SME Bank Ltd
small business - Big opportunities

TENDER NO.SME 202206

TENDER NOTICE

SBP's RAAST AND INTERNET BANKING & MOBILE BANKING APP

SME Bank intends to enable Digital Banking Services for its customers through the Raast Payment Platform and internet Banking& Mobile Banking app Sealed bids are invited from reputed vendors providing similar services.

Firms registered with income tax and sales tax authorities and who appear on active tax payers list of FBR are eligible for provision of services to SME Bank Ltd. TORs and other terms & conditions can be downloaded from Public Tender Section of PPRA website (www.ppra.org.pk) and tender section of SME Bank's website (www.smebank.org).

Last date for submission of sealed tenders is 04.07.2022 up to 3.30 pm and will be opened on the same day at 4.00 pm in the presence of bidders who wish to attend.

For any clarification please contact Mr. Azhar Javed, Department Head Operations Telephone No.**051-9206647** and Mr. Azhar Yaqoob, eBanking Officer, Telephone No.**051-9206731** SME Bank Limited during office hours.

Sajjad Ahmed

Department Head Services

Head Office, 56-F, Nazimuddin Road,

F-6/1 Blue Area, Islamabad.

Ph.9217000 UAN # 111 11 00 11

Mobile No. 0308-7773998

Email: sawan@smebank.org

Organization Name	:	SME Bank Ltd.
Address	:	Head Office, 56-F, Nazim-ud-Din Road, F-6/1, Blue Area
City	:	Islamabad
Tel No.	:	051-9217000
Fax No.	:	051-9217001
Tender No	:	SME-202206
Description	:	RAAST and Internet & Mobile Banking App
Advertisement Date	:	05.06.2022
Closing Date	:	04.07.2022
Closing Time	:	3.30 pm
Opening Time	:	4.00 pm
Estimated Cost	:	
Tender Documents	:	Attached
Tender Nature	:	National
Earnest Money	:	Rs.300,000/-
Bid Validity	:	120 days
Remarks	:	Price to be quoted preferably in Pak Rupees
		Company must submit all the supporting document signed and stamped by the Authorized official

Tender Document

RAAST AND INTERNET& MOBILE BANKING APP

INTRODUCTION

A Brief Introduction of SME Bank Ltd

SME Bank Limited (the Bank) is a public limited company incorporated on October 30, 2001 under the repealed Companies Ordinance, 1984 having its registered office at 56-, Nazim-ud-Din Road, F-6/1, Blue Area, Islamabad. The Government of Pakistan is the major Shareholder of the bank.

The Bank is a Scheduled Commercial Bank engaged in the business of banking with the primary objective to support and develop Small and Medium Enterprises (SME) sector in Pakistan by providing necessary financial assistance and business support service on sustainable basis.

1   **Invitation to bid**

   SME Bank intends to enable Digital Banking Services for its customers through the Raast Payment Platform, recently launched by SBP with features like instantaneous payments, low to no transaction cost etc. SME bank intends to enable all offerings of SBP Raast Platform including Bulk Payments (including G2P, B2B etc.), Person to Person payments and Person to merchant etc.

   Since the Bank has no Digital Channel available for its customers, the Bank also intends to launch Internet Banking and Mobile Banking App for the seamless launch of Raast offering. The proposed Internet Banking and Mobile Banking App solution should be robust enough to handle high volume of Traffic.

Scope of Work, Specification and Bidder Basic Qualification Criteria along with Required Solution are mentioned in Annexure-A, B & C:

2   **Language of the Bids**
   The bids prepared by the Tenderer and all correspondence and documents relating to the bids exchanged by the Tenderer, shall be written in English or Urdu language.

3   Earnest Money

Earnest money of Rs. 300,000/- shall be submitted by the bidders at the time of submission of bids in the shape of demand draft /pay order in the name of SME Bank Ltd. And to be attached with the technical proposal document. Earnest money of unsuccessful bidders shall be returned after selection of company. The earnest money of selected company will be released after expiry of contract/agreement as security.

4   Bidding Procedure

As per PPRA Rule No. 36 (b) i.e. Single stage – two envelope procedure which includes that -

(i)   The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal;

(ii)   The envelopes shall be marked as "FINANCIAL PROPOSAL" and "TECHNICAL PROPOSAL" in bold and legible letters to avoid confusion;

(iii)   Initially, only the envelope marked "TECHNICAL PROPOSAL" shall be opened;

(iv)   The envelope marked as "FINANCIAL PROPOSAL" shall be retained in the custody of the bank without being opened;

(v)   The Bank shall evaluate the technical proposal as per tender document including attached criteria, without reference to the price and reject any proposal which does not conform to the specified requirements;

(vi)   The financial proposals of bids shall be opened publicly at a time, date and venue announced, which shall be communicated to the qualified bidders separately.

