

THE BANK OF KHYBER

Request for Proposal (RFP)

SERVICES FOR ASSESS, DESIGN AND IMPLEMENTATION OF IT GOVERNANCE FRAMEWORK

Last Date for Submission:	22nd June, 2018 at 10:30 A.M.
Tender Opening Date:	22nd June, 2018 at 11:00 A.M.

Description of Work

A. Introduction

The Bank of Khyber intends to implement Governance Framework as per Enterprise Technology Governance and Risk Management Framework issued vide SBP's BPRD Circular No 5 of 2017. This Framework ensures that the organization is run in a way that is fair, transparent, and effective and makes best use of policies and practices.

In this connection, The Bank of Khyber invites vendors having banking domain expertise in drafting of Technical Documentation and Policies of the organization in-line with State Bank of Pakistan (SBP) Guidelines. Firm should be capable of providing a comprehensive, cost-effective solution based on all the requirements incorporated within the Scope of Work of this RFP, but not limited to, in a well-defined document format. The firm shall assist our entity in assess, design and implementation of IT Governance Framework.

Proposals should be in the prescribed format along-with all the relevant documents as per the **Terms & Conditions**.

TERMS & CONDITIONS

1. Bidders are required to submit **Financial Proposal** to the office of the **Head Procurement Division, The Bank of Khyber** on or before **Friday, 22nd June, 2018 at 10:30AM** and tender will be opened on the same day at **11:00 AM** at The Bank of Khyber, Head Office.
2. Company seal / stamp must be fixed on the Financial Proposal.
3. Firms must provide the Mandatory requirements along-with their Financial Bid failing to which their proposal will not be considered.
4. 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 IT Division, The Bank of Khyber.
5. All prices quoted must be inclusive of all Taxes applicable, such as GST, Income Tax, etc.
6. **In case of failure to complete the assignment as per Project Plan, call deposit will be forfeited.**
7. Rates should be quoted in PKR and in words and figures.
8. 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.
9. **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
UAN: 091-111-95-95-95
Fax: 091-5286769**

B. Financial Proposal Format

The bidder is required to submit its Financial Proposal in the following format:

1. Mandatory Requirements

- Bidder is required to submit its Proposal in accordance with the **Mandatory** requirements mentioned below. Failing to which the proposal will not be considered.

#	Mandatory Requirements	Attached (Yes / No) Reference (Page / Annexure)
1	Name of the Bidding Firm. Name of authorized contact person along-with his designation, contact number, email address and postal address.	
2	Proposed Methodology, Processes Describe the proposed methodology, processes and specific considerations for the assessment, design and implementation of IT Governance	
3	The bidder should provide its FBR registration certificate (NTN) along-with Registration of Incorporation under the laws of Pakistan. Bidder must provide details of last Five Years projects/services delivered in Financial Institutions.	
4	The bidder should provide Undertaking on stamp paper that it is not being blacklisted by any of the Provincial / Federal Government or organizations of the State / Federal Government in Pakistan. And must provide List of arbitration/legal suits/unsettled disputes with the financial sector clients (if any) in last five years.	
5	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 audited years should be submitted.	
6	The bidder must have legal presence in Pakistan. The firm must submit List of Offices across Pakistan.	
7	The bidder/prime bidder (in case of consortium) shall provide a list of completed projects similar in nature (SBP BPRD Circular no. 5) along-with references and contact numbers for any Financial Institution / Banking Sector.	
8	Bidder shall provide Clientage List of the Company along with relevant references.	
9	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 Profiles to be submitted.	
10	Firm should be an active tax payer under the laws of Pakistan and must provide Sales Tax certificate, GST, etc. along-with KPRA (Khyber Pakhtunkhwa Revenue Authority) Registration certificate.	
11	The bidder shall assign a Certified Project Manager having Banking domain expertise to manage the project and report to the stakeholders as per requirement and must share his/her profile.	

Bidder must submit its financial proposal in accordance with the following format.

SNO	Item	Amount (in PKR)	GST	Total Amount with GST (in PKR)
1	IT Governance Framework			

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 for services 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. 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.

