



RAJSHAHI KRISHI UNNAYAN BANK


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INVITATION FOR REQUEST FOR EXPRESIONS OF INTEREST (EOI)

Tenders are hereby invited under the provisions of the Public Procurement Regulation-2008 (with latest amendments) for the Selection of Software Developing/Software Solution Providing Firm for Supply, Installation, Customization and Implementation of HR Payroll Solution with Capacity building of Bank's Designated Personnel under the terms and conditions outlined below and detailed in the Tender Document:

GOVERNMENT OF PEOPLE'S REPUBLIC OF BANGLADESH		
01.	Ministry/Division	Banking Division
02.	Agency	Banking Division
03.	Procuring Entity Name	Rajshahi Krishi Unnayan Bank
04.	Title of Service	Selection of Software Developing/Software Solution Providing Firm for Supply, Installation, Customization and Implementation of HR Payroll Solution with Capacity building of Bank's Designated Personnel.
05.	Procuring Entity District	Rajshahi
06.	Expression of Interest for Selection of	Software Developing/Software Solution Providing Firm (Time Based)
07.	EOI Ref. No.	RAKUB/HO/ICTB-138/2024-2025/
08.	Date (dd/mm/yyyy)	01-09-2024
KEY INFORMATION		
09.	Procurement Sub-Method	Quality and Cost Based Selection (QCBS)
FUNDING INFORMATION		
10.	Budget and Source of Funds	Rajshahi Krishi Unnayan Bank's Own Source of Funds
PARTICULAR INFORMATION		
11.	EOI Closing Date and Time	Date: 26-09-2024; Time: 04.00 pm.
INFORMATION FOR APPLICANT		
12.	Brief description of Assignment	HR Payroll Solution should have following modules: HR Management, Payroll Management, Tax Management, ...Detailed in TOR (www.rakub.org.bd)
13.	Experience, Resource & Delivery Capacity Required	(1) The Software Developing/Software Solution Providing firm Must have 03 (three) years in relevant practical experience of developing and implementation of HR Payroll Solution. Necessary experience documents need to be attached. Must have registered Limited company with Registrar of Joint Stock Companies (RSC) in Bangladesh having valid Certificate of Incorporation, trade license, TIN, Income Tax & VAT certificate. (2) The Software Developing /Software Solution Providing firm must have business for the last three (03) years. (3) The Software Developing / Software Solution Providing firm must have at least two (02) years proven experience in providing support services of HR Payroll Solution. ...Detailed in TOR (www.rakub.org.bd)
14.	Other Details (if Applicable)	a) The Software Developing / Software Solution Providing firm shall be selected in accordance with PPA/2006 and PPR/2008. b) Expression of Interests (EOI) in 02 (two) sets [One original + One duplicate] shall be submitted in sealed envelope, delivered to the address of the undersigned.
15.	Association with foreign Firm is	Not Encouraged
PROCURING ENTITY DETAILS		
16.	Name of the Official Inviting EOI	Md. Abul Kalam
17.	Designation of the Official Inviting EOI	Deputy General Manager
18.	Address of the Official Inviting EOI	ICT Department, Rajshahi Krishi Unnayan Bank, Head Office, 272, Banalata C/A, Airport Road, Rajshahi.
19.	Contact Details of the Official Inviting EOI	Tel: 02588820082, Cell: 01729282197 E-mail: dgmict@rakub.org.bd

Appropriate authority reserves the right to accept or reject any or all EOI's


01.09.2024.
(Md. Abul Kalam)
Deputy General Manager

Terms of Reference (TOR)

For

Selection of Software Developing/Software Solution Providing Firm for Supply, Installation, Customization and Implementation of HR Payroll solution with Capacity building of Bank's Designated Personnel



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1. Background

Rajshahi Krishi Unnayan Bank (RAKUB) is a state-owned bank in Bangladesh with regional approach. The bank emerged as the government's plan of intensive care to agriculture of Rajshahi and Rangpur administrative divisions providing livelihood to 35 million people of the area. The region is less developed compared to other parts, yet full of potentials in agriculture. Rajshahi and Rangpur divisions characterized by its surplus food grain production are popularly called the "granary of the country". Besides catering to agricultural credit, RAKUB, as it is acronym, renders deposit banking services through all the 383 branches. It has 2 Divisional Offices, 18 Zonal Offices and 18 Zonal Audit Offices. The headquarters of the bank is stationed at Rajshahi city, some 270 kilometer to the north of Dhaka.