5   Instructions to bidders

General Instructions:

i.   Bidders are required to carefully read and follow the instructions specified in this Tender Document, scope of work to submit bids against requirements enlisted in Annexure A, B & C.

ii.   All Bidders are required to submit the stamped and signed copy of compliance certificate specified in Annexure-A, B & C along with the technical proposal.

iii.   Successful bidder will be required to deliver, install and configure the equipment/solution at locations specified at SME Bank Ltd Head Office, Islamabad and at DR Site at Lahore.

iv.   Income Tax, Sales Tax and all other applicable taxes shall be deducted in accordance with the law.

v.   The bid should be valid for a period of 120 days from the date of opening.

vi.   Proposal shall contain no interlineations or overwriting. Any alteration and modification in tender documents will not be allowed.

vii.   In case of any tender where unit rate of any item/items appear unrealistic, such tender offer will be considered as unbalanced and in case the bidder is unable to provide satisfactory explanation such a tender is liable to be disqualified and rejected.

viii.   All bids received after dead line mentioned in tender notice shall be rejected and returned unopened to Bidder. SME Bank Ltd will not be responsible for any delay in submission of bids via mail or courier.

ix.	On the basis of evaluation, the successful bidder will be informed accordingly. Letter of acceptance /intent will be issued only to successful bidder including terms & conditions. Once accepted, the parties shall enter into a contract.
x.	SME Bank Ltd reserve the right to cancel this tender notice/document or reject any or all bids at any stage of the bidding process.
xi.	Bids once submitted cannot be withdrawn. If a bidder withdraws from the bidding process after submission of bid the Bank reserves the right to forfeit the earnest money.
xii.	Bidder shall be responsible to treat this Tender Document and information gathered during bidding process as "Private" and "Strictly Confidential". The bidder shall not publish or disclose any information concerning the task without seeking special written permission of SME Bank Limited.
xiii.	Any bidder submitting incomplete information may be disqualified from the bidding process.
xiv.	Any bidder submitting false, incorrect or inaccurate information may be automatically disqualified from the bidding process.
xv.	Any effort by the bidder to influence SME Bank Ltd., directly or indirectly may result in the rejection of the bidder's offer.
xvi.	Pages of every section of the bid must be numbered and signed & stamped by the Bidders nominated authorized signatory. The representative of the bidding firm shall furnish a proof of authorization to sign the bids, in the form of a written Power-of-Attorney, which shall accompany the Bid.
xvii.	The Bank will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.
xviii.	The proposal without earnest money will not be entertained and rejected straightaway.
xix.	During evaluation of bids, SME Bank may at its discretion, ask a bidder for clarification of bid. The request for clarification and response shall be in writing and no change in the prices of bid shall be offered or permitted.
xx.	In case of arithmetical errors between unit price and total price, obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If the bidder does not accept the correction his/her bid will be rejected.
xxi.	SME Bank may waive any minor informality, non-conformity or irregularity in bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.
xxii.	SME Bank will determine whether each bid is substantially responsive to the bidding documents. A substantially responsive bid is one which conforms to all terms & conditions, technical specifications of bidding documents without any deviation.
xxiii.	If the bid is not substantially responsive it will be rejected. However, Bank may consider the bid proposal having any minor discrepancy which is not affecting whole evaluation criteria for healthy competition.
xxiv.	Bidder must submit an affidavit that the Bidder/Firm, their partners and directors/senior managers fulfill the following requirements;

a. That they have not been adjudged an insolvent;
b. They have never been declared bankrupt by any court of law;
c. They have never been blacklisted or involved in litigation with any client/

organization/government/semi-government/autonomous body.
d. *No execution of degree or order of any court remains unsatisfied against them.*
e. *They have not been convicted of a financial crime, banking frauds, mortgage frauds, forgery, embezzlement, cheque frauds, credit cards frauds, etc.*
f. *They meets the financial integrity requirement as per applicable Laws & Regulations.*

6 Bid Currency:

Prices may preferably be quoted in PKR, however, in case quotation is received in dollar, the conversion rate of dollar to PKR as on the last date of Bid submission as notified by State Bank of Pakistan on that day shall be applicable for the period of bid Validity.

7 SECURITY FORFEITURE:

Bid Security may be forfeited in favor of the bank after opening of bid in following conditions.

a. In case bidder withdraw its bid during the period of its validity.
b. In case successful bidder, violate any clause of the bidding document and purchase order.
c. In case successful bidder fail to fulfill the contractual obligations.
d. In case successful bidder deviate from any clause of the bidding document, tender
e. Notice and Purchase/service contract.

8 Acceptance of Bids

The bidder with the [most advantageous bid], if not in conflict with any other law, rules, regulations or policy of the Federal Government, shall be awarded the procurement contract, within the original or extended period of bid validity.

9 Evaluation Criteria

SME Bank shall evaluate the technical proposal and will reject proposal that do not conform to any of the requirements specified in Annexure-A, B & C. Financial proposal of only those organizations shall be opened whose technical proposal has qualified, not rejected, as above.

Technically qualified and lowest bidder shall be awarded the contract.

10 TAX

Quoted rates must be inclusive of all applicable taxes.

11 Confidentiality

All bids submitted to SME Bank and subsequent correspondence and discussion shall be kept confidential and will not be revealed directly or indirectly to any other party, except in the case of any government query by department/ organizations monitoring Banks and the Federal Government.