4. Responsibility for Executing the Contract

The bidder shall be entirely responsible for the successful execution of the contract in all respects and in accordance with the terms and conditions as specified in the RFP/contract including the schedule.

5. Acceptance of Proposals

The Bank of Khyber reserves the right not to accept the lowest or any proposal as per KPPRA rules and to annul the bidding process without assigning any reason.

The acceptance criteria will be as follows:

1. Bidder must provide all the Mandatory Requirements.
2. Lowest Price quoted among the bidders.

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

Miss Anila Zafar

Anila.Zafar@bok.com.pk

I.T Governance - Policies, Audit and Compliance

The Bank of Khyber

Tel: 021-32603726-27-28, ext: 2102

C. Scope of Work / Objective / Requirements

The deliverables of the assignment as required by the Bank of Khyber in accordance with BPRD Circular No 5 of 2017 are mentioned below, but not limited to the following: -

1. Assess current state and perform gap analysis.
2. Develop IT Governance Framework.
3. Assist in the implementation of overall governance which includes at least following:
 - Develop / Review / Update IT/IS policies & procedures.
 - Develop / Review / Update SoPs of the bank.
 - Develop / Review / Update templates/forms (where required).
4. Monitor changes to environmental and business drivers.
5. Develop Program Management Framework.

Following is the list of Policies in line with SBP BPRD Circular No 5 of 2017 Governance Framework that are required by the Bank to be developed/updated as per requirement.

Required Documents, but not limited to the following:-

- Technology Governance Framework
- IT Strategy Plan
- Digital Strategy Plan
- TORs of Board of Directors & Senior Management
- Technology Policy Framework (IS, Services Delivery & Operations Management, Project Management, Acquisition, Development & Implementation of Technology Solution/Systems, Business Continuity and Disaster Recovery)
- BOD MIS to oversee the Implementation of IT Strategy, Business Plan and Exception from board-approved IT Policies and progress on Major IT Projects
- Management MIS to monitor the implementation of IT Governance and Risk Management Framework
- IT Training Policy, Program which includes framework, processes and procedures
- Risk Assessment & Treatment Process
- Disposal and Destruction Policy & Process
- Information Classification Strategy & Guidelines
- User Access Request Process & Procedures (Remote, Local host data and systems)
- Cyber Security Awareness Program
- Vendor Access Request Procedure
- Cyber Security Incident MIS
- Vulnerability Management Program
- IT Service Management Framework
- IT Problem Management Policy, Process & Procedure
- Patch Management Process & Procedure
- IT Capacity Management Plan
- IT Data Center structure & Operations Procedures
- IT Project Management Framework (Methodology, Team Roles & Responsibilities)
- System Development and Acquisition Framework (Secure System Development Life Cycle Methodology)
- Project Management Standards

- IT Procurement Policy
- Change Management Process & Procedure
- Cloud Service Provider Policy
- Data Leakage & Protection (USB and other Storage device) Policy
- IT Helpdesk Policy
- IT Hiring Policy
- IT Audit Program
- Audit Document Maintenance and Retention Policy
- All Technology related IT / IS Procedures and SOPs
- Review & Update of IT / IS Organizations Structure / TORs (Board IT Committee, IT Steering Committee)
- Review & Update of BCP Plan & Process
- Review & Update of DR Plan
- Review & Update of IT Assets and Configuration Management Policy
- Review & Update of Network Management Policy
- Review & Update of Email Policy
- Review & Update of Internet and Intranet Usage Policy
- Review of Third-Party and Outsource Policy
- Review & Update of Data Management and Backup Policy
- Review & Update of Vulnerability Assessment & Penetration Testing Framework
- Review & Update of Cyber Security Framework & Action Plan
- Review & Update of IT Risk Management Policy, IS Risk Management Framework
- Review & Update of Cyber Security Incident Management Plan, Policy, Process & Procedures

Bidder may be asked to provide Offsite and Onsite Support by deputing a team of professionals at IT Division, The Bank of Khyber for the period from initiation of the project till its closure.