

# TORs

## **FOR THE BANK OF KHYBER WEBSITE DESIGNING, DEVELOPMENT AND MAINTENANCE**

*Published Date 17<sup>th</sup> October 2016*

All bids to be submitted on or before 03 November 2016 in a single sealed envelope containing both technical and financial proposals in separate envelopes to head IT Division.

For any clarification and question you may contact:

Name: Muhammad Hassan Tariq  
Email: hassan.tariq@bok.com.pk

All queries for the subject tender (if any) should be sent to above mentioned email address at least 05 working days prior to bid opening date.

## Terms of Reference

The deliverables of the assignment as required by the Bank of Khyber are mentioned below:

- Bidder to do website architecture and provide complete solution to BOK (including Hosting).
- Bidder should propose open source framework for implementation of BOK's website preferably drupal or wordpress.
- To develop new graphic design that fits with BOK branding.
- To propose the website using responsive layout that would be compatible with desktop based browsers and mobile devices or smart phones, tablets, laptops including hover effects.
- Easy Navigation & non scrolling: Menu to use animations to reveal a menu to prevent jarring transitions.
- Security: Website to be deployed as per W3C Security Standards, HTTPS (SSL Certificate) to stop DDos attacks.
- All data on website to be encrypted by the bidder.
- Bidder to develop dedicated Home Page for Islamic Banking.
- Website to support at-least two languages i.e. English and Urdu. Contents of the languages will be developed by bidder as per state bank of Pakistan regulations.
- Bidder would be required to develop following custom features within proposed CMS framework.
  - Recruitment Form (Resume Submission)
  - Contact Us (Including "Call Us" and "Email Us" form)
  - Newsletter subscription Engine
  - Loan Assessment tool and Loan payment Calculator
  - ATM & Branch Locator using Google Maps Integration
  - IBAN Generator
  - Website Internal Content Search
  - Surveys & Polls
  - Web analytics: No. of visits to website per hour, day and month
  - Social Media Links

- Event Calendar
  - Customized Website Skins for special occasions i.e 14<sup>th</sup> August & 6<sup>th</sup> September.
- Bidder would be required to submit the following deliverables during the course of the project
    - At-least three high level prototypes for review and approval from BOK management.
    - Detailed design document that would provide details of website features and functionalities along with sitemap.
    - Project Plan (in MS Project format) long with weekly status reports.
    - Administration guide, including but not limited to installation/deployment guide, user credentials for website administration.
    - Bidder will be required to deploy proposed solution in “Test” and “Live” environment.
    - Bidder must submit source code to BOK before deployment of website in “Test” environment.
    - Bidder will be required to work with BOK staff to determine optimal solutions to understand its business needs

## **TERMS & CONDITIONS**

1. The Bank of Khyber invites sealed bids (Technical & Financial) from **sales tax registered firms** for web designing, development & maintenance for its Web Site with a single stage two envelope procedure as per KPPRA Rues.
2. Bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal. Envelope shall be marked as “**FINANCIAL PROPOSAL**” and “**TECHNICAL PROPOSAL**” in bold and legible letters to avoid confusion.
3. The bidder must be aware of **SBP & SECP** regulatory requirements.
4. Companies should have at least **5-Years** of experience in web site designing, development, management and maintenance with the **banking sector** with proof attached in the technical proposal.
5. The list of customers/clients should be attached in the technical proposal (**specifically banks**).
6. The bidder should also provide relevant information of its authorization and registration with the **government departments**.
7. All bids must be accompanied by a call deposit of **five percent (5%)** of total bid amount in shape of a bank demand draft or pay order in favor of the "Bank of Khyber"
8. **Call deposit** must be sealed with the financial proposal. The technical proposal should have a letter attached confirming the sealing of CDR with the financial proposal.
9. All bids must be submitted and will be opened on the same day on **3<sup>rd</sup> November 2016 at 10:00 AM**.
10. If any bid is submitted **later** then the submission time, the bid will not be entertained and will be out rightly rejected.
11. Bids shall remain valid for a period of **Ninty days (90)** days after the date of bid opening prescribed by BOK.

12. If the **technical specifications** do not meet BoK's requirements, then **financial proposal shall not be opened** and will be returned unopened to the bidder.
13. The Bank of Khyber will **not be responsible** for any cost of expenses incurred by the bidders in connection with the preparation of the bids.
14. Project to be completed within **(4-6) Weeks** after issuance of Work/Supply/Purchase Order.
15. All prices quoted must include all **Taxes**.
16. Web Designing, Development and Maintenance charges must be mentioned **separately** in the financial proposal.
17. **No bidder shall be allowed** to alter or modify the bids after the expiry of deadline for the receipt of the bids unless, BOK may, at its discretion, ask a Supplier for a clarification of bid for evaluation purposes. The request for clarification and the response shall be in writing and no change in the prices or substance of bid shall be sought, offered or permitted.
18. In case of **failure to deliver** the Call deposit of the bidder will be forfeited and the supply order will be given to the second bidder.
19. Companies **Seal/Stamp** must be fixed on technical specification and financial proposal.
20. The evaluation of the bids will be based on **70-30** Split. Where 70% weight age shall be given to the Technical Bid and 30% shall be given to the Financial Bid.
21. The financial proposal of only the **technically qualified** bidders will be opened. The technically disqualified/rejected bidders will be informed before the financial opening and may collect the unsealed financial proposal from the office of IT Division.
22. **The Bank of Khyber reserves its right to accept and/or reject any bid or cancel the entire bidding process without assigning any reason.**