



CITIZENS BANK PLC

**Cyber Security & MIS Division
Chini Shilpa Bhaban-2,76- Motijheel C/A
Dhaka-10`00**

Request for Proposal

Request for Quotation for Supplying, Installing, and Commissioning of "Employee Awareness Training Software Tool with Phishing Simulation".

Submission Deadline: April 25, 2024, by 03:00 PM



1. Introduction

Citizens Bank PLC is one of the fifth-generation banks, scheduled 61st Private Citizens Bank in Bangladesh. The bank started its banking operations on July 03, 2022. After launching, the bank is currently continuing its business with a total of twelve branches (Principal Branch, Nayanpur Bazar Branch, Narayanganj Branch, Gulshan Corporate Branch, Seedstore Bazar Branch, Sonakanda Branch, Dhanmondi Branch, Uttara Branch, Cumilla Branch, Ashulia Branch, Mouchak Branch, and Bhulta Branch). The Bank intends to invite sealed proposals from eligible Vendors/Bidders for finding a suitable bidder to provide a quotation for supplying, installing, and commissioning employee awareness training software with phishing simulation.

2. Purpose

Citizens Bank PLC (CZB) proposes to invite Request for Proposal (RFP) tenders from the eligible bidders to provide a suitable bidder to provide for a quotation for supplying, installing, and commissioning of "Employee Awareness Training Software Tool with Phishing Simulation".

3. Bidder Qualifications

- a) The local bidder must be a registered company in Bangladesh having a proven and substantial market presence in selling IT security-related software solutions for the last 3+ years (preferable) in the Financial/Telecom/Government sector in Bangladesh.
- b) Local bidder of the Employee Awareness Training Software with Phishing Simulation supplier must be an OEM authorized direct reseller/partner for a minimum of the last three (3) years (preferable) proving its strong affiliation as well as expertise of the solution being offered.
- c) Bidders shall possess their own office and adequately trained and experienced manpower to install, and configure the supplied products.
- d) Bidders shall be assessed under the Income Tax Department.
- e) Bidders should have the capacity to solve any support-related issue occurred between the client and the mother company of the product.
- f) 24x7 support needs to be ensured.

4. Tender Submission Method

Technical and Financial proposals should be submitted by the bidder in separate envelopes signed and sealed by the authorized personnel of the bidder. **Technical Offer will contain exhaustive and comprehensive information about the proposed service and details of the Bill of Material & Services without pricing, whereas the Financial Offer will contain the details of item-wise price breakup & Services with pricing information.**

SUBMISSION ADDRESS OF THE PROPOSAL:

**Executive Vice President &
Head of ICT Division
Citizens Bank PLC
Chini Shilpa Bhaban-2
76, Motijheel C/A, Dhaka-1000**

SUBMIT THE SEALED PROPOSALS INTO THE TENDER BOX.

5. Deliverables with Bidding Documents:

The following documents must be submitted with other bidding documents:

S/N	Document Descriptions	Bidder Response
1	Company Profile	
2	Experience Certificates	
3	Work orders	
4	Technical Description of the deliverables to demonstrate the specified technical requirement	
5	Income TAX Certificate	
6	Valid VAT Registration Certificate	



7	Valid Trade License	
8	Details of client list	
9	Details of certified professionals/engineers/experts	
10	Description of their support team with the profile of experts	
11	Proof Certificates as Authorized Reseller/ Authorized Dealer/Supplier from the manufacturer to be submitted.	
12	All Proper documents, brochures, data sheets, and technical specification papers of the mentioned Products have to be provided by the bidder in the Technical Proposal.	
13	All required documents need to be provided as proof of evidence to fulfill the need for supplier qualification.	

6. Evaluation Methodology:

The technical evaluation will be done based on the information provided along with supporting documents. The proposal will be evaluated by the Bank's existing technical committee. The technical committee will review and score (if needed) all proposals and will make the final recommendation to the Bank's existing Purchase Committee.

The Board of Directors of the Bank will receive the recommendations from the Purchase Committee and make the final decision.

Evaluation Criteria

The evaluation of the Technical Bid will be based on the weightage for each Component as per the following technical Marking criteria:

S/N	Attributes	Weight of Evaluation	Items of Evaluation
1	Technical Proposal	60%	Proper documents, brochures, data sheets, and technical specification papers of mentioned Products.
2	Financial Proposal	40%	Quoted total price
	Total	100%	

7. Prices, Currency, and Payments

- a) Bidders shall submit their quotations for having the works under the RFP in the Offer to be filled in completely with all rates and amounts in Bangladesh currency.
- b) **Payments will be made as follows in Bangladeshi currency (BDT).**

8. Customs Duties, VAT, and Taxes

The quoted price should include all costs including Customs Duty, Sales Tax, Import Permit fees, Surcharges, VAT & income taxes.