As the largest development partner in agriculture of the northwest region RAKUB aims at overall development of farmers and all the sectors and sub-sectors of agriculture in this region. The bank also performs functions like financing agri-business and agro-based industries and poverty alleviation programs.

2. Objectives

In order to ensure the value addition both in technology and performance, Rajshahi Krishi Unnayan Bank (RAKUB) management automated banking activities fully in Online Real-Time Core Banking Solution (CBS) to its current customer-base as well as for future. The bank decided to implement an industry standard State-of-the-art Online HR Payroll Solution for the Bank to bring uniformity and to keep pace with the technological advancement in the salary processing of the banking personnel.

3. Scope

Under the contract for hiring a software Developing/ Software Solution Providing Firm to review the existing salary management processes of RAKUB, Develop, supply install and implement HR Payroll Solution in the Rajshahi Krishi Unnayan Bank. Bank wishes to establish a state of the art IT Systems by implementing HR Payroll Solution system which will be able to support its existing operations. Current Requirement with Business Dimension of RAKUB is given below:

Current and future requirement with Business Dimension Projection		
Description	Current Requirements	Future Requirements
1. Head Office Department/Unit/Cell	30	35
2. Controlling Offices	42	50
3. Branches	383	400
4. Total No. of Employees	4500	6000
5. Total Number of User	4500	6000
6. Total Number of Concurrent User	1000	1200

Table-01

To fulfill the requirements, as projected in Table-01, RAKUB is looking for world-class business solutions that will help the Bank to be more efficient, dynamic and resilient. The Software Developing/Software Solution Providing Firm must submit the details of HR Payroll Solution that should be capable enough to scale both horizontally and vertically in order to grow with the increase of number of personnel. It should

be highly parameterized so that all the rules can easily be applied for different services and also possess the flexibility of modifying the screen and report content without modifying the source code having in-built security features in multiple levels. Scope of services are generally included but not limited to following requirements:

- 3.1 Business & Functional Performance Requirements of the System**
- 3.2 Systems Specifications Requirement**
- 3.3 Gap Identification report /Product fitment document and Resolution**
- 3.4 Implementation Methodology with development and Customization**
- 3.5 Training & Technology Transfer.**
- 3.6 Schedule of deliveries**
- 3.7 Data, facilities and local services to be provided by the Client**
- 3.8 General Technical Requirements**
- 3.9 Warranty and Technical Support**

The brief descriptions of above scope of work are given for better understanding of the services is given below:

3.1 Business & Functional Performance Requirements of the System

The Software Developing/Software Solution Providing Firm needs to demonstrate that the HR Payroll Solution meets all business & functional performance requirements as set forth by RAKUB. These business & functional requirements are generally included but not limited to:

- 1) Organization Chart,
- 2) Employee Information/Employee Profile Management,
- 3) Transfer & Release, Posting & Joining,
- 4) Annual Confidential Report (ACR),
- 5) Confirmation Management,
- 6) Pay Fixation,
- 7) Tax calculation,
- 8) Salary and Allowances,
- 9) Special Achievement,
- 10) Reward Punishment,
- 11) Promotion Management,
- 12) Increment Management,
- 13) Leave Management,
- 14) Provident Fund Management,
- 15) Desk Allocation,
- 16) House Building Loan/Advance,
- 17) TA & DA,
- 18) Document Management,
- 19) Training Management,
- 20) Pension Management,
- 21) Welfare/Other Funds Management,
- 22) Separation Management,
- 23) User Dashboard,
- 24) Employee Life Cycle,
- 25) Reporting as per RAKUB,
- 26) Interface with mobile operator for SMS alert
- 27) Reporting Facility for Regularity Bodies.



