuration (single, double occupancy, dormitory) with associated fee rates.		
3	The system must provide Room Allocation and management, assigning specific students to specific rooms with bed/seat tracking.		
4	The system must integrate hostel fees with the Fee Collection module for automated hostel charge billing.		
5	The system must track resident check-in and check-out records with historical occupancy data.		
6	The system must provide hostel occupancy reports and room availability dashboards.		
J. Accounting & Finance Module			
1	The system must provide a full Chart of Accounts management module supporting multi-level account hierarchy (assets, liabilities, income, expense).		
2	The system must support Journal Entry processing with debit/credit validation, narration, and posting to general ledger.		
3	The system must support Income recording and tracking from all institutional income streams (fees, donations, grants, etc.).		
4	The system must support Expense tracking and management with category-wise classification and approval workflow.		
5	The system must generate a Balance Sheet as per standard accounting principles with configurable reporting date.		
6	The system must generate a Trial Balance report for any user-defined period with drill-down capability to transaction level.		
7	The system must provide Income vs. Expense comparative reports with graphical visualization.		
8	The system must export all financial statements and reports to PDF and Excel formats.		
L. AI Proctoring Module (OPTIONAL)			
1	The system must provide an AI-based Enrollment module for Online Examination,		
2	The system must provide AI-featured Real-Time Monitoring during online examinations with automated incident flagging.		
3	The system must support Eyeball / Eye Movement Tracking to detect candidates looking away from the screen or receiving visual cues from third parties.		
4	The system must support Lip Movement / Lip Sync Detection to identify candidates speaking or receiving verbal assistance during examination.		
5	The system must support Body Movement Monitoring to detect unusual posture changes or physical interaction with external persons.		
6	The system must support Banned Item Detection, identifying mobile		

	phones, earphones, external notes, or books within the camera frame.		
7	The system must detect Secondary / External Device connections (screen sharing, additional monitors, external webcams) and flag such incidents immediately.		
8	The system must provide a Dubious Candidate Segregation mechanism, automatically isolating suspicious candidates for human review.		
9	The system must support a Virtual Invigilator module enabling remote exam supervision with live monitoring dashboards.		
10	The system must generate an AI-powered Incident Report per exam session with timestamped evidence for each flagged event.		
11	The system must support Online Exam Result management with automatic score compilation and result publication workflows.		
12	The system must support Mock Exam / Practice Test scheduling using the AI proctoring module.		
M. Question Bank & Document Personalization			
1	The system must provide a comprehensive Question Bank supporting MCQ, short answer, long answer, fill-in-the-blank, true/false, and image-based questions.		
2	The system must support Question Categorization by subject, chapter, topic, difficulty level, bloom's taxonomy level, and year.		
3	The system must support Algorithmic / Intelligent Question Selection that auto-generates question papers based on configured distribution rules.		
4	The system must support Document Personalization enabling institutional branding of question papers, mark sheets, admit cards, and certificates.		
5	The system must support configurable Question Paper Templates with automatic question numbering, mark allocation, and section-wise layout.		
6	The system must provide a question paper review and approval workflow before printing/publishing.		
7	The system must support import of questions from structured Excel/Word templates for bulk question bank population.		
8	The system must maintain question usage history to avoid repetition in consecutive examinations.		
N. User & Role Management			
1	The system must provide a comprehensive User Management module allowing system administrators to create, activate, deactivate, and modify user accounts.		
2	The system must provide Role-Based Access Control (RBAC) with pre-defined roles (Super Admin, Principal, Admin Staff, Teacher, Student, Parent, Accountant, Librarian) and custom role creation.		
3	The system must enforce Menu and Feature Access Control based on user roles, ensuring each role sees only the functions assigned to it.		
4	The system must maintain a full Audit Log of all user activities including login/logout timestamps, data access, modifications, and system configuration changes.		
5	The system must enforce a configurable Standard Password Policy including minimum length, complexity requirements, and configurable expiry period.		
6	The system must support two-factor authentication (2FA) for privileged		