9. Acceptance and rejection of Tender

Non-compliance with the pre-conditions set forth herein above will lead to cancellation of tender and the Bank reserves the right not to accept the lowest tender as well as to accept or reject any or all tender without assigning any reason thereof.

10. Pre-Bid Meeting and Amendment

A pre-bid meeting will be held on 22.04.2024 at 11:00 AM at 3rd floor meeting room, Head Office, Chini Shilpa Bhaban-2 (Level-2), 76, Motijheel C/A, Dhaka-1000. The Bank will issue the amendment of this document by 23.04.2024 if any error(s) is/are detected and informed to the bank in writing through mail/hard copy by any bidder(s) within 22.04.2024.

TERMS AND CONDITIONS

1. The offer will be received up to 3:00 pm on 25 April 2024 and technical offer(s) be opened at 4:00 pm on the same day in the presence of the intending bidders or their representatives (if any) at the ICT Division, Level-2, Citizens Bank PLC, Head Office, Chini Shilpa Bhaban-2, 76, Motijheel C/A, Dhaka 1000. If the Tender cannot be opened on the scheduled date and time due to unavoidable circumstances, the same will be opened on the next working day at the same time.
2. Technical and Financial offers must be submitted in separate sealed envelopes mentioning "Request for Quotation for Supplying, Installing, and Commissioning of "Employee Awareness Training Software Tool with Phishing Simulation."
3. Vendors not having a valid VAT registration number will be considered disqualified and necessary VAT, TAX & AIT as applicable Govt. rules shall be borne by the selected bidder(s). Without the authentication of the VAT registration certificate by an officer of a Bank, the schedule will not be considered for evaluation.
4. Bidder(s) will be disqualified if the RFP response is incomplete.
5. The bidder must submit Certified experienced personnel's CVs, capable of successful completion of the project.
6. Bidder(s) will be disqualified if the technical response in the offer is misrepresented, inaccurate or false and if the offer is submitted after the last date or time of submission.
7. The Citizens Bank PLC management reserves the right to cancel any bid/tender without assigning any reason whatsoever. The management is not bound to award the contract to the bidder(s) of the lowest quoted price offer.
8. Quoted Price must be included with TAX, VAT, and any kind of Govt. charges thereof.
9. The subscription to the software is for one year only from the date of initial purchase or renewal. Upon reaching the end of the subscription period, the Bank will have the discretion to determine whether to continue or terminate the subscription. The price for renewing the subscription license will remain the same as the original subscription price. There will be no price increase for the renewal of the license, ensuring consistency and predictability for users.
10. The price for new user additions during the subscription period will remain fixed and will not change for the duration of the subscription period. The price for new user additions will be based on a per-user rate, as stated between the bank and the selected vendor at the time of initial subscription.
11. Manipulation or any kind of unusual approach or failure to submit the proposal/offer within the stipulated time frame will be treated as "Disqualification" to attend the bidding.
12. Delivery Time: Successful bidder should supply the solution/activate the subscription within 30 (Thirty) days' time after receiving of confirmed work-order from the Bank.
13. Mode of Payment:
 - a. Payment will be made after the successful supply, installation and commissioning of the product.
14. In case of failure or any kind of delay regarding the delivery of the product within the due time mentioned in clause 10, the vendor will be liable to pay 2% of the total work order value, as a penalty, to the bank for delaying each week after the due date. Upon reaching the penalty of 5% of the total Work Order/Contract value the Work Order may be forfeited on sending a letter to the vendor. However, the Bank must be informed of any foreseeable delay due to an uncontrolled situation before exceeding the delivery deadline mentioned in clause 10 which may be considered by the bank if the situation justifies such delay and the decision of the purchase committee of the bank will be final.



I/we have completely read the terms and conditions & specifications and understood the total responsibility of the job. I/we have quoted this bid taking all the said responsibility and liability.

Name of the Bidder:

Signature:

Telephone No:

VAT Registration Number:

Address:

Seal



TECHNICAL SPECIFICATION

All the mentioned Functionalities are Mandatory and offered particulars should be by international standards. If the offered particulars are not standard, the offer may be treated as disqualified.

