



BIDDING DOCUMENTS FOR THE DESIGNING OF NEW WEBSITE

Tender No.: TBL/HO-ADM/F-06/2025/143



1. FEATURES OF THE BIDS

Table 1: The following are the silent features of the Bid:

S.N	Particulars	Description
1	Website	Designing of new website
Bid Details		Particulars
2	a. Sale of Tender Documents	7 th March 2025
	b. Cost of documents (Non-refundable)	Nu. 500.00 (Ngultrum five hundred) only
	c. Place of Sale of documents	T Bank Limited, ADM/HR Department, Head Office, TCC Building, Samtenlam, Thimphu
	d. Last date for submission	21 st March 2025 during office hours (09:00 AM to 5:00 PM)
	e. Place of submission	T Bank Limited, ADM/HR Department, Head Office, TCC Building, Samtenlam, Thimphu
	f. Bid Opening Venue	Conference Hall, T Bank Limited, ADM/HR Department, Head Office, TCC Building, Samten lam, Thimphu
3	Bid Security (Lump Sum)	Nu.20,000/- (Ngultrum twenty thousand) only
4	Validity of Bid	One year from the date of bid opening

Table 2: The following are the document checklists for the submission of bids:

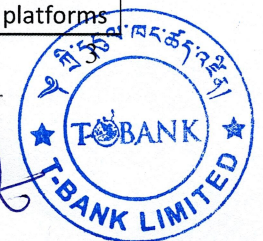
S.N	Particulars	Details	Requirement
1	Signed and Stamped Bid Form	a. Marked " Confidential "	Yes
		b. Bid for.....Date	Yes
		c. Addressed to: ADM/HR Department, T Bank Ltd, TCC Building, Samtenlam, Thimphu. d. Written Warning, " Not to be opened before the specified time and date ".	Yes
2	Number of Copies	Two Copies: a. Marked " Original " with seal & bidder's address on the envelope. b. Marked " Duplicate " with seal & Bidder address on envelope.	Yes
3	Valid Trade License		Yes
4	Tax Clearance Certificate (Latest)		Yes

2. INVITATION OF BIDS

T Bank Ltd. would like to seek invitation of the bids from Bhutanese Firms with valid trade License for the designing of new website for T Bank Ltd. The following are the requirements for designing of new website:



S.N	Particulars	Requirements/Specifications
1	Client-Oriented/Front-End Requirements	<p>The T Bank Ltd website should be user-friendly for the public, providing easy access to the most necessary information without much effort. In addition, in the event of any premature system failure or urgent update, the website should provide easy maintainability. Since the website will be accessed using a wide array of devices it must be adaptive or automatically scalable for both smartphones and computers. Below are some of the front-end requirements:</p> <ol style="list-style-type: none"> The website should be elegant and organized in look, easy to navigate, easy to search and visually appealing and responsive in design. It should be compatible with different modern browsers and devices. The homepage should contain appropriate fonts with standard sizes, sober graphic elements and navigation widgets so that it reflects a design and feel of a website of academic institution with International Standard. Some frequently visited sections like Notifications; News and Events, Upcoming Events, Tenders, Recruitments announcements, etc. should be properly highlighted on the homepage with the use of proper graphic elements/widgets/sliders/scrolling elements. A user friendly and efficient Searching facility should be provided on the homepage through which visitors can search the desired content, notifications, news, faculty profiles easily. Feedback Forms, Grievance submission forms, ragging complaint submission forms etc. should be provided for users to submit required information. Secure login facilities should be provided to Staff through which they can maintain their profiles with a simple GUI based editor. In the profiles of the faculties, there should be provision for dynamically adding different sections like Publications, Workshops attended, Papers presented, awards, achievements in addition to the basic profile section. Security, is of utmost importance; because the personal information and login credentials of teaching faculties and system administrators will be stored in the sites database, all modern web and data security standards such as https must be implemented in order to deter or halt the efforts of criminal entities who would wish to exploit this information. The website should have provisions to implement future modules in form of web-portals or scripts to handle specific task. The website should include a Google map for ATM and branch locations. The website should integrated a Chabot with social media platforms