12   Closing Date
The last date for receipt of bids is 04.07.2022 by 3.30 pm Bids will be opened on the same day at 4.00 pm SME Bank Head Office, 56-F, Nazim-ud-Din Road, F-6/1 ,Blue Area, Islamabad, in the presence of the Purchase Committee & those bidders or their representatives who wish to attend. Only one individual per firm/company can attend.

13   **Payment**
The payment, subject to the satisfaction of concerned function of SME Bank Ltd. shall be made as per payment schedule given in Annexure-D:

14   Bid Submission
The Bid proposal should be submitted as follow:

Single package containing two separate envelops. Each envelop contains separately the financial proposal and a technical proposal" along with certificate as per attachment

The Sealed Envelope containing the Technical Proposal should be clearly marked as:

Volume-I Technical Proposal for RAAST and Internet Banking & Mobile Banking App

Sajjad Ahmed
Department Head Services
Head Office, 56-F, Nazimuddin Road,
F-6/1, Blue Area, Islamabad.
Ph.051-9217000 UAN # 051-111 11 00 11
Mobile No. 0308-7773998
Email: sawan@smebank.org

Name of Bidder: _____

The Sealed Envelope containing the financial proposal should be clearly marked as:

Volume-II Financial Proposal for RAAST and Internet Banking & Mobile Banking App

Sajjad Ahmed
Department Head Services
Head Office, 56-F, Nazimuddin Road,
F-6/1, Blue Area, Islamabad.
Ph.051-9217000 UAN # 051-111 11 00 11
Mobile No. 0308-7773998
Email: sawan@smebank.org

Name of Bidder: _____

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15 Clarification for Tender

In case of any clarification is needed to the meaning of any portion of the specifications, the prospective bidder may contact the following in writing

1. Business Requirements - Mr. Azhar Javed, Department Head Operations at ajaved@smebank.org: (Telephone No.051-9206647).

2. Technical Requirements - Mr. Azhar Yaqoob, eBanking Officer at ayaqoob@smebank.org (Telephone No.051-9206731).

<u>Certificate</u>

I/We agree to abide by the terms and conditions of the Tender and Mr. /Ms. ………….…….. Is authorized by I/we **to sign the Tender for and on behalf of M/S …… (NAME OF FIRM IN BLOCK CAPITALS).**

Signature and Designation of the Authorized Official_____

Signature & Name of Authorizing Official/Executive: _____

Designation: _____

Complete Address of the Company/Firm_____

_____

Fax No: _____Telephone No.:_____

Witness:-

1.   _____

2.   _____

Scope of Work

SME Bank intends to enable Digital Banking Services for its customers through the Raast Payment Platform, recently launched by SBP with features like instantaneous payments, low to no transaction cost etc. SME bank intends to enable all offerings of SBP Raast Platform including Bulk Payments (G2P, B2B etc.), Person to Person payments and Person to merchant etc.

Since the Bank has no Digital Channel available for its customers the Bank also intends to launch Internet Banking and Mobile App for the seamless launch of Raast offering. The proposed Internet Banking and Mobile App solution should be robust enough to handle high volume of Traffic.

The Bank is looking for a turn key on-premises solution that includes all the required hardware, software, WAF, Data Bases, Routers & Firewalls etc. to operate the system excluding communication Link costs. It will be the responsibility of the bidder to evaluate SME Bank's existing infrastructure to avoid redundancies. Web Application Firewall (WAF) deployment is mandatory. Pricing of all these items should be specified item-wise and SME Bank reserves the right to drop an item if it can acquire it directly from the market at a lower price.

The bidder shall be responsible for integrating their solution with our Core Banking Solution and preference shall be given to bidders having experience of the same.

Solution is required to be deployed/configured in a manner that it can be operated from SME Bank's primary as well as secondary site in Active/Passive mode to minimize disruption. Solution provider shall provide necessary training to SME Bank's team before going live. The Bank also intend to have a test environment.

Solution Provider shall integrate their solution with our Security Operations Center Dash Board so that monitoring can be done affectively. Solution provider shall also assist the Bank in developing the Internet Banking Security Framework. Solution Provider shall also be responsible to perform VA&PT of the deployed infrastructure and addressal of vulnerabilities before go live. Solution provider shall suggest the hosting methodology for securing Internet and Mobile Banking App from cyber-attacks.

Solution should be integrate-able/compatible with industry standard CRM.

Internet Banking and Mobile App Services shall be integrated with SMS Alerts (by M3Technologies) and Email system. It will be responsibility of the vendor to design the comprehensive Internet Banking website along with supporting layout and Web Pages as per bank's liking.

The Platform offered should be modular enough to enable connectivity with 1Link (when required in future). Similarly, the Internet Banking and Mobile App solution should have the flexibility to route traffic thru 1Link and enable digital on boarding (When required in future).

SME Bank shall choose the most cost-effective solution from the available technically compliant offering delivering the most quality.