3.2 Systems Specifications Requirement

The successful Software Developing/Software Solution Providing Firm will conduct a detailed systems requirements study and provide a Functional Requirements Specification Manual ("FRSM") relating to the functionalities as required to support the various products and services offered currently by the Bank or to be offered by the Bank in the near future in terms of its business strategy. In doing so the Software Developing/Software Solution Providing Firm is expected to take into account the minimum requirements laid down in General & Technical Requirements. Also it should include all the areas where the Software Developing/Software Solution Providing Firm is suggesting a work-around. If the work-around involves re-alignment or re-engineering of a business process, the re-aligned/re-engineered process should be included in the FRSM.

- a) The FRSM should include the standard operating procedure proposed for the re-aligned/re-engineered process. The Software Developing/Software Solution Providing Firm is expected to assist the Bank in aligning/ engineering the business requirements with the application so as to enable centralization of desired business process, eliminate redundant and duplicate processes, increase operational efficiency and improve customer service. Software Developing/Software Solution Providing Firm is expected to prepare detailed documentation, presentation, workflows for the business processes affected due to implementation of Online HR Payroll and other applications implemented by the Software Developing/Software Solution Providing Firm.
- b) The Software Developing/Software Solution Providing Firm must suggest suitable Business Continuity procedures applicable to its solution in case the solution is unavailable. These procedures should ensure that the customers of the Bank are not denied banking services due to the solution being unavailable to the Bank's users.
- c) The FRSM should include capabilities to automatically detect, inform and reverse transactions that may be incomplete due to Hardware and Network failures.
- d) The Software Developing/Software Solution Providing Firm shall provide the FRSM to the Bank for review and comment and any comments or suggestions of Bank will be incorporated therein.
- e) The supplied HR Payroll software must be secured, reliable, modular and integrated.
- f) The Software Developing/Software Solution Providing Firm will suggest the number and volume of the Functional and Technical Group for the bank and their responsibilities.
- g) The Bank will identify the functional heads for each process, which will be responsible for the review, comments and sign-off of the FRSM.
- h) The FRSM will deem to be completed when signed-off by the Bank and Software Developing/Software Solution Providing Firm.
- i) The Software Developing/Software Solution Providing Firm will receive the completed FRSM from the bank and carry out current assessment study for all business activities, products and services offered by the bank to gain understanding of the bank's existing system as defined in FRSM. The Software Developing/Software Solution Providing Firm will help the bank to parameterize the functions/products and provide valuable inputs at the time of system parameterization based on the current assessment study undertaken by the Software Developing/Software Solution Providing Firm.



3.3 Gap Identification report /Product fitment document and Resolution

The Software Developing/Software Solution Providing Firm will be responsible for gap identification and resolution so as to:

- a. Functionalities as mentioned in the FRSM.
- b. The Software Developing/Software Solution Providing Firm will provide the Bank with the gap identification report/product fitment document along with the necessary solutions to overcome the gaps within the delivery schedule.
- c. The Software Developing/Software Solution Providing Firm will ensure that all gaps identified at the time of system testing will be immediately resolved.
- d. The Software Developing/Software Solution Providing Firm will ensure that gaps pointed out by the audit and inspection team, statutory and regulatory bodies, or any other third party agency engaged by the Bank will be immediately resolved.
- e. The Software Developing/Software Solution Providing Firm shall resolve gaps by proposing a suitable work around or customizing the proposed solution by way of modifications/enhancements, as necessary, to the proposed software solution.
- f. The Software Developing/Software Solution Providing Firm shall provide all statutory, regulatory and ad-hoc MIS reports as required by the Bank in the desired format during the initial phase of customization process.
- g. The Software Developing/Software Solution Providing Firm shall provide for all subsequent changes to reports as suggested by the statutory and regulatory bodies from time to time immediately to the Bank at no additional cost to the Bank.
- h. The Software Developing/Software Solution Providing Firm shall provide for a flexible report writer utility and train the Bank personnel in using the same.
- i. The Software Developing/Software Solution Providing Firm will give adequate time to the Bank for reviewing the gap report.
- j. The Software Developing/Software Solution Providing Firm will incorporate all the suggestions made by the Bank to the gap report.
- k. The Software Developing/Software Solution Providing Firm will ensure that they have the necessary infrastructure and people in place to resolve all the gaps within the time lines agreed, for implementation and roll out.