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S.N	Particulars	Requirements/Specifications
		<p>such as Facebook Messenger and WhatsApp.</p> <p>k. Forex on the website should be integrated with the daily forex updates from the Core banking solution.</p> <p>l. The website should be dynamic and compatible for upgrade as and when required.</p>
2	Back-End Requirements	<p>The T Bank Ltd. website should be developed using the most modern web technologies including modern iterations of the most common web coding languages such as HTML5, CSS3, JavaScript and PHP. Adaptability to multiple devices is one feature made possible by these new web technologies allowing for more dynamic, good looking and interactive web pages. With the integration of these technologies, the T Bank website should offer both quality and performance. Below are some of the back-end requirements:</p> <p>a. There should be a powerful role-based Content Management System (CMS) for managing the website by different users. Mainly, there will be three kinds of users for managing the website - System Administrator, Department Admin and Data Entry Operator (DEO).</p> <p>b. The System Administrator should be able to add/delete/update/hide/archive any content on the website through a GUI based editor/system. All the homepage contents including menus, links and widgets should be dynamically editable without the requirement of understanding the underlying technology. The System Administrator will also be able to edit departmental sites, faculty profiles and all other contents which are editable by Department Admins and DEO.</p> <p>c. The DEOs should be able to add/edit/publish/archive the notifications, news, events, recruitment notices, tenders and some other frequently accessed sections of the website through a user-friendly graphical interface. Edition/Deletion of other contents by DEO should be restricted.</p> <p>d. The CMS should have a Form Builder module/component through which the System Administrator will be able to create forms based on future requirements.</p> <p>e. All the contents/pages/notifications (published/Unpublished/Archived) should be easily searchable by the System Administrator and option should be provided to publish/unpublished them on a single click.</p> <p>f. Advanced backup, restore facility for System Administrator so that the site can be periodically backed up, and restored, when necessary, in a hassle-free manner.</p> <p>g. A log file should be maintained for the activities performed by DEO</p>

S.N	Particulars	Requirements/Specifications
		and Department Admin, which shall be accessible only to the System Administrator. h. All the passwords should be kept in an encrypted form with the application of standard encryption techniques.
3	Website Development and Design (Content Design)	<ul style="list-style-type: none"> a. Development on Open-Source JS Platform like React JS, Angular JS, node.js, PHP, MySQL etc. b. Dual Language Compatible (English and Dzongkha) c. Should be responsive and to work perfectly on all devices (Desktop, Laptop, Smartphones, and Tablets etc.) and popular Operating Systems (eg: Windows, Linux, Android, iOS, Sailfish etc.) d. Should be a PWA (Progressive Web App). e. Website should comply with ISO Standards. f. Website should follow W3C Guidelines. g. Admin Dashboard should have the ability to add/Edit/Delete the contents and need to have Admin panel feature. (For all courses/administrative activities and Recruitments) h. Website should be scalable for future requests. i. Anti-spamming feature. j. Additional features of live data editing, real-time data refresh including images and real-time publish and subscription using GraphQL. k. Dynamic Photo and Video Gallery. l. Should have Search Engine Optimization (SEO) facility m. It should provide online tracking facility for job applicants, students seeking admissions, RTI, applicants etc. n. Feedback form option o. Provision for submission of online application form related to staff, etc., p. The portal should support Web 3.0 (any advanced/latest) based tools such as RSS feeds, Blogs, Chats, Podcasts & social media such as YouTube, LinkedIn, Facebook, Twitter etc. q. All logins must operate on secure protocols. It should provide support for website security audit. r. Separate Authentication Privileges for System Administrator and Role based authentication mechanism. s. User for Website & Database Management. t. User accounts should be provided to every staff for submission of queries.
4	Hosting and Backup	<ul style="list-style-type: none"> a. Cloud-based platform with load balancing configuration must be implemented so that the website remains up even in peak time, such as result declaration. b. Daily backup facility (In addition to cloud-based backup by Service

