Request For Proposal

RFP Reference No. KBZ-MCB-002/2016
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RFP Reference Number | KBZ-MCB-002/2016  
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Last date of submission of any query / reporting any error. | 19th May 2016  
Last Date, Time and Place for receipts of offers | 23rd May 2016  
Date and Time of Technical Bid opening | 30th May 2016  
Oral presentations including product demo & implementation methodology | TBD  
Announcement of qualifiers and opening of commercial bid | 13th June 2016  
Address for Communication | No.129, Room B- 011, Shwe Pyi Aye Yeik Mon Condo, Bargayar Road, San Chaung Township, Yangon.  
Email ID | thanhtut.win@kbzbank.com

N.B: The above dates are tentative and subjected to change without any prior notice or intimation. Bidders should check website www.kbzbank.com for any changes / addendums to the above dates and/or any other changes to this RFP. Bidders to confirm with Bank the
time & venue - 1 - day prior to any of the above scheduled event.

Technical bid will be opened, in the presence of the vendor’s representatives who choose to attend the opening of technical bid. No separate communication shall be sent in this regard.

Commercial bid will be opened in the presence of the vendor’s representatives who are technically qualified.

**Important Clarifications:**

1. ‘Bank’ means ‘KBZ Bank’
2. ‘Vendor’ means the selected bidder of the RFP document.
3. ‘RFP’ or ‘Tender’ means the Request for Proposal document.
4. ‘Recipient’ or ‘Respondent’ or ‘Bidder’ means to whom the RFP document is issued by the Bank.
5. ‘Offer’ means response to RFP document submitted by Recipient to the Bank

**Abbreviations:**

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Full Description</th>
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<tbody>
<tr>
<td>SLA</td>
<td>Service Level Agreement</td>
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<tr>
<td>AMC</td>
<td>Annual Maintenance Contract</td>
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<tr>
<td>ATS</td>
<td>Annual Technical Support</td>
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<tr>
<td>TCO</td>
<td>Total Cost of Ownership</td>
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<td>VAT</td>
<td>Value Added Tax</td>
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<td>CMM</td>
<td>Capability Maturity Model</td>
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<td>ISO</td>
<td>International Organization for Standardization</td>
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This document is meant for the specific use by the Company / person(s) interested to participate in the current Tendering process. This document in its entirety is subject to Copyright Laws. The KBZ bank expects the bidders or any person acting on behalf of the bidders strictly adhere to the instructions given in the document and maintain confidentiality of information. The bidders shall be held responsible for any misuse of information contained in the document, and liable to be prosecuted by the Bank. In the event that such a circumstance is brought to the notice of the Bank. By downloading/obtaining the document, the interested party is subject to confidentiality clauses.

Section 1: Background, Introduction and Disclaimer

1.1 Introduction

This request for proposal document (‘RFP document’ or RFP) has been prepared solely for the purpose of enabling KBZ Bank (‘Bank’) to select vendor/s for Call Center Solution for the Bank. The RFP document is not a recommendation, offer or invitation to enter into a contract, agreement or other arrangement in respect of the solution. The provision of the solution is subject to appropriate documentation being agreed between the Bank and the eventual successful bidder.

1.2 Information Provided

The RFP document contains statements derived from information believed to be reliable at the date obtained; but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with the Bank in relation to the solutions. Neither the Bank nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied, as to the accuracy or completeness of any information or
statement given or made in this RFP document.

1.3 Recipients
The RFP document is intended for the information of the party (ies) to whom it is issued (“the Recipient” or “the Respondent”) and no other person or organization.

1.4 Confidentiality
The RFP document is confidential and is not to be reproduced, transmitted, or made available by the Recipient to any other party without Bank’s express written permission. The RFP document is provided to the Recipient on the basis of the undertaking of confidentiality given by the Recipient to the Bank. The Bank may update or revise the RFP document or any part of it. The Recipient acknowledges that any such revised or amended document is subject to the same terms and conditions as this original and subject to the same confidentiality undertaking.

1.5 Disclaimer
Subject to any law to the contrary, and to the maximum extent permitted by law, the Bank and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of the Bank or any of its officers, employees, contractors, agents, or advisers.

The Bank and its officers, employees, contractors, agents and advisers disclaim any liability, pecuniary or otherwise that may accrue or arise from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting due to the information contained herein and/or by virtue of copying, adopting, reproducing, any of the material which may be the copyright material or any other Intellectual Property of a third party who may claim ownership of the same.

1.6 Costs Borne by Respondents
All costs and expenses incurred by Respondents in any way associated with the development, preparation, and submission of responses, including but not limited to attendance at meetings, discussions, etc. and providing any additional information required by the Bank, shall be borne entirely and exclusively by the Respondent.

1.7 No Legal Relationship
No binding legal relationship shall exist between any of the Respondents and the Bank until execution of a contract.

