

T BANK LIMITED



REQUEST FOR PROPOSAL (RFP)  
FOR  
SUPPLY AND IMPLEMENTATION OF ENTERPRISE  
RESOURCE PLANNING (ERP) SOLUTION

## TABLE OF CONTENTS

TABLE OF CONTENTS .....	2
SALIENT FEATURES OF THE BID. ....	3
CHECK LIST FOR BID SUBMISSION .....	4
1. INVITATION OF BIDS .....	5
2. SCOPE OF WORK .....	7
3. TECHNICAL PROPOSAL .....	13
4. EVALUATION AND QUALIFICATION CRITERIA .....	15
5. INSTRUCTION TO THE BIDDER .....	19
6. BIDDING FORMS .....	29
7. ANNEXURE .....	45

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory





## CHECK LIST FOR BID SUBMISSION

SL	Particulars	Requirement	Compliance Yes / No
1	Signed Integrity Pact	Required	
2	Copy of Valid Trade License	Required	
3	Copy of Tax Clearance Certificate	Required	
4	Certificate of incorporation duly signed and stamped	Required	
5	Form of Bid Security/ EMD	Required	
6	Letter of Authority or Power of Attorney (if any)	Required	
7	Technical and Functional Submission Sheet	Required	
8	Bidder Information Sheet	Required	
9	Joint Venture (JV) Information Sheet (if any)	Required	
10	Resume of Proposed Personnel with Documentary Evidence	Required	
11	Pending Litigation (if any)	Required	
12	Audited Financial information/Report for Last Three years (Stamped by a Valid Auditing Firm / Competent Authority)	Required	
13	Signed Financial Bid (in separate envelope)	Required	

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory





- x. Provide a 'Self Service' web-enabled feature for all the employees to initiate required processes and track their status. Same features need to be provided through Mobile Application.
- xi. Improve employee satisfaction
- xii. Achieve quality of service, efficiency, effectiveness and improve controls over employees, financial transactions and project activities.
- xiii. Enable real time and end-to-end visibility of information on multiple dimensions (projects, financials, inventory, etc.)
- xiv. Avail information seamlessly and on demand without manual intervention and duplication.
- xv. Facilitate management dashboards for monitoring and decision support systems.
- xvi. Facilitate business process re-engineering in the various functions of the organization to make them efficient, transparent, and compliant to regulatory requirements.
- xvii. Facilitate procurement process, inventory management and Fixed Assets.
- xviii. To obtain fully integrated and comprehensive financial data to facilitate informed and evidence-based decisions.
- xix. To be able to obtain and share timely and accurate financial data required by the stakeholders of the bank.
- xx. Provide basis and measurement for formulation of short-term and long-term financial strategies of the bank.
- xxi. To be able to provide leading indicators on inefficiencies in the operations of the bank.

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



## 2. SCOPE OF WORK

### 2.1 GENERAL SCOPE

The Bank intends to implement a single ERP system which integrates and caters to all Bank's back-office functions of Finance and Accounting, HR, Inventory, Purchase and Fixed Assets, which will make the day-to-day business processes more efficient and transparent. The system should be customizable to fit Bank's requirements but at the time, the system should not only digitize Bank's current processes but should also bring about changes in the business processes to meet global best practices. The proposed system should be on premise enterprise application so that international standards are incorporated in our processes.

The project shall be executed roughly in **12 months with additional 3 months'** hand holding period. The project shall include the following project stages:

- i. Requirement gathering and analysis
- ii. Design architecture and business processes
- iii. Implementation
- iv. Testing
- v. Training
- vi. Go-live
- vii. Post Go-live support

In addition to the software component of the work, the project shall also include providing hardware sizing, supply and delivery of hardware and AMC on completion of the handholding period.

### 2.2 PROJECT MANAGEMENT

The project team shall comprise of the following roles and the project team members' CV shall be attached for verification of proposed team and their experience.

- i. Project Manager
- ii. Functional Lead
- iii. Technical Lead

A project timeline must also be shared including all the project stages. The bidder shall provide regular updates and report to the Bank's focal person and management to ensure that the project is delivered as per the requirement of the Bank and as per the scheduled work plan.

### 2.3 DOCUMENTATION

The bidder shall conduct a detailed assessment of the system requirements and shall develop the System Functional Specifications and Requirements Document in consultation with the Bank. The Implementing Partner shall obtain a formal sign-off on the Functional Specifications and Requirements Document before proceeding with the development of the ERP solution.

The bidder shall be responsible for submitting the following documentations as a part of the implementation of the ERP System.

- i. Project Implementation Plan

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



- ii. Business Blueprint
- iii. Hardwire sizing and BOQ
- iv. Technical Documentation
- v. Data Migration Details
- vi. User Acceptance Test
- vii. Go-live Acceptance
- viii. User Manual
- ix. System Manual

## 2.4 SOLUTION ARCHITECT

The bidder shall propose the optimal solution as per the requirement of the Bank including license optimization, hardware optimization and business process re-engineering. The bidder shall suggest third party add-ons wherever necessary but must ensure that add-ons seamlessly integrate with the core application and bring about greater value addition. The solution should be highly scalable for future enhancements and modules. It must cater to management needs in terms of management dashboards, analytical reports and graphical reports which are able to integrate with the company's KPIs.

## 2.5 FUNCTIONAL REQUIREMENT

The proposed solution should include the key functionalities as mentioned in **Annexure 1** and all modules should be strongly integrated with each other. The bidder must propose process re-engineering wherever necessary and must incorporate global best practices in the system.

It must also be noted that some of the processes should be open to customization as per the need of the Bank and wherever required. The system should be able to integrate the payments and other process with the Core Banking Software (CBS), through which the payments are disbursed.

The system should be able to generate clear relationship maps of the various documents since a major challenge faced is the ability of concerned personnel and departments to track and monitor the progress of such activities as requisition, order, procurement, payment, etc.

The table below provides an indicative functional modules/features which the ERP solution should include:

Admin Function	HR Module
Admin Dashboard	Employee Personal Information
Customized MIS Report Generation	Employee Transfer
User id creation and management	Employee Promotion
Access, Rights and Permissions controls	Employee Increment
<b>Asset Management</b>	Training and Development
Assets Categorization	Leave Management
Asset Master, Purchase, Capitalization,	Leave Encashment
Depreciation	Employee Attendance
Master Details of AMC	Contract Renewal
Vendor Management	Travel and Daily Allowances
Depreciation methods	Salary Advance Management
Transfer Asset	

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory





Capture Asset Life-Cycle Insurance detail of Asset Reports	Separation Benefit Management Disciplinary and Achievements Employee Recruitment Performance Appraisal Staff Medical Reimbursement Fund Program Employee Payroll Reports
<b>Finance and Accounting</b>	
General Ledger Accounts Payable Accounts Receivables Journal Voucher Taxation Balance Sheet Income & Expenditure Receipt & Payment Reports	
<b>Inventory/Procurement Management</b>	<b>Budget</b>
Item list Item Transaction Reports (consumption based on location, department and Individual) Goods receipt/Issuance Reminders on reordering Indent processing cycle Reports	Capture key budget assumptions and KPIs Budget Calendar Budget Submission Organizational Targets Reports

## 2.6 TECHNICAL REQUIREMENT

The solution architecture should have the flexibility for on-premise or cloud hosting with limited or no additional cost for DR site and must include the key functionalities as mention in **Annexure 1**. User must have ease of access by allowing users to interface with the system through various devices mobile phones, barcode scanners, computer and any such devices that the Bank may use. The solution should also propose new technologies that will give the added benefits in terms of real time analytical reports to the management which must be supported by new database technologies to ensure faster data access to assure accelerated load time for all types of reports. The system should be able to collect all branches through a secure channel to update all transactions in the various branches which should immediately be visible to the head office for further data analysis.

The proposed solution should bring out about real time visibility of data which should be presented to the management in a structured manner in order to assist in key making decision. These data and reports should be immediately be available on the fly with minimal time for report loading and generation. The proposed solution must bring about better efficiency through more streamlined business process and ICT infrastructure

## 2.7 MINIMUM HARDWARE REQUIREMENT

The bidder shall also provide details of the hardware required for the implementation of the system along with the bid. This must include servers, storage, additional network equipment, security and other associated items. The Bank shall determine the final hardware requirement and may opt to reduce or increase specifications with proportionate affect to project cost. This requirement will not be evaluated as a package with the ERP application. Bank reserve the rights to alter and fit the requirement based on our current hardware availability.

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



## 2.8 REPORTING REQUIREMENT

Reporting and particularly management and analytical reports are a key component of this project. The system must have integrated business analytics which can be implemented and deployed immediately without any third-party additional tools or additional costs. Each department must be able to view their own analytical reports and due to the constant changing requirements of such reports, it must be easily configurable by the end users as and when required.

## 2.9 PREPARATION OF MASTER DATA & DATA MIGRATION

The bidder shall provide a clear strategy on the preparation and uploading of master data into the ERP system and shall accord due importance to this stage as it is a critical task of the project. The legacy data and master data shall be provided by the Bank and the responsibility of this task shall lie on both parties; however, the implementing partner shall be responsible for:

- i. Identifying list of master data;
- ii. Provide templates for master data and legacy data;
- iii. Verify accuracy of the data;
- iv. Upload data into the system.

## 2.10 THE USERS BASE

The proposed ERP solution and the implementation services are expected to cover the following user base of the organization.

Head office / Branches / Departments	No. of ERP users
1) Total No. of Employees	<200
2) No. of T Bank Branches	10
3) Total T Bank Head Office Staff Strength	80
4) Finance and Accounts Dept.	10
5) Admin. & HR Dept. <ol style="list-style-type: none"> <li>a. Human Resource</li> <li>b. Store Division</li> <li>c. Procurement Division</li> </ol>	6
6) Administrator (Full Rights)	2

Apart from these users, there will be users who would carry out activities like applying leaves, attendance, checking/updating their own profiles, salary etc. The total number of employees for the purpose of payroll, attendance, and applying leaves will be not less than 200 initially.

## 2.11 TESTING

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



The bidder shall design the software testing strategy and Plan including traceability matrix, Test Cases and conduct testing of various components developed/customized for the ERP. The software testing shall include Unit Testing, System Testing, Performance Testing, Integration Testing and other testing for functional and non-functional attributes of the ERP. The Bank shall conduct User Acceptance Testing (UAT) of the ERP Solution. The bidder shall make rectifications and changes resulting from testing.

## 2.12 POST IMPLEMENTATION SUPPORT

In addition to the 3 months' hand holding, the bidder shall include the cost for 5 years AMC & Support. The support period (including both the hand holding and AMC period) shall primarily include the following services:

- i. Business process fine-tuning
- ii. Version upgrades and applying patches
- iii. Data backup (both Application and Database)
- iv. System and data recovery
- v. DR data synchronization
- vi. DR Drill Activity
- vii. Resolve/Clarify techno-functional issues
- viii. Resource/Performance tuning and optimization
- ix. ERP Operational assistance
- x. Knowledge Transfer
- xi. Setting up of Helpdesk/Ticketing system
- xii. Validation of Integration and system integrity

The post implementation support will not include change requests and implementation of new modules or major enhancements to the system or functionalities.

## 2.13 TRAINING AND HAND OVER

The bidder shall plan an exhaustive training program to all the users which includes following activities:

A systematic training plan and prepare the detailed curriculum in consultation with the Bank for the users and system administrators of ERP solution. The training curriculum shall exhaustively cover the functioning of the ERP solution usage scenarios, and the respective user-level access details, to ensure users are provided with hands-on training on all the modules related to their day-to-day operations and procedures of the system and can easily perform their respective functions on the system

The bidder shall gather details on the exact number of officials required for training during the Functional Specifications and Requirements Document phase.

Training programs shall be designed in consultation with the Bank so that the ongoing/ regular operations are not unduly affected, and all users are trained before the system is made operational.

User Manual, Training Manual, FAQ, online help, Webcasts, and other in both online and physical documentation format for the different types of users would be prepared by the bidder.

## 2.14 SOFTWARE PATCHES AND UPDATES

The bidder shall ensure that the system is regularly upgraded for new features and security updates so as to maintain the system's relevancy, avoid the system from becoming obsolete and protect the system from cyber threats.

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



## 2.15 WORKING HOURS

The bidder shall follow and not limited to the Bank's as highlighted below:

Working Days: Monday – Friday

Working Hours: 0900 – 1700 Hours

Weekends: Saturday

Working hours: 0900 – 1300 Hours

## 2.16 IMPLEMENTATION TIMELINE

Monthly Activity	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	M13
Requirement gathering and analysis													
Design architecture and business processes													
Implementation													
Testing (UAT)													
Staging													
Training													
Go-live													

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



### 3. TECHNICAL PROPOSAL

The Proposal should include a detailed working concept which allows the bank to examine the technical aspects in the light of the project objective (only in case, a detailed concept is not already given by the Bank). The bidder should define the approach, methodology, work plan including sub activities and deliverables and how the bidder intends to organize the project team to execute the engagement. Technical proposals should be submitted in the following format using standard forms - 6.1 Technical Proposal Forms.