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	user roles (Admin, Principal).		
O. Reporting & Dashboard			
1	The system must provide a centralized real-time Dashboard accessible to the Principal/Management with key institutional KPIs.		
2	The system must provide module-wise Comprehensive Report Library covering Academic, Examination, Fee, Attendance, Library, Hostel, and Finance modules.		
3	The system must provide Graphical Reports in the form of bar charts, pie charts, line graphs, and heat maps for data visualization.		
4	The system must provide Branch / Campus-level progress reports where applicable, with drill-down capability to class and student level.		
5	The system must enable report generation with user-defined filters including date range, class, section, subject, teacher, and student.		
6	All reports must be exportable in PDF and Excel (XLSX) formats with institutional branding.		
7	The system must generate regulatory and government-format reports for submission to the Ministry of Education and Bangladesh Education Board.		
8	The system must provide MIS Reports on examination results, attendance summaries, fee collections, and library statistics.		
9	The system must support comparative analysis reports (term-on-term, year-on-year) for academic performance and financial tracking.		
10	The system must provide a Pending Notification Dashboard highlighting pending fee payments, leave approvals, overdue library books, and unreviewed results.		
Q. eKYC & Digital Identity Onboarding			
1	The system must provide an end-to-end electronic Know Your Customer (eKYC) solution for digitally onboarding students and staff, supporting both Self-Onboarding (via mobile app) and Assisted/Agent-Led mode (via desktop portal).		
2	The Self-Onboarding channel must operate through native Android (API 26+) and iOS (14+) mobile applications, allowing students and staff to complete the full digital KYC registration journey independently, without requiring physical presence at the institution.		
3	The Assisted / Agent-Led mode must operate through a desktop web portal, where a designated admin or enrollment agent guides the applicant through identity verification, document capture, and profile completion step by step.		
4	The system must capture official identity documents — National Identity Card (NID), Birth Registration Certificate, Passport, or Driving Licence — using the device camera or an attached document scanner in both onboarding modes.		
5	The system must perform OCR-based automated data extraction from captured identity documents, auto-populating applicant name, date of birth, ID number, gender, and address fields without manual data entry, with field-level validation.		
6	The system must perform document authenticity verification including tamper-detection, font consistency analysis, MRZ (Machine Readable Zone) and barcode parsing, with cross-validation of MRZ data against OCR-extracted fields to detect discrepancies.		
7	The system must enforce automated document image quality checks		

	(minimum resolution, brightness, glare, and blur thresholds) and prompt the user to recapture if the quality is insufficient before proceeding to the next step.		
8	The system must perform AI-based Biometric Face Matching between the applicant's live-captured selfie and the photograph on the submitted identity document, (minimum 80%).		
9	The system must incorporate Liveness Detection (passive mode standard; active challenge-response — blink, nod, smile — available) during the eKYC facial capture step to prevent presentation attacks using printed photographs, screen replays, or 3D masks.		
11	The system must capture and store the applicant's explicit Digital Consent for biometric data collection, processing, and storage, with a timestamped, legally compliant consent record forming a permanent part of the KYC file.		
12	The system must support a configurable Maker-Checker Approval Workflow for eKYC completion, requiring second-level review and approval by a designated admin or compliance officer before the student/staff profile is activated in the system.		
13	The system must provide an Onboarding Status Dashboard displaying real-time status of all eKYC applications categorised as: Pending, Under Review, Approved, and Rejected, accessible to authorised administrators.		
14	The system must allow incomplete onboarding sessions to be saved and resumed within a configurable time window without requiring re-entry of previously captured data.		
16	The system must support configurable Data Retention Policies for eKYC records in compliance with applicable Bangladesh data protection regulations and institutional policy, with auto-archiving and purge workflows.		
17	The system must generate an eKYC Completion Confirmation / Digital Enrollment Certificate in institutional letterhead format upon successful verification, available for download by the student or staff member.		
18	The system must expose a secure RESTful eKYC API allowing the institution's other digital systems (fee portal, learning management system, library, biometric attendance) to invoke identity verification inline without re-onboarding the user.		

