



Bidding Document

ACQUISITION AND IMPLEMENTATION OF AN INTEGRATED RECONCILIATION SYSTEM

Last Date for Submission:	16th August, 2018 at 3:00 P.M.
Tender Opening Date:	16th August, 2018 at 3:30 P.M.



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1. Project Introduction

The Bank of Khyber is seeking the services of a qualified entity that is experienced in Outsourcing of Reconciliation of Transactions of various Network, IBFT, VISA, Master Card, JCB Card & Cash in ATMs.

In the framework of its activities, Bank is working on distributed environment where each branch has its own DB server, all information is segregated, and can be compiled at day end by means of text files generated by branches. Currently bank is handling multiple type of transactions mainly includes Fund Transfer (multiple Means), ATM Cash withdrawal, Remittances, Inter Branch invoices, RTGS, Swift Messages, IBFT etc., for which reconciliation is required.

1.1. About The Bank of Khyber

The Bank of Khyber was established in 1991 through Act No. XIV, passed by the Provincial Legislative Assembly of the KHYBER PAKHTUNKHWA Province of Pakistan. It was awarded status of a scheduled bank in September 1994. The Bank of Khyber enjoys a unique position, and stands out amidst the other banks operating within Pakistan, and has the privilege of being bracketed amongst the only three government banks in the country.

BOK has a total of **166 branches** all over the country and BOK's client base is located in major cities of Khyber Pakhtunkhwa, Punjab, Sindh, Baluchistan and Azad Kashmir.

With high reliance on technology for managing and growing business, BOK considers information security as a major business enabler. In continuation to the enhancement of IT security of its architecture, BOK wants to take effective implementation of controls by acquiring services of professional IT Risk Assessment organizations.

1.2. Critical Success Factor

The successful IT risk assessment of BOK's IT infrastructure will result in Timely completion of the Reconciliation system.

2. Project Details

2.1. Scope of Work:

The main goal of this project is to acquire, implement and maintain an automated integrated reconciliation solution off-the-shelf providing a robust and scalable architecture capable to identify, match and reconcile financial transactions generated by the Bank's internal systems (UBANK PLUS) and other sources with related payment messages received from our correspondent banks and counterparties through Swift, IRIS, VISA, JCB etc. The system should bring order to all independent processes in a transparent, dynamic, and robust fashion, thereby optimizing the administrative workflow linked to day to day operations reconciliation and investigations processes.

To achieve this goal, the project implementation will meet the following objectives and requirements:

- Elimination of all manual data manipulation and all manual reconciliation process.
- Capture and transformation of data from heterogeneous sources in a harmonized and homogeneous central point.
- Integration with existing systems
- Validation control for reconciliation activities
- Automatic conduct of daily, monthly, periodical and ad hoc reconciliation process
- Provision of a reporting tool that will enable the users to generate different reports as well as exception reports for appropriate and quick investigations.



- Automate simultaneous import and reconciliation of bank accounts.
- Automatically apply complex matching logic with easy-to-use, intuitive rules engine via robust bank reconciliation software.
- Manage and resolve exceptions in a fully audit-able framework providing easy and comprehensive reporting.
- To automate every step of the bank account reconciliation process – importing data files, matching data, and generating reports. This can be done efficiently every day thereby minimizing pressure at month-end and allowing resources to be focused on investigating exceptions. Accounts for reconciliation can be organized according to the specific needs of the business and information can be accessed from multiple accounts simultaneously.
- All bank reconciliation activity is recorded in an audit trail automatically with the software
- Generation of automatic investigation cases for exceptions, with investigation messages being sent automatically by Swift and/or by Email. Attachment of each investigation case documents exchanged for follow up and tracking.
- Vulnerability Assessment & Penetration Testing of the proposed solution must be performed in-house or third-party considering minimum Top 10 OWASP vulnerabilities
- Identity Access Management using 4 Eye Principle along with Role based Access control
- Application Password Policy must meet complexity, expiry, lockout and old password threshold
- The proposed solution should be developed at each phase under secure software development life cycle industry standards like ISO 27001 etc.
- Solution must maintain comprehensive Audit Trail with timestamp detailing every user activity.
- Application must have proper authentication mechanism where maker performs the posting into system and designation approve can approve it (maker checker concept)

2.2. Deliverables

Bidders should provide comfort to the Bank that the solution meets the requirements specified in the Scope of Work.