ANNEXURE-A : Technical Requirements

#	Item	Feature	Mandatory	Compliance by Vendor	Compliance Verification
Solution for Raast					
		Proposed Solution is compliant to SBP ICT requirement for Raast including PKI/LDAP with direct integration.	Y		
		Proposed Solution is flexible enough to Integrate with core banking application.	Y		
		Proposed Solution is compliant to 1Link's ICT requirements for direct integration (When required in future)	Y		
		Proposed Solution can integrate with standard mobile and internet banking application.	Y		
		Proposed Solution can Integrate with Other Payment Solutions.	Y		
		Proposed Solution supports and will be implemented for following major transactions sets offered by SBP (Realtime). ☐ Bulk Transfers Receiving/sending ☐ Transfer transactions can be of different purposes so there should be no limitation on types of transfers. ☐ Bulk Transfers Sending ☐ Instant Transfers o Person to Person (Request & Advice) o Payer and Payee initiated payment flows. o Alias Based Payments ☐ Payments o Merchant Payments including QR Codes based o Bill Payments o Request to Pay. o QR Codes o Payments initiated from Third party channels by SME BANK customers.	Y		
		Solution has capability of de-bulking the bulk transactions batches received from	Y		

		RAAST and post it to host in a single transaction manner.			

		The solution is scalable and offer a modern service-oriented architecture supporting message formats like
		    1. ISO 20022
		    2. ISO 8583
		    3. Rest APIs (Synchronous/Asynchronous)
		    4. SOAP/XML Web Service
		    5. Stored Procedures
		    6. File Based Integration
		    7. Any other format recommended by SBP
			Y		

		Solution is capable of transforming message formats, received from one system and transmitted to desired system, with desired format.	Y		
		Solution has a flexible routing engine to route messages based on multiple fields.	Y		
		Solution has capability to add business logic based on transactions incoming or outgoing through the system.	Y		
		Solution supports Straight through processing.	Y		
		Solution is database independent.	Y		
		Solution has message queuing functionality-built in.	Y		
		Solution is independent of physical servers and can be deployed in hosted or virtual environment.	Y		
		Solution is PA-DSS Compliant.	Y		
		Solution support SSL / TLS implementation with Client authentication certificates.	Y		
		Solution should have provision for generation of Public/Private Key pairs and digital signing of messages as well as support digital signature verification. Solution can integrate with SBP LDAP for fetching Public Keys and CRL.	Y		

		Solution should have support for one or more of following.
		   • HSM for Public/Private Key encryption and digital signatures
		   • Java Key Stores based encryption module.
		   • Oracle Vault based key stores
			Y		

		Solution should support implementation of JWS, JWT, Mutual TLS for web services.	Y		
		List of Value-Added features has been included	Y		
		Role Based User Management Module	Y		
		Basic Transaction Monitoring and Reporting Module available including • Transaction Searching • Transaction Reports • User Reports • Audit Trail	Y		
		Batch Based Reporting for Bulk Payments available	Y		
		Interface for channel management available	Y		
		PKI Certificate and Key Management available	Y		
		Customer and Channel limit management available up-to transaction types.	Y		
		Solution provider should have following simulators for Bank's internal and comfort testing. • RAAST test environment • LDAP • REST API	Y		
Internet Banking & Mobile App					
			Y		
		Internet Banking application should support responsive user interface which will give similar experience on computers, tablets and cell phones. Also have cross browser compatibility.	Y		
		Interface to core banking system for financial and non-financial transactions / updates	Y		
		Interface through middleware to Bank's ancillary systems	Y		
		Interface to ATM switch in ISO 8583 or any other applicable message format (When required in future)	Y		
		Bidder shall design free of cost at least 12 forms per annum and should specify per unit additional cost.	Y		
		Compatible with all popular browsers	Y		
		Application should support online replication of data at the Bank's backup site for disaster recovery (Financial Proposal should cover the setup cost)	Y		

		Data backup and archiving (Financial Proposal should cover the setup cost)	Y		
		Solution should have a separate test environment (Financial Proposal should cover the setup cost)	Y		
		Supports levying transaction / registration charges such as; Registration fee, Annual fee, per transaction fee etc.	Y		
		Security Requirements			
		Application is PA-DSS Compliant	Y		
	Password Rules	Passwords are not displayed during entry.	Y		
		Hashing Algorithm such as SHA-512 will be used to and the digest of the password will be stored in the database	Y		
		User ID / Password policies can be configured	Y		
		Login security using 1) Virtual Keyboard 2) Anonymous password 3) Captcha 4) Security Image	Y		
	Access Control Administration	Capability exists to log off (Time out) the user after certain time of inactivity	Y		
		Capability exists to limit the number of simultaneous sign-on to the system. One session per One active ID	Y		
		The system has the facility to allow the users to change their PIN / Password.	Y		
		The system forces the change of Password on a regular basis at configurable intervals for Customers & Internal staff (Administrators). A message informing the grace period for the Password expiry be displayed. The system suspends Login IDs if the Password is not changed at the end of grace period.	Y		
	Auditing	The system has the capability to maintain comprehensive and consolidated security logs and audit trails • Audit trail indicate date and time of the event. • IP Address are captured	Y		
	Application Security	Application is designed to prevent Cross site scripting, SQL Injections, CSRF injections, etc.	Y		

