February 02, 2025

Request For Quotation (RFQ) for supply, installation, testing & commissioning of Document Management System (DMS) for the Bank.

1.01 Scope of bid

Bengal Commercial Bank PLC. requires Document Management System (DMS) with 03 (three) years warranty and Annual Maintenance Contract (AMC) after expiry of warranty period. The following terms and conditions and technical specifications for the required items are given hereunder for the bidders/vendors.

1.02 Bidder's qualification

- Bidder should have his own office and trained & experienced manpower to install, configure the supplied products.
- Bidder shall be assessed under Income Tax Department.
- Bidder shall be an authorized dealer / manufacturer for supplied brand product.
- Bidder should have the capacity for solving any issues of Document Management System (DMS) within the Warranty/AMC period based on the terms and condition of AMC agreement without any system interruption at the time of operation.
- Bidder must have the capacity to solve any support related issue occurred between the client and the mother company of the product within the warranty and AMC period.
- The bidder must have at least three (03) years of experience of selling and installation of mentioned products in Bangladesh.
- Experience for supplying same products at least two commercial Bank.
- 24×7 support need to be ensured.

1.03 Documents comprising the bid

a. Technical Description of the deliverables to demonstrate the specified technical requirement (**Annexure-A of the RFQ.**).
b. Schedule for financial proposal as per mentioned format of Financial Offer (**Annexure-B of the RFQ**).
c. Photocopy of following documents may be submitted with the technical offer:

    i. Valid Trade License and Company Profile (Establishment date, no of tech engineers, no of employees, no of bank clients, no of support center in Dhaka, hardware replacement period etc.)
    ii. E-TIN, VAT and BIN Certificate
    iii. Name, contact number and e-mail address of the Contact person
    iv. Previous business relationship history with Bengal Commercial Bank PLC. (if any)
    v. Proof of Experience
    vi. List of corporate clients with Certificates.
    vii. Copies of the Quality Certification obtained by the Vendors on the products they quoted and quality Certification on their process, if any.

Supporting Papers (Hard Copy) and relevant data is required to fill up by suppliers in the Technical offer with proper indexing:

Criteria for Company Strength	Requirement Information
Date of Establishment	Year (........), Paper required as a proof
Memorandum and Article of Association	Paper required as a proof
Certificate of Incorporation	Paper required as a proof
e-TIN, Valid Trade License, VAT certificates	Paper required as a proof (3)

Proof of Experience (3 Years)	Years Max (.....) Installation/WO Paper required
No of IT Professionals	No (.......), Paper required
Certification of Support Engineers (No.)	No (......), One cert. for one engineer at least
Number of Clients with Certificate (at least 3)	No (.....)Paper required as a proof (3)
No of Support Centre in Dhaka	No (.......), Paper required
No of local Warehouse	No (.......), Paper required
Faulty Parts Replacement period (in Hours)	In Hours (.......), Paper required
Physical Presence of Engineer after 1st call/mail (in Hours)	In Hours (.......), Paper required
No of parts depot in Dhaka	No (.......), Paper required
24/7 Support Service	Paper required as a proof

1.04 Bid prices:

Bidders shall quote the price excluding VAT and including Tax in Bangladeshi Taka (BDT) for the items. Related VAT will be borne by the bank. The product price will include supply, installation, configuration and **three (3) years full warranty** and maintenance. Bidders shall quote year wise price for Annual Maintenance Contract (AMC) for the product that will be valid for after expiry of the warranty period of 03 years. Annual Maintenance Contract (AMC) must include modification & up gradation as per Bangladesh Bank & Bank's requirement. Bidders must submit the financial offer as per financial offer format given in Annexure-B.

1.05 Bid validity

Bid shall remain valid for a period of **120** days from the date of opening of technical proposals. In exceptional circumstances, prior to expiry of the original bid validity period, the Bank may request the bidder to extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing. A bidder agreeing to the request will not be permitted to modify its bid.

1.06 Sealing and marking of bid

The envelope shall:
1. Be addressed to the Bank at the following address: **Head of GSD, Bengal Commercial Bank PLC. Khandker Tower, Level-5, 94, Gulshan Avenue, Gulshan, Dhaka-1212.**
2. Bidder(s) should submit the financial and technical offer in separate envelope mentioning the name of the offer and both envelopes must be submitted together in a single envelope.
3. In addition to the above requirements, the envelope shall indicate the name and address of the bidder to enable the bid to be returned unopened in case may be declared "late" pursuant to clause 1.08.
4. If the envelope is not sealed and marked as above, the Bank will assume no responsibility for the misplacement or premature opening of the bid.

1.07 Deadline of bid

The bidder must submit the bids in original (sealed), duly marking the envelope as addressed at the following no later than **4:00 p.m. on February 11, 2025.**

1.08 Late Bids

Any bid received by the Bank after the deadline for submission of bid prescribed in clause 1.07 may be rejected and returned unopened to the bidder.

1.09 Evaluation of proposals

The Bank will choose the offer that will be more comprehensive and that conform the relevant required product. Information relating to the examination, clarification, evaluation and comparison of bids and recommendations for the award of a contract shall not be disclosed to bidders or any persons not officially concerned with such process until the award to the successful bidder has been announced. Bank reserves the right to accept or reject any or all of the tender(s) without assigning any reason whatsoever. Bank also reserves the right to negotiate with the participating vendors regarding price, warranty and specification of the item(s).

1.10 Price Negotiation.

The Bank may request competent bidders to negotiate the price or any other relevant queries. Representative of the Bidders must have authorization for price negotiation. Bank will choose the successful bidder, after price negotiation, considering other performance and quality of products which are deemed fit by the Bank

1.11 Award of Contract

Subject to Clause 1.09 & 1.10 the Bank will award the Contract to the successful bidder.

1.12 Bank's right to accept any bid and to reject any or all bids.

Notwithstanding Clause 1.11, the Bank reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the Bank's action.

1.13 Notification of Award/Work Order.

Prior to expiration of the period of bid validity prescribed by the Bank and after successful negotiations (if any), the Bank will notify/issue work order in favor of the successful bidder that his bid has been accepted. The notification of award/work order may constitute the updated terms and conditions and basic formation of the Contract.

1.14 Warranty

Bidders are requested to submit the price with **three (3) years of warranty** of the Document Management System (DMS). Bidders are also requested to submit the price of **Annual Maintenance Contract (AMC)** after the warranty period of 3 years. Warranty period of the products start on the date of live operation of the product.

1.15 Security Money

An amount equivalent to 10% of total work order/product value will be considered as security money. Security money amount will be deducted from the bill and retained up to the warranty period of the products. Security money will be returned after the stipulated warranty period of 03 (three) years of the products. Security money may be forfeited in case of violation of warranty and or support issues mentioned in clause 1.15 within the stipulated warranty period as well as disagree to execute the AMC of the products at approved prices.

1.16 Product Delivery
- Ready stock will be given preference.
- **45 (Forty Five) days** from the date of receiving the Work Order.

1.17 Penalty

In case of failure or any kind of delay regarding delivery of the product within due time mentioned in clause 1.16, vendor will be liable to pay 1% of the total work order value, as penalty, to the bank for delaying each week after the due date. Upon reaching the penalty to 10% of total Work Order/Contract value, the performance security as well as the Work Order may be forfeited on sending a letter to the vendor.

However, Bank must be informed for any foreseeable delay due to uncontrolled situation prior to exceed the delivery deadline mentioned in clause 1.16 which may be considered by the bank if situation justify such delay and the decision of purchase committee of the bank will be final.

Moreover, security money may be forfeited in case of violation of warranty support issues mentioned in clause 1.14 within the products warranty period.

1.19 Payment

- No advanced or partial payment will be made.
- Payment will be made after live operation of the products.
- Vendor should have to sign the Service Level Agreement (SLA) before the final payment of the products.

1.20 Service Level Agreement:

A Service Level Agreement (SLA) have to be signed between the Bank and the successful bidder for ensuring smooth support during the warranty / AMC period. The successful bidder has to sign the Service Level Agreement (SLA) with Bengal Commercial Bank, covering all clauses of ICT security guidelines provided by Bangladesh Bank.

1.21 Withholding Sales Tax

The bidder is hereby informed that the Government shall deduct tax at the rate prescribed under the Tax Laws of Bangladesh, from all payments for services rendered by any bidder who signs a contract with the Bank. The bidder will be responsible for all taxes on transactions and/or income, which may be levied by the bank. If bidder is exempted from any specific taxes, then it is requested to provide the relevant documents with the proposal.

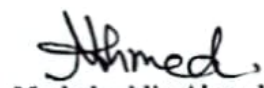### 1.22 Contact Persons

For Financial quarries:

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e-mail: mostafizur.rahman@bgcb.com.bd

For Technical Quarries:

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Mob.: +8801714007072
e-mail: mesbahuddin.ahmed@bgcb.com.bd

Md. Monzur-A-Moula
VP & Head of GSD

Mesbahuddin Ahmed
VP, IT Division

Dr. Md Rafiqul Islam
DMD & CTO

	Annexure-A

Schedule of Technical Specification:

SL.	Requirement	Complied (Yes/No)	Remarks
1	Ability to provide for user-defined indexes for easy search and retrieval of files		
2	Ability to provide for filing and indexing of documents for quick retrieval		
3	Ability to provide facility to add keywords with documents to act as quick reference for the documents		
4	Ability to Support bulk uploading with indexing or import from other applications		
5	Ability to support web interface for viewing image documents		
6	Ability to facilitate zoom-in/zoom-out, zoom percentage and Zoom lens to zoom in on a part of an image and other image operations like Invert, rotate etc.		
7	Ability to support Thumbnails on image documents and viewing of the same.		
8	Ability Upon completion of search, immediately to display all selected images and support quick navigation through documents.		
9	Ability to provide for save and publish common searches for quick access		
10	Ability to provide for quick search within a saved search		
11	Ability to provide for rapid search and retrieval on multiple very large document repositories.		
12	Search Criteria should be configurable		
13	Ability of Full Text Search: Searching within the content of the documents		
14	The Document management system shall support definition of Users, Groups and Roles relation in the system		
15	The system shall support access permissions on Folders, documents and object level		
16	The system shall support multiple levels of access rights (Delete/ Edit/ View/ Print/ Download)		
17	The system shall support system privileges like Create/Delete Users, Define indexes etc.		
18	The system shall support secure login id and passwords for each user and passwords shall be stored in encrypted format in database		

19	The system shall support extensive password validations like passwords must be of minimum 8 characters, shall be alphanumeric, locking of user-id after three unsuccessful attempts, password expiry, password history so that passwords are not same as previous three times passwords etc.		
20	The system shall support Disaster recovery by replicating the data at remote locations		
21	The system shall support provide support for HTTP/SSL for secure data transfer		
22	The system shall provide integration facility with another platform and shall support single sign on		
23	The system shall support Extensive Audit-trails at document, Folder and for highest levels for each action done by particular user with user name, date and time		
24	Support for rule and roles-based rights		
25	Support for rights on administrative reports		
26	Ability to classify the document under security levels and restrict document access through security levels		
27	Ability to generate security related reports such as document uploading, downloading printing, etc.		
28	Ability to provide item wise permission if required		
29	Ability to restrict document viewing, printing, downloading and etc		
30	The system shall support web-based administration modules for the complete management of the system.		
31	The admin module shall provide easy to use interface for Index structure definition, that can be used by different users		
32	The admin module shall provide an interface for purging old audit trails and do selective logging i.e. select the system or application features for which the audit trails have to be generated.		
33	Document management solution should be able to manage retention of the document base on the index		
34	System should have the feature to restrict admin from unauthorized changes in the system. This feature needs to be flexible, which can be enabled based on organization policy.		
35	Describe the features that enable Solution to scale for high-volume imaging applications.		
36	System should have the option to track Original documents physical status with archiving location		
37	System should have ability to trac the physical file location (File/Box/Shelf/Rack)		
38	System should have the ability to send reminders and notifications through dashboard, SMS and email		
39	System should have the capability to assign unlimited number of categorizations		
40	The system should have the capability to store, manage, view and play PDF, audio, video files within the system		

41	The system must have user friendly document separation capabilities		
42	The system must have page append, prepend and insert facility into an existing PDF document		
'43	The system must have comment facility against any document		
	The system must ensure the security threats but not limited to the following:		
	SQL/Code/File Injection		
	Broken Authentication		
	Sensitive Data Exposure		
	XML External Entities (XXE)		
	Broken Access Control		
	Security Misconfiguration		
	Cross-Site Scripting XSS		
	Using Components with Known Vulnerabilities		
	Insufficient Logging & Monitoring		
44	The system must have Built-in workflow application for any kind of approval		
45	The solution shall be capable of an automated electronic processing of data and documents that allows for the integration of business rules.		
46	The system shall have a process/workflow engine to support different types of document routing mechanism		
47	The system shall allow process designers to define multiple automatic system defined stages.		
48	The Process designer shall provide intuitive interface for designing complex rules and conditions for workflow routing.		
49	The process management system shall support the facility to define documents viewed and to be attached at individual stages.		
50	The system shall allow users to define entry-level settings like Increase of priority or sending an email trigger on the basis of pre-defined conditions or setting up particular variable or property etc.		
51	The system should have individual document deferral facility		
52	The system should have mandatory document marking facility		
53	The system shall provide inbuilt facility to design custom forms that can be attached at one or more stages of workflow.		
54	The system should have facility to give observation against any document		
55	The system shall have document grouping facility for every workflow		
56	The system shall have a built-in A/C opening approval process		
57	The system shall have a workflow cloning facility		

Bengal Commercial Bank PLC.

58	The status of a workflow (review, approved, not approved, pending approval, not submitted for approval) can be easily searched.		
59	Workflow tasks can be sent to a single user, a group of users, or one of a group of users.		
60	Documents that completed workflow can be converted to PDF or preserved so no further changes can be made to them.		
61	There will be options to add comments, annotations, and task assignments for efficient collaboration.		
62	The workflow history must be maintained for all document versions.		
63	Workflow can be automated for a specific document type and workflow template.		
64	The workflow participant may postpone the approval of a document. This could pause the workflow, send it to a previous task in the process for revision, or create a one-time review task for another user.		
65	The statuses of workflows should be viewable through a dashboard. Should contain a tracking system for each file		
66	Several documents can be included in a single workflow and can be approved in a single step.		
67	The workflow allows a task to be assigned to a group of users where all participants must complete the task or only one in the group must complete the task.		
68	The system shall have facility to fetch data from other system (CBS etc)		
69	The system shall have facility to send email notification at any specific stage of workflow		
70	The system shall have the facility of group workflow and my workflow for any specific workflow notification		
71	The system shall have the facility of tracking specific process based on unique ID		
72	The system shall have the facility to archive after completion of approval		
73	The system shall have the facility to branch wise workflow routing		
74	The workflow search criteria can be configurable		
75	Ability to manage version control of documents including check in, check out, view history, view latest version, write version comments, etc.		
76	System should have the ability to keep the older version in case of multiple versions of a document.		
77	Existing data have to be migrated to the new System		
78	Integration facility through API with any other system		
79	System should have the ability to provide various types of report generation.		
80	Unlimited perpetual user license for all modules		

Required Physical Server Details

SL	Description	Server Class / Model	CPU	RAM	HDD
1	Application Server	Please mention	Please mention	Please mention	Please mention
2	Database Server	Please mention	Please mention	Please mention	Please mention
3	Storage Server	Please mention	Please mention	Please mention	Please mention
6	Others (If any)	Please mention	Please mention	Please mention	Please mention

Required Software Details

Description	Details Specification	Remarks
Database (DB)		
Operating System (OS)		
Others (If any)		

	Annexure-B

Format of the Financial Offer

Option 1 (Software as a Service):

SL	Item/Description	Unit	Per Year Cost (Excluding VAT & Including Tax)
1.	Workflow application with Integrated Document Management System For SME/Retail/Emerging Corporate - Centralized and Integrated Solution - Unlimited User License - Payment will be made on monthly	1	
2.	Integration - (For Data Request, Import, Push, Search-Through API)	Per Integration	
3.	Customization/Change Request (CR) Man Day cost	Per Man day	

Option-2(On-Premises):

SL	Item/Description	Unit	Total Price (Excluding VAT & Including Tax)
1.	Workflow application with Integrated Document Management System For SME/Retail/Emerging Corporate - Centralized and Integrated Solution - Unlimited User License - Warranty 3 Years	1	
2.	Annual Maintenance Contract (AMC) –After three years of warranty period.	Per Year	
3.	Integration - (For Data Request, Import, Push, Search-Through API)	Per Integration	
4.	Customization/Change Request (CR) Man Day cost	Per Man day	

*Price excluding VAT & including Tax. Related VAT to be borne by the Bank.

Budgetary cost of required Hardware & Environmental Software for the software (if required):

SL	Particulars	Approx. price in BDT excluding VAT & including Tax
1	Approx. Cost of required Hardware(s)	
2	Approx. Cost of required DataBase Software(s)	
3	Approx. Cost of required Operating System(s)	
4	Any other requirement(s)	