



CITIZENS BANK PLC

**Information & Communication Technology Division
Chini Shilpa Bhaban-2,76- Motijheel C/A
Dhaka-1000**

**Request for Proposal (RFP)
for
Procurement and Implementation of HSM (Hardware Security Module)**

RFP Submission Date and time: 06 August, 2024 (2:00 PM)



1. Introduction

Citizens Bank PLC (সিটিজেনস ব্যাংক পিএলসি) is one of the fifth-generation banks, 61st Private Commercial Scheduled Bank in Bangladesh.

The bank started its commercial banking operations on July 03, 2022. Currently, the bank is continuing its business with a total of six branches.

2. Scope

This document constitutes a formal Request for Proposal (RFP) for the Procurement and Implementation of Hardware Security Modules (HSM) including associated services in the Bank as per the functional and Technical requirements given in this RFP.

3. Instruction to Bidders

Citizens Bank reserves the right to reject any or all proposals, to waive any informality or technical defect in the proposals, or to award the contract in whole or in part, if deemed to be in the best interest of the Bank to do so.

Successful bidders must follow Bangladesh Bank's Guidelines on ICT Security for Scheduled Banks and Financial Institutions, during device/software configuration and implementation

4. Bidder Qualifications

- The bidder should be a registered Bangladeshi company and working in Bangladesh having a long business track in the same type of business for which it is submitting the RFP.
- The bidder should be a manufacturer/partner/distributor for the proposed products. A copy of the necessary certification needs to be enclosed.
- The bidder should be authorized by the OEM to participate in this tender. A copy of the necessary authorization letter from OEM needs to be enclosed.
- No association or consortium is allowed.
- Bidders shall have the necessary financial capabilities to perform the contract, its business activities shall not be suspended, and it shall not be the subject of legal proceedings for any of the foregoing.
- The bidder shall not be under a declaration of ineligibility for corrupt, fraudulent, collusive or coercive practices.
- The bidder should have the capability to provide after-sales support for the proposed solutions.
- Bidder must have certified engineers for the proposed product. CVs with the necessary certifications need to be enclosed.
- The Bidder shall have a minimum of 03 (Three) years of General experience on Hardware Security Module (HSM) Establishment of DC/DRS/NDC IT Equipment's platform and a copy of such work order(s) must be supplied along with the tender bid as proof of experience.

5. Tender Submission Method:

Technical and Financial proposals should be submitted by the bidder in separate sealed envelopes signed and sealed by the authorized personnel of the bidder organization. **Technical Offer should contain exhaustive and comprehensive information about the proposed solution and details Bill of Material & Services. The Financial Offer will contain the details of item-wise price breakup and services with pricing information.** Technical and financial proposals should be submitted according to the schedule format. The envelopes should be marked as "Technical Proposal" and "Financial Proposal" and the name of the Bidder should be clearly marked on the envelope.



Sealed proposals have to be submitted to the Head of ICT Division of the bank on or before 06 August, 2024 (2:00 PM)

DELIVERS PROPOSAL TO:

Head of ICT
Citizens Bank PLC
Head Office, 2nd floor
76 Motijheel, Dhaka- 1000

6. Amendment to the RFP

At any time prior to the deadline for submission of RFP response, the Bank may, for any reason, whether at its own initiative or in response to a clarification requested by prospective bidder(s), amend the RFP. Amendments will be provided in the form of an addendum to the RFP and will be sent in writing or e-mail to all prospective bidders who have received the RFP and the amendment will be compulsory for the bid. It will be assumed that amendments contained in such addendums have been taken into consideration by the bidders in their response.

7. Bank Authority rights

The Bank reserves the right to reject any or all proposals without showing any reason and shall not be under any obligation to accept the lowest quotation. The authority reserves the right to relax, change or drop any of the terms and conditions of the schedule without any further notice.

8. Delivery, Installation and Commissioning

The successful bidder shall ensure the delivery of all items within Ninety (90) days from the issuance date of work order. Installation, configuration, and testing need to be completed by the next thirty (30) days of successful delivery.

9. Order Cancellation

Citizens Bank PLC reserves its right to cancel the order, entirely or partially, in the event of one or more of the following situations:

- Delay in delivery beyond the specified period for delivery
- Delay in installation beyond specified date of installation.

12. Quoted Price:

The quoted Total Price/Amount should include delivery, installation, testing, and training costs and AIT, VAT, TAX and Other Duties applicable as per Govt. rules and Bank Policy. All prices shall be quoted in Bangladesh Taka (Tk.) and the payment will be made in BDT.