S.N	Particulars	Requirements/Specifications
		Provider, there should be facility for user-friendly backup feature where the University's authorized person can take backup/restore from a local machine).
5	Development Methodology	The development methodology should follow an iterative-prototype approach especially in the initial startup and design phase.
6	Annual Support and Maintenance	a. The scope of Annual Support & Maintenance will be for a period of 02 (two) years and will cover regular updating of contents in the above modules/sub-modules, software & security feature up-gradation, etc. b. In order to undertake above, the service provider will depute 01 (one) qualified resource person who need to be available on call basis (24x7) to maintain/manage/troubleshoot the website as per T Bank. Ltd requirement.
7	Copyrights and Trademarks	a. T Bank Ltd shall own the source code, text, design, trademarks, photos and graphics in editable mode, or other artwork furnished in designing of the new website upon completion of the successful implementation of website by the service provider. Website designed by the service provider will not include the name or logo of the web developer anywhere. b. Dynamic data including third party data generated through website analytics will remain under complete control of T Bank Ltd and it shall reserve its copyrights.
8	Other Key Points	a. The service provider has to share the source code of website with T Bank Ltd Website Management Cell. b. All material/product and related codes on website would be the property of T Bank Ltd and service provider would have no claim over the same in future. c. All content should be stored and kept confidential and service provider should not reuse/replicate/transfer the same to anyone else. d. The service provider should provide all admin/user manuals along with complete training to T Bank Ltd Website Management Team. e. The service provider should also provide support for all future upgrades/Initiatives of T Bank Ltd related to website.

3. INSTRUCTION TO BIDDERS

3.1 Scope of Bid

The Scope of bid shall include works and services described as under the (**Designing of New Website for T Bank Limited**):

3.1.1 The scope of work in brief shall include:

- 3.1.1.1 One or more systems administrators will supervise this registration with complete access to the website's backend. These administrators will be tasked with maintaining the website for continued functional operation as well as managing and securing the faculty online presence.
- 3.1.1.2 The designing of new website for T Bank Limited should be completed within 60 days after issuance of work order to the successful bidder.

3.1.2 If the successful bidder(s) are not able to comply with the scheduled timeline it shall be liable for penalty as per the contract terms and conditions.

3.1.3 The contract shall be valid for a minimum period of one (1) year from the date of signing the contract agreement. The Bank reserves the right to extend the contract based on the successful bidder's satisfactory performance or in accordance with the Bank's requirements.

3.2 Source of Funds

T Bank Limited shall finance the works/supply of goods named in the Invitation to Bid under the contract for which these tender documents are issued.

3.3 Eligibility

The Invitation for Bids is open to all suppliers licensed under the Department of Trade, Ministry of Industry, Commerce and Employment of the Royal Government of Bhutan/ licensed under any country.

3.4 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and delivery of its Bid, and the Bank shall in no case be responsible or liable for those costs.

3.5 Joint Ventures

Bids submitted by a joint venture of two or more companies as partners shall comply with the following requirements:

- 3.5.1 The Bidder (s) in case of successful Bid, the Contract form shall be signed to be legally binding on all partners.
- 3.5.2 One of the partners shall be authorized to be In-charge as the leading partner and this authority shall be evidenced by submitting a power of attorney signed by legally authorized signatories of all the partners.
- 3.5.3 The In-charge shall be authorized to incur liabilities, receive payments and receive instructions for and on behalf of any or all partners of the joint venture.
- 3.5.4 All the partners of the joint venture shall be liable jointly and severally for the execution of the Contract in accordance with the Contract terms and conditions, and a relevant statement to this effect shall be included in the authorization mentioned under clause 3.5.2 above and as well as in the Bid Form and the Form of Agreement (in case of a successful Bid).



3.5.5 A copy of the agreement entered into by and between the joint venture partners shall be submitted along with the Bid.

3.6 One Bid per Bidder

Each bidder shall submit only one bid either by itself, or as a partner in a joint venture or as a responsible officer in the management of the company. A bidder who submits or participates in more than one bid will be disqualified.

3.7 Bid Prices

The bidder shall complete the appropriate price schedules included herein, stating the unit prices, total price per item, the total amount and the expected countries of origin of the goods to be supplied under the contract.

3.8 Submission of Bid

3.8.1 Bids to be hand delivered, through courier or registered post addressed or through email with **encrypted password** to the ADM/HR Department, T Bank Ltd., Thimphu”.

3.8.2 The sealed bids (Technical/Financial) shall be submitted in one sealed envelope marked as “Confidential”.

3.8.3 Covering envelope to be marked “**Confidential**” marked “**not to be opened before the time and date of bid opening**”.

3.8.4 The second envelopes containing the bid (**Original and Duplicate**) should be with bidder address, sealed and signed.

3.9 Deadline for submission of Bid

The Bid shall be submitted on 21st March 2025 or before 5 PM at Procurement, ADM/HR Department, T Bank Ltd, TCC Building, Samtenlam, Thimphu. The Bids received after the deadline shall not be entertained.

