

## Request for Proposal (RFP) Modhumoti Agent Banking System

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This RFP is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice.

Subject to any law to the contrary, and to the maximum extent permitted by Bangladesh law, Bank and its directors, officers, or employees disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities expenses or disbursements incurred therein or incidental thereto) or damage (whether foreseeable or not) ("Losses") suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the losses arise in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of Bank or any of its directors, officers, or employees.

Bank may in its absolute discretion update, amend or supplement the information in this RFP.

### General Information

S/L No.	Items	Bidder's Response	Remarks
1	Name of the Company and corporate address of the company		
2	Please provide the following documents: * Copy of the Trade License; * Copy of the TIN certificate; * Copy of the VAT registration; * Copy of the Incorporation Certificate. * Copy of the Tax exemption certificate (If Available)		
3	Year of establishment of the company according to BASIS		
4	Brand Name of the product (ABS)		
5	The company should mention experience in Agent Banking Services along with installation reference (sites). Please provide copy/copies of the work completion certificate issued by reference site(s) along with the name of the contact person and mobile number. [Note: Agent Banking System installation reference in Bangladesh is preferable]		
6	Tenderer must specify the team strength with experience for the Agent Banking solution.		
7	Schedule Time (Months) for Software Implementation. Kindly submit a Gantt chart.		
8	The arrangement of after sales support.		
9	Tenderer must have domain knowledge on banking business along with the experience of working at the financial organization. Please specify installation references and provide copies of work completion certificates		
10	Name of the existing clients in Banking services		

### Financial Information

S/L No.	Items	Bidder's Response	Remarks
1	Product Price (Amount in BDT and Inclusive of VAT & AIT) with system integration (CBS, Remittance Solution, 3rd Party Solutions etc.)		
2	Software Licensing: Please specify whether the software license is unlimited or limited in terms of Number of Agents		
3	Service Charge for additional development task /Man days (Amount in BDT)		
4	Annual Maintenance Charge (AMC) (Percentage)		
5	Any Other Cost (Fixed or recurring)		
<b>S/L No.</b>	<b>Items</b>	<b>Bidder's Response</b> - Fully Compliant (FC) - Partially Compliant (PC) - Non Complaint (NC)	<b>Remarks</b>

### Regulatory Compliances

1	System should fully comply with Bangladesh Bank Policy and Guidelines on Agent Banking		
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2	Besides the Agent banking, others related circulars and circular letters issued by Central Bank of Bangladesh should be considered to implement the agent Banking Solution.		
3	Solution should be user friendly and easy to learn and navigate.		
4	Solution should support legend and color coding for information categorization in view screens.		
5	Solution should be highly responsive on user events. Fast processor for historical information investigation and reporting.		
<b>Hardware and Database (i.e. Server and Storage) Requirement</b>			
6	Vendor should specify minimum HW specification and detail design for implementing the solution.		
7	Vendor should specify the maximum number of concurrent users supported by the proposed hardware specification		
8	Proposal for Clustering and Failover		
9	Capacity Planning by considering 5 years of operation		
10	Ability to deploy in VM environment and should have open storage support		
11	System must support Oracle/SQL Server RDBMS as the RDBMS of choice of all core data. Pls mention the versions supported.		
12	System must support the following latest OS: IBM AIX , Unix, Sun Solaris, HP UX , Windows, Linux.		
13	System must support the following latest OS: Windows, IBM AIX, Unix, Sun Solaris, HP UX with Oracle or MS SQL Server as database		
14	Proposed Hardware and Software must have ability to linearly scale system based on reasonable growth patterns by adding incremental computing resources. Also to support clustering at each layer i.e. Web server, Application server and Database for Fault Tolerance & Load Balancing. The system would be deployed in clustered environment on 2 servers		
15	System able to run independently in any OS and Hardware environment.		
16	The system should apply checks to ensure that no part of the database has been lost.		
17	The system should apply checks to ensure that data within the system is consistently.		
18	Database backup: The system should provide the facility to take backups of data and system software at user defined intervals with minimal/without operator intervention. The system should allow these backups to be both: (a) full - a complete image of the data and/or software b. The system should enable data to be restored to a secure and adaptable point in event of system failure.		
19	Database Recovery: The system should be possible, using off-site backups, to recover the entire system on an alternative machine in the event of a catastrophic event occurring.		
20	Thin client must be able to support users on a low bandwidth (32 kbps) connection for merchants and payment pages.		
21	Document storage: Ability to store document/image into the document location/server not into database and mapping with application/database.		
22	Compress support: Ability to compress/decompress image/objects		
23	Scalability: Proposed Hardware and Software must have ability to linearly scale system based on reasonable growth patterns by adding incremental computing resources. Also to support clustering at each layer i.e. Web server, Application server and Database for Fault Tolerance & Load Balancing. The system would be deployed in clustered environment on 2 servers		
24	Archival: System must allow or option should be available for user-defined periodical archival facility for database, log file, or other file format.		