#### 3.1 EXECUTIVE SUMMARY

Executive summary should capture important parts of your technical proposal including approach, timeline, milestones and staffing.

#### 3.2 PROFILE

Description of background, organisation and competencies of the consulting firms and each personnel for this assignment

#### 3.3 RELEVANT EXPERIENCE

This should contain the project credentials of the bidder with the assignment name, Client and contact details of the person In-charge, start and end dates, value and the role of the firm.

#### 3.4 APPROACH AND METHODOLOGY

The bidders are required to provide a detailed plan of approach and methodology for carrying out the assignment to achieve the expected output and it should cover the following aspects.

##### 3.4.1 Data Migration

- i. The Bidder shall furnish a detailed write-up on the Data Migration methodology and their understanding of the work in scope.
- ii. The quality of the Data Migration procedure shall be taken into consideration for the evaluation

##### 3.4.2 Training

- i. The Bidder shall furnish details on the trainings that are envisaged in the scope of the project.

##### 3.4.3 Team Strength

- i. The Bidder shall furnish the details on the team strength with the profiles of the members mentioned in the document.
- ii. The Bidder shall ensure that the members of the team proposed have worked on such projects.
- iii. The Bidder shall ensure that 60% of the total team strength proposed should not be replaced during the project period.
- iv. Bidders shall provide the details of the proposed personnel and their experiences in the forms PER-1 and PER-2.
- v. A generic profile of the implementation team of the vendor is required. The team should consist of at least one senior functional expert and one senior technical expert with very good implementation experience. Any other team member without prior experience shall not be accepted.
- vi. All experts mentioned should have certifications in their respective fields.

##### 3.4.4 Project Management

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



- i. The Bidder shall furnish the details on the project management process covering the activities with resources and the implementation schedule within the project period as per the timeframe mentioned in this document.

### 3.5 WORK PLAN INCLUDING SUB ACTIVITIES AND DELIVERABLES

The bidders are required to provide details of the Main activities, sub activities, duration, their interrelations, Milestones and linked deliverables. Work plan should be consistent with approach and methodology and should break out the TOR in feasible working plan.

### 3.6 PROJECT ORGANISATION

The bidder should provide the project team organogram and brief profiles of project team personnel. Details of which tasks that will be undertaken within the scope of the project and the designation of a contact person who is responsible for the project, with his/her CV. Earliest possible date for commencing the work, with alternatives where appropriate.

### 3.7 PROPOSED TEAM FOR THE ASSIGNMENT

- 3.7.1 **Staffing:** The bidder should provide the staffing details with the name, firm, area of expertise, designation and task assigned to the professional staff.
- 3.7.2 **Schedule:** The bidder must provide a Staffing schedule (giving alternatives if necessary) with details of the personnel to be engaged with their person-days of involvement in the assignment
- 3.7.3 **Curricula vitae (CVs):** The bidder must provide CVs of the experts designated for the project with name, designation, no of years with the firm, key qualifications and recent relevant experience
- 3.7.4 **Personnel Inputs and work plan for the Core Team:** The bidder must provide work plan preferably a GANTT chart mapping project phases, activities and sub activities, milestones and deliverables and person-days involvement of each project team member. There should be no price information in this table, only estimates of person-days of each consulting team member.

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



## 4. EVALUATION AND QUALIFICATION CRITERIA

### 4.1 QUALIFICATION CRITERIA

- 4.1.1 The bidder has to submit the Audited Financial Report for the last 3 years with Minimum Turnover of BTN 10,000,000.00 per year (To be submitted by the Prime Bidder).
- 4.1.2 The bidder establishment should be minimum of 3 years.
- 4.1.3 Bidders not fulfilling the criteria will be considered as Non-responsive and therefore will result for Dis-qualification.

### 4.2 EVALUATION CRITERIA

- 4.2.1 The bank has adopted a two-stage process in which the Bidder shall submit Technical Bid and Financial Bid in a single envelope.
- 4.2.2 Initially the bank shall evaluate only the Technical Bid and based on the Technical Bid Evaluation, Bank shall proceed with the evaluation of Financial Bid of the Qualified Technical Bid Evaluation of the proposals.
- 4.2.3 A committee of officials shall undertake the evaluation and awarding by the Bank and its decisions shall be final and binding.
- 4.2.4 Evaluation will be based on Quality Cost Based Selection (QCBS).

### 4.3 TECHNICAL EVALUATION

- 4.3.1 In accordance with the requirements stipulated in Schedule of Requirements, the proposal submitted by the bidders shall be evaluated on the technical grounds covering the various following components;
  - i. Bidder's establishment.
  - ii. Submission of audited financial report for last 3 years.
  - iii. Technical and Functional Compliance.
  - iv. Implementation method and timeline as per bank's requirement
  - v. Work experience
  - vi. Relevant experience and qualification of key experts identified for the project.
  - vii. Technical Presentation and Product Demonstration.
- 4.3.2 All the aforementioned components shall be evaluated based on the weighted scores as explained in the following Section.
- 4.3.3 **The bidder should score minimum of 35 Marks in Technical & Functional Compliance and overall minimum score of 70 marks to qualify for financial bid opening and evaluation.**

### 4.4 SCORING CRITERIA

The Maximum Technical Bid Evaluation Score would be comprised of the following scores.

Sl. no	Particular	Maximum Marks
--------	------------	---------------

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



1	<b>Bidder Establishment (Primary Bidder)</b>		5
	• 5 years and above	5	
	• Less than 5 years	3	
2	<b>Technical and Functional Compliance</b>		40
3	<b>Technical Presentation and Product Demonstration</b>		20
4	<b>Project Implementation, Approach and Methodology</b>		10
5	<b>Work experience</b>		15
6	<b>Relevant experience and qualification of key experts identified for the project</b>		10

#### 4.5 DETAILED TECHNICAL EVALUATION PARAMETERS

##### 4.5.1 Technical and Functional Compliance (40 marks):

- 4.5.1.1 The bidder is required to submit the compliance to Annexure 1-Technical and Functional requirements.
- 4.5.1.2 Unreasonable scope limitations which defeat the purpose of this RFP shall lead to reduction in scores or even possibility of disqualification of the bidder. This will be at the sole discretion of the Bank.
- 4.5.1.3 Each functional and technical requirement list under Annexure 1 carries maximum of 10 points.
- 4.5.1.4 The total marks of the Annexure 1 will be scaled down on a scale of **40 marks**.

##### 4.5.2 Bidder's work experience (15marks):

- 4.5.2.1 If the bidder has prior experience in ERP implementation and support of ERP solutions in at least three organization within last 5 years. (15 Marks)
- 4.5.2.2 If the bidder has prior experience in ERP implementation and support of ERP solutions in Two organization within last 5 years. (10 Marks)
- 4.5.2.3 If the bidder has prior experience in ERP implementation and support of ERP solutions in One organization within last 5 years. (5 Marks)
- 4.5.2.4 The bidder is required to provide past deployment details and also share the relevant supporting document i.e., relevant credential letters or purchase order with the customer's confirmation on having executed the purchase order to satisfaction.
- 4.5.2.5 Bidders shall provide the details of their work experiences in the forms Form EXP 1(a) and Form EXP 1(b).

##### 4.5.3 Project Implementation, Approach and Methodology (10 marks):

- 4.5.3.1 Bidder (s) compliance to Project Time Lines and deliverables as proposed in the RFP
- 4.5.3.2 Bidder (s) implementation plan for the project

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory





- 4.5.3.3 Bidder's proposed methodology/approach for providing services to Bank with respect to the scope of work
- 4.5.3.4 Value addition by bidder by continuously supporting in improving operations through its solution
- 4.5.3.5 Quality of Bid response
- 4.5.3.6 The Bidder shall furnish a detailed write-up on the Data Migration methodology and their understanding of the scope of work.
- 4.5.3.7 The quality of the Data Migration procedure shall be taken into consideration for the evaluation.
- 4.5.3.8 The Bidder shall furnish details on the trainings that are envisaged in the scope of the project.
- 4.5.3.9 The Bidder shall furnish the details on the project management process covering the activities with resources and the implementation schedule within the project period as per the timeframe mentioned in this document.

#### **4.5.4 Relevant experience and qualification of key experts:**

##### **4.5.4.1 Experience of the Project Manager (5 marks)**

- i. If the project manager has experience in more than one client as project manager for ERP application (5 marks).
- ii. If the project manager has experience in one client as project manager for ERP application (2.5 marks)

##### **4.5.4.2 Experience of the Functional - Consultant (2.5 marks)**

- i. If the application consultant has experience more than one client as application consultant for ERP application (2.5 marks)
- ii. If the application consultant has experience in one client as application consultant for ERP application (1.5 marks)

##### **4.5.4.3 Experience of the Technical - Consultant (2.5 marks)**

- i. If the technical consultant has experience more than one client as technical consultant for ERP application (2.5 marks)
- ii. If the technical consultant has experience in at least one client as technical consultant for ERP application (1.5 marks)

##### **4.5.4.4 General Condition:**

- i. The Bidder shall ensure that the Proposed Project Manager oversees the Project till Project Go Live. Same will be incorporated in the Contract Agreement to be signed with the selected bidder.
- ii. The Bidder shall ensure that 60% of the total team strength proposed should not be replaced during the project period.
- iii. Bidders shall provide the details of the proposed personnel and their experiences in the forms PER-1 and PER-2.
- iv. A generic profile of the implementation team of the vendor is required. The team should consist of at least one senior functional expert and one senior technical expert with very good implementation experience. Any other team member without prior experience shall not be accepted.
- v. All experts mentioned should have certifications in their respective fields.

**Detailed CVs of the above resources personnel clearly showcasing the relevant experience shall be submitted for evaluation.**

#### **4.5.5 Technical Presentation and Product Demonstration (10 marks):**

- 4.5.5.1 All eligible Bidder(s) will be required to make presentations to supplement their proposals and to showcase overall solution proposed including prototype and product life cycle. Bank shall

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



schedule presentations and the time and location will be communicated to the Bidder(s). Failure of a bidder to make a presentation will result in rejection of the proposal

- 4.5.5.2 Bidder is also expected to demonstrate the product's capability and applicability to the Bank as per the RFP requirements.
- 4.5.5.3 The same criteria used for evaluation of Technical and functional specifications will be applied for evaluation of product demonstration. In case where the requirements in Annexure 1: Technical and Functional Specifications is responded as 'Compliant' and is not demonstrated by the bidder(s) (on Bank's request), then the corresponding responses would be changed to 'Non-Compliant' in Annexure 1: Technical and Functional Specifications. Bank, at its sole discretion, shall penalize the bidder by deducting 5% from the total score if such case is observed.

**Note: Bidders should submit the above documents in accordance with the bid forms. The Bidder shall fill in this Form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.**

#### 4.6 FINANCIAL BID

- 4.6.1 The financial bid score will consist 40% of the total evaluation score and the rest 60% score will consist of technical Bid score.
- 4.6.2 Overall score- the consolidation will be based on the following formula for that particular Lot:

$$E = [(F1 / F) * 40] + [(T / Th) * 60]$$

Where

E = total score for the bidder response (combining technical and financial bids)

F1= lowest of all evaluated bid prices among the responsive bidders

F = financial bid quoted by a particular bidder

T = technical score awarded to a particular bidder

Th = technical score of a bidder who scored highest among the responsive bidders

- 4.6.3 The highest evaluated bidder shall be called for award of work. However, in case of tie between two or more bidders with the highest evaluated scores, the bid with higher technical marks scored shall be considered for the award.

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



## 5. INSTRUCTION TO THE BIDDER

The Bidder (S) are invited to submit a Technical Proposal and a Financial Proposal in line with the following clauses, for the services required for this assignment. If any of the clauses is not complied with the bid shall be considered as a nonresponsive bid and the bid shall not be entertained.

### 5.1 PREPARATION OF BIDS

#### 5.1.1 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the Purchaser shall not be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding process.

#### 5.1.2 Language of Bid

The Bid, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Purchaser, shall be written in the English. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified, in which case, for the purposes of interpretation of the Bid, such translation shall govern.

#### 5.1.3 Documents Comprising the Bid

The Bidder shall submit with its Bid the following additional documents:

- 5.1.3.1 Valid Trade License /Certificate of Incorporation with duly sealed and signed by the issuing authority
- 5.1.3.2 Earnest Money Deposit (EMD)/Bid Security
- 5.1.3.3 Technical and Functional Compliance sheet
- 5.1.3.4 Documentary Evidence of the experience of the proposed personnel
- 5.1.3.5 A written confirmation of authorization to sign on behalf of the Bidder shall consist of:
  - i. A Notarized, letter of Authority or Power of Attorney, showing the typed or printed name, position held and the signature of each person giving authority, and the name, position and signature of the person authorized to submit the bid, and commit the bidder. Such authorization shall be made by owner/CEO of the firm.
  - ii. In case of a JV that has not been legally constituted at the time of bidding, the written confirmation of the authorization to sign on behalf of the Bidder shall be in the name of the nominated representative who shall have the authority to conduct all businesses and bind all the parties for and on behalf of any and all the parties of JV during the bidding process and, in the event the JV is awarded the Contract, during contract execution.
- 5.1.3.6 Signed Integrity Pact

#### 5.1.4 Bid Submission Sheet

The Bidder shall submit the Bid Submission Sheet using the form furnished in Bidding Forms. This form must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



### 5.1.5 Price Schedules

The Bidder shall submit the Price Schedules for Goods and Related Services, according to their origin as appropriate, using the forms furnished in Bidding Forms at later upon the confirmation from the Purchaser.