3.4 Implementation Methodology including the following points

Software Developing/Software Solution Providing Firm should provide implementation methodology including following:

- i. List down and describe the project's inherent risks and the steps to reduce them.
- ii. Provide the composition of the project team with requirement from.
- iii. Describe the role, responsibilities, required abilities and task of each team member.
- iv. Provide the various deliverables as part of the project plan.
- v. Provide Gantt chart.

3.5 Training & Technology Transfer

- a. Software Developing/Software Solution Providing Firm shall have to provide necessary training to Bank's designated personnel on all the supplied software System Administration tools, Application Administration, Parameterization, User account and Rights management, adding/introducing new products, Backup and Restore procedure and security monitoring etc.
- b. Software Developing/Software Solution Providing Firm shall have to provide necessary classroom and on job training on all the daily operation, safety practices, security etc. This training may be different for different head office department and other offices depending on the module they will be authorized to use.
- c. The Software Developing/Software Solution Providing Firm shall have to provide project management training.

- d. The Software Developing/Software Solution Providing Firm shall have to provide Training of the Trainer (TOT) training.
- e. The recommended training should consider theoretical including questionnaire /assignment on class and practical for each participant. This training module should also cover on Security as well as hands on training to expertise on the offered resources as described on training course outline at any reputed certified training institute. Their recommendation based on this workshop enhances the future improvement of the Systems smooth operation.
- f. Software Developing/Software Solution Providing Firm shall make all appropriate logistical arrangements for any kinds of training.

3.6 Schedule of deliveries

1	2	3	4	5	6
Item No.	Description of Item	Unit of Supply	Quantity of Units required	Point of Delivery	Schedule of Requirement
01	Supply, Installation, Customization and Implementation of HR Payroll Solution to comply Current requirements & future projection of Rajshahi Krishi Unnayan Bank				
	License with system Study, Design component and Module, Installation and customization	Unit	DC, DRS and Head Office/Branches /other offices	Branches/Offices including Head Office's Departments	Delivery period: total 8 (eight) months Data migration, testing & go live.

3.7 Data, facilities and local services to be provided by the Client

i) Data Migration

- a. The Software Developing/Software Solution Providing Firm will be responsible for successful data migration from the existing systems to the new environment for all branches/offices if necessary. It is the Software Developing/Software Solution Providing Firm's responsibility to liaise with the existing system for the purpose of data mapping and extraction in whatever format the HR Payroll Solution. The bank will not bear any additional cost for data migration, nor will be responsible for the same. The Software Developing/Software Solution Providing Firm has to develop Data Migration tools for smooth Data Migration. The presently running software in Head Office, Divisional Offices, Divisional Audit Offices, Zonal Offices, Zonal Audit Offices and 383 branches is detailed as follow :

Name of Branch Banking System	Personnel Management Information System (PMIS)
Database	MySQL
Operating System	Linux
Development Language	PHP
No. of Offices and Branches	424 (Including Head Office)
Location of Offices/Branches	Rajshahi and Rangpur Division

- b. The Software Developing/Software Solution Providing Firm will be responsible for formulating the "Data Migration Strategy" and process documents which will have to be reviewed and signed-off by the Bank prior to commencement of the data migration exercise. The HR Payroll Solution Providing Firm would need to factor all efforts to liaise, interact, develop tools etc. from the existing system to obtain the data as desired by the HR Payroll Solution.
- c. The Software Developing/Software Solution Providing Firm will give the Bank adequate time to review and sign-off the Data Migration Strategy and process documents.
- d. All comments and suggestions of the Bank must be incorporated in the data migration strategy and process documents before obtaining sign-off.
- e. The Software Developing/Software Solution Providing Firm may associate the Bank's personnel who are proficient in the existing systems for assistance during the data migration exercise.
- f. For this purpose adequate training would need to be impacted by the Software Developing/Software