25	Browser-Based Front-End for end user: System able to run independently in any OS and Hardware environment.		
<b>Functional Proposition (Basic)</b>			
26	System Should be able to perform both as Standalone and Middleware. Some of the products may be performed as Standalone and some products should be in CBS or Vice-versa.		
27	ABS System Should have separate Chart of Accounts and related issues for profit and loss accounting		
28	Web Application and Mobile App for Agent Banking Activities through Agent and Back Office		
29	Customer Authentication through Finger Print, Face Matching PIN validation and OTP		
30	Dedupe Checks / Searching mechanism using NID No., Passport Number, Birth Certificate Number, Contact No., TIN, DOB, Place of Birth, Full Name, Mother's name, Nominee NID, Nominee Name, Card Number etc.		
31	Super Agent, Master Agent, Agent & Sub-Agent ID creation through 2FA and Finger Print and each user need to have unique agent code.		
32	Agent and Customer Onboarding through E-KYC (Finger Print and Face Matching) and Pop-up/notification/pending request/ System Generated email for Approval base Incident		
33	Account Opening Both individual and Non-Individuals		
34	Bulk Customer Opening and transaction processing through Batch Files		
35	Balance Query and Mini Statement for SB, CD, TD and RD		
36	Deposit and Withdrawal through Finger Print, Face Matching and PIN or OTP validation or QR Code or NFC via card		
37	Fund Transfer (Own & 3rd Party), EFT and RTGS		
38	Duplicate Statement and Balance Confirmation		
39	Utility and Lifestyle Payment (Offline and Online through API or System integration). Common payment gateway API required which will be provided to partners for integrating with MMBL		
40	Inward foreign remittance disbursement (Offline and Real Time through system Integration)		
41	Inward remittance disbursement (Offline and Real Time through system Integration to National Payment Switch Bangladesh (NPSB)/Interoperable Digital Transaction Platform (IDTP) or with Bank or MFS.		
42	Scholl Banking, Salary Disbursement, Social Safetynet Payment		
43	Service Request (Placement, Maintenance, Transaction and Life Cycle) Module		
44	Security Items (Debit card, PIN , Cheque Book etc.) Management and Life Cycle Module		
45	Ticketing and Notice Management Module for agents and bank office users.		
46	Loan processing, Tracking and commission Management module both Standalone and as processor		
47	Automated Commission Management Module for all commission based activity		
48	Finger Print device Integration (All EC Approve Devices)		
49	Finger Print Authentication (All 10 Fingers) and Leg Fingers (if Required)		
50	Finger Print Duplicity check with Exiting Finger Print (Agent, Employee and Support Staff)		
51	Finger Print authentication (Inclusion or Deletion) as per Bank Approved Process through EC finger print validation.		
52	Existing Core Banking Customers Finger Print Registration and Transaction through PIN or OTP Authentication. Similarly Agent Banking customer should be able to perform transaction through Branch through PIN or OTP Authentication.		