3.10 Bid Opening

3.10.1 The bid(s) will be opened in the presence of bidders or their representatives who choose to attend the Tender Opening on 22nd March 2025 at 11 AM. In case due date of the opening falls on non-working day(s), the opening of bid shall be on next day at the same time.

3.10.2 All members of the tender committee including the chairman shall examine the conditions of the envelopes and shall sign on the envelopes. In the event that a bid envelope of original documents is found to have been tampered with or opened, the Tender Committee should decide whether that bids is to be treated as cancelled or rejected, or to proceed with the bid opening.

3.10.3 The bids are to be opened in view of all participating parties and the contents are checked by the tender committee against the requirements of bidding documents.



- 3.10.4 The Tender Committee has to publicly announce the name of the bidders, the prices offered, the presence or absence of bid security and its amount, any discount offered, and any modification and withdrawals. In case the bidding documents requires the fulfilment of certain formal requirements such as the existence of a business license or the signature of the bid by proper authority; these requirements should be verified and announced. Initially these details shall be written on a notice board for the public to copy. Any bid price, discount etc. which is not announced and recorder shall not be taken into account in bid evaluation.
- 3.10.5 The bid form including appendices to bid from, bill of quantities, price schedules, bid securities, any discount offered, schedule of supplementary information, drawings and specifications and any important documents shall be initialed by all the members of the Tender Committee.
- 3.10.6 The record of bid opening shall be prepared before the closing of the bid opening session and to be signed by all the members of the Tender Committee.

3.11 Validity of the Bid

The Bid shall be valid for a period of one year from the date of opening of the bid. The place of submission is at ADM/HR Department, T Bank Limited, Head Office, Samten Lam, Thimphu. The Bids received after the deadline shall not be entertained or returned to the bidder.

3.12 General terms and conditions

- 3.12.1 Price quoted should be in Ngultrum/INR, Cost, Insurance, and Freight (CIF), **inclusive of all taxes, levies and duties.**
- 3.12.2 Power of Attorney has to be submitted, if a representative is appointed.
- 3.12.3 The entire bid document submitted should have seal and signature of the Authorized personnel or the representative.
- 3.12.4 The bidder should not be under declaration of ineligibility for corrupt practices issued by the Royal Government of Bhutan.
- 3.12.5 T Bank reserves the right to cancel or reject the tender without any explanation.
- 3.12.6 T Bank reserves the right to reject the project if it falls below the required specifications mentioned in the above table.
- 3.12.7 Prospective bidders requiring further information or clarification may notify the procurement officer in writing or by email at the purchaser's mailing address (jambaywangmo@tbank.bt). The purchaser will respond in writing to any request for information or clarification, which it receives no later than 5 days prior to the deadline for submission of the bid.
- 3.12.8 At any time prior to the deadline for submission of bids, T Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents. The amendment form shall be a part of the bidding document and will be notified in writing to all prospective bidders who had purchased the bidding documents and will be binding on them.
- 3.12.9 The rates (s) should be submitted in the prescribed format provided by T Bank Ltd, as shown in Table.



- 3.12.10 The Bank may place order at any interval based on requirements.
- 3.12.11 The bank shall levy a penalty of 0.05% per day, subject to a maximum of 10 % of the contract value, if the goods are not supplied within the stipulated delivery period.
- 3.12.12 Bid Security of Nu.20,000/- (Ngultrum twenty thousand) should be enclosed with the bid in the form of a draft/cash warrant/bank guarantee in favor of "T Bank Limited, Thimphu".
- 3.12.13 The bid security of unsuccessful bidder (s) shall be returned on expiry of the bid.
- 3.12.14 The bid security shall be forfeited if a bid is withdrawn from in the interval between the deadline and the expiration of the period.

3.13 Language of Bids

The Bid, and all correspondence and documents related to the bid shall be in English. Additional documents provided by the bidder related to the bid shall be in English and should be translated in English if the language is foreign.

3.14 Bid Security

The bidder shall submit a bid security of Nu. **20,000.00** (Ngultrum Twenty Thousand) only in the form of a banker's check, cash warrant, bank guarantee, and demand draft in the name of TBank Limited. The bid security will be refunded to the unsuccessful bidder after they are notified that their bid is unsuccessful.