13. Warranty/Support/AMC:

- HSM should be offered with **03 years warranty with 24x7 support.**
- The warranty and Support period will start after delivery, successful UAT and commissioning of the product.



- The SLA will have to be signed between the Bank and the successful vendor to ensure smooth support during warranty/support period. The bidder has to provide draft SLA along with the offer covering Bangladesh Bank ICT Security Guideline's SLA clauses.

14. Deliverables with Bidding Documents

Following documents must be provided with other bidding documents:

- Authorization letter for signatory authority;
- Manufacturer Authorization;
- List of the owners of the firm/ partnership/ directors of the company;
- Audited Annual Report for the last financial year;
- Valid Trade License;
- TIN Certificate;
- VAT registration certificate;
- Authorized partnership/distributorship certificate of manufacturer;
- List of professionals for maintenance and service;
- List of major clients in Financial Institutions and copies of certificates issued by such financial institutions regarding supply, installation and configurations of quoted Hardware/software to such financial institutions;
- Bill of Materials (BoM) of offered products; and
- Required Documents mentioned in clause # 4 (Bidder Qualifications).

15. Language of RFP response

All responses of the RFP, supporting documentation as well as all correspondence and documents relating to the RFP must be in the English language only.

16. Validity of Bids:

Bids shall remain valid, at a minimum, for the period of 180 Days after the deadline date for bid submission.

17. Clarification of Bids:

Please send query (if any) over mail to rezaul.hossain@citizensbankbd.com a minimum three (03) days before deadline date of bid submission. Responses will be sent to all parties.

18. Disqualification of RFP response

- Non-compliance of the eligibility criteria;
- Non-acceptance of complete Terms and Conditions of RFP;
- The RFP is received in incomplete form;
- The RFP is received after the time limit;
- Information submitted in the technical offer is found to be misrepresented, incorrect or false, accidentally, unwillingly or otherwise, at any time during the processing of the contract (no matter at what phase) or during the tenure or the contract including the extension period if any;



19. Payment Terms

The terms of payment will be as under:

- 25% advance with work order.
- 25% after product delivery
- 50 % after 3 months of 2nd payment

The bidder should submit the bill with the following documents:

- Three Original copies of Bill;
- Duplicate copy of Delivery Challan;
- Copy of Work Order;
- Certificate of installation and acceptance signed by the ICT Division of Citizens Bank to claim the bill.

VAT, Income Tax and others charges shall be realized from the bill amount as per government rules and Bank's policy.



TECHNICAL SPECIFICATION

The detailed functional specifications are given hereunder. All the requirements are mandatory.

All the Functionalities are Mandatory and should be available in the offered solution as the standard product. In case any of these are not offered as standard products, the bid may be made non-responsive.

Technical requirements summary:

Items	Qty
Item 01: Hardware Security Module (HSM)	01

Item 1: Hardware Security Module

SN	Name of Item	Description	Bidders Response
1	Brand	Thales	
2	Model	Thales Luna Network HSM A700 (BACH & Nikash Compatible)	
	Country of Origin	Please specify	
3	Partitions	Minimum 5 partitions, each Partition should be active from Day 01.	
4	Supported Operating Systems	Windows, Linux, Solaris, AIX Virtual: VMware, Hyper-V, Xen, KVM.	
5	Host Interface	<ul style="list-style-type: none">• 4 x 1G with Port Bonding• IPv4 and IPv6	
6	Migration & Configuration	The bidder has to complete the configuration of the device and migration of the certificate from the existing HSM to the new HSM	
7	Existing HSM	Existing HSM should work as Backup HSM	
8	Warranty	3-year warranty with 24x7 telephone and Email support from OEM with parts replacement. Local vendor has to provide on-site technical support as and when required.	
9	OEM Confirmation	The bidder will have to submit Thales authorized MAF from OEM on the network HSM for Nikash Project.	
10	Knowledge Sharing	3 days long local training for 3 Bank officials (free of cost)	



PRICE SHEET

Name of the Company :

Items	Qty	Unit Price (BDT)	Total price (BDT)
Item 01: Hardware Security Module (HSM)	01		
Item 02: 4th and 5th year AMC (mention in % of offered price)			

*Price should be VAT/TAX Inclusive

Total Price (in words):

(Signature)
(Name)

(Date)

THANK YOU