Technical Requirement Summary

Particulars	Quantity	Units
Request for Quotation for Supplying, Installing, and Commissioning of "Employee Awareness Training Software Tool with Phishing Simulation".	1	1

1. Scope of Work

The selected vendor shall provide the following services and deliverables:

- Installation and configuration of the Automated Phishing Simulation Solution in accordance with Citizens Bank PLC's requirements.
- Customization options to create phishing simulations that mimic real-world threats targeting our employees.
- Training sessions for administrators and end-users on utilizing the solution effectively and recognizing phishing attempts.
- Ongoing technical support, maintenance, and software updates to ensure the solution's effectiveness and reliability.
- Regular reporting and analytics to monitor employee awareness and measure the impact of phishing simulations.

2. Annexure-A

Technical Specification for Employee Awareness Training Software Tool with Phishing Simulation.			
S/N	Required Technical Specification	Bidders Response	
		Complaint (Y/N)	Remarks
1	Solution Requirements: Basic Information		
1.1	Name of the Solution		
1.2	The version of the Solution		
1.3	Name of the OEM		
1.4	Country of Origin NOTE: OEM letter needs to be provided to authenticate that the principal place of the core software development of the VA solution MUST NOT be in any country those are having economic business restrictions with Bangladesh.		
1.5	Total Implementation Experience Worldwide		
1.6	Total Implementation Experience in BD		
1.7	What will be the technical Support model of (OEM & Local Partner), if we face any issues?		
1.8	Any Certification / Recognition options from OEM?		



1.9	How the OEM will provide support?		
1.10	Support Matrix 24x7		
1.11	Share Experience of resource		
1.12	How many customers are currently handling		
1.13	Number of years of Experience to support your particular solution		
1.14	Any Certification / Recognition?		
1.5	Response Time & Resolution time		
2	License Requirements		
2.1	Subscription of the product is to be provided for 1 year.		
2.2	Service Architecture (cloud/on-premises)s		
3	Functional Requirements		
3.1	The phishing simulation tool should provide detailed explanations of all actions taken during the exercise.		
3.2	The tool must be accurate in recognizing false positive data, such as sandbox data. The dashboard must include information about the top phished users' activities.		
3.3	The tool should be user-friendly and support multiple scheduling choices, including time-based and user-count over a specified period.		
3.4	The program should be capable of running several phishing and training templates to ensure successful simulation.		
3.5	The tool should be able to upload a list of users from AD groups as the target. Furthermore, it must be capable of uploading user data from local files such as Excel and CSV.		
3.6	The tool should support fully randomized phishing campaigns, sending different emails to different people at different times.		
3.7	The solution should include a variety of ready-made awareness-raising content, including video and other formats, for cybersecurity and phishing awareness. As well as the campaign may also include multiple templates.		
3.8	The ability to run multiple campaigns at the same time		
3.9	The phishing simulation tool must be able to perform campaigns that are completely adjustable.		
3.10	The Phishing simulation tool may have several levels of difficulty and must be able to determine the frequency with which a user gets phished. Campaigns have varying levels of difficulty, such as extremely basic to more complicated targeted emails.		
3.11	The ability to schedule campaigns to run at a chosen date and time (24/7).		
3.12	The Phishing simulation tool should have a dashboard with settings to help prioritize and make management decisions.		



3.13	The tool must provide a Learner Dashboard that displays training activities, simulated phishing test results, personal risk scores, badges, and a leaderboard. Users will view a summary by training campaign of their allocated training by status and due date.		
3.14	The solution must allow to create and upload of a custom background image for our training certificates giving the completed certificates the look and feel of our brand.		
3.15	The tool must provide an automated report individually for each Phishing Simulation run in detail. In addition to detailed reports, the tool should be able to produce high-level reports suitable for management		
3.16	The tool must include a report including a trend analysis and also point out the weakness of phished users which are not limited to link click only. Identify repeat offenders, high-risk departments or locations		
3.17	The tool shall have flexible report-generation capabilities		

FINANCIAL PROPOSAL

Financial Proposal for the 1st year of subscription:

SL	Product Name	Number of Users (excluding admin users)	Per-user-rate (1 year)	Pricing in BDT (1 year)	VAT	TAX	TOTAL PRICE (BDT)
01	Employee Awareness Training Software Tool with Phishing Simulation	260					

Financial Proposal for renewal of subscription for the 2nd and 3rd Year:

SL	Product Name	Per-user-rate	Pricing in BDT	VAT	TAX	TOTAL PRICE (BDT)
01	Employee Awareness Training Software Tool with Phishing Simulation					