The bid security shall be forfeited in the following situations:

- 3.14.1 If the bidder withdraws the Bid in between the bid validity period.
- 3.14.2 If the successful bidder fails to sign the contract or fails to submit the performance security within the specified period.

3.15 Quantity Variation

As per the requirements of the bank.

3.16 Evaluation Criteria

S.N	Category	Weightage (%)
1	Technical Proposal (80%)	80
1.1	Demo Presentation	20
1.2	Technical approach including implementation plan	20
1.3	Qualification and experience of personnel	20
1.4	Experience and past performance of the firm	10
1.5	Creativity of proposal	10
2	Financial Proposal	20



3.17 Award of Contract

After being evaluated by the evaluation team, the contract will be awarded to the one who has quoted the lowest price which meets the specified specifications and requirements and will be based on quality of the work.

3.18 Liquidation Damage

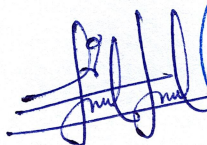

If the vendor fails to supply the goods in the given time period as specified in the purchase order, and work order, the purchaser will deduct 0.05% per day on the total amount not exceeding more than 10% of the total value.

3.19 Payment Terms

S.N	Particulars	Payment Percentage
1	After signing of contract	20% of the contract sum
2	After Go-Live	50% of the contract sum
3	After successful hand holding period of one month	30% of the contract sum

3.20 Delivery Schedule

The successful bidder must complete the project within 60 days of receiving the work order. However, if they fail to complete their work within the assigned duration, a penalty of 0.05% per each day will be deducted from the total bill amount.



T BANK LIMITED

POST BOX: 631

HEAD OFFICE : TCC Complex Building, Samten Lam,
THIMPHU: BHUTAN

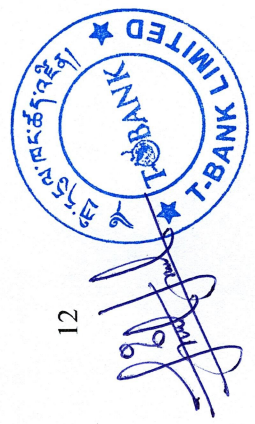
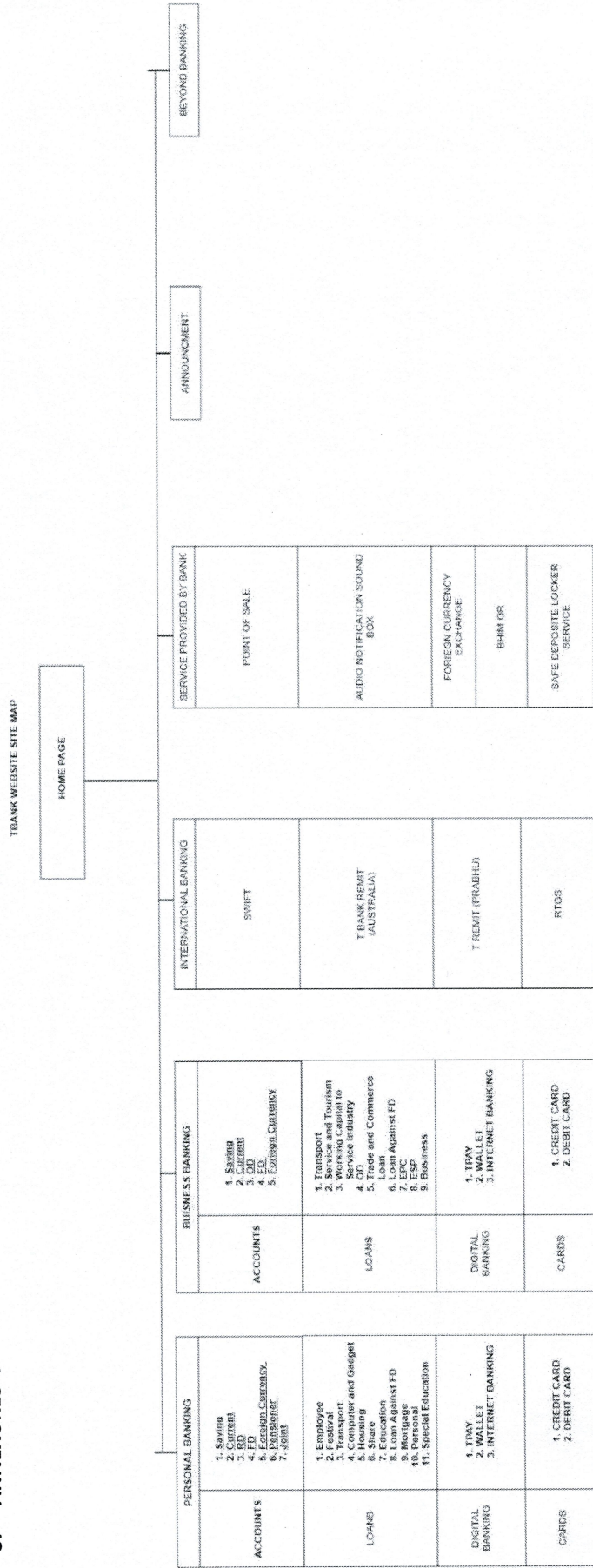
T BANK