Upon completion of the project, the bidder shall provide a comprehensive report with details of complete implementation of the project. The Bank expects to receive from Bidder the following outputs:

- a. A fully installed, well configured, integrated, customized and functioning INTEGRATED RECONCILIATION SYSTEM OF BACKOFFICE AND CASH ACCOUNTS OPERATIONS that meets the need of BOK business requirements as specified in the scope of the services.
- b. A “live” demonstration to Management staff to confirm and validate that the solution implemented by the Bidder fully meets the requirements of the Bank.
- c. A proposal for the implementation of gaps that would have been identified by Management during the live demonstration of the solution implemented.
- d. A detailed description of completed implementation work.
- e. An executive summary report validating the implementation process and the various functionalities specified in the TOR.
- f. Training services for the solution during the implementation to technical staff for knowledge transfer both on the functional and technical aspects and to users on functional aspects.
- g. Full documentation of the solution from the installation, configuration and customization to deployment. The documentation shall include the user manual.



3. Proposal Response Format

3.1. Technical Proposal Response

Bidder is required to submit its Proposal in accordance with the following Mandatory requirements both in Hard & Soft copies. Failing to which the proposal will not be considered.

SNo	Mandatory Requirements	Proof to be submitted for fulfilling Eligibility Criteria
1	The bidder should have at-least 5 years' experience for the installation/deployment of similar software and must be registered with FBR	The bidder should provide its FBR registration certificate (NTN) and Registration of Incorporation under the laws of Pakistan Bidder must also provide details of last Five Years projects/services delivered in Financial Institutions
2	The bidder should not have been blacklisted by any of the Provincial / Federal Government or organizations of the State / Federal Government in Pakistan	Undertaking on stamp papers should be submitted by the bidder that it is not being blacklisted. And must provide List of arbitration/legal suits/unsettled disputes with the financial sector clients (if any) in last five years
3	The bidder must submit Annual Audited Report for the last 03 Financial years	Annual Audit Report including Balance Sheet, Income Statement and Profit & Loss accounts along with auditors' notes for the last three (3) audited years should be submitted
4	The bidder must have legal presence in Pakistan. Firm having Offices in Peshawar/Karachi will be preferred	List of Offices across Pakistan must be submitted
5	All Vendors must provide at least 2 deployments of similar software with contact information and valid proof for Financial Institutions/Banking sector	Valid documentary evidence must be submitted of at least 02 Completed Projects of the same nature
6	Bidder shall provide Clientage List of the Company	Valid documentary evidence must be submitted
7	The bidder should have enough Technical Strength at its end to complete the project within stipulated time	List of Staff (HR) of the Company along-with their CV's to be submitted
8	Firm should be an active tax payer and must be registered with KPRA	KPRA (Khyber Pakhtunkhwa Revenue Authority) Registration certificate should be provided
9	Bidder should be registered and active with Pakistan Software Export Board (PSEB)	Valid registration certificate to be provided

3.1.1 Project Implementation/Management Plan

The bidder shall provide a detailed implementation plan and project management plan. Bidder should provide the timelines. Responding Organization should cover tasks assigned to the employees and resource allocation of responding organization during the course of the project. This should not be in generic terms but should be specific to the project. Project plans in tabular form, mentioning names of tasks, sub tasks, start date, finish date, resources and milestones will also be appreciated. In the training category, bidder is required to provide detailed training schedules along with the names of resources.



3.1.2 Training Capabilities

Bidder must arrange interactive sessions to provide hands on training to all the relevant BoK staff. Bidder should also provide a detailed training schedule and necessary equipment.

3.1.3 Technical Evaluation Criteria is as follows: -

The Bidders complying with the Mandatory Requirements and required scope or work will be considered Qualified and will be considered for Financial Opening.

While the firms will be disqualified and will not be considered for further Evaluation if: -

- a. The firm fails to submit the valid relevant evidence of the required Mandatory Requirements, or
- b. The firm fails to Comply with Technical requirements.

3.2. Financial Proposal Response

Bidder must submit its financial proposal in accordance with the following format and must mention the Total Quoted Amount in words and figures.