Technical Specification Requirements

The following table specifies the minimum technical standards and platform requirements that the proposed School ERP Solution must comply with. Bidders must provide their offered specification against each line item in the "Bidder's Offered Specification" column.

Sl.	Category	Technical Specification / Requirement	Minimum Required Standard	Bidder's Offered Specification
A. Technology Stack (Application Platform)				
1	Application Backend	Backend must use a modern, enterprise-grade server-side framework with strong community support and security track record.	Java (Spring Boot) and/or PHP (Laravel); vendor must confirm ownership of codebase	
2	Frontend Framework	The user interface must be built using a modern reactive/component-based JavaScript framework.	ReactJS; fully SPA-capable	
3	Application Architecture	Solution must follow a scalable, maintainable architecture separating presentation, business logic, and data layers.	Multi-tier MVC or Microservices architecture with REST APIs; no monolithic single-tier deployment	
4	Technology Independence	Solution must not require proprietary or licensed runtime environments beyond the stated stack.	Open-standard technology stack; no proprietary runtime lock-in	
5	Codebase Ownership	Vendor must confirm full ownership of the codebase and ability to support and customize independently.	Vendor-owned, own-developed codebase; NOT a resold, licensed, or white-labelled third-party product; proof of development required	
B. Database Requirements				
6	RDBMS Support	The solution must support industry-standard relational database management systems.	Oracle 19c+, PostgreSQL 13+, MySQL 8+, or SQL Server 2019+ (minimum one; ideally two or more)	
7	Database Agnostic	The application must not be hardcoded to a single database vendor.	DB-agnostic; database engine can be switched without application code changes	
8	Automated Backup	Automated database backup must be built in or supported via scripting.	Daily incremental and weekly full backup; minimum 30-day retention; point-in-time recovery supported	
9	Data Encryption at Rest	All sensitive data fields and biometric templates must be encrypted in the database.	AES-256 encryption for sensitive PII fields and biometric template storage; separate encryption for biometric data tables	
C. Operating System & Deployment Environment				
10	Server OS	Application server must be OS-agnostic and	Linux (RHEL 8+ / Ubuntu 20.04+) and Windows Server 2019+; no OS lock-in	

		deployable on standard enterprise server operating systems.		
11	Client OS	End-user workstations must require no additional installation beyond a modern web browser.	Windows 10+, macOS 12+, Linux (Ubuntu); browser-based access; no client-side plugin required	
12	Deployment Mode	Solution must support multiple deployment models to suit institutional infrastructure.	On-premise, Private Cloud, and Hybrid deployment; vendor must support all three	
13	DC / DR Setup	Dedicated Data Centre (DC) and Disaster Recovery (DR) environments must be supported.	Active-Active or Active-Passive DR; RTO ≤ 4 hours; RPO ≤ 1 hour; vendor responsible for DR configuration	
14	Scalability	System must scale without downtime as institutional data and users grow.	Horizontal and vertical scalability; new users/branches added without system interruption or architectural change	
D. Mobile Application (Android & iOS)				
15	Android App	Must have a native Android mobile application covering key institutional modules.	Native Android app; minimum API Level 26 (Android 8.0 Oreo) and above; available via APK or Google Play	
16	iOS App	Must have a native iOS mobile application covering key institutional modules.	Native iOS app; minimum iOS 14+; available via App Store or enterprise distribution	
17	Core Mobile Features	Core institutional modules must be accessible on mobile devices.	AI biometric attendance, eKYC self-onboarding, exam access, fee enquiry, online learning portal, push notifications, leave management	
18	Offline Capability	Mobile app must support limited offline data capture with sync.	Offline data capture for attendance and eKYC with automatic synchronisation when network connectivity is restored	
19	Mobile eKYC Channel	Self-onboarding eKYC must be fully operable from the mobile application.	Full eKYC journey (document capture, OCR, face match, liveness, consent) operable from Android and iOS mobile app without desktop dependency	
E. Web Browser & User Interface				
20	Browser Compatibility	Web portal must function on major modern browsers without plugins.	Google Chrome 90+, Mozilla Firefox 88+, Microsoft Edge 90+, Safari 14+	
21	Responsive Design	The web interface must adapt to different screen sizes.	Fully responsive UI; usable on 360px mobile to 1920px desktop without horizontal scrolling	
22	Assisted Mode Portal	Dedicated desktop portal for agent-assisted eKYC	Web-based portal with dedicated agent/admin interface for Assisted	