### 5.1.6 Alternative Bids

Alternative Bids are not permitted.

### 5.1.7 Currencies of Bid

- 5.1.7.1 The currency of the bid shall be: USD (United States Dollar)/Bhutanese Ngultrum and in any fully convertible currency. Bid quotation shall be not more than three currencies in addition to the Currency of the Purchaser's country.
- 5.1.7.2 Bid prices expressed in different currencies shall be converted into Ngultrum (BTN). The source of exchange rates shall be the Royal Monetary Authority of Bhutan. The date for the exchange rates shall be the date of Bid Opening.

### 5.1.8 Bid Validity Period

- 5.1.8.1 The bid validity period shall be 180 days.
- 5.1.8.2 A Bid valid for a shorter period shall be rejected by the Purchaser as non-responsive.
- 5.1.8.3 In exceptional circumstances, prior to expiry of the Bid validity period, the Purchaser may request Bidders to extend the period of validity of their Bids. The request and the responses shall be made in writing. The Bid Security shall also be extended for a corresponding period. A Bidder may refuse the request to extend the validity of its Bid without forfeiting its Bid Security. A Bidder granting the request shall not be required or permitted to modify its Bid, except as provided 5.1.8.4.
- 5.1.8.4 In the case of fixed price contracts, if the award is delayed by a period exceeding sixty (60) days beyond the expiry of the initial Bid validity, the Contract price shall be adjusted as specified in the request for extension. Bid evaluation shall be based on the Bid Price without taking into consideration the above correction.

### 5.1.9 Bid Security

- 5.1.9.1 The Bidder shall furnish, as part of its Bid, a Bid Security in original form, denominated in BTN. The amount of bid security is shall be Nu. 100,000.00.
- 5.1.9.2 The Bid Security shall at the Bidder's option, be in any of the following forms:
- i. an Unconditional Bank Guarantee; or
  - ii. a Banker's Certified Cheque/Cash Warrant; or
  - iii. a Demand Draft;
- 5.1.9.3 Be issued by a financial institution in Bhutan acceptable to the Purchaser and selected by the Bidder. If the institution issuing the Bid Security is located outside Bhutan it shall have a correspondent financial institution located in Bhutan to make the Bid Security enforceable.
- 5.1.9.4 Be submitted in its original form; copies shall not be accepted
- 5.1.9.5 Remain valid for a period of thirty (30) days beyond the end of the validity period of the Bid, as extended, if applicable.
- 5.1.9.6 The Bid Securities of unsuccessful Bidders shall be discharged/returned as promptly as possible upon award of contract, but in any event not later than thirty (30) days after the expiration of the

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



period of bid validity prescribed by the procuring agency and the successful Bidder furnishing the Performance Security.

- 5.1.9.7 The Bid Security of the successful Bidder shall be returned as promptly as possible after the successful Bidder has signed the Contract and furnished the required Performance Security.
- 5.1.9.8 The Bid Security shall be forfeited:
- i. if a Bidder withdraws its Bid during the period of Bid validity specified by the Bidder on the Bid Submission Sheet; or
  - ii. if the successful Bidder fails to:
    - a. sign the contract;
    - b. furnish a performance security; or
    - c. accept the correction of its bid price pursuant to non-conformities, Errors and Omissions
- 5.1.9.9 The Bid Security of a JV must be in the name of the JV that submits the Bid. If the JV has not been legally constituted at the time of bidding the Bid Security shall be in the names of all future partners as named in the letter of intent.

### 5.1.10 Format and Signing of Bid

- 5.1.10.1 The Bidder shall prepare one Original of the Technical Proposal and one Original of the Financial Proposal comprising the Bid and clearly mark it “ORIGINAL-TECHNICAL.” And “ORIGINAL-FINANCIAL”. In addition, the Bidder shall submit ONE copy of the Bid, and clearly mark them “COPY-TECHNICAL” and “COPY-FINANCIAL”. In the event of any discrepancy between the original and the copies, the original shall prevail.
- 5.1.10.2 The bids are to be submitted in double envelopes. The inner envelope must be sealed and bear the following inscription:
- i. Envelope 1: Financial Proposal for ‘Supply and implementation of enterprise resource planning (ERP) solution for T Bank Ltd, Thimphu’
  - ii. Envelope 2: Technical Proposal for ‘Supply and implementation of enterprise resource planning (ERP) solution for T Bank Ltd, Thimphu’
  - iii. The covering envelope containing these two envelopes should be marked: ‘Supply and implementation of Enterprise Resource Planning (ERP) solution for T Bank Ltd, Thimphu’, (Not to be opened before .....).
- 5.1.10.3 The original and all copies of the Bid shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the Bidder.
- 5.1.10.4 Any interlineations, erasures or overwriting shall be valid only if they are signed or initialed by the person signing the Bid.

## 5.2 CLARIFICATION OF BIDDING DOCUMENT

- 5.2.1 Bidders shall not be allowed to seek any clarification of the Bidding Documents in person or by telephone or other verbal means.
- 5.2.2 A prospective Bidder requiring any clarification of the Bidding Documents shall notify the same to the Purchaser in writing at the Purchaser’s address specified below;

For Clarification of Bid purposes only, the Purchaser’s address is:

Attention: Head HR/ADM

Address: Procurement Section, Corporate Office, T Bank Ltd, Thimphu

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



Email Address: [tsheringd@tbank.bt](mailto:tsheringd@tbank.bt) / [dorjitamang@tbank.bt](mailto:dorjitamang@tbank.bt)

- 5.2.3 The Purchaser shall respond in writing to any such request for clarification, provided that it is received no later than Fifteen (15) Days prior to the deadline for submission of Bids. Copies of the Purchaser's response shall be forwarded to all those who have acquired the Bidding Documents directly from the Purchaser, including a description of the enquiry without disclosing the name of the Bidder(s) seeking clarification. Should the Purchaser deem it necessary to amend the Bidding Documents as a result of a clarification, it shall do so following the procedure under section 5.3

### 5.3 AMENDMENT OF BIDDING DOCUMENT

- 5.3.1 At any time prior to the deadline for submission of Bids the Purchaser may amend the Bidding Document by issuing an addendum. This may be done either on the Purchaser's own initiative or in response to a clarification request from a prospective Bidder.
- 5.3.2 Any addendum thus issued shall be part of the Bidding Documents and shall be communicated in writing to all who have obtained the Bidding Documents directly from the Purchaser. Such addendum shall be binding on the prospective Bidders, and shall require that prospective Bidders confirm receipt of it before the time established for the opening of Bids;
- 5.3.3 The Purchaser may, at its discretion, extend the deadline for submission of Bids to allow prospective Bidders reasonable time in which to take the addendum into account in preparation of their Bids.

### 5.4 SUBMISSION AND OPENING OF BIDS

#### 5.4.1 Submission, Sealing and Marking of Bids

- 5.4.1.1 Bids shall be delivered by hand, courier or registered post. The Bidder shall seal the original of the Bid and the number of copies as stipulated in this document. All envelopes shall be sealed with adhesive or other sealant to prevent reopening.
- 5.4.1.2 The inner envelopes shall:
- i. be signed across their seals by the person authorized to sign the Bid on behalf of the Bidder; and
  - ii. be marked "ORIGINAL" and "COPY";
- 5.4.1.3 The outer envelope shall:
- i. be marked "Confidential";
  - ii. be addressed to the Purchaser at the address provided below;
- Address: Procurement Section, Corporate Office, T Bank Ltd, Thimphu, PO Box 631
- iii. Bear the name and identification number of the Contract as mentioned below;
- The name and identification number of the Contract is: "Supply and Implementation of ERP Solution for T Bank Limited"
- 5.4.1.4 Provide a warning not to open before the specified opening time and date.
- 5.4.1.5 The inner envelopes shall indicate the name and address of the Bidder, to enable the Bid to be returned unopened in case it is declared late pursuant.
- 5.4.1.6 If the outer envelope is not sealed and marked as above, the Purchaser shall assume no responsibility for the misplacement or premature opening of the Bid.
- 5.4.1.7 Bidders shall not have the option of submitting their Bids electronically.

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory





- 5.4.5.5 All other envelopes shall be opened one at a time. Late, withdrawn and substituted Bids shall be returned unopened to Bidders.
- 5.4.5.6 The Purchaser shall prepare a record of the Bid Opening.
- 5.4.5.7 The Bidders' representatives and attendees who are present shall be requested to sign the record. The omission of a Bidder's or other attendee's signature on the record shall not invalidate the contents and effect of the record. A copy of the record shall be distributed to all Bidders.

## 5.5 EVALUATION AND COMPARISON OF BIDS

### 5.5.1 Confidentiality

- 5.5.1.1 Information relating to the examination, evaluation, comparison and post qualification of Bids, and recommendation of Contract Award, shall not be disclosed to Bidders or any other persons not officially concerned with such process until publication of the Contract Award.
- 5.5.1.2 Any effort by a Bidder to influence the Purchaser in the examination, evaluation, comparison and post qualification of the Bids or Contract Award decisions may result in the rejection of its Bid.
- 5.5.1.3 Notwithstanding 5.5.1.2, from the time of Bid Opening to the time of Contract Award, if any Bidder wishes to contact the Purchaser on any matter related to the bidding process, it should do so in writing.

### 5.5.2 Clarification of Bids

- 5.5.2.1 To assist in the examination, evaluation, comparison and post qualification of the Bids, the Purchaser may, at its discretion, ask any Bidder for a clarification of its Bid. Any clarification submitted by a Bidder that is not in response to a request by the Purchaser shall not be considered. The Purchaser's request for clarification and the response shall be in writing. No change in the prices or substance of the Bid shall be sought, offered or permitted, except to confirm the correction of arithmetic errors discovered by the Purchaser in the evaluation of the Bids, in accordance with nonconformities, Errors and Omissions.

### 5.5.3 Responsiveness of Bids

- 5.5.3.1 The Purchaser's determination of a Bid's responsiveness shall be based on the contents of the Bid itself, and is to determine which of the Bids received are responsive and thereafter to compare the responsive Bids against each other to select the lowest evaluated Bid.
- 5.5.3.2 A substantially responsive Bid is one that conforms to all the terms, conditions and specifications of the Bidding Documents without material deviation, reservation or omission. A material deviation, reservation or omission is one that:
- i. affects in any substantial way the scope, quality or performance of the Goods or Related Services required; or
  - ii. limits in any substantial way inconsistent with the Bidding Documents, the Purchaser's rights or the Bidder's obligations under the Contract; or
  - iii. if rectified would affect unfairly the competitive position of other Bidders presenting responsive Bids
- 5.5.3.3 If a Bid is not substantially responsive to the Bidding Documents it shall be rejected by the Purchaser and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation or omission.

### 5.5.4 Nonconformities, Errors and Omissions

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory





- 5.5.4.1 The cost of minor omissions or missing items in the scope of supply and services will be added to the Bid Price to allow for Bid comparison on an equal basis. The purchaser's Bid Evaluation Committee will base the price adjustment on a reasonable estimate of the cost, taking into consideration the corresponding quoted prices from other conforming Bids. The price adjustment will be based on the fair price of the omitted item.
- 5.5.4.2 The Purchaser shall base its assessment on the highest quoted price for the proposal by other responsive Bidders.
- 5.5.4.3 The cost of all quantifiable nonmaterial nonconformities or omissions from the contractual and commercial conditions shall be evaluated. The Purchaser will make its own assessment of the cost of any nonmaterial nonconformities and omissions for the purpose of ensuring fair comparison of Bids.
- 5.5.4.4 Provided that a Bid is substantially responsive, the Purchaser may waive any non-conformities or omissions in the Bid that do not constitute a material deviation.
- 5.5.4.5 Provided that a Bid is substantially responsive, the Purchaser may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.
- 5.5.4.6 Provided that the Bid is substantially responsive, the Purchaser shall correct arithmetical errors on the following basis:
- i. if there is a discrepancy between the unit price and the line-item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of the Purchaser there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit price shall be corrected;
  - ii. if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
  - iii. if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.
- 5.5.4.7 If the Bidder that submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be disqualified and its Bid Security shall be forfeited.

### **5.5.5 Preliminary Examination of Bids**

- 5.5.5.1 The Purchaser shall examine the Bids to confirm that all documents and technical documentation requested in this document have been provided, and to determine the completeness of each document submitted.
- 5.5.5.2 The Purchaser shall confirm that the following documents and information have been provided in the Bid. If any of these documents or information is missing, the offer shall be rejected.
- i. Bid Submission Sheet
  - ii. Bid Security

### **5.5.6 Conversion to Single Currency**

- 5.5.6.1 For evaluation and comparison purposes, the Purchaser shall convert all Bid prices expressed in amounts in various currencies into a single currency and using the exchange rates as mentioned in this document.