		Application is OWASP Compliant.	Y		
	Multiple Factor Authentication	Support multiple authentication factors for login. Enforce user ID and password login as first factor authentication and then enforce second or third factor(optional) based on configurations.	Y		
		Mobile Banking Application should support biometric authentication	Y		
		Mobile Banking Application should support Root & Jail Break Detection.	Y		
	OTP based Login	Support One Time Password as second or third factor authentication for user login. OTP will be generated on the device that is registered by the customer. OTP can be generated separately for each kind of transaction.	Y		
	BackOffice	Enable/disable feature for Internet Banking and Mobile Banking.	Y		
		System permissions management	Y		
		User level permissions management	Y		
		User Management (Block/unblock)	Y		
		Activity logs available for monitoring	Y		
		Dash Board for Transaction Analytics, User Login Details, Reporting module etc. is available	Y		
	Anti-phishing Site Image Support	Customer can pick an image during enrolment and the image will be displayed for confirmation during login.			
	Account Lock	Option to lock accounts after N login attempts and automatically unlock after N hours.	Y		
	Notification on Account Lock	Option to notify the customer if the account is locked by email or SMS.	Y		
	Forgotten / Lost Password Recovery	Option for customers to recover their lost passwords.	Y		
	Login Password Policy	Enforces password strength rules and provide instant feedback on password weaknesses.	Y		
	Virtual Keyboard Support	Solution supports virtual keyboards for customers to use for entering sensitive data.	Y		
	Login Password Change	Change and reset password option for Internet Banking login is available	Y		

SSL /Https Support	System supports TLS 1.2 or latest till Cut Over	Y		
SMS OTP Generation Support	Automatic generation of SMS OTPs and validation of the same is available	Y		
Password Repository Support	• Internal database • Active Directory/LDAP	Y		
	End to End encryption of data transmission. (Symmetric or Asymmetric)	Y		
	Data should be encrypted in storage	Y		
	Platform to be able to support external certifying authority	Y		
	System should maintain detailed transaction logs to enable processing audit trails to be reconstructed in the event of any disputes or errors			
	The retention period of logs should be parameterized.			
	Application to support multiple channels for registration and activation such as • Registration & Activation through bank branch. • Web portal registration			
	The solution should be scalable to meet future enhancements/upgrades.			
	Application should provide generic web services based interfaces for integration with any external application			
Project Plan	Bidder to provide details of the team structure proposed for the execution of this Project.	Y		
	A Detailed Project Plan covering break-up of each phase into the key activities, along with the start and end dates must be provided	Y		
	A dedicated Project Manager shall be assigned to the project that shall be replaced by dedicated Technical Account Manager on go live.	**Y**		

Annexure-B Business Requirements

#	Item	Feature	Mandatory	Compliance by Vendor	Compliance Verification
	Raast (as per SBP requirement)				
	Raast Service can be made available on at least 3 channels i.e. mobile apps, internet banking portals and over the branch counters		Y		
		Phase wise implementation of Raast	Y		
		Bulk Payments	Y		
		Person 2 Person Transfers (P2P)	Y		
		Person 2 Merchant Transfer (P2M)	Y		
		QR-Codes	Y		
	Internet Banking				
		Additional support for Urdu and regional languages as per Regulator's instructions.	Y		
	Pre-Login	User Self-Registration (Using Card or Account)	Y		
		Product information	Y		
		ATM or Branch locator	Y		
		FAQs	Y		
		Offers	Y		
	Login	Login Using User ID / Password/Biometric or Face Recognition	Y		
		2 factor authentication such as OTP	Y		
		Forget User ID & Password	Y		
		Remember this computer (Trusted Device)	Y		
	Landing Dashboard	In a single dashboard multiple portlet will be available for the customers. These portlets are repositionable and also enable or disable these portlets. These portlets could be for following:	Y		
		· Customer portfolio./Account Detail	Y		

		· Account Statements. /View and download transaction history	Y		
		· Debit Cards/ Credit Cards	Y		
		· Recent Transactions.	Y		
	Transfers	Fund Transfer/IBFT	Y		
		3rd Party Account	Y		
		Donations	Y		
	Payments	Bills Payments for all available billers on SBP approved PSOs.	Y		
		Mobile Postpaid	Y		
		Mobile Top-ups	Y		
		Non-Beneficiary Transfers with additional security check	Y		
	Limits management	Daily/Monthly Limits Daily/Monthly IBFT & Bill Payment Limits Debit/Credit limits for simplified KYC Account	Y		
	Card Management	Debit and Credit Cards List	Y		
		Card Status Change. (Enable/Disable local & International usage plus PIN change)	Y		
		Enable & disable channels.	Y		
		Enable & disable fall back (optional)	Y		
	Beneficiary Management	Add/ Update/ Delete Billers	Y		
		Add/ Update/ Delete Transfer Beneficiary	Y		
	E-Commerce	Debit Card/Credit Activation/Deactivation for e-commerce	Y		
		QR code-based payments	Y		
	Service Request (offline Requests)	Cheque book request/issuance	Y		
		Cheque Inquiry	Y		

		Stop Cheque request	Y		
		e-Statement registration	Y		
		Credit Card Request (when applicable)	Y		
		Alert Subscription (SMS/e-statement)	Y		
		Account Maintenance Certificate Request	Y		
		WH Tax Certificate request	Y		
	Personalizat ion	Personal Profile Display: · Name · Username · Email address · Mobile Number · Postal Address	Y		
		Customer has the provision to mark Account(s) to be accessible / visible on Internet Banking that he/she does not wish to use on Internet Banking application.	Y		
		Customer should have the provision to mark Account(s) to be available as view only in the internet banking application (i.e. Customer should not be able to perform Financial Transactions using these Account(s).	Y		
		Manage Favourite Menu (Enable/Disable)	Y		
		Change Password	Y		
		Setup Home Page	Y		
		Extract activity logs	Y		
		Remember user ID (In this case, customer will be asked to enter password only)	Y		
	Reminders	Create/ delete payment reminder	Y		
		Create/ delete transfer reminder	Y		
		Enable/ disable reminder	Y		
	ATM Branch Locator	Customer can view the nearby bank locations. · ATM locations · Branch locations	Y		
	Complaint	Customer can lodge complaint using IB Application.	Y		
	Feed back/Contac t US	Customer can give feedback on the products and services	Y		

	Standing Instructions	Standing instructions management for the following services. · Fund Transfers · Bill Payments	Y		
	Marketing	Banners can be configured on the fly with mass roll out as well as targeted.	Y		
		Support to provide full-fledged digital portal to corporate customers (corporate portal) and align control, transaction limits etc to cater their online needs.	Y		
	Mobile Banking				
		Additional support for Urdu and regional languages as per Regulator's instructions.	Y		
	Pre-Login	User Self-Registration (Using Card or Account)	Y		
		Product information	Y		
		ATM or Branch locator	Y		
		FAQs	Y		
		Offers	Y		
	Login	Login Using User ID / Password	Y		
		2 factor authentication such as OTP	Y		
		Biometric Login	Y		
		Login PIN	Y		
		FaceID Login	Y		
		Forget User ID & Password	Y		
		Remember this Device(Trusted Device)	Y		
		Root & Jail Break Detection	Y		
	Landing Dashboard	In a single dashboard multiple portlet will be available for The customers. These portlets are repositionable and also enable or disable these portlets. These portlets could be for following:	Y		
		· Customer portfolio./Account Detail			
		· Account Statements.			
		· Debit Cards.			
		· Recent Transactions.			

	Transfers	Fund Transfer/IBFT	Y		
	Payments	Bills Payments for all available billers on SBP approved PSOs.	Y		
		Mobile Post-paid	Y		
		Mobile Top-ups	Y		
		Non-Beneficiary Transfers with additional security check	Y		
	Card Management	Debit /Credit Cards List	Y		
		Card Status Change & PIN Change	Y		
		Enable/Disable local & International usage	Y		
		Enable & disable channels.	Y		
		Enable & disable fall back	Y		
	Limits Management	Daily/Monthly Limits (Debit/Credit Limits for simplified KYC Account) Daily/Monthly IBFT & Bill Payment Limits			
	Beneficiary Management	Add/ Update/ Delete Bill Beneficiary	Y		
		Add/ Update/ Delete Transfer Beneficiary	Y		
	Service Request (offline Requests)	Cheque book request	Y		
		Cheque Inquiry	Y		
		Stop Cheque request	Y		
		Cheque Book Issuance			
		E-Statement registration	Y		
		Credit Card Request (when applicable)			
		Alert Subscription (SMS/e-statement)			
		Account Maintenance Certificate Request			
		WH Tax certificate request.			

			Y		
Personalizat ion	Personal Profile Display: · Name · Username · Email address · Mobile Number · Postal Address		Y		
	Manage FPIN/OTP		Y		
	Customer has the provision to mark Account(s) to be accessible / visible on Internet Banking that he/she does not wish to use on Internet Banking application.		Y		
	Customer should have the provision to mark Account(s) to be available as view only in the internet banking application (i.e. Customer should not be able to perform Financial Transactions using these Account(s).		Y		
	Manage Favourite Menu (Enable/Disable)		Y		
	Change Password		Y		
	Setup Home Page		Y		
	Extract activity logs				
	Remember user ID (In this case, customer will be asked to enter password only)		Y		
Reminders	Create/ delete payment reminder		Y		
	Create/ delete transfer reminder		Y		
	Enable/ disable reminder		Y		
ATM / Branch Locator	Customer can view the nearby bank locations. · ATM locations · Branch locations		Y		
Complaint	Customer can lodge complaint using MB Application		Y		
Feed back	Customer can give feedback on the products and services		Y		
Standing Instruction s	Standing instructions management for the following services. · Fund Transfers · Bill Payments		Y		
OS Support	Supports both Android and IOS at the minimum		Y		

Annexure-C : Bidder Basic Qualification Criteria

#	Description	Mandatory	Compliance by Vendor (Yes/No)	Verification
REQUIREMENTS				
1.	The Bidder should have a registered office in Pakistan for at least the last 5 years and should have reported net profit for the last 3 years. In case the bidder is not the Principal Owner of the solution offered, the bidder should provide an authorization/partnership/distributor certificate. Registered Address of the Bidder & No of years: _____ _____ _____ _____ Is the Bidder the Principal Owner of the solution or an Authorized Partner / Reseller/Distributor? _____ Profit After Tax (in PKR) 　　FY 2021: _____ 　　FY 2020: _____ 　　FY 2019: _____ The Audited Balance Sheet for the last three years, are to be submitted as documentary evidence.	M		
2.	National Tax and Sales Tax Registration Certificates attached	M		
3.	Earnest Money attached	M		
4.	Affidavits as per clause 5-XXIV attached	M		

#	Description	Mandatory	Compliance by Vendor (Yes/No)	Verification
REQUIREMENTS				
5.	The proposed solution of Internet Banking & Mobile Banking App is compliant to SBP regulations on Internet Banking Security Guidelines and Payment System Regulation	M		
6.	Internationally recognized brand rating evidence, IDC; Gartner; etc., to be attached for all hardware with rating less than 10; or equivalent.	M		
7.	The proposed solution of Internet Banking & Mobile Banking App is implemented in at least three Bank's. At least one of the implementations of the solution is operational for more than two years. <table><tr><td></td><td>Bank Name</td><td>Yrs. Implemented</td><td>No. of Users</td></tr><tr><td>Internet Banking1</td><td></td><td></td><td></td></tr><tr><td>Internet Banking2</td><td></td><td></td><td></td></tr><tr><td>Internet Banking3</td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td></tr><tr><td>Mobile Banking1</td><td></td><td></td><td></td></tr><tr><td>Mobile Banking2</td><td></td><td></td><td></td></tr><tr><td>Mobile Banking3</td><td></td><td></td><td></td></tr></table> Reference letter or PO from the Bank's and contact Details of the Bank's resource persons are to be submitted.			
8.	The combined registered user base for the implemented solution should be 100,000 or more. The Bidders should submit the documentary evidence of the same.	M		
9.	The Proposed solution of Raast is implemented (up-till SBP rolled out phases) in at least one Commercial Bank <table><tr><td></td><td>Bank Name</td><td>No of Users</td></tr><tr><td>Raast1</td><td></td><td></td></tr></table>	M		

	Raast2				
	Raast3				
	Reference letter or PO from the Bank's and contact Details of the Bank's resource persons are to be submitted.				
10.	Turn key on-premises solution proposed that includes all the required hardware, software, WAF, Data Bases, Routers etc. to operate the solution excluding communication links cost. WAF deployment is mandatory. Pricing of all these items should be specified item-wise and SME Bank reserves the right to drop an item if it can acquire it directly from the market at a lower price.	M			
11.	The platform offered is modular enough to enable connectivity with 1Link (when required in future).	M			
12.	The Internet Banking and Mobile App solution has the flexibility to route traffic thru 1Link (When required in future). and enable digital on boarding (When required in future).	M			
13.	The Internet Banking and Mobile App solution has the flexibility to enable digital on boarding (When required in future).	M			
14.	The solution shall be integrated by the bidder with our Core Banking Solution	M			
15.	Solution shall be deployed/configured in a manner that it can be operated from SME Bank's primary as well as secondary site in Active/Passive mode to minimize disruption.	M			
16.	Solution provider shall provide training to SME Bank's users and technical team before going live.	M			
17.	The Bank shall also be provided with UAT environment.	M			
18.	Solution Provider shall integrate their solution with Bank's Security Operations Center Dash Board so that monitoring can be monitoring can be done affectively.	M			

19.	Solution provider shall assist the Bank in developing the Internet Banking Security Framework.	M		
20.	Solution Provider shall perform VA&PT of the deployed infrastructure and addressal of vulnerabilities before go live.	M		
21.	Solution provider has suggested the hosting methodology for securing Internet and Mobile Banking App from cyber-attacks.	M		
22.	Solution should be integrate-able/ compatible with industry standard CRM.	M		
23.	Solution should be integrate-able/ compatible with standard CRM solution.	M		
24.	Internet Banking and Mobile App Services shall be integrated with SMS Alerts (by M3Technologies) and Email system.	M		
25.	Vendor shall be responsible to design the comprehensive Internet Banking website along with supporting layout and Web Pages as per bank's liking.	M		
26.	Pricing of all these items is specified individually	M		
27.	After the successful completion of implementation of the solution, the solution provider shall provide free onsite and offsite support & maintenance for the LIVE solutions for a period of six months.	M		
28.	The Vendor should submit their proposed SLA and cost of annual maintenance and support to be applicable after six months of successful implementation. Following Service Levels are required with tiered level of support 24x7. See sub-table below			

Sub-table for item 28:

Severity Level	Scenarios	Target Resolution Time	Penalty for not meeting SLA
High	Service affecting fault due to provided application layer issue. • Critical service/module not functioning at all. /Critical services/module not functioning properly	<=2 hours	10% of Quarterly SLA Cost for every delayed hour

		• All of the users affected / Most of the user affected • Application unavailability due to application Error only (Infrastructure related issues is not covered) • Security Breach affecting Business continuity. • Critical or High-Risk Vulnerability Reported.				
	Medium	Service interrupting fault	< 4hours	0.5% of Quarterly SLA Cost for every delayed hour		
	Low	Routine software performance review/support and reporting/Implementation/configuration of new requirements/polices	< 12 hours	0.5% of Quarterly SLA Cost for every delayed hour		
29.	List of names and qualifications of fully trained and qualified staff (CVs must be enclosed) to work on the project is attached. Minimum 3 to 4 CVs required.			M		
30.	Annual Support and Maintenance mechanism shared for the following but not limited to: • Bug reporting mechanism • Performance Tunning • Free patches and upgrades during currency of SLA. • Free addressal of vulnerabilities identified by the Bank • SLAs with Turn-around-time • Post resolution support • Post resolution reports • Practice followed for pro-active maintenance cycle • Release upgrades cycle • Change Management procedure			M		

31.	For third party hardware and software warranty is as per manufacturers'/developers' standard terms.	M		
32.	All the supporting technology stack should be licensed from the principal	M		
33.	Vendor agree to provide access to its premises, policy, Procedures, Processes, Standards, audit reports, VA &PT reports etc. if required by SBP or SME Bank Team	M		
34.	Detail specification of solution is attached herewith. Technical proposal conforming to the Bank's Technical and Business Requirement given in Annexure-X and Y	M		
35.	Vendor shall provide Free of cost patches and upgrade during currency of SLA	M		
36.	The Vendor shall provide once a year on site software performance review.	M		

ANNEXURE-D

PAYMENT SCHEDULE

S#	Description	Payment of bid cost – Phase wise
Phase – 1 (30% of the total Bid Cost)		
1.	Go Live of RAAST Phase I - from Primary & DR after confirmation from Project Team.	35%
2.	Successful Live run for 30 Days based on satisfactory performance report by Project Team.	35%
3.	Six months continuous successful operations of the solution after go live of Raast Phase-I	30%
Phase – 2 (30% of the total Bid Cost)		
1.	Go Live of RAAST Phase-II (thru Internet & Mobile Banking) from Primary & DR after confirmation from Project Team.	35%
2.	Successful Live run for 30 Days based on satisfactory performance report by Project Team	35%
3.	Six months continuous successful operations of the solution after go live of Raast Phase-II including IB&MB.	30%
Phase – 3 (40% of the total Bid Cost)		
1.	Go Live of RAAST Phase III including all requirements of Raast internet banking and mobile banking etc. as mentioned in tender document from Primary & DR after confirmation from Project Team.	35%
2.	Successful Live run for 30 Days based on satisfactory performance report by Raast Project Team	35%
3.	Six months continuous successful operations of the solution after go live of Raast Phase-III	30%

<< Separate Requirement not part of main tender>>

Requirements for PIBAS (Core Banking Solution Provider)

SME Bank intends to enable Digital Banking Services for its customers through the Raast Payment Platform, recently launched by SBP with features like instantaneous payments, low to no transaction cost etc. SME bank intends to enable all offerings of SBP Raast Platform including Bulk Payments (G2P, B2B etc.), Person to Person payments and Person to merchant etc. Since the Bank has no Digital Channel available for its customers the Bank also intends to launch Internet Banking and Mobile App for the seamless launch of Raast offering.

The Bank is looking for a solution from PIBAS that can interface with the Raast, Internet and Mobile Banking systems, to be provided by bidders, supporting all technical and business functionality specified in the attached tender document. PIBAS team shall be working actively with the selected bidder in ensuring quick integration & launch.

Since Solution is required to be deployed/configured in a manner that it can be operated from SME Bank's primary as well as secondary site in Active/Passive mode to minimize disruption therefore PIBAS solution deployment shall be made accordingly by PIBAS.

Additionally, PIBAS shall configure SME Bank's Core Banking Application's Data base for high availability thru DR Site and the solution includes pricing of associated database licensing and other technology stack. The Bank also intend to have a complete test environment.

PIBAS shall integrate their solution with our Security Operations Center Dash Board so that monitoring can be done affectively and shall remove all Vulnerabilities identified during pre-launch phase to secure the solution

PIBAS is required to include separately pricing of the additional functionality such as supporting our switch connectivity with 1Link as specified in tender document including integration effort. Proposal should also specify the cost of interfacing with the Internet and Mobile Banking for the additional functionality including Bills, Cards, Digital on Boarding etc. as specified in the tender document.

Quoted solution should be integrate-able/ compatible with industry standard CRM. PIBAS is required to provide details of the team structure proposed for the execution of this Project along with a detailed Project Plan covering break-up of each phase. A dedicated Project Manager shall be assigned to the project that shall be replaced by dedicated Technical Account Manager on go live. Support is required 24x7 with Service levels as per clause 25 of tender document and escalation matrix definition.