- Solution Providing Firm to the Bank's personnel for the same.
- g. In the event of any gaps in the field mapping reports, the same would be discussed with the Bank and the agreed solution would be documented by the Software Developing/Software Solution Providing Firm and signed off from the Bank at no additional cost to the bank. The Software Developing/Software Solution Providing Firm would give the Bank adequate time for the review of the agreed solution.
 - h. The Software Developing/Software Solution Providing Firm shall ensure that workarounds or default values that are moved to the production database as a result of gaps in the field mapping are duly taken care of after successful migration to HR Payroll Solution and the Bank officials are informed of the same in writing.
 - i. It will be the responsibility of the Software Developing/Software Solution Providing Firm to ensure complete data cleaning and validation for all data migrated from the existing systems to the new application.
 - j. The Software Developing/Software Solution Providing Firm will be responsible to distill the data as per the software/upload format required by the solution. It will be the responsibility of the Software Developing/Software Solution Providing Firm to convey to the Bank, at least 60 days in advance from the date of migration, all the mandatory fields required for the functioning of the proposed applications that are not available in the existing systems and that needs to be obtained by the Bank.
 - k. In the event the Bank is unable to obtain all the mandatory fields as conveyed by the Software Developing/Software Solution Providing Firm, the Software Developing/Software Solution Providing Firm shall suggest the most suitable workaround to the Bank. The Software Developing/Software Solution Providing Firm shall document the suggested workaround and sign-off will be obtained from the Bank for the suggested workaround.
 - l. The Software Developing/Software Solution Providing Firm will be responsible for development of data entry programs / applications with appropriate validations/checks that may be required for the purpose of data migration in order to capture data available with / obtained by the Bank in non – electronic format. These programs / applications should be made available to the Bank at least 30 days in advance from the date of migration. The Software Developing/Software Solution Providing Firm will be responsible to install the data capture tool at the branches where required and train the users on data entry.
 - m. The Software Developing/Software Solution Providing Firm will conduct training for the personnel with their responsibility.
 - n. The Software Developing/Software Solution Providing Firm will be responsible for uploading the data entered by the Bank through the manual data entry screens, programs / applications.
 - o. The Software Developing/Software Solution Providing Firm shall develop the data conversion programs to convert banks' existing system data to HR Payroll Solution upload format. The Software Developing/Software Solution Providing Firm shall perform mock data migration tests to validate the conversion programs.
 - p. The Software Developing/Software Solution Providing Firm will be responsible for assisting the Bank in conducting the acceptance testing and in verifying the completeness and accuracy of the data migrated from the existing applications to the proposed systems.
 - q. The Bank or its consultants may, at its will, verify the test results provided by the Software Developing/Software Solution Providing Firm.
 - r. Any gaps / discrepancy observed will be reported in writing to the Software Developing/Software Solution Providing Firm, who will act upon it and resolve the same immediately or within 7 working days from the day of reporting the same.
 - s. The Software Developing/Software Solution Providing Firm will be responsible for obtaining the data from the offices/branches for the purpose of migration.
 - t. The Software Developing/Software Solution Providing Firm will be responsible to develop control reports for verification of the data both before and after migration.