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



### 5.5.7 Evaluation of Bids

- 5.5.7.1 The Purchaser shall evaluate each Bid that has been determined, up to this stage of the evaluation, to be substantially responsive.
- 5.5.7.2 To evaluate a Bid, the Purchaser shall only use all the factors, methodologies and criteria defined in this Clause and Evaluation Criteria.

### 5.5.8 Comparison of Bids

- 5.5.8.1 The Purchaser shall compare all substantially responsive Bids to determine the lowest evaluated Bid, in accordance evaluation of Bids.
- 5.5.8.2 If the Bid price of the lowest evaluated Bid appears abnormally low and/or seriously unbalanced, the Purchaser may require the Bidder to produce written explanations of, justifications and detailed price analyses for any or all items offered. Such explanations may include, but are not limited to, details of the method by which the Goods and Related Services are to be provided, the technical solutions chosen, exceptionally favorable conditions available to the Bidder for the execution of the Contract, and the originality of the Goods proposed by the Bidder. After objective evaluation of the explanations, justifications and price analyses, if the Purchaser decides to accept the Bid with an abnormally low and/or seriously unbalanced price, the Purchaser shall require that the amount of the Performance Security as stipulated in this document be increased at the expense of the Bidder to a level sufficient to protect the Purchaser against financial loss in the event of default of the successful Bidder under the Contract.

### 5.5.9 Post Qualification of Bidder

- 5.5.9.1 The Purchaser shall determine to its satisfaction whether the Bidder that is selected as having submitted the lowest evaluated and substantially responsive Bid is qualified to perform the Contract satisfactorily.
- 5.5.9.2 The determination shall be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, pursuant to documents establishing the qualification of Bidders.
- 5.5.9.3 An affirmative determination shall be a prerequisite for award of the Contract to the Bidder. A negative determination shall result in disqualification of the Bid, in which event the Purchaser shall proceed to the next lowest evaluated Bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.

### 5.5.10 Purchaser's Right to Accept Any Bid, and to Reject Any or All Bids

- 5.5.10.1 The Purchaser reserves the right to accept or reject any Bid, and to annul the bidding process and reject all Bids at any time prior to Contract award, without thereby incurring any liability to Bidders.

## 5.6 AWARD OF CONTRACT

### 5.6.1 Award Criteria

- 5.6.1.1 The Purchaser shall award the Contract to the Bidder whose offer has been determined to be the lowest evaluated Bid and is substantially responsive to the Bidding Documents, provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily.

### 5.6.2 Purchaser's Right to vary Quantities at Time of Award

- 5.6.2.1 At the time the Contract is awarded, the Purchaser reserves the right to increase or decrease the quantity of Goods and Related Services originally specified in chapter 3, Schedule of Supply,

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



provided this does not exceed the percentages indicated below, and without any change in the unit prices or other terms and conditions of the Bid and the Bidding Documents.

- 5.6.2.2 The maximum percentage by which quantities may be increased is 20 %  
 5.6.2.3 The maximum percentage by which quantities may be decreased is 20 %

### 5.6.3 Notification of Award

- 5.6.3.1 Prior to expiry of the period of Bid validity, the Purchaser shall notify the successful Bidder, in writing, that its Bid has been accepted.
- 5.6.3.2 Until a formal Contract is prepared and executed, the notification of award shall constitute a binding Contract.
- 5.6.3.3 Upon the successful Bidder furnishing the signed Contract Form and the Performance Security the Purchaser:
- i. Shall promptly notify each unsuccessful Bidder and discharge its Bid Security; and
  - ii. Publish a notification of award on the Purchaser's website.
- 5.6.3.4 After publication of the award, unsuccessful Bidders may request in writing to the Purchaser for a debriefing seeking explanations of the grounds on which their Bids were not selected. The Purchaser shall promptly respond in writing to any unsuccessful Bidder who, after publication of contract award, requests a debriefing.

### 5.6.4 Signing of Contract

- 5.6.4.1 The successful Bidder shall sign the contract with the Purchaser within 15 days of the award of contract or within such extended period, at the discretion of the Purchaser.

### 5.6.5 Performance Security

- 5.6.5.1 The Performance Security shall be 10% (Ten Percent) of the Contract Amount and shall be furnished within 15 days of signing of Contract. The Performance Security shall be released after the completion of work.
- 5.6.5.2 The Bidder shall submit the Performance Security, using for that purpose any of the following security forms:
- i. unconditional bank guarantee in the form provided for in Contract Forms, or another form acceptable to the Purchaser, or
  - ii. banker's certified cheque/cash warrant, or
  - iii. demand draft.
- 5.6.5.3 Failure by the successful Bidder to submit the above-mentioned Performance Security or to sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security. In that event the Purchaser may award the Contract to the next lowest evaluated Bidder whose offer is substantially responsive and is determined by the Purchaser to be qualified to perform the Contract satisfactorily. Such a failure shall be considered as "withdrawal" and all relevant clauses shall apply.

## 5.7 PAYMENT TERMS

- 5.7.1 The terms of payment shall be
- i. On the signing of End User License Agreement: 10% of the payment
  - ii. On completion of User Acceptance Test (UAT): 30%
  - iii. After go-live: 50%
  - iv. On completion of the hand-holding period (3 months): 10%

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory





## 6. BIDDING FORMS

In accordance with Evaluation Criteria, the Bidder shall provide all the information requested in the corresponding Information Sheets included hereunder. This Section contains the forms that requires to be completed by the Bidder and submitting as part of this Bid.

### 6.1 TECHNICAL PROPOSAL FORMS

#### 6.1.1 TECHNICAL PROPOSAL SUBMISSION SHEET

Date:

Invitation for Bid No.:

Alternative No.:

To: *[insert complete name of the Purchaser]*

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Bidding Documents, including Addenda No.: *[insert the number and date of issue of each addendum, if any]*;
- (b) We offer to supply in conformity with the Bidding Documents and in accordance with the Delivery Schedules specified in the Schedule of Supply the following Goods and Related Services: **Supply and Implementation of ERP Solution for T Bank**
- (c) Our Bid shall be valid for a period of *[insert number]* days from the date fixed for the Bid submission deadline, and it shall remain binding upon us and may be accepted at any time before expiry of that period;
- (d) If our Bid is accepted, we commit to provide a Performance Security for the due performance of the Contract;
- (e) We, including any subcontractors or suppliers for any part of the Contract, have nationality from eligible countries, viz: *[insert the nationality of the Bidder, including that of all parties that comprise the Bidder if the Bidder is a JV/C/A, and the nationality each subcontractor and supplier]*
- (f) We have no conflict of interest;
- (g) Our firm, its affiliates or subsidiaries - including any subcontractors or suppliers for any part of the contract - has not been declared ineligible by the Purchaser under the laws or official regulations;
- (h) We understand that this Bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal contract is prepared and executed.
- (i) We understand that you are not bound to accept the lowest evaluated Bid or any other Bid that you may receive.

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



- (j) We agree to permit T Bank Ltd. or its representative to inspect our accounts and records and other documents relating to the bid submission and to have them audited by auditors appointed by T Bank Ltd.

**Signed:** \_\_\_\_\_

**In the capacity of** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Duly authorized to sign the bid for and on behalf of:** \_\_\_\_\_

**Dated on** \_\_\_\_\_ **day of** \_\_\_\_\_, \_\_\_\_\_

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



### 6.1.2 BIDDER INFORMATION SHEET

To establish its qualification to perform the contract in accordance with Evaluation Criteria, the bidders shall provide the information in the corresponding information sheets included hereunder.

#### **Form ELI -1: Bidder's Information Sheet**

Date:

Bid No.:

Page \_\_\_\_\_ of \_\_\_\_\_ pages

<b>1. Bidder's Legal Name:</b>
<b>2. In the case of a Joint Venture, legal name of each party:</b>
<b>3. Bidder's actual or intended Country of Registration:</b>
<b>4. Bidder's Year of Registration:</b>
<b>5. Bidder's Legal Address in Country of Registration:</b>
<b>6. Bidder's Authorized Representative Information</b>  Name:  Address:  Telephone/Fax numbers:  E-mail Address:
<b>7. Attached are copies of the following original documents: [check the box(es) of the attached original documents]</b>  <ul style="list-style-type: none"> <li>▪ Articles of Incorporation or Registration of firm named in 1 above.</li> <li>▪ In the case of a JV, letter of intent to form the JV, or the JV agreement.</li> <li>▪ In the case of a government owned entity from Bhutan, documents establishing legal and financial autonomy and compliance with commercial law.</li> <li>▪ Power of attorney authorizing the signatory of the Bid to sign on behalf of the Bidder.</li> </ul>

### 6.1.3 PERSONNEL

Bidders should provide the names of suitably qualified personnel to meet the requirements specified in Evaluation Criteria and elsewhere in the document. The data on their experience should be submitted using the form below to each candidate.

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



**Form PER - 1 : Proposed Personnel**

1	Title of Position:
	Name:
2	Title of Position:
	Name
3	
4	
n	

**Form PER - 2 : Resume of Proposed Personnel**

<b>Position</b>		
<b>Personal Information</b>	Name:	Date of Birth:
	Professional Qualification*:	
<b>Present Employment</b>	Name of the Employer:	
	Address of Employer:	
	Telephone	Contact (Manager/Personnel Officer)
	Fax	E-Mail
	Job Title	Years with present employer

*\*Resume of proposed personnel shall be accompanied by supporting documentary evidence of their qualifications*

Summarize professional experience in reverse chronological order. Indicate particular technical and managerial experiences relevant to the project.

From	To	Company/Project/Position/Relevant Technical & Managerial experience

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory





#### 6.1.4 PENDING LITIGATION

##### **Form LIT-1: Pending Litigation**

Bidders or member of a JV must provide the following information.

Pending Litigation			
<input type="checkbox"/> No Pending litigation			
<input type="checkbox"/> Pending litigation			
Year	Matter of Dispute	Value of Pending Claim in USD Equivalent	Value of Pending Claim as in Percentage of Net Worth

#### 6.1.5 FINANCIAL SITUATION

##### **Form FIN-1: Financial Situation**

Bidders or members of a JV must provide the following information.

##### **Financial Data for Previous 3 years**

##### **Balance Sheet Information**

	Year 1	Year 2	Year 3
<b>Total Assets</b>			
<b>Total Liabilities</b>			
<b>Net Worth</b>			
<b>Current Assets</b>			
<b>Current Liabilities</b>			

##### **Income Statement**

	Year 1	Year 2	Year 3
<b>Total Revenue</b>			
<b>Profit Before Tax</b>			
<b>Profit After Tax</b>			

Attached are copies of financial statements (balance sheets including all related notes, and income statements) for the last three years; as indicated above, complying with the following conditions.

- All such documents reflect the financial situation of the Bidder or partner to a JV, and not sister or parent companies.
- Historical financial statements must be audited by a certified accountant
- Historical financial statements must be complete, including all notes to the financial statements.

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



- Historical financial statements must correspond to accounting periods already completed and audited (no statements for partial periods shall be requested or accepted).

### 6.1.6 EXPERIENCE

#### **Form EXP-1 (a): Specific Experience**

Bidders or members of a JV must provide the following information.

Specific Experience				
Starting Month, Year	Ending Month, Year	Years	Contract identification and Title Name and Address of Employer Brief Description of the Work's Executed by the Bidder	Role of Bidder

#### **Form EXP-1 (b): Specific Experience in key Activities**

Bidders to fill up the 1 (one) form per contract undertaken.

Contract Similar Key Activities		
Contract No... of .....	Contract Identification	
Award Date	Completion Date	
Role of Contract	<input type="checkbox"/> Contractor <input type="checkbox"/> Management Contractor <input type="checkbox"/> Subcontractor	
Total Contract Amount	USD.	
If partner in a JV, or Subcontractor, specify participation of total contract amount	Percent of Total	Amount
Employer's Name Address Telephone Number Fax Number E-Mail		

### 6.1.7 TECHNICAL AND FUNCTIONAL REQUIREMENTS

The bidders shall furnish the Responses in details for every point mentioned in Technical and Functional Requirements (Annexure 1)

- Please include high-level physical diagram and component diagram for the solution.

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



- b. Define all tiers described in the diagrams
- c. Disaster Recovery Solution
- d. Data Backup and Retrieval Policies

**Approach & Methodology**

- a. Please furnish detailed write-up on the data migration methodology to be followed.
- b. Please furnish details on the trainings that are envisaged in the scope of the project.
- c. Please furnish the details of the project team /resources to be deployed using the form, **Personnel (Form Per-1, Form Per-2)**.
- d. Please furnish the details on the project management process covering the activities with resources and the implementation schedule as envisaged / as per the time frame mentioned.