Your Personal Bank

WEBSITE OVERVIEW

The site map for the present website <https://www.tbank.bt/> is given under ANNEXURE – I which lays out a detailed description of various individual webpages of the website, their descriptions and URLs.

3. ANNEXURES- I



Front Page of Tbank Ltd.

HEADER

1. Personal Banking
2. Business Banking
3. International Banking
4. Service Provided By Bank
5. Announcement
6. Beyond Banking
7. Search Bar

HERO SECTION

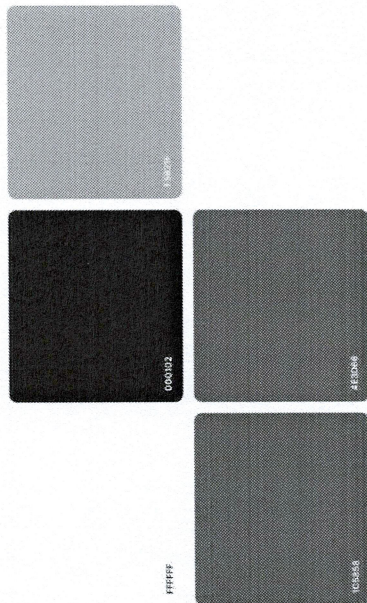
1. PRIME PAGE
2. EMI Calculator
3. FOREX
4. ANNOUNCEMENT
5. MLR
6. PRODUCTS AND SERVICES
7. FLOATING CHAT BOT
8. TESTIMONIALS

FOOTER SECTION

1. About
2. Find us @
3. Quick links
4. Help & support



COLOURS



COLOR PALLETS

COLOURS



Unleash Your Creativity with Top

Elevate your design skills to new heights with our curated selection of courses, designed to inspire, educate, and empower your creative journey.

300+
Courses

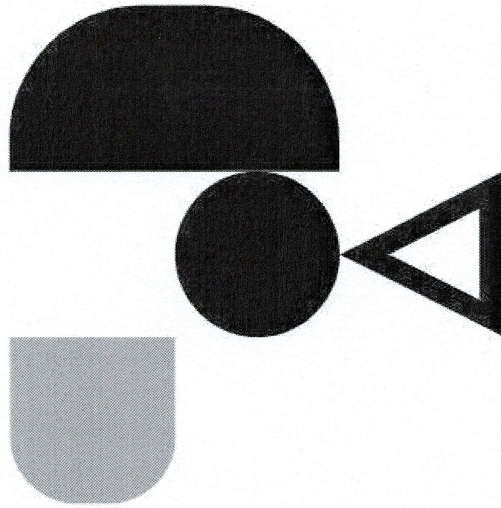
50+
Expert Mentors

Hours of Content

Learn more

Explore Course List

Enroll Now



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5. PROPOSAL SUBMISSION FORM

To:

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Having examined the RFP Bidding Documents, the receipt of which is hereby duly acknowledged, we the undersigned, offer **“Designing of New Website”** in conformity with the said bidding documents for the sum of as may be ascertained in accordance with the price schedule attached hereto and made part of this bid.

We undertake, if bid is accepted, to deliver the services as per terms and conditions of the bidding documents in accordance with the delivery schedule specified in the RFP documents.

We agree to abide by this bid for the period of one year from the RFP fixed date, and it shall remain binding upon us and may be accepted at any time before expiration of that period. Until a final official document is prepared and executed, this bid, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us.

We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

(Signature and Seal)

Name:

Title:

Address:

Contact No.:

Email ID:

