



CITIZENS BANK PLC

**Cyber Security & MIS Division
Chini Shilpa Bhaban-2,76- Motijheel C/A
Dhaka-1000**

Request for Proposal

Request for Quotation for Supplying, Installing, and Commissioning of Vulnerability Assessment Solution and Web Application Scanning Tool.

Submission Deadline: April 30, 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 vulnerability assessment solution and web application scanning tools.

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 quotation for supplying, installing, and commissioning vulnerability assessment solution and web application scanning tools.

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 5+ years (preferable) in the Financial/Telecom/Government sector in Bangladesh.
- b) Local bidder of the Vulnerability Assessment Solution and Web Application Scanning Tools 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) The offered solution/tool must also have been supplied by the same supplier (local bidder) to preferably five (5) organizations (i.e. Banking/Financial/Telecom/Government) in Bangladesh.
- d) Bidders shall possess their own office and adequately trained and experienced manpower to install, and configure the supplied products.
- e) Bidders shall be assessed under Income Tax Department.
- f) Bidders should have the capacity to solve any support-related issue occurred between the client and the mother company of the product.
- g) 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 mentioned Products have to be provided by the bidder in the Technical Proposal.	
13	All required documents need to be provided as a proof of evidence to fulfill the need of 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

- 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.
- 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 28.04.2024 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 30.04.2024 if any error(s) is/are detected and informed to the bank in writing through mail/hard copy by any bidder(s) within 28.04.2024.

TERMS AND CONDITIONS

1. The offer will be received up to 3:00 pm on 30 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 Vulnerability Assessment Solution and Web Application Scanning Tool."
3. The subscription to the software is for one year only from the date of initial purchase or renewal. Upon reaching the end of one year subscription period, the Bank will extend the subscription period if needed.
4. 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.
5. Bidder(s) will be disqualified if the RFP response is incomplete.
6. The bidder must submit Certified experienced personnel's CVs, capable of successful completion of the project.
7. 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.
8. 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.
9. Quoted Price must be included with TAX, VAT, AIT, and any kind of Govt. charges thereof.
10. Manipulation or any kind of unusual approach or failure to submit the proposal/offer within the stipulate time frame will be treated as "Disqualification" to attend the bidding.
11. Delivery Time: Successful bidder should supply the solution/activate the subscription within 30 (Thirty) days' time after receiving of confirm work-order from Bank.
12. Mode of Payment:
 - a. Payment will be made on after successful supply, install and commissioning of the product.
13. 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, 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 Vulnerability Assessment Solution and Web Application Scanning Tool.	1	1

1. Annexure-A

Technical Specification for Vulnerability Assessment Tool			
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		
1.5	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.		
1.6	OEM Solution Presence in Bangladesh The VA solution of the OEM must have been chosen by at least Five (5) clients in Banking/ Financial sector in Bangladesh.		
1.7	License: Subscription to be provided for 1 year.		
1.8	The proposed solution must have Unlimited IP's scan and rescan facility.		
2	Architecture and Deployment		
2.1	The Proposed solution must support 64bit architecture and should support both widows and Linux platform		
3	Standard Solution Features		
3.1	The proposed VA tool must have lowest false positive rate with six-sigma accuracy		
3.2	The proposed VA tool must have pre-configured templates are included for a range of IT assets.		



3.3	The proposed VA tool must be able to scan network device (Switch, Router, Firewall etc., Operating Systems (Windows, Linux, AIX and other enterprise OS)		
3.4	The proposed VA tool should provide predefined policies and templates base of benchmark and compliance.		
3.5	The proposed VA tool should suggest detailed remediation actions for the identified weaknesses.		
3.6	The proposed VA tool has ability to automatically update new vulnerability and plugins to ensure latest threat exposure.		
3.7	The proposed VA tool must have pre-configured for configuration audits under same licensing.		
3.8	The proposed VA tool must have customizable reporting option.		
3.9	The proposed VA tool must have offline vulnerability assessment.		
3.10	The proposed VA tool must have risk information of vulnerability including CVSS base score, temporal score & IAVM severity.		
3.11	The proposed VA tool must have reference information including CVE, OSVDB, and EDB-ID.		
3.12	Similar vulnerabilities should be grouped together and presented in one thread.		
3.13	The proposed VA tool delivery model must be on premise.		
3.14	The proposed VA tool should suggest detailed remediation actions for the identified weaknesses.		
3.15	The proposed VA tool should have schedule scan facility.		
3.16	The proposed VA tool must have multiple scan facility simultaneously.		
4	Configuration Audit of Network Devices		
4.1	The proposed VA tool must have a facility of security configuration audit for network devices.		
5	Credential Patch Audit		
5.1	The proposed VA tool must have credential patch audit system.		
6	Compliance Standards		
6.1	The proposed VA tool must be able to ensure compliance with NIS Directive, Bangladesh Bank's ICT guidelines (version 4) or Cyber Scope policies.		
7	Graphical User Interface		
7.1	The proposed VA tool should provide a high-quality graphical user interface accessible through standard web browsers.		
8	Reporting		



8.1	The proposed VA tool should have static report export (PDF, CSV), Interactive report export (HTML) along with remediation advice.		
9	Knowledge Share		
9.1	The proposed VA tool must have vendor solution support for any issues that may arise during operation.		
9.2	The bidder must provide an interactive knowledge transfer session for the VA tool.		
10.	Training		
10.1	The vendor/supplier must provide adequate and appropriate instructor-led training to at least 2-5 bank personnel for an efficient operation of the offered solution.		

2. Annexure-B

Technical Specification for Web Application Scanner Tool.			
S/N	Required Technical Specification	Bidders Response	
		Complaint (Y/N)	Remarks
1	General Requirements		
1.1	Name of the Solution		
1.2	The version of the Solution		
1.3	Name of the OEM		
1.5	Country of Origin NOTE: OEM letter needs to be provided to authenticate that the principal place of the core software development of the WAS MUST NOT be in any country those are having economic business restrictions with Bangladesh.		
1.6	OEM Solution Presence in Bangladesh The WAS of the OEM must have been chosen by at least Five (5) clients in Banking/ Financial sector in Bangladesh.		
1.7	License: Subscription to be provided for minimum 5 FQDN		
1.8	Solution must be Simple, Scalable and Automated Vulnerability Scanning for Web Applications		
2	Discovery		
2.1	Provide a site map per Web Application		
3	Unified Platform		
3.1	Ability to present VM, WAS, Cloud, etc. data in a single platform and within single pane of glass in the Web Console UI		



4	DAST Scanning		
4.1	Ability to scan for Web Application vulnerabilities (ex. OWASP Top 10, OWASP API Top 10)		
4.2	Ability to scan External Web Applications/APIs (Authenticated/Unauthenticated)		
4.3	Ability to scan Internal Web Applications/APIs (Authenticated/Unauthenticated)		
4.4	Solution Should have Advanced Authentication Support		
5	Scan Configuration		
5.1	Ability to control settings related to web site crawling such as depth, redundancy, loop detection etc		
5.2	Ability to detect forms requiring common input and supply specific values e.g. email, first name, phone number etc		
5.3	Ability to successfully authenticate to Web Application		
5.4	Able to create custom unified scan profiles including, crawling settings, white and black lists, detection signatures across both Web, host and network assets		
6	Scanning		
6.1	Ability to pause, resume, stop and schedule scans		
6.2	Ability to scan multiple unique domains in one scan policy		
6.3	Ability to bulk import a list of websites as targets to scan		
6.4	Ability to scan Single Page Applications		
7	Report/Dashboards		
7.1	Ability to display results for OWASP Top 10		
7.2	Ability to view results per-web-app and per Tenable plugin		
7.3	Provide a quick overview scan and more detailed Web App scan		
7.4	Results exportable HTML, PDF, CSV and JSON formats		
7.5	Ability to filter Web App scan results		
7.6	Ability to accept/recast Web App vulnerabilities		
7.7	Must have an ability to create/deploy/shared custom dashboards		
7.8	Ability to display results for OWASP Top 10		



FINANCIAL PROPOSAL

SL	Product Name	Qty	Pricing in BDT (1 year)	VAT	TAX	TOTAL PRICE (BDT)
01	Vulnerability Assessment (VA) Solution	01				
02	Web Application Scanning Tool	01				

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

SL	Product Name	Qty	Pricing in BDT (2 nd and 3 rd year)	VAT	TAX	TOTAL PRICE (BDT)
01	Vulnerability Assessment (VA) Solution	01				
02	Web Application Scanning Tool	01				