**6.1.8 NON-COMPLIANCE STATEMENT**

In the technical proposal, the Bidder is required to attach a statement of non-compliance in the format provided below:

In this schedule the bidder shall provide a list of non-compliance under **Technical** with this Specification, documenting the effects that such non-compliance is likely to have on the equipment's life and operating characteristics. Each item of non-compliance shall be cross-referenced to the relevant specification clause. The Bidder shall also provide a list of non-compliances to other clauses under **other**.

Clause No.	Non-Compliance
<b>Technical</b>	
<b>Other:</b>	

**Name:**

**In the capacity of:**

**Signature:**

**Duly authorized to sign the Bid for and on behalf of:**

**Date:**

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



## 6.1.9 FORM OF BID SECURITY

### BANK GUARANTEE

\_\_\_\_\_ *Bank's Name and Address of Issuing Branch or Office*

**Beneficiary:** \_\_\_\_\_ *Name and Address of Purchaser*

**Date:** \_\_\_\_\_

**BID GUARANTEE No.:** \_\_\_\_\_

We have been informed that *[insert name of the Bidder]* (hereinafter called "the Bidder") has submitted to you its Bid dated (hereinafter called "the Bid") for the execution of *[insert name of Contract]* under Invitation for Bids No. *[insert Contract number]* ("the IFB").

Furthermore, we understand that, according to your conditions, a Bid Guarantee must support Bids.

At the request of the Bidder, we *[insert name of Bank]* hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of *[insert amount in figures]* (*[insert amount in words]*) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the Bid conditions, because the Bidder:

- (a) has withdrawn its Bid during the period of Bid validity specified by the Bidder in the Form of Bid; or
- (b) having been notified of the acceptance of its Bid by the Purchaser during the period of Bid validity, (i) fails or refuses to execute the Contract Form; or (ii) fails or refuses to furnish the Performance Security, if required, in accordance with the Instructions to Bidders.

This guarantee will expire: (a) if the Bidder is the successful Bidder, upon our receipt of copies of the contract signed by the Bidder and the Performance Security issued to you upon the instruction of the Bidder; or (b) if the Bidder is not the successful Bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder of the name of the successful Bidder; or (ii) twenty-eight days after the expiration of the Bidder's Bid.

This Bank Guarantee shall be valid from *[date]* till *[date]*

Consequently, any demand for payment under this guarantee must be received by us at this office on or before that date.

\_\_\_\_\_  
*Bank's seal and authorized signature*

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory





- 4.3 Officials of the Employer, who may have observed or noticed or have reasonable suspicion shall report to the head of the employing agency or an appropriate government office any violation or attempted violation of clauses 4.1 and 4.2.
- 4.4 Following report on violation of clauses 4.1 and 4.2 by official (s), through any source, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings shall be initiated by the Employer and such a person shall be debarred from further dealings related to the bidding process and contract administration.

## 5. Commitments of Bidders

The Bidder commits himself/herself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of the bidding process and contract administration in order to secure the contract or in furtherance to secure it and in particular commits himself/herself to the following: -

- 5.1 The Bidder shall not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Employer, connected directly or indirectly with the bidding process and contract administration, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding process and contract administration.
- 5.2 The Bidder shall not collude with other parties interested in the contract to manipulate in whatsoever form or manner, the bidding process and contract administration.
- 5.3 If the bidder(s) have observed or noticed or have reasonable suspicion that the provisions of the IP have been violated by the procuring agency or other bidders, the bidder shall report such violations to the head of the procuring agency.

## 6. Sanctions for Violation:

The breach of any of the aforesaid provisions shall result in administrative charges or penal actions as per the relevant rules and laws.

- 6.1 The breach of the IP or commission of any offence (forgery, providing false information, misrepresentation, providing false/fake documents, bid rigging, bid steering or coercion) by the Bidder, or any one employed by him, or acting on his/her behalf (whether with or without the knowledge of the Bidder), shall be dealt with as per the terms and conditions of the contract and other provisions of the relevant laws, including De-barment Rules.
- 6.2 The breach of the IP or commission of any offence by the officials of the procuring agency shall be dealt with as per the rules and laws of the land in vogue.

## 7. Monitoring and Administration:

- 7.1 The respective procuring agency shall be responsible for administration and monitoring of the IP as per the relevant laws.
- 7.2 The bidder shall have the right to appeal as per the arbitration mechanism contained in the relevant rules.

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



We, hereby declare that we have read and understood the clauses of this agreement and shall abide by it.

The parties hereby sign this IntegrityPact at *(place)* \_\_\_\_\_ on *(date)* \_\_\_\_\_

Affix Legal  
Stamp

Affix Legal  
Stamp

**EMPLOYER**

**BIDDER/REPRESENTATIVE**

**Sign & Seal**

**Sign & Seal**

**Witness:**

**Witness:**

**Name:**

**Name:**

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



## 6.2 FINANCIAL PROPOSAL FORMS

### 6.2.1 FINANCIAL PROPOSAL SUBMISSION SHEET

Date:

Invitation for Bid No.:

Alternative No.:

To: *[insert complete name of the Purchaser]*

We, the undersigned, declare that:

- a. We have examined and have no reservations to the Bidding Documents, including Addenda No.: *[insert the number and date of issue of each addendum, if any]*
- b. We offer to supply in conformity with the Bidding Documents and in accordance with the supply of requirements: **Supply and Implementation of Enterprise Resource Planning for T Bank Limited**
- c. We understand that you are not bound to accept the lowest evaluated Bid or any other Bid that you may receive.
- d. We agree to permit T Bank Ltd. or its representative to inspect our accounts and records and other documents relating to the bid submission and to have them audited by auditors appointed by T Bank Ltd.

Signed: \_\_\_\_\_

In the capacity of \_\_\_\_\_

Name: \_\_\_\_\_

Duly authorized to sign the bid for and on behalf of: \_\_\_\_\_

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_

### 6.2.2 PRICE SCHEDULES GUIDELINES

The Bidder shall complete and submit with its Bid the Price schedule in accordance with Schedule of Supply.

#### General

1. The price schedules are divided into separate schedules as follows
  - a. Schedule No. 1: Application Software
  - b. Schedule No. 2: Deployment Installation and other services
  - c. Schedule No. 3: Future Change Request /Customization Man-Day Rates
  - d. Schedule No. 4: Annual Maintenance Contract Rates
  - e. Schedule No. 5: Grand Summary

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory







n						
Total Column 7 to be forwarded to Schedule No. 5 - Grand Summary						

**Name:**

**In the Capacity of:**

**Signature:**

**Duly authorized to sign the Bid for and on behalf of:**

**Date:**

<sup>1</sup>Specify Currencies.

**Country of Origin Declaration Form**

Item	Description	Country

**Note: The license is to be valid for use at Data Center and Disaster Recovery Site either for planned activity or for Business Continuity**

**Schedule No.2 - Deployment and Implementation Services**

Item	Description	Qty.	Unit Price <sup>1</sup>	Total Price <sup>1</sup>
(1)	(2)	(3)	(4)	(5=3x4)
1	ERP Deployment and Implementation Service			
2				
3				

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



n				
Total Column 5 to be forwarded to Schedule No. 5 - Grand Summary				

**Name:**

**In the Capacity of:**

**Signature:**

**Duly authorized to sign the Bid for and on behalf of:**

**Date:**

<sup>1</sup>Specify currency

**Schedule No. 3 – Future Change Request /Customization Man-Day Rates**

Please submit the rate for future change request rates in Man-Day.

Sl#	Particulars	Consolidated Rate <sup>1</sup>
1	Customization charges to meet functional requirements as specified in the document	
2		
3		
n		

**Schedule No. 4 – Annual Maintenance Contract**

Please submit the rate for Annual Maintenance Contract for the proposed solution, which will be effective after the implementation (Hand holding period). AMC rate should be provided for 5 years.

SL #	Description / Modules	Year 1			Year 2			.....	Year 5		
		Qty.	Rate (%)	Amt.	Qty.	Rate (%)	Amt.		Qty.	Rate (%)	Amt.
1											
5											
5+1											
5+2											

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



n											
---	--	--	--	--	--	--	--	--	--	--	--

**Schedule No. 5 - Grand Summary**

Schedule No.	Title	Price <sup>1</sup>	
		Rate	Total
1	Application Software		
2	Deployment & Implementation Service		
3	Customization to meet the functional requirements		
4	Migration Activity		
5	AMC cost (5 Years)		
.			
.			
n			
<b>GRAND TOTAL</b> to be carried forward to Letter of Price Bid			

**Name:**

**In the Capacity of:**

**Signature:**

**Duly authorized to sign the Bid for and on behalf of:**

**Date:**

<sup>1</sup>Specify currency

**Note: Financial Cost for Customization is to be based on the scope of the project and Gap Analysis**

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



## 7. ANNEXURE

### 7.1 ANNEXURE 1: ERP FUNCTIONAL AND TECHNICAL REQUIREMENTS

The Proposer is required to provide a response to each of the questions and/or requirements in the Functional and Technical Requirements Questionnaire.

**Instructions: Grading Scale of the Proposed Solution to meet the requirement:**

**7.1.1 Fully Supported/Included/Configurable**

The requirement is satisfied by the software proposed with no modification to the source code. The requirement is met either "out-of-the box" or through configuration of the application.

**7.1.2 Partially Supported**

The requirement is partially satisfied by the solution. A modification/customization to the software is required to satisfy this requirement completely. Describe how much work the modification(s) will entail.

**7.1.3 3rd Party Product Snap-in**

The requirement is met through the purchase of 3rd party software that works with our product. Please describe if the 3rd party software will only partially meet the requirement.

**7.1.4 Not Provided**

The software will not satisfy the requirement.

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



Sl. No.	Requirement	Fully Supported/Included/Co	Partially Supported x 6 (comments required)	3rd Party Product Snapshot x 2 (vendor and	Not Supported x 0	Description or Comments
<b>A</b>	<b>General System Requirements</b>					
<b>1</b>	<b>Modules/Functionality</b>					
1.1	Enterprise Structure					
1.2	Financial Accounting					
1.3	Fixed Asset					
1.4	Human Resource Management and Payroll					
1.5	Inventory Management					
1.6	Mobile Application					
1.7	System administration					
1.8	Management Information System Dashboards /Key Performance Indicator (KPIs)					
1.9	Please indicate any additional modules your company provides that are outside the scope of this RFP.	N/A	N/A	N/A	N/A	
1.10	Please provide a product suite roadmap.	N/A	N/A	N/A	N/A	
1.11	How many Full/Part Time Internal IT ERP focused staff would you recommend for an organization of our size to support your proposed solution?	N/A	N/A	N/A	N/A	
1.12	How many Full/Part Time Internal First Line Support Staff does your company have supporting this product? Please indicate the roles of each.	N/A	N/A	N/A	N/A	

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



1.13	Supports creation of custom reports and ad hoc queries for non-expert users (without Reports tools or DBA knowledge).					
<b>B</b>	<b>Technical Requirements</b>					
<b>1</b>	<b>General</b>					
1.1	System is 100% web-based					
1.2	System provides a centralized data dictionary that fully describes table structure and appropriate levels of metadata.					
1.3	The vendor provides a Software Development Kit (SDK) to allow staff and others to customize and configure new applications based on the vendor's system.					
1.4	System supports and is compliant with Service Oriented Architecture (SOA).					
1.5	Provides industry standard Application Programming Interfaces (API), adapter development kits, or similar enterprise application integration (EAI) tools to facilitate data transmission and exchanges.					
1.6	Ability to Interface/integrate with Core Banking Software					
1.7	Can the records be exported to another system?					
1.8	Can the records be purged from the system in compliance with a retention schedule?					
1.9	Can records be removed from the system?					
1.10	Web interfaces must support at least these major web browsers: Google Chrome [latest], Mozilla Firefox [latest], Microsoft Internet Explorer [11+].					
<b>2</b>	<b>System</b>					
2.1	No access without specified user id and password					
2.2	System has role-based security where users can be assigned multiple roles – modify, view, or to restrict access control.					

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



2.3	System Administrator must be able to add, change, and cancel permissions for the system access at any time.					
2.4	System administrators have the ability to grant specific users with certain administration rights such as granting access rights/permissions to other users.					
2.5	System allows access/security configuration settings by department (including giving access rights to specific permits, records and functions of the system.)					
2.6	Managers (role/permissions) have the ability to view all of their staff's work schedules and assigned/re-assign activities as needed.					
2.7	System provides adequate security functions to handle web-based transactions without compromising the integrity of the system.					
2.8	Ability to have user groups. One user could belong to more than one group. Privileges should be defined at user level and at user group level.					
2.9	Ability to support automated logout of users based on specified inactivity and idle timeout periods.					
2.10	Ability to specify the amount of time before a user session times out.					
2.11	Ability to have adequate security features to restrict changes to records based on defined criteria (e.g. stage in workflow) with override capabilities.					
2.12	Ability to prevent users from permanently deleting records and instead make them inactive or hidden, e.g., this allows the removal of records created in error, the ability to undo deletions, and maintains an audit trail.					
2.13	The ability to change the default administrator or SA account name and password.					
<b>3</b>	<b>Security (on-site)</b>					
3.1	Ability to support system administration for end-user management to assign role based security access rights (e.g., add, delete, change, modify access levels and groups)					

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory





3.2	Ability to integrate with single sign on (SSO).					
3.3	Ability to authenticate with AD (MS Active Directory).					
3.4	Ability to use encrypted communication (e.g., TLS, SSL) for all application functions, including traffic between application tiers.					
3.5	System provides access to audit trails for authorized users based upon the user's security profile.					
3.6	Authorized users have the ability to print audit trail information.					
3.7	Please indicate formats available for exporting the system log information.	N/A	N/A	N/A	N/A	
3.8	Please describe how you support vulnerability scanning.	N/A	N/A	N/A	N/A	
3.9	Please describe how you handle patching for the proposed software.	N/A	N/A	N/A	N/A	
<b>4</b>	<b>Data Structure</b>					
4.1	Utilize database best practices for table indexing to optimize system performance.					
4.2	Uses human-readable table and column names to support ad-hoc queries and reporting.					
4.3	Data is not in a proprietary format, and can be query and extracted using standard tool for reporting purpose.					
<b>5</b>	<b>Environment Set-up</b>					
5.1	Ability to deploy the application hosted locally. (In Description, provide three (3) locations (jurisdictions) where the system of similar size and complexity has been deployed as a local solution).					
5.2	Ability to support sufficient hardware infrastructure for high availability, load tolerance, real-time failover, and integration with a disaster recovery infrastructure including, but not limited to server configuration, central data storage configuration (SAN), and network configuration. (Describe relevant details and recommendations in Description).					
5.3	Ability to support additional non-production environments for development, disaster recovery, test/staging, and training. <b>These additional environments should be covered by the production license.</b>					

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



5.4	Supports a Windows 10 or above and 64-Bit operating system.				
5.5	Capable of running both application and database in a virtually hosted server environment (Linux or Windows)				
5.6	Ability to refresh training environment from production using a utility to migrate setup from one environment to another.				
<b>6</b>	<b>User Interface</b>				
6.1	Ability to customize the UI by overriding the system default style sheets.				
6.2	System should be able to notify users who are logged in to warn them in advance of the system becoming unavailable, and allow them to save their work.				
6.3	Ability to notify user when action is required to save changes before proceeding.				
6.4	Ability for users to save incomplete business functions and resume progress at a later time.				
6.5	Ability to select data from configurable drop-down or pick lists that can be populated from the database to ensure data consistency.				
6.6	Ability to Undo prior actions.				
6.7	Ability to clone existing entities/objects (e.g. projects, assets, inventory) for use on similar entities/objects.				
6.8	Ability to pre-populate / auto-populate defined fields based on stored data (i.e., pre-populate customer address info when customer number is selected, etc.).				
6.9	Home page to view and manage all assigned activities to that individual user (i.e. pending applications for review, etc.).				
6.10	Ability to limit display of only those modules and pull-down menus that the user is authorized to access.				
6.11	Ability for IT Support Administrative staff to modify parts of the system as needed without having to call upon the vendor or outside technical resources (menus, fields, screens, workflow, etc....).				

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



6.12	Ability for users to flag records such as applications, payment, etc., that have outstanding issues.					
6.13	Provides for easy navigation to view, create or modify records from anywhere within system.					
6.14	Supports the export of data in a format (access, excel, tab delimited, html, etc.) that can be imported and analyzed using statistical analysis software. System allows a user based on defined roles to specify fields and date ranges of data for export.					
6.15	Ability to attach documents and photos on any record. System time stamps all such attachments.					
6.16	Ability for non-system documents and photos to be “attached” to addresses and other system records for easy viewing, including but not limited to MS Office application documents and files, .jpgs, .gifs, .pdf.,.txt,. rtf.,.bmp .					
6.17	Requires user confirmation for operations that result in the deletion of any system record, or function that was created by that user. Records should be marked as inactive and an audit trail should exist.					
6.18	Ability to identify pending work assignments easily and quickly display and print on a map. Records past due (overdue) are plotted in different colors from other pending work.					
6.19	The Mobile based version of the software should be an easy-to-use application that allows employee to perform various tasks and view information from any smart phones (Android/IOS). This includes apply and approve leaves, viewing attendance, submit requisition, travel authorization and approval, etc.					
<b>7</b>	<b>Support</b>					

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



7.1	Ability to be notified of software updates and patches. Specify release, upgrade, fix and patch frequency and notification procedures. Also, describe your commitment to timelines for notice of changes, and your commitment to provide support for prior releases of the product. Under what circumstances are upgrades made "mandatory"? With what frequency has this occurred historically?					
7.2	Ability to access prior version documentation. Specify mechanism for maintaining version specific system and release documentation.					
7.3	Ability to access Self Service site to get all release components to execute an upgrade					
7.4	Ability to perform Resource/Performance tuning and optimization					
7.5	Ability to clarify Technical /Functional issues.					
7.6	Ability to support ERP techno-functional issues through Helpdesk / Ticketing system					
<b>C</b>	<b>Functional Requirement</b>					
<b>1</b>	<b>Enterprise Structure</b>					
1.1	Ability to store different legal entities under which BANK will operate.					
1.2	Ability to maintain Location Structure under each legal entity :					
	i. Head Office/Branch Office :This will be under BANK					
	ii. Work Area: This will be under head office/ branch office					
1.3	Ability to maintain department structure under each legal entity in a hierarchy: BANK -> Department -> Division>>Sections>>Units					
1.4						
<b>2</b>	<b>Human Resource Management and Payroll</b>					
<b>1</b>	<b>Personal Information Details :</b>					
1.1	System should record basic Master Data for an Employee for following areas along with all related and incidental information contains at least the following:-	N/A	N/A	N/A	N/A	

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



1.1.1	Auto generated Employee ID number. This EID should be unique throughout and should not be repeated or deleted by the user either through front end or backend.					
1.1.2	Name in English					
1.1.3	Marital Status					
1.1.4	Date of birth					
1.1.5	Gender					
1.1.6	Family Details: Father's Name , Mother's Name & Spouse's Name with the details of Spouse's parents and children details with CID details					
1.1.7	Passport No					
1.1.8	CID No					
1.1.9	Phone Numbers / Contact Information/Emergency contact number/Email details					
1.1.10	Present Address					
1.1.11	Permanent Address: Village, Gewog, Dzongkhag					
1.1.12	Religion					
1.1.13	Employment type (Regular and Contractual employee), temporary transfers, regular transfer					
1.1.14	Date of joining & relieving, probation period, date of confirmation.					
1.1.15	Position Category, Position Title					
1.1.16	Present posting					
1.1.17	Present Job code/designation,					
1.1.18	Present Grade/cadre,					
1.1.19	Scanning and storing of Employee photo, Signature with signature no.					
1.1.20	Bank Account No					
1.1.21	Bank Branch Name and code					
1.1.22	Blood group and Mark of Identification					

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



1.1.23	Education Qualifications – should capture the details of name of the examination passed, university/Institute, month & year of passing, percentage of marks obtained, grade/class obtained				
1.1.24	Date of last Increment / Next Increment				
1.1.25	Date of joining in the present place of posting / Date of last Promotion / date of next promotion				
1.1.26	Date of Retirement				
1.1.27	Major health problems with provision to capture the details of sickness etc.,				
1.1.28	Insurance details				
1.1.29	Club memberships				
1.1.30	Previous employment details, Name of Organization, position held, Duration in Years & months etc.				
1.1.31	Details promotion – clerical to officer and scale (cadre) wise thereafter				
1.1.32	Professional Qualification				
1.1.33	Languages known, with details of speak, read and write separately				
1.1.34	Nomination regarding PF and Gratuity and separation benefits				
1.1.35	Confidential Reports including disciplinary actions marks				
1.1.36	Stagnation/personal pay Increment/Accelerated Increment				
1.1.37	System Should be able to provide the employment History.				
1.1.38	Staff Welfare Fund nomination details.				
<b>2</b>	<b>Employee Transfer :</b>				
2.1	The system should have automation of transfer process and related workflow with facility to configure rules.				
2.2	System Should be able to transfer employee from one division to another division.				
2.3	System should maintain Employee Transfer History.				
<b>3</b>	<b>Employee Promotion :</b>				

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



3.1	Types of Promotion: Normal Promotion, Meritorious Promotion, Fast Track Promotion, and any other type of Promotion.					
3.2	System Should be able to Promote employee from one grade to another.					
3.3	Ability to define the rules for promotion eligibility in terms of tenure, consistent achievement of high performance grades, etc. Should be linked to Annual Performance of as employee.					
<b>4</b>	<b>Increment :</b>					
4.1	System Alert – Yearly Increment, Stagnation Increment, Additional Increment.					
4.2	System should be able to give increment accordingly based on the rule define by the user.					
<b>5</b>	<b>Training &amp; Development :</b>					
5.1	System Should be able to capture the training details and history of every employee.					
5.2	Provision to maintain and track the training budget under different training heads (such as in house/external)					
5.3	Capability of training needs analysis as per business needs					
5.4	The system should be capable of capturing qualification/training completed by the employee externally or prior to joining the organization. This should include trainings attended internally as well.					
5.5	Capability to record competency development needs basis competency assessment done during appraisal process					
5.6	Capability to publish training calendar for in house and other external trainings					
5.7	System should record History of trainings attended like name of the course, name of the Institution, month & year of training, duration of the course in days/weeks					

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



5.8	System should record Awards received by the employee including the name of the award, year of award, in which discipline/field and date of receipt of award and certificates					
5.9	Should create standard career paths (professional and management) in the organization in terms of various possible moves from the current level / grade in the organization					
5.10	Should define grade advancements within a level on the basis of time based as well as merit based criteria					
5.11	System should maintain a single history of all the training programs taken by the user whether they are class room training or self-study through E - Learning					
5.12	System should support for nominating officers/award staff for various trainings given by bank own training college/centers, Outside institutes within the country and also abroad based on skill requirement					
5.13	System should compile nominations from various Regional Offices for a particular training program					
5.14	System should capture details of courses held at different centers, batch-size, faculty and participant details, participant attendance, feedback and evaluation					
5.15	System should Automate the workflow of training requisitions, approvals					
5.16	System should generate quarterly and annual reports pertaining to training related reimbursement from the Authority					
5.17	System should have provision for uploading the scan documents like promotion letters, appointment orders, service conformation, adverse report, training reports etc					
5.18	Ability to capture the training availed by Employee on employee training feedback form					
<b>6</b>	<b>Leave Management</b>					

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory





6.1	System should maintain all types of leave like Casual Leave, Earned Leave, Maternity Leave, Paternity Leave, Medical Leave, extra-ordinary leave, Study Leave, preparatory leave, Bereavement leave, compensatory leave etc. for each employee.					
6.2	System should maintain leave rules for availing leave, encashment of leave, accrual of leaves, lapsing of leaves, ceilings for accumulation of leaves, rules for combination of leave types, etc. for each categories of employees.					
6.3	System should record leaves availed and leave balance calculation at Real time basis.					
6.4	System should link Leave record to payroll, attendance and employee history					
6.5	System should have leave cancellation, leave extension/ amendments advancement and postponement of leave					
6.6	System should support comprehensive leave approval rules for:-	N/A	N/A	N/A	N/A	
6.6.1	Leave cancellation, leave extension report					
6.6.2	Minimum and maximum no of days at a stretch in a specific type of leave					
<b>7</b>	<b>Leave Encashment</b>					
7.1	System should process leave encashment applying Banks Leave encashment RULE.					
7.2	System should maintain Leave encashment History.					
<b>8</b>	<b>Employee Attendance</b>					
8.1	System should record Biometric Attendance using fingerprint or facial recognition devices					
8.2	System should be able to integrate with Biometric Attendance system on a Real time basis.					
8.3	System should able be to integrate Attendance with Payroll or with Leave management. Auto deductions on the number of hours lost as defined					
<b>9</b>	<b>Contract Renewal:</b>					

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



9.1	System should be able to renew any employee's contract.					
9.2	System should be able to give contract renewal alerts.					
9.3	System should be able to provide Contract Renewal history.					
9.4	System should support advising salary fitment. The fitment made should automatically compute in payroll module.					
<b>10</b>	<b>T.A.D.A.</b>					
10.1	D.A calculation should be system driven as per grades.					
10.2	T.A. calculation should be system driven as per the distance of the places.					
10.3	Employee should be able to apply for Travel and Daily Allowances according to the T.A.D.A. rules of the Bank.					
10.4	System should be able to capture the International& domestic travel accordingly.					
10.5	System should facilitate approval of T.A.D.A. application/claims on maker-checker approach					
10.6	System should maintain the travel history of every employee.					
10.7	System should be able to capture the Travel Report.					
10.8	System should maintain the Travel Report.					
10.9	System should facilitate tour advance approval					
<b>11</b>	<b>Salary Advance Management</b>					
11.1	Employee should be able to apply for salary advance according to Bank's salary Advance Rule.					
11.2	System should be able to process salary advance.					
11.3	System should maintain Salary Advance History.					
11.4	Collection of Salary Advance should complete within the corresponding financial year.					
11.5	Salary Advance Installment should be computed automatically in Payroll before and after completion of all the installments.					

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



<b>12</b>	<b>Separation Benefit Management</b>					
12.1	System should be able to give Superannuation Alert					
12.2	System should have separation of employee (End of Contract, Superannuation Voluntary, Compulsory and Termination)					
12.3	System Should be able to calculate :	N/A	N/A	N/A	N/A	
12.3.1	1. Gratuity calculation According to Bank's Gratuity Rules.					
12.3.2	2. Travel Expenses					
12.3.3	3. Travel Grant					
12.3.4	4. Truck hiring charges to your village from HO.					
12.3.5	5. LTC Adjustments for the Financial Year					
12.3.6	6. Leave Encashment					
12.3.7	7. Bonus					
12.4	Calculation of liabilities of employee.					
12.5	Support recording of the clearance from vigilance / Audit / ICT / HRMD/ other Divisions for Separation claim.					
12.6	System should provide the Separating history.					
12.7	System should prepare – Retirement Letter.					
<b>13</b>	<b>Disciplinary and Achievements</b>					
13.1	System should record History of disciplinary actions against the employee including date of charge, nature of charge, amount of financial loss to Bank, date of punishment and nature of punishment.					
13.2	System Should record special Achievements.					
<b>14</b>	<b>Recruitment</b>					
14.1	The system should be capable to define the specifications of the vacancies in terms of Qualifications, work experience, location considerations, Skills/competencies required, Additional certifications / professional qualifications etc.					

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



14.2	The system should facilitate the Bank to go for E - Recruitment of all category of staff through an appropriate module to be provided by the vendor					
14.3	Recruitment flow from application process to selection needs to be facilitated by the system.					
14.3	The system should have function of uploading scanned or original documents / credentials as a part of the application					
14.4	The system should capture detailed information of applicant/candidate					
14.5	The system should notify users about vacancies viz. Recruitment, Promotion, Fast Track. Promotion on every half yearly basis.					
<b>15</b>	<b>Performance Appraisal</b>					
15.1	System should support goal setting facility. Managers should be able to set goals for individual workers so that the organization can use them to set departmental goals, as well as their overall goals for the long- and short-term.					
15.2	The system should support performance management tools such as Balanced Score Card, 360 degree feedback for future requirements, Tracking & reporting					
15.3	The system should record competencies and proficiency required for each job matching with the available competencies of employees. The system should make competency assessment on pre-designed metrics and should facilitate in all employee development initiatives like recruitment, training, succession planning, appraisals etc. The entire appraisal model should be based in the service rule of the Bank.					
15.4	The system should be able to map the KRAs (Key Responsibility Area) of the employee based on the present job posting. Business Targets specific to organization should be acknowledged on the system					
15.5	The system should allow inclusion of weightages for each key parameter and points against each rating attained in the performance appraisal					

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



15.6	The Performance Management System should have linkage between divisions sharing targets.					
15.7	System should generate a grade wise seniority list of employees and merit list based on seniority, educational qualification, Confidential Reports, written Test, and interview.					
15.8	System should maintain service register of each employee which would include details of all the transfers, promotions, increments, training, qualifications, leave, etc.					
15.9	System should auto compute the performance incentives pay out and auto transfer to the payroll as per Bank's requirement.					
15.10	System should provide learning development programs to enhance the employees skill development and provide additional motivation for them to improve the performance.					
<b>16</b>	<b>Staff Medical Reimbursement Fund Program</b>					
16.1	System should facilitate calculation of medical expenses to be disbursed to the employees as per Bank's policy based on the following categories					
16.1.1	Hospitalization and Non Hospitalization					
16.1.2	Non-Surgical: Minor, Medium, Major, Super Major, Extensive					
16.1.3	Surgical: Minor, Medium, Major, Super Major, Extensive					
16.1.4	General Health Check up					
16.1.5	Domicile Treatment					
16.1.6	Accidental Compensation with additional leave benefit					
<b>17</b>	<b>Payroll</b>					
17.1	System should be able to define multiple pay structures					
17.2	System should be able to define earning, deduction, contribution and provision heads for each pay structure					
17.3	System should run multiple payrolls in a single instance					

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



17.4	System should maintain a single central payroll depository and should be run and access payroll from any location in a centralized or decentralized manner					
17.5	System should define various pay elements like earnings and deductions using a rules-based framework					
17.6	System should group individual earnings and deductions and link them to employees as per their eligibilities					
17.7	System should be able to define various formulae and should link them to other calculation formula/elements such that when there is a change in the rule, only that component which has undergone a change will be affected					
17.8	Should compute all the allowances as per Bank's service Rules					
17.9	System should perform tax computation and it should be handled as per Income Tax Act without any need for repeated manual calculations. The tax slabs, rates and surcharges should be maintained by the system and the tax should be computed automatically					
17.10	Should handle unlimited number of allowances and deductions. Should configure characteristics for payment, taxability, computation and so on to suit as per the Bank's requirements					
17.11	Should compute various benefits provided to Bank's employees such as Leave Travel Allowance, Leave encashment and payables, Bonus/Incentive payouts, Conveyance, Loan and Advances Deduction, SEMSO etc. and other long term reimbursements.					
17.12	System should compute the Provident Fund, Contributions and Staff Welfare Fund, wherever applicable at the correct frequency					
17.13	System should calculate gratuity and superannuation.					
17.14	System should give statutory reports relating to PF, GIS, Income Tax, HC, Professional Tax either on a monthly, half-yearly or annual basis /Periodic basis					

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



17.15	System should support passing of accounting entries for salary payments and maintenance of related books of accounts and registers. Generation of month-wise, quarterly-wise, half-yearly and yearly statement of accounts					
17.16	System should support payment of salary to special appointees, temporary staff, etc.					
17.17	System should calculate overtime as per Bank's service rule					
17.18	System should have a link with Integrated system to credit the salary, loan instalments to their corresponding accounts of the staff directly					
17.20	System should perform pay slip number generation based on category and pay mode					
17.21	System should support to view pay details of current month, pay history, net amount paid, unpaid deductions – Employee-wise and month-wise, financial year-wise					
17.22	System should allow for payment of officiating allowance based on user-defined criteria					
17.23	System should capture details of different perks paid to the employees/executives perks register					
17.24	System should support payment of subsistence allowance in case of suspended employees, EOL, study leave and facility for rephrasing various staff loans when on loss of pay and suspension					
17.25	System should support payment/disbursement and salary to individual staff account in their place of posting					
17.26	Deferred salary payment in case of salary withheld due legal/dispute, etc.					
17.27	In case of over payment of salary option should be there for deduction of additional salary in subsequent months					
17.28	System should calculate and deduct income tax, etc., at the time of: Accrual and Payment					
17.29	System should have arrears calculation facility					

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



17.30	System should support advising salary fitment on promotion. The fitment made should automatically go to payroll module					
17.31	System should support basic fitment on Increment. The fitment made should automatically go to payroll module					
17.32	System should have salary budgeting provision for accounting purpose					
17.33	System should have payroll reconciliation statement for each month					
17.34	Payroll should be integrated with Integrated Accounts module and all the entries regarding payroll should be posted in the accounts as per the configuration.					
17.35	Email facilities to send the pay slip to the employees. Pay slip should be password protected in PDF/or defined format					
<b>18</b>	<b>Report</b>					
<b>18.1</b>	<b>Master Report</b>					
18.1.1	Company Master					
18.1.2	Department Master					
18.1.3	Position Master					
18.1.4	Grade Master					
18.1.5	Level Master					
18.1.6	Location Master					
<b>18.2</b>	<b>Payroll Reports</b>					
18.2.1	Annual Salary Summary Report					
18.2.2	Branch Summary Report					
18.2.3	Grand summary report					
18.2.4	Increment Details Report					
18.2.5	Monthly deduction report					
18.2.6	pay slip					
18.2.7	Salary deduction report					
18.2.8	Salary earning report					

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory





18.2.9	Salary register report					
18.2.10	Yearly payment statement					
18.2.11	Transfer Report					
18.2.12	Promotion Report					
18.2.13	Bonus Report					
18.2.14	Arrear Transaction report					
<b>18.3</b>	<b>INCOME TAX</b>					
18.3.1	Income Tax certificate					
18.3.2	Income Tax Forecasting report					
18.3.3	Employee Investment report					
18.3.4	Income tax master report					
18.3.5	Section master report					
18.3.6	Yearly income tax report					
18.3.7	Income Tax Summary report					
<b>18.4</b>	<b>Leave Report</b>					
18.4.1	Leave Credit Letter					
18.4.2	Leave Ledger report					
18.4.3	Leave Balance report					
18.4.4	Leave Summary report					
18.4.5	Leave requisition report					
18.4.6	Leave Lapsed Report					
18.4.7	Leave Encashment Report					
18.4.8	Utilized Leave report					
<b>18.5</b>	<b>Employee Information Repots</b>					
18.5.1	Employee Family report					
18.5.2	Employee Dependent report					
18.5.3	Employee Global report					

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



18.5.4	Employee Information Report					
18.5.5	Employee Official information report					
18.5.6	Employee Personal information report					
18.5.7	Employee Qualification report					
18.5.8	Employee Suspension report					
<b>18.6</b>	<b>HR Reports</b>					
18.6.1	Employee Age Report					
18.6.2	Bank Account no. report					
18.6.3	Employee Birthday report					
18.6.4	Employee Birthplace report					
18.6.5	Employee Blood group report					
18.6.6	Employee category report					
18.6.7	Employee Confirmation date report					
18.6.8	Employee Date of Joining report					
18.6.9	Employee Position report					
18.6.10	Employee Email ID report					
18.6.11	Ex- Employees list report					
18.6.12	Grade wise employees report					
18.6.13	Job status report					
18.6.14	Employee Marital Status report					
18.6.15	Employee Permanent address report					
18.6.16	Employee PF depends report					
18.6.17	Employee residential address report					
18.6.18	Employee contact no. report					
18.6.19	Employee gender report					
<b>18.7</b>	<b>Recruitment module reports</b>					
18.7.1	Appointment letter report					

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



18.7.2	Offer letter Report					
18.7.3	Cost To Company details report					
18.7.4	Interview details report					
18.7.5	Candidate employment history report					
18.7.6	Candidate hobbies skills report					
18.7.7	Candidate languages report					
18.7.8	Candidate master report					
18.7.9	Candidate references report					
18.7.10	Candidate scheduling report					
18.7.11	Candidate shortlist report					
18.7.12	Manpower requisition					
18.7.13	Manpower requisition dept-wise					
18.7.14	Manpower requisition grade wise					
18.7.15	Recruitment source allocation					
<b>18.8</b>	<b>Training Reports</b>					
18.8.1	Training master report					
18.8.2	Program wise Training calendar report					
18.8.3	Location wise Training calendar report					
18.8.4	Department wise Training calendar report					
18.8.5	Employee wise Training attendance report					
18.8.6	Employee wise Training not attended Report					
18.8.7	Training Assignment Report					
18.8.8	Training Budget Report					
18.8.9	Training Evaluation report					
18.8.10	Training Center wise report					
<b>18.9</b>	<b>Time Resource Management reports</b>					
18.9.1	Timing Master report					

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



18.9.2	Daily Attendance report					
18.9.3	Weekly Attendance report					
18.9.4	Monthly attendance report					
18.9.5	Daily Multiple Swipe report					
18.9.6	In late report					
18.9.7	Out Early report					
18.9.8	Other Department punch report					
18.9.9	Working Hours report					
18.9.10	Over Time report					
<b>18.1</b>	<b>Special Reports</b>					
18.10.1	Gratuity separation Report					
18.10.2	Insurance and Leave encashment Report					
18.10.3	Salary Reconciliation Earning					
18.10.4	Salary Reconciliation Deduction					
18.10.5	LTC yearly report (January and July)					
<b>3</b>	<b>Inventory /Procurement</b>					
<b>1</b>	<b>Master</b>					
	The masters required for inventory management must be definable in the system.					
	i. Item Master					
1.1	It should give facility to completely define items including material description, unit of measurement, accounting details, purchase specification, storage properties, material planning options.					
	ii. Vendor Master					
<b>2</b>	<b>Process</b>					
2.1	Inventory Management should support the following processes.					

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



	<ul style="list-style-type: none"> <li>• Indent processing cycle</li> <li>• Goods receipt cycle</li> <li>• Material valuation through moving average/ LIFO/FIFO processes</li> <li>• Accounting entries</li> <li>• Physical inventory cycle</li> <li>• Service Procurement cycle</li> </ul>					
2.2	The system should capture the life cycle of all items from Goods Requisition to Goods issued					
2.3	Creation of requisition by the user then it should be approved by the concerned department Heads and department should check with the budget. If it is within approved budget, then the requisition goes to procurement division and if it is not within budget then it goes to the concern authority for enhancement of the budget for the departments.					
2.4	The system should be able to classify all the items according to the group.					
2.5	The system should be able to capture the details of all items.					
2.6	The system should be able to capture the details of the goods returned					
2.7	The system should capture the whole life cycle of Procurement according the Bank's procurement rule:	N/A	N/A	N/A	N/A	
2.7.1	Indent Preparation					
2.7.2	Tender procedure					
2.7.3	Tender Notice					
2.7.4	Tender Opening					
2.7.5	Tender Closing					
2.7.6	Refund of EMD and Performance Security Process					
2.7.7	Liquidity Damages should calculate the system					
2.7.8	Supply/work Order					
2.8	The system should be able to capture the Stock register. Every Transaction should be recorded.					

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



2.9	The system should be able to capture all the requisition details. Every Requisition should have :	N/A	N/A	N/A	N/A	
2.9.1	Goods Requisition					
2.9.2	Goods Issued					
2.9.3	Goods Received					
2.10	System should have Goods Receipt Note Management					
2.11	System should have vendor management features including bank account details					
2.12	System should have the payment process within the procurement division and then the same has to be reflected to finance division for the final payment.					
<b>3</b>	<b>Reports</b>					
3.1	Indent Details					
3.2	Tender Details					
3.3	Tender Notice Details					
3.4	Tender Document Sales					
3.5	Vendor Finalized					
3.6	Supply/work Order Details					
3.7	Supply/work Order Printing					
3.8	Goods Receipt Note					
3.9	Goods Requisition Printing					
3.10	Goods Requisition Details					
3.11	Goods Issue Details					
3.12	Goods Received Details					
3.13	Stock Balance - current and as on specific date.					
<b>4</b>	<b>Asset Management</b>					
<b>1</b>	<b>Master :</b>					
1.1	Following parameters has to be added in Fixed Assets Master;					

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



1.1.1	Assets Categorization					
1.1.2	Assets Descriptions					
1.1.3	Assets Code					
1.1.4	Purchase Date					
1.1.5	Capitalization Date					
1.1.6	Intra Bank Transfer of Assets					
1.1.7	Asset Componentization					
1.1.8	Partial capitalization of assets					
1.1.9	Partial derecognition of assets					
1.1.10	Capital work in progress (CWIP)					
1.1.11	Rate of Depreciation based on useful life of assets					
1.1.12	Rate of Depreciation based on Rules on Income Tax Act.					
1.1.13	Adding Assets, Depreciation & Accumulated Depreciation GL					
1.1.14	Asset Value					
1.2	System should be capable of maintaining master details of owned premises / immoveable assets and moveable assets such as date of ownership, lease period, lease expiry date, location of lease agreements, value of asset (original value and present book value), location, cost at purchase/acquisition, function of the asset, etc.					
1.3	System should maintain master details of AMC and Vendors e.g. name of the vendor, AMC amount, period of contract, next service date, AMC expiry date etc. Issue warning messages before expiry of warranty.					
<b>2</b>	<b>Process</b>					
2.1	System should support different types of depreciation methods such as straight line, reducing balance method, written down value method etc.					
2.2	Ability to create Fixed Assets Categorization & Rate of Depreciation% as defined by bank.					
2.2.1	Arts & Artifacts					

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



2.2.2	Building					
2.2.3	Computer & Accessories					
2.2.4	Office Equipment & Machinery					
2.2.5	Furniture & Fixtures					
2.2.6	Electrical Equipment's & Installation					
2.2.7	Land					
2.2.8	Network Equipment's & Installations					
2.2.9	Other Assets					
2.2.10	Security Equipment's					
2.2.11	Motor Vehicle					
2.3	Ability to capitalize the latest cost of the asset					
2.4	Ability to transfer asset from one branch to another or from one location to another.					
2.5	Ability to record the details of the sold assets					
2.6	The system should capture the Asset life cycle (from Procurement till disposal/write-off of the assets).					
2.7	System should capture details of leased out premises like ownership details, location, date of lease, amount of lease, lease expiry, nature of lease, value, square ft. etc. The system should also capture details of office equipment.					
2.8	In case of Buildings, system should contain information relating to type of building, function of building, type of structure, number of floors, total floor area, total plinth area, location, year the building was built or acquired, including pictorial representation of particular flat/building/colony/Complex and, whether constructed through contract/undertaken departmentally, and details of the contract if undertaken through contract etc. Pictorial representation of land has to be kept in the system.					

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory





2.9	System should be able to undertake re-valuation of Real Estate assets and allow to put in details of valuation undertaken by independent values				
2.10	The system should also be able to capture details of any major/minor maintenance undertaken to buildings/equipment's/Vehicles				
2.11	System should calculate renovation cost after calculation of cost incurred for earlier/ destroyed portion for the particular renovation.				
2.12	The system should classify the assets as per the policy of Bank's				
2.13	System should be able correlate assets along with their component.				
2.14	System should have facility to modify the assets				
2.15	System should support parameterization of the depreciation/appreciation percentages and life for each asset / type of asset. System should support fair value concept for valuation of investment properties.				
2.16	System should specify / capture tax details for calculation of applicable tax as per law of the land. System should alert before due date of any tax against any particular asset.				
2.17	System should provide for specifying insurance details for any class of asset				
2.18	System should generate alerts for expiry / renewal of insurance x (parameterize) number of days prior to actual expiry / renewal date				
2.19	System should maintain asset inspection details such as last inspection date, next inspection date, inspection comments etc.				
2.20	System should support generation of asset verification report along with comments of verifiers.				
2.21	System should link each asset with a unique asset number / inventory number				
2.22	System should support alpha numeric asset / inventory number				
2.23	System should maintain details on asset litigation				
2.24	System should generate a list of movable and immovable assets based on the user defined parameters.				

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



2.25	System should generate a list of assets transferred / moved from one location to another along with details such as description of asset, inventory number etc. and should transfer the book value and accumulated depreciation through accounting System.					
2.26	System should capture the historical data on the movement/transfers of assets including both old and new assets codes.					
2.27	System should be able to generate detail and summary depreciation report in the format used in Bank.					
2.28	System should generate age-wise analysis report of assets					
2.29	System should generate warning messages for service contracts due x (parameterize) number of days prior to such service dates.					
2.30	System should record the details of order / purchase contract, performance guarantee for all asset procured by the vendor					
2.31	System should specify the service level agreements and link them to a particular asset					
2.32	System should provide alerts before the expiry of the AMC of a particular assets.					
2.33	System should upload / enter bill of material details along with part numbers, quantity, unit rate, total rate etc.					
2.34	Should support entering of asset details dispatched to a particular location and track the movement of the same					
2.35	System should record details of asset acceptance, PDI (pre-delivery inspection) and note discrepancies in the asset inspection					
2.36	System should generate an asset inspection report giving details of asset type, asset description, part number, adverse remarks etc.					
2.37	System should capture the asset installation details for movable & immovable assets (e.g. date of installation, inspection date etc.)					

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



2.38	System should support parameterization of the payment terms (no. of months, percentage of payment) and validate the same at the time of generating the invoice in case of leased assets					
2.39	System should specify the minimum requirements (e.g. documents, compliance to service level check, authorization from authority) to be verified before release of any payment to the vendors / contractors					
2.40	System should record bill / invoice details submitted by the vendor					
2.41	System should generate a payment advice for payment to be made by Bank to the vendor					
2.42	System should support access to the solution at the branches / department as per user rights defined					
2.43	System should permit branches / offices to enter data of assets installed / purchased					
2.44	System should have capabilities to group all assets across the Bank to generate a single view of all assets					
2.45	Details of Asset Pending Foreclosure in case of seizure of assets by the bank.					
<b>3</b>	<b>Report</b>					
3.1	System should generate reports related to the fixed asset module					
3.2	Generate Depreciation schedule to be used in Financial Statements					
3.3	Detail depreciation report by Assets classification					
3.4	Detail assets report by location					
3.5	Detail assets report by employee					
3.6	Details of assets added during the financial year					
3.7	details of assets derecognized during the year					
3.8	details of assets made obsolete during year					
3.9	Details of assets written off during the year					
3.10	Yearly Report for Fixed Assets Reconciliation					

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



3.11	Purchase Report					
3.12	Transfer Report					
3.13	Disposal Report					
3.14	Capitalization Report					
3.15	Asset history report					
3.16	Asset register					
<b>5</b>	<b>Financial Accounting</b>					
<b>1</b>	<b>Master / Transactions</b>					
1.1	Ability to maintain separate chart of account for each legal entity added as a company					
1.2	Facility to create General Ledgers under the following categories which can have further different levels. The categories are as follows:	N/A	N/A	N/A	N/A	
1.2.1	Asset					
1.2.2	Liability					
1.2.3	Income					
1.2.4	Expenses					
1.2.5	Contingent Asset					
1.2.6	Contingent Liability					
1.3	System to define accounting periods					
1.4	System to define a user definable alpha or alpha numeric GL codes					
1.5	Facility to create Journal Vouchers, creation of Purchase Vouchers, Expense Vouchers, Payment Vouchers, and Receipt Vouchers					
1.6	Facility to print the Journal vouchers.					
1.7	Facility for Multilevel workflow. i.e one person can create the vouchers and his supervisor's will approve the vouchers.					
1.8	System to define any number of sub – ledgers / sub heads as per the requirements of Bank within the General Ledger or Sub-General Ledger based on profit center					

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



1.9	Facility to define accounts e.g. accounts with only debit balances, accounts with credit balances, nil balances etc.					
1.10	Facility to define account relationships					
1.11	System to support defining accounting entries to be generated at various stages etc. (e.g. entry stage, modification stage, deletion stage, reversal etc.) for all system / customer initiated transaction / events					
1.12	System to automatically transfer the amounts to a particular general ledger head based on user definable parameters					
1.13	System to automatically retransfer the amounts from the respective general ledger heads once the accounts have been re- classified as normal / regular accounts					
1.14	System to update the GL's maintained in CBS for Core Business to be interfaced automatically with the ERP GL for final accounting and reporting.					
1.15	The Accounting system should accept back dated posting					
1.16	System should provide for context sensitive on-line help for various GL heads / Sub-heads and P& L heads to be debited / credited at the time of posting and authorizing.					
1.17	System to support GLs where manual intervention is required and certain GLs where all the entries would be posted by the System.					
1.18	System to support bank reconciliations functions					
1.19	The system should have support interfaces with other external 3rd party systems and have the ability to upload / download information to and from other systems.					
1.20	Remittance of TDS by nature of payments in Department of Revenue and Custom of Bhutan formats to the concerned authorities.					
1.21	Full compliance with income tax rules (Parameterized)					
<b>2</b>	<b>Budget</b>					
2.1	System should capture key budget assumptions and KPIs					

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



2.2	System should capture key performance drivers					
2.3	System should capture relationships between costs and revenues, P&L and Balance Sheet in relation to assumptions, KPIs and performance drivers.					
2.4	System should have facility to capture budget parameters as per the budget policy of the Bank.					
2.5	System should calculate Organizational compact					
2.6	System should have ability to communicate Budget Calendar					
2.7	System should have ability to set reminder for prompting budget submissions and prior processes					
2.8	System should have ability to send mail to the budgetary units, that have not submitted their budgets within the set deadlines					
2.9	System should have ability to send alerts/communication when budgets revisions are required					
2.10	System should have ability to send alerts/communication when budgets have been approved					
2.11	The System should not allow the expenditures beyond the approved budget.					
2.12	System should have ability to reject incomplete budgets submissions and inform the approver/ inputter (budgetary unit)					
2.13	The system should have the facility to discuss the budget phase wise basis such as proposal phase, recommendation and approval.					
2.14	System should have the ability to approach target setting from top down and bottom up approach.					
2.15	System should have the ability to set the organizational targets.					
2.16	System to have functionalities to create budget scenarios (best case to worst case)					
2.17	System to have capabilities to do sensitivity analysis by changes in assumptions/performance drivers					

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



2.18	System to have capabilities of performing cost allocation across all budgetary units.					
<b>3</b>	<b>Reports</b>					
3.1	Trial Balance (Consolidated /Profit and Cost Center level each)					
3.2	Statement of Financial Positions (Balance Sheet)					
3.3	Statement of Comprehensive Income (Profit and Loss)					
3.4	Statement of other Comprehensive Income					
3.5	Statement of changes in Equity					
3.6	Cash flow statements					
3.7	System should have the ability to produce reports of budgets at group level, company, Division, branches/units, products, sectors, customers.					
3.8	System should have the ability to produce periodic budget reports, daily, monthly, quarterly, half yearly and annually as may be necessary					
3.9	Division wise comparison statement between budgetary figure and actual expenses done.					
3.10	System should have the ability to show a report of approved capital budget by asset names, values, quantities, account					
3.11	System should have the ability to generate projected P&L, Balance Sheet, fund flows, either summarized or detailed					
3.12	System should have the ability to drill down budget from top level to the smallest level unit.					
3.13	System should have the ability to create a report that shows the approved budgets by key performance indicators, prudential guidelines and other benchmarks.					

**The above list are not exhaustive. If there is a marginal change in requirements without impacting the overall proposed solution then it will be identified and designed during BPR and SRS stages and the same will be implemented during implementation stage**

I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory



I have read and hereby duly state /accept all Terms and Conditions / any other aspects, mentioned on the page, unconditionally.

Signature and seal of Authorized Signatory