Adh

ii) Testing

- a. The Bank proposes to conduct "User Acceptance Test" ("UAT") testing for the purpose of ensuring that all the functionality requested for by the Bank is available and is functioning accurately. The UAT would be carried out for the HR Payroll Solution including the entire proposed module, all the delivery channels and all the 3rd party software proposed.
- b. The Software Developing/Software Solution Providing Firm will convey to the Bank that all the customizations that are required to "Go Live", as agreed upon and signed off by the Bank are completed and the solution is ready for testing.
- c. The Software Developing/Software Solution Providing Firm will create test environment in test servers, to accommodate a minimum number of concurrent users/branches/accounts. The test server shall support simultaneous data migration testing and install the applications including the customizations and parameterization as per Bank's requirement and upload live data of a sample branch in the test server. The Bank expects the test environment to be available to the Bank at all times, for the purpose of testing. The Software Developing/Software Solution Providing Firm is expected to provide for the requisite test and development infrastructure including hardware, software, operating system and database for all applications including any 3rd party solutions being offered by the Software Developing/Software Solution Providing Firm. The Bank expects the Software Developing/Software Solution Providing Firm to set up the required solutions (including the client desktops) and provide connectivity to test server at DC/DRS at the desired testing center of the Bank for the purpose of testing.
- d. The Software Developing/Software Solution Providing Firm will prepare client environment for the solution on the PCs provided by the Bank.
- e. The Software Developing/Software Solution Providing Firm will assist the Bank in preparing test cases including test data.
- f. The Software Developing/Software Solution Providing Firm will assist the Bank in conducting all the tests and analyzing / comparing the results. Software Developing/Software Solution Providing Firm shall provide 02 (two) full time resources conversant in all business areas, for trouble-shooting during the entire UAT process.
- g. Any deviations / discrepancies / errors observed during the testing phase will be formally reported to the Software Developing/Software Solution Providing Firm and the Software Developing/Software Solution Providing Firm will have to resolve them in priority basis and sign-off from the same will be obtained from the Bank. However, workaround solution should be provided, with respect to errors and bugs affecting the functioning and performance of banking operations.
- h. The Software Developing/Software Solution Providing Firm will be responsible for maintaining appropriate program change control and version control for all the modifications /enhancements carried out during the implementation/testing phases.
- i. The Software Developing/Software Solution Providing Firm will be responsible for providing and updating system & user manual as per the modifications.

iii) Pilot Implementation

- a. The pilot implementation will consist of implementing the proposed HR Payroll Solution with all modules as defined in the Tender schedule including the delivery channels and 3rd party applications in the Head Office DC and DR Site.
- b. The Software Developing/Software Solution Providing Firm will coordinate with and responsible to the bank personnel regarding Installation & Configuration of the OS, RDBMS, Utility Software, Security Software and Management Software in all the places/sites.
- c. The Software Developing/Software Solution Providing Firm will also coordinate with and responsible for setting up all the networking and communication hardware and software and testing of the same.
- d. The Software Developing/Software Solution Providing Firm will be responsible for installing the applications with all the customizations duly tested.
- e. The Software Developing/Software Solution Providing Firm will set all the parameters in the applications as accepted in the test environment. The Software Developing/Software Solution

Providing Firm shall be responsible for accuracy of the parameters set according to business needs of the Bank.

- f. The Software Developing/Software Solution Providing Firm will be responsible for migration of the existing branch data to the new system.
- g. The Software Developing/Software Solution Providing Firm will be responsible for imparting the required training to the branch, Head office Divisions and Divisional Offices personnel prior to implementation.
- h. The Software Developing/Software Solution Providing Firm is required to be present at each of the branches/offices under migration for at least the first week after the branch has been migrated to the proposed solution for handholding, troubleshooting and hands-on training.
- i. The Software Developing/Software Solution Providing Firm will assist the Bank in testing the reports generated using the proposed application with those generated by the old system during the parallel run. The Software Developing/Software Solution Providing Firm personnel will investigate any differences observed in the report generated using existing system as compared to the report generated from the HR Payroll Solution and initiate corrective action.
- j. The Software Developing/Software Solution Providing Firm will assist the Bank in deciding when to discontinue the parallel run.
- k. Pilot implementation phase will be deemed complete once the Software Developing/Software Solution Providing Firm has obtained a sign-off for implementation from the Branches, Head Office Divisions and Divisional Offices.
- l. In the event of any deviations / discrepancies / errors observed at the pilot branches, the sign off will only be given by the Bank once the deviations / discrepancies / errors reported by the branch have been successfully rectified by the Software Developing/Software Solution Providing Firm.
- m. The Software Developing/Software Solution Providing Firm shall depute relevant personnel to attend and resolve the branch problems immediately.

iv) Flexibility

- a) Flexibility in design should allow fast and inexpensive system changes to support new regulations and changes in products and services, as well as changes in reporting requirements.
- b) Should have the ability to incorporate new requirement.