SNo	Description	Amount in PKR	GST	Total Amount in PKR
1	Acquisition and Implementation of an Integrated Reconciliation System			

3.2.1 Currency

All currency in the proposal shall be quoted in Pakistan Rupees (PKR).

3.2.2 Withholding Tax, Sales Tax and other Taxes

Bidder is hereby informed that the Bank shall deduct tax at the rate prescribed under the tax laws of Pakistan, from all payments rendered by any bidder who signs a contract with the Bank. Bidder will be responsible for all taxes on transactions and/or income, which may be levied by government.

3.2.3 Governing Law

This bidding document and any contract executed pursuant to this document shall be governed by and construed in accordance with the laws of Pakistan. The Government of Pakistan and all bidders responding to this bidding document and parties to any contract executed pursuant to this document shall submit to the exclusive jurisdiction to Courts.



3.3 Acceptance of Proposals

The Bank of Khyber reserves the right not to accept the lowest or any proposal and to annul the bidding process as per KPPRA rules.

The acceptance criteria is as follows:

1. Bidder must technically comply with mentioned Mandatory Requirements and Technical Requirement as per Technical Evaluation Criteria mentioned in 3.1.3.
2. Bidder must comply with all the Terms & Conditioned mentioned in the bidding document.
3. Bidder quoted the lowest price among the qualified bidders.

IF FURTHER INFORMATION REGARDING THIS BIDDING DOCUMENT IS REQUIRED, PLEASE FEEL FREE TO CONTACT THE CONCERNED DOMAIN ADMINISTRATOR (OWNER):

Mr. Muhammad Ihsan Khan,
Ihsan.Khan@bok.com.pk



Terms and Conditions

- a) The Procurement Shall be conducted in accordance with the Khyber Pakhtunkhwa Procurement Rules 2014 on **Single Stage Two Envelope Procedure.**
- b) The Bank of Khyber Invites two separate sealed envelopes, one for Technical Proposal and One for Financial proposal from Service Provider having legal presence in Pakistan for installation, deployment, testing, configuration, commissioning, implementation, training and support of the required Integrated Reconciliation System.
- c) Bidder is required to submit both sealed proposals to the office of the Head Procurement Division, The Bank of Khyber on or before **Thursday 16th August, 2018 at 3:00PM.** **Tender Opening date is Thursday 16th August, 2018 and Time is 3:30PM at The Bank of Khyber, Head Office.**
- d) Company should sign and Stamp BOK RFP and must attached with their Technical proposal.
- e) Company seal / stamp must be fixed on both Technical Proposal and Financial Proposal.
- f) All the firms applied for the Tender must provide documents in line with the Mandatory requirements and should qualify the Technical Evaluation Criteria. **If any firm fails to qualify the Technical Evaluation Criteria, then Financial Proposal of the same will not be opened.**
- g) **Any bid submitted Late and after due date and time or bid not complying with all required clauses in this bidding document are liable to be rejected.**
- h) Call Deposit of two percent (2%) of the total bid amount must be attached with financial proposal in separate sealed envelope in favor of Head Procurement Division, The Bank of Khyber.
- i) All prices quoted must be inclusive of all Taxes applicable, such as GST, Income Tax, etc.
- j) The prices quoted shall remain valid for 120 days, after the date of opening the tender.
- k) In case of consortium, the bidder must submit:
 - The details of the consortium with roles and responsibilities of each partner.
 - The original stamped consortium agreement shall be attached along-with the Bid Document.
 - The same should be endorsed by an authorized representative of the prime bidder. The Prime bidder will be the single point of contact with the Bank for the project undertaking.
- l) No change in the constitution of the consortium (prime bidder/members of consortium / stakes of any member etc.) will be allowed without explicit approval of the Client.
- m) In case of failure to provide the required deliverables under the specified time, call deposit amount will be forfeited.
- n) Rate should be quoted in words and figures In Financial Proposal.
- o) The Bank of Khyber will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.
- p) No negotiations and revised bids will be allowed.

**Head Procurement, General Administration Department
24, The Mall, Peshawar, Head Office, The Bank of Khyber**

Phone: 091-5279690, 5274399

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