53	Transaction Limit Setup: The proposed AB System must have the provision for setting up daily and monthly transaction frequency as well as cap (i.e. transaction limit) for individual service and account wise and administrative business role wise as and when needed based on Central bank and Bank requirement.		
54	Charge for the Services: A. Proposed ABS must have provision to define different type of commission and fee plan. The fee will be charged (i.e. debited) from the relevant account(s) on a real-time basis. Commission to the agent will be calculated on a real-time basis and credited to their respective accounts according to the set rules. B. Need provision for deduction of excise duty, Vat, Tax etc. Default TP and Limit Management system with customization		
55	Interest/Profit: The proposed ABS must have the ability for interest/profit calculation on the account balance of the customers.		
56	Anti-Money Laundering Compliance: Standard Reports regarding AML along with CTR & STR		
57	Risk Mitigation: A. Operational Risk: Role based Authority Concept: Availability of Maker - Checker Concept in the Admin Panel of the system.		
58	Transaction Roll Back: The proposed ABS should have Transaction Roll Back feature in case of any communication disruption.		
59	Transaction Reconciliation: The proposed ABS should have Transaction Reconciliation Features and Reports		
60	Commission Disbursement: ABS should have provision to provide real time commission for Account opening, Float Sharing, Transaction Commission based SOC, Commission Sharing on periodic charges like Maintenance Charge. System must able to both calculate and disburse commission in real time and also if required able to park in defined GL , Bank admin from front end may select the disbursement period daily, weekly, monthly etc.		
61	Dashboard and Reports business, Operations and Compliances		
<b>System Integration</b>			
61	Integration with CBS: This system should have integration capabilities with Core Banking system (Bank Ultimous of Leads Corporation Ltd) for both way communication (data send and data fetch). Real time, file based, API Based.		
62	Integration with Middleware: System should be capable to handle both way communication with Bank's existing Middleware		
63	Integration with AML System: System should be capable to handle both way communication with Bank's existing AML		
64	Integration with Sanction Screening: Integration with existing Sanction Screening Solution (API & Batch mode)		
65	Integration with Email System: Integration capability with Email Server		
66	Integration with SMS Gateway: Integration capability with SMS Gateway		
67	Standard API: System must have standard API bundles to connect with all other applications quickly.		
68	System Integration (Others): A. Any other integration as per business need B. Ability to share and populate data for other applications through APIs. C. Ability to share and populate data through staging tables.		
69	Payment gateway service for assisted payment and assisted e-commerce by agent.		
70	System Integration with NPSB, IDTP, Interbank and MFS for interoperability		
71	System Integration with Remittance and Islamic Banking System		

72	System Integration with Utility payments, Life Style Payment Partners or other 3rd Party software		
<b>Fraud Prevention</b>			
73	Each transaction running on the system shall have a unique reference number. This reference number will be sent to the subscriber as a confirmation for handling subscriber requests		
74	The system should support an interface for tracking transactions using one or combinations of Reference Number, Customer ID, Agent ID etc.		
75	Audit Log of Record User ID / Administrator ID, workstation and IP address		
76	Audit log of Record date and time of event or action		
77	Audit log of Record the successful and unsuccessful log-on and log-of attempts		
78	Audit Log of Record all updates and changes in history		
79	Audit log of Record any changes made in configuration of audit log logs		
80	Audit log of SMS sending history against transactional events; etc.		
<b>Security Issues</b>			
81	ABS System should have all the security perimeters as guided in the ICT Guidelines of Central Bank of Bangladesh.		
82	All PIN, Password and Wallet information stored in the database are required to be encrypted and not visible to anyone		
83	Passwords shall not be transmitted in plain format over network		
84	Passwords shall not be written in plaint format in log files		
85	The password shall not be displayed in clear upon user entry		
86	User password force to change at the first time login		
87	Accounts shall be locked after certain number of unsuccessful login attempts (i.e. maximum 3 consecutive times)		
88	The password shall not be the User ID, Date of Birth (DOB) and Contact No as mentioned in the user profile etc.		
89	The system shall have optional provision to force the user to change password after maximum 60 days cycle		
90	Password history maintenance shall be enabled in the system to allow the same passwords to be used again after at least four (4) times		
91	The "Remember Password" feature must be revoked		
92	The system shall have the provision for the user to change his/her password anytime when he/she is logged in		
93	User and administrator activity must be monitored through audit and event logging		
94	Session time-out period for users must be set as per bank requirement.		
95	User and administrator activity must be monitored through audit and event logging		
96	Audit trail with the User ID along with date time stamp must be maintained for data insertion, deletion, and modification		
97	Software must not allow the same user to be both maker and checker of the same transaction		
98	Administrator panel of the application must be dual control		
99	Transaction screening system should be included.		
100	User access and transaction authorization should include the RSA / OTP technique		
101	Auto-lock if a single user is inoperative (not logged in) for 07 days in ABS system		
102	Should have biometric provision for CBS accounts.		
103	Configurable B2B payments like vendor payments, supply chain management payments etc.		

104	Fingerprint matching for both agent and customer before transaction submit		
105	Fingerprint matching for both agent and customer before transaction submit and duplicity check of finger print		
106	The transaction allows only from a registered device for Mobile App.		
107	Confirmation of Agent's or Customer's limit, balance, permission before transaction submit		
108	SMS notification to customer mobile and/or email to customer after completion of the transaction		
109	System generated transaction slip should be provided to the customer with barcode/QR code		
110	Voucher generation option is required.		
111	Need provision of A/C status (Regular, Dormant, Non-Operative)		
112	The ABS application should maintain logs of various events like failed logins, failed and successful attempts to access critical data, database access, etc.		
113	ABS should provide an audit trail on all operations.		
114	The system should also have the ability to provide a summary report of the various events logs.		
<b>Functional Proposition (Others)</b>			
115	Unique Agent ID generation both for Unit Agent, Master Agent, and Sub-Agents under Master Agent by using particular Master Agent ID prefix		
116	Provision to tag biometric images (i.e. Ten fingers of each Agent) with the Agent ID.		
117	Provision to tag biometric images (i.e. Ten fingers of each employee under an Agent) with the Agent ID.		
118	The agent will not be able to provide Agent Banking Services before completion of the Agent Registration Process, especially biometric enrollment. This transaction security provision must be enabled in ABS.		
119	ABS must have the Agent Activity Tracking feature.		
120	Unique Customer ID generation both for individual and organization		
121	Provision to tag biometric images (i.e. Ten fingers of each customer) with the Customer ID.		
122	AML & CFT related screening mechanism must be linked with the Customer Registration Process of ABS to get the clearance for completing the customer registration formalities		
123	ABS must be able to send an Account Activation SMS with greetings on a real-time basis upon approval of KYC		
124	Change request of customer profile must be executed through the authorization process. Linked Branch will play the role of Authorized		
125	Provision to open Banking Products (Account, FD, Scheme etc.) by following banking regulations		
126	Provision to check the Transaction Profile of the Customer before committing any transactions. Predefined default TP for faster Account Opening on eKYC considering BB provided transaction limit		
127	Customer should receive a paper receipt (printout) as well as SMS displaying the Transaction Amount (i.e. Cash Deposit/ Cash Withdrawal/ P2P Fund Transfer), Account Balance after conducting the Transaction, Time Stamp of the Transaction (for example DD/MM/YYYY; HH: MM: SS) along with unique Transaction ID (i.e. RRN - Retrieval Reference Number).		
128	ABS must have provision to deposit foreign remittance in the customers' account as per bank agreement with the international money transfer companies. Remittance management system/Module would be an added advantage		

129	Provision to provide Cash Deposit and Withdrawal Services to the registered customers of Agent Banking System (ABS) at the OTC (Over-the-Counter) of any branches of the Bank.		
130	ABS must have the facility to check account balance (i.e. ABS, CBS, another Software) by mandatory authentication of Biometric/ PIN/ OTC/ Digital Signature of the particular account holder. ABS must have provision to generate Receipt along with SMS for the account holder instantly at the agent point.		
131	Parameterized KYC Form for Customer Profile Management		
132	Classification of customers: Define Customer Class (such as Remittance, RMG, Micro Credit etc.) through parameterization.		
133	Customer Care: System must have the customer care portal which is for the bank's officials only to fulfill the customer enquiry regarding Agent Banking Services.		
134	Online KYC Form: System must have the provision of both web and apps based online KYC form fill-up options for the customers.		
135	Agent must have option to track their transaction(s) at any time. They will also have option to print parameterized transaction reports, payment reports etc.		
136	Availability of web portal for Agent, Corporate/ B2B Customers, and Bank's Officials		
137	Parameterization: Highly parameterized to configure the service features according to the market demand and trend		
138	Accounting Module: Availability of complete accounting and bookkeeping features -- 1. Journal; 2. Ledger; 3. Trial Balance; 4. Statement of Affairs i.e. Balance Sheet; 5. Cash Flow; 6. Ratio Analysis; 7. Reconciliation with the records of CBS and other software's etc.		
<b>Dashboard and Reporting</b>			
139	Dashboard for All users (Agent and Back office Users)		
140	Region/ Division/ District/ Upozila wise Dash Board		
141	Need a detailed dashboard to maintain, monitor and supervise agent's activities		
142	Real-time and Historical reports for both financial and non Financial transactions		
143	Service-wise periodic detail report along with a summary sheet;		
144	Individual Master Agent or Unit Agent wise Daily Transaction List/ Account Ledger of Agent (i.e. Master Agent, Sub-Agent or Unit Agent);		
145	Periodical Account statement of Agent (i.e. Master Agent, Sub-Agent, and Unit Agent);		
146	MIS on Master Agent/ Agent/ Sub Agent Wise Account Balance		
147	MIS of Central Bank of Bangladesh RIT reports		
148	Master Agent/ Agent/ Sub Agent wise consolidated report regarding open and closed customer account number		
149	Customer, Master Agent, Unit Agent, Sub Agent portfolio		
150	Geographical location-wise (i.e. Urban, Rural) Agent Status		
151	Geographical location (i.e. Urban, Rural) and gender (i.e. Male and Female) wise Account Holder status		
152	GL Transaction List and Chart Of Accounts List		
153	Commission earned by each Agent		
154	Role Based Report Access report		



155	Audit trail of all administrative functions		
156	Report Download Facility: ABS should allow export/download of reports in the formats of PDF, Microsoft Excel, Microsoft Word, Rich Text, HTML, Text, CSV, and XML		
<b>System and Data Migration</b>			
157	Vendors should provide a data migration plan and activity list for data migration		
158	Existing customer's data must be replicated to new solution with tagged agents		
159	Existing customer Finger print must be migrated to new system		
160	Vendors should analyze existing data before system migration		
161	System must provide a system generated report based on each data or table after data migration		
162	Detailed UAT to be performed before data migration		
<b>Project Plan and Deadline</b>			
163	System implementation Time (Maximum 45 days) from the received of Work Order		
164	A Project Charter with Timelines should be provided by Bidders		
165	Project Manager (Business and technical) should be assigned for smooth deployment within deadline		
<b>Others</b>			
166	IT infrastructure- a) able to support real time processing; b) able to provide a secured network including end to end encryption; and c) should be robust in managing infrastructure capacity to support agent banking services and d) at the end point, devices should not store the sensitive customer information e.g. PIN/ Password/ Biometrics etc.		
167	System must have provision that Agents are not allowed to provide the following services on behalf of the banks: I. Giving final approval of opening of bank accounts and issuance of bank cards/ cheques; II. Dealing with loan/ financial appraisal III. Encashment of cheques and IV. Dealing in Foreign currency.		
168	The bank should ensure that they are sufficiently equipped to keep track/log of all disputes and review status of each disputes and redressal of the same within stipulated time. The bank should widely publicize about the disputes/grievances redressal mechanisms through electronic and print media and will submit reports regarding disputes/grievances and redressal of the same to the Bangladesh Bank at a regular interval.		
169	End to End encryption of data transmitted, Minimum two factor authentication with provision for a transaction PIN. Data between agent device and server must be encrypted		
170	Fraud prevention to detect multiple enrollments, de-duplication of finger print / Vein/ Electronic Signature information etc.		
171	Configurable groups with roles and permissions with no dependency on vendor		
172	Configurable fields, forms and transaction parameters, with no dependency on vendor		
173	Field devices and the central server should connect online using GPRS, 3G, Wi-Fi/wired internet, the data should always be in synch, No offline data should be stored on the device for security purposes. Access through public IP both internet and intranet		
174	Comprehensive technical and administrative training (Both Onsite and Offsite) for the operation of the system and devices for sales, operations and support staff		



175	Banks requires on site as well as remote support, please provide a detailed support plan		
176	Bank admins should have permission to configure and manage the entire tree structure, top-agents, sub agents and agents		
177	Existing Agent Customer and Deposit transfer to newly onbaorded agents for commission calculation		
178	Royalty program, Discount, cash back facility on transaction		