3.8 General Technical Requirement

The HR Payroll Solution should meet all the general purpose requirements while providing services by the solution. These are mainly attributed to business performance, functional performance and real time performance requirements.

3.9 Warranty and Technical Support

- a. The Software Developing/Software Solution Providing Firm requires to submit **3 (three) years** full warranty of HR Payroll Solution and Related Services. Warranty will start after completion of successful implementation of HR Payroll Solution with all modules specified in the tender schedule in Data Center, DRS, Head Office Departments, and Branches/offices.
- b. The Software Developing/Software Solution Providing Firm needs to mention Annual Software Maintenance coverage in detail for HR Payroll Solution as well as other software components (related to HR Payroll Solution).
- c. The Software Developing/Software Solution Providing Firm needs to provide dedicated technical person and full pledge support team during the implementation period at RAKUB premises to support the HR Payroll Solution smooth operation. The signed CV of the support personnel must be included in the schedule.



4. Experience, Resources & Delivery Capacity Required/Institutional arrangements

Experience, Resources and Delivery Capacity Required: The Software Developing/Software Solution Providing Firm must prove that they have solid technical background and operational strength to undertake and take this work forward without any hindrances. Software Developing/Software Solution Providing Firm must also have adequate technical ability, resources, human resources and processes. As such, following are defined as minimum eligibility criteria:

(1) The Software Developing/Software Solution Providing firm Must have 03 (three) years in relevant practical experience of developing and implementation of HR payroll software. Necessary experience documents need to be attached. Must have registered Limited company with Registrar of Joint Stock Companies (RJSC) in Bangladesh having valid Certificate of Incorporation, trade license, TIN, Income Tax & VAT certificate.

(2) The Software Developing / Software Solution Providing firm must have business for the last three (03) years.

(3) The Software Developing / Software Solution Providing firm must have at least two (02) years proven experience in providing support services of HR Payroll Solution.

(4) The Software Developing / Software Solution Providing firm must undertake that supplied HR Payroll Solution) is capable of handling minimum 3000 users and 1000 concurrent users across 500 offices/branches of the Bank.

(5) The Software Developing / Software Solution providing firm must have HR Payroll Solution running in live at least one Bank in Bangladesh. Up-to-date experience certificate and relevant documents must be submitted in this regard.

(6) The Software Developing / Software Solution Providing firm should have ISO 9001:2015 certificate & ISO/IEC 27001:2022 (Information Security Management System) certificate.

(7) The Software Developing / Software Solution Providing firm must have an experience of supplying and implementing HR Payroll Solution with related services for minimum Tk. 10 (ten) lac under a single contract in the last 05 (five) years (years counting backward from the date of publication of EOI in the newspaper).

(8) The Software Developing / Software Solution Providing firm must have a minimum amount of liquid asset or working capital or credit facility shall be Tk.50 (fifty) lac. The minimum required qualified and experienced Key professionals are fifteen (15) as stated bellow:

(a) Technical Staff:

#	Name of The Position	Nos.	Qualification	experience
1	Project Manager	1	Masters in CS/CSE/IT/ CE or Master in WRE or MBA (BSc in CS/CSE/IT/EEE/CE/WRE/B.Sc. Ag)	5 years' experience in Software Development Management and related field.
2	Software Architech/Sr. Software Engineer	2	BSc in CSE/CS/IT	5 years' working experience with minimum 5 years' experience in related field.