		and admin operations.	eKYC, student management, attendance dashboard, and reporting	
F. Security & Compliance				
23	Encryption in Transit	All data exchanged between client and server must be encrypted.	TLS 1.2 minimum; TLS 1.3 preferred; all HTTP traffic forced to HTTPS; no mixed content	
24	Encryption at Rest	All stored sensitive data and biometric templates must be encrypted.	AES-256 encryption for database fields, file storage, and biometric template storage	
25	Web Application Security	Solution must comply with established web security standards.	OWASP Top 10 Web Application Security Risks compliance; no known critical (CVSS $\geq$ 9.0) vulnerabilities at go-live	
26	Password Policy	System must enforce strong password standards for all user accounts.	Minimum 8 characters; must include uppercase, lowercase, digit, and special character; configurable expiry (30–180 days)	
27	Session Management	Secure session handling must be enforced.	Configurable session timeout (default 30 min inactivity); concurrent session control per user; admin force-logout capability	
28	Two-Factor Authentication	MFA must be available for privileged user roles.	TOTP-based 2FA (Google Authenticator compatible) for Admin, Principal, and Exam Controller roles; optional for all users	
29	Biometric Data Privacy	Biometric templates and eKYC data must be handled with strict data privacy controls.	Raw face images NOT retained post template extraction; biometric templates encrypted separately from PII; consent records immutable	
G. AI & Biometric Engine				
30	Engine Ownership	Biometric AI engine must be developed and owned by the bidding vendor;	Vendor's own-developed proprietary face recognition engine; documentary proof of in-house development required (not licensed)	
31	Face Recognition Accuracy	Minimum accuracy rate for face recognition under real-world conditions.	$\geq$ 95% True Acceptance Rate (TAR) at a False Acceptance Rate (FAR) of $\leq$ 0.1% under varied indoor lighting	
34	Deduplication Speed	Biometric search performance for eKYC duplicate detection against existing database.	Deduplication search result within $\leq$ 5 seconds for a database of 10,000+ enrolled templates	
35	Biometric Template Security	Security standards for stored biometric templates generated during eKYC.	AES-256 encrypted templates; raw selfie/face images NOT retained after template extraction; templates stored separately from PII data	
36	OCR Capability	Document data extraction for eKYC identity document processing.	Own-developed or integrated OCR engine supporting NID, Passport, Birth Certificate; field extraction accuracy $\geq$ 90%; supports both Bangla and English text	
37	AI Proctoring Features	AI-powered online examination monitoring	Real-time eyeball tracking, lip-movement detection, body-	

		using own-developed engine.	movement monitoring, banned item detection, external device connection detection, dubious candidate auto-flagging	
H. Integration & API				
38	API Standard	System must expose standard APIs for third-party integration.	RESTful APIs with JSON payloads; OpenAPI 3.0 / Swagger documentation provided; API versioning supported	
39	eKYC API	System must expose a dedicated eKYC API for integration with other institutional digital systems.	Secure RESTful eKYC API allowing fee portal, library, learning portal, and attendance systems to invoke identity verification without re-onboarding	
40	Payment Gateway	Local payment gateway integration required for fee collection.	bKash, Nagad, DBBL Nexus Pay, VISA/Mastercard; configurable to add gateways without code change	
41	SMS Gateway	Automated SMS notification capability for parents and students.	Integration with BD SMS gateway (SSL Wireless, Infobip, or equivalent); templated SMS for attendance, fee, results, and eKYC alerts	
42	Email / Notification	Automated email notification and alert capability.	SMTP integration; templated HTML email; bulk notification supported for class/institution-wide announcements	
43	Webhook & Event Push	System must support real-time event notification to external systems.	Configurable webhooks for key events: eKYC approved, attendance flagged, fee paid, exam result published, alert generated	
44	Government Portal Integration	Integration with government education portals where applicable.	Compatible with Bangladesh Education Board and Ministry of Education data submission formats; API connectivity roadmap provided	
I. Performance & Availability				
45	System Uptime SLA	Required availability guarantee.	≥ 99.9% uptime (maximum ≤ 8.76 hours unplanned downtime per year); SLA enforceable by contract	
46	Page Load Response Time	Standard page and report response time under normal load.	≤ 3 seconds for standard page loads; ≤ 5 seconds for complex report generation; ≤ 2 seconds for biometric match response	
47	Concurrent User Support	Minimum simultaneous active users system must support.	≥ 500 concurrent authenticated users without performance degradation; load test report required prior to go-live	
48	Data Volume Scalability	System must handle large institutional data volumes without degradation.	Support ≥ 50,000 student records and 5+ years of historical data; indexed queries optimized for large-scale reporting	
49	eKYC Session Concurrency	System must support concurrent eKYC onboarding sessions.	≥ 50 simultaneous eKYC sessions (self-onboarding + assisted) without queue delay or timeout	

J. Reporting Engine				
50	Report Export Formats	Required export formats for all generated reports.	PDF, Excel (XLSX), MS Word (DOCX), CSV; all reports exported with institutional header and branding	
51	Graphical Reporting	Charts and graphical visualisation within the application.	Built-in graphical reports: bar charts, pie charts, line graphs, heat maps; no external tool or plugin dependency	
52	Scheduled Reports	Automated report generation and delivery capability.	Configurable scheduled reports (daily, weekly, monthly) delivered via email to designated recipients without manual trigger	
53	eKYC Audit Report	eKYC compliance and onboarding audit reporting.	Complete eKYC audit trail report per application: step-by-step timestamps, OCR data, face match score, liveness result, consent record, approval chain, and outcome	

K. Support, Training & Maintenance

54	Warranty Period	Post Go-Live warranty duration.	Minimum 1 (one) year full warranty from date of Go-Live; all bugs and defects fixed at no cost during warranty	
55	AMC Period	Annual Maintenance Contract after warranty.	5 (five) year AMC post-warranty with defined SLA; AMC pricing included in financial proposal	
56	Support Hours	Business-hour and emergency support requirements.	Business hours: 9 AM – 6 PM, Sunday–Thursday; 24x7 emergency hotline for P1 (critical) incidents	
57	Training	Onsite training requirement for institutional staff.	Minimum 3 (three) days onsite training for ≥ 20 users across all roles; training materials in Bangla and English; role-specific user manuals provided	

58	The proposed Solution must seamlessly integrate with the Bank's Core Banking System (CBS), Islamic Banking CBS, Card Management System, Internet Banking, Mobile Apps, Agent Banking, Payment Gateway, Enterprise Service Bus (ESB)/Middleware, Customer Relationship Management (CRM), and other internal and external applications, enabling secure, reliable, and centralized API management across Community Bank Bangladesh PLC.			
59	The proposed solution shall comply with the ICT Security Guidelines, Core Banking Solution (CBS) Guidelines, Cyber Security Guidelines, and all other applicable circulars, directives, and regulatory requirements issued by Bangladesh Bank. The solution shall also support the implementation of future regulatory changes and security requirements through configurable policies without requiring significant application modifications.			

Others Requirement:

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

STANDARD FORMAT OF FINANCIAL PROPOSAL

Financial Proposal - Standard Forms

Summary of Costs

Commission-Sharing Model

Sl.	Item Description	Bidder will get	Bank will get
1	ERP-based School Management Solution	_____ %	_____ %
2	Tuition & other fee collection through ERP platform		
3	Payroll management services for schools		
4	Account opening through e-KYC	Bank shall pay to the bidder BDT _____ per successfully opened account.	

Additional Customization and Training Cost Per Man-day

Additional customization cost per man-day (Including VAT & TAX) in BDT	Training cost per man-day (Including VAT & TAX) in BDT