#	Name of The Position	Nos.	Qualification	experience
3	System Analyst /Business Analyst	1	BSC in CSE/CS/IT/EEE	Proposed personnel should have at least 5years' working experience with minimum 3years' experience in related project. Relevant Certification will be added advantage.
4	Database Administrator	2	BSC in CSE/CS/IT/EEE	Proposed personnel should have at least 5 years' working experience with minimum 3 years' experience as DBA in related field. Relevant Certification will be added advantage.
5	Developer /Programmer	4	Minimum Bachelors in any computer science related discipline.	1 years' working experience in related field.
7	QA Expert	2	Minimum Bachelors in any computer science related discipline	2 years' experience with minimum 01 years' experience in related field.
8	UI Designer	1	Minimum Bachelors in any science discipline	with at least 2 years' working experience
10	Jr. Developer	2	Minimum Bachelors in any computer science related discipline	1 years' working experience in related field

5. Documents to be submitted by the software developing/software solution providing firm.

The Software Developing/Software Solution Providing Firm must submit the Information regarding Experience, Resource & Delivery Capacity of the firm with mandatory document and certification including documentary response of the firm chronologically as specified bellow:

#	Information regarding Experience, Resource & Delivery Capacity of the firm	Firm must submit the document and certification in their offer.
1.	Company Profile	Submit company profile not more than 50 page.
2.	The Software Developing / Software Solution Providing firm Must have 02 (two) years in relevant practical experience of developing and implementation of HR Payroll Solution in the Banking sector.	Necessary experience documents need to be attached.
3.	Must have registered Limited company with Registrar of Joint Stock Companies (RJSC) in Bangladesh.	Submit up-to-date Certification of Incorporation
4.	Trade License	Submit up-to-date trade license
5.	TIN, Income Tax	Submit Last financial year Income tax clearance/Payment/Legal document
6.	VAT certificate	Submit Vat Registration Certificate
7.	The Software Developing/Software Solution Providing firm must have been in business for the last three (03) years.	Necessary experience documents need to be attached.
8.	The Software Developing / Software Solution Providing firm must have at least two (02) years proven experience in providing support services of HR Payroll Solution.	Notification of Award and Work Experience certificate from the client Bank in recent date with contact details must be submit
9.	The Software Developing/Software Solution Providing firm must undertake that supplied HR Payroll Solution) is capable of handling minimum 3000 users and 1000 concurrent users. It must also have the capacity to operate 500 offices/branches of the Bank.	Must submit the under taken to compile the Issue.

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#	Information regarding Experience, Resource & Delivery Capacity of the firm	Firm must submit the document and certification in their offer.
10.	The Software Developing/Software Solution Providing firm must have HR Payroll Solution running in Live at least one Bank in Bangladesh.	Notification of Award and up to date experience certificate and relevant documents must be submitted in this regard.
11.	The Software Developing / Software Solution Providing firm should have ISO 9001:2015 certificate & ISO/IEC 27001:2022 (Information Security Management System) certificate.	Submit the related document
12.	The Software Developing / Software Solution Providing firm must have the experience in implementation of HR Payroll Solution with related services for minimum Tk. 10 (ten) lac under a single contract in the last 05 (five) years (years counting backward from the date of publication of EOI in the newspaper).	Notification of Award and Work Experience certificate from the client Bank in recent date with contact details must be submitted.
13.	Software Developing /Software Solution Providing Firm must have the minimum amount of liquid asset or working capital or credit facility shall be Tk.50.00 (fifty) lac.	Submit the Copies of annual report and audited balance sheet for the last 03(three) financial years
14.	Training & Technology Transfer	Firm should submit the training and Technology Transfer Document.
15.	Submit Gap Identification Technique and related document	Firm should submit their Technique and deliverable document.
16.	Implementation Methodology	Implementation Procedure with system study, design, migration, installation, customization Monitoring System, Team Member List
17.	Schedule of deliveries	Submit Implementation Schedule with GANT Chart
18.	Data migration plan	Submit data migration plan from existing SQL Data using in Personnel Management Information System (PMIS) to the proposed new systems
19.	Documents and brochures pertaining to the HR Payroll Solution that will be deployed in the proposed solution	To be submitted by the Firm
20.	List of clients who are using your HR Payroll Solution	To be submitted by the Firm
21.	CV of qualified and experienced Key professionals	Submit their Key Profession Bio-Data with following Information: Name, Designation, Address, Education, Profession Certificate, Join Date in the Firm, Present Position, Experience.

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