1.8 Recipients’ Obligation to Inform Itself
It is the Recipient’s responsibility to conduct all necessary investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.

1.9 Evaluation of Offers
Indicative evaluation process has been specified in Section 3 of this document. However, as a
condition of responding, each Recipient acknowledges and accepts that the Bank in its 
absolute discretion may apply whatever selection criteria it deems appropriate in finalizing 
the vendor.

1.10 Errors and Omissions
Each Recipient should notify the Bank of any error, omission, or discrepancy found in this RFP 
document. Notification should be made to the address found in 2.2 - Requests for Information.

1.11 Acceptance of Terms
Recipient shall, by responding to the Bank with a submission, be deemed to have accepted 
the terms of this document in totality without any condition whatsoever.

1.2 Liabilities of Bank
This RFP is not an offer by the Bank, but an invitation for Vendor responses. No contractual 
obligation on behalf of the Bank whatsoever shall arise from the RFP process unless and until 
a formal contract is signed and executed by duly authorized officials of the Bank and the 
Vendors.

Section 2: Lodgment of RFP

One Set of bid documents (paper copies) containing Technical compatibility and 
Commercial responses (each of these being enclosed in separate sealed envelopes); one 
(1) electronic copy (Microsoft Office on CD) and one (1) electronic copy (Adobe .pdf non-
editable / password protected on CD) must be supplied to the Bank in master sealed 
envelope superscripted “Proposal for Call Center Solution”. It should be noted that in case of 
any discrepancy in information submitted by the bidder in hard-copy and soft-copy, the hard-
copy shall be given precedence and will form the basis of evaluation and final selection. 
However, in case of non-submission of any hard copy document, if the same is found 
submitted in the soft-copy, Bank reserves right to accept the same at its sole discretion.

The document should be addressed to:
Deputy General Manager 
Multichannel Banking & Business Development Department 
KBZ Bank 
No. 129. Room No. (B-003, 001, 012), ShwepyiayeYeik Mon Housing, 
Bagaya Road, Sanchuang Township, 
Yangon, Myanmar

The sealed bid envelope should be delivered to Kaythari Tint, Assistant Manager at the above 
address

Bids submitted anywhere else would be liable for rejection.
The bids shall be in two parts viz.

(a) Eligibility cum Technical compatibility and
(b) Commercial Proposal.

Each proposal - Eligibility cum Technical compatibility and Commercial Proposals - shall be submitted in separate sealed envelopes super-scribing “Technical compatibility proposal for Call Center Solution”, and “Commercial proposal for Call Center Solution” on top of the envelopes respectively. These separate sealed envelopes should be put together in a master sealed envelope super-scribing “Proposal for Call Center Solution”.

All the Envelopes (inside the Master Envelope) should have the following information:

1. Name of the bidder :
2. Type of offer : Technical compatibility / Commercial
3. Date of submission:
4. Contact numbers (mobile) and email address of the single point of contact of the bidder for this RFP.

All the pages of the proposals (except literatures, datasheets and brochures) are to be numbered and be signed by authorized signatory on behalf of the Bidder. The number should be a unique running serial number across the entire document in Page X of Y format, where X is the current page no. and Y is the total no. of pages.

Please note that in following cases Bank in its absolute discretion may reject the bids received from the bidder:

a. Submission of Bid after the Time stipulated in this RFP Document.
b. Misleading/incomplete information/submission of improper/incomplete documentation.
c. Bid submission without bidders name
d. Price information in any other place than ‘Commercial Bid envelope’
e. Envelopes are not in order as directed in this document
f. Bidder is not meeting eligibility/mandatory criterion.

In the following circumstances bank will have discretion to reject the entire bid or accept the bid with some conditions stipulated by bank.

• Related parties should not submit more than one bid. In case they do so, both/all bids submitted by related parties are liable to be rejected at any stage at bank’s discretion.

• Faxed or emailed copies of any submission are not acceptable and shall be rejected by the Bank.

• Only one bid shall be accepted from one vendor. In case vendor is submitting more than one bid all the bids submitted by the vendor shall be disqualified.

2.1. Registration of RFP Submission

Upon the receipt of a submission, the Bank shall register the RFP response. Incomplete or partial or faulty submissions shall be rejected forthwith.

All submissions, including any accompanying documents, shall become the property of the
Bank. Hence, submission of response to the RFP shall be deemed as Respondents’ license, and grant all rights to the Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, notwithstanding any copyright or other intellectual property right that may subsist in the submission or accompanying documents.

2.1.1. Late RFP Submission

On-time submission of responses is strongly encouraged and recommended. Tender submissions after the lodgment deadline shall be documented by the Bank and may be considered and evaluated/rejected at the absolute discretion of the Bank. However, the Bank has no obligation to accept or act on any reason for a late Tender response.

The Bank has no liability to any Respondent who lodges a late tender submission for any reason whatsoever including tender responses taken to be late only because of another condition of responding.

2.1.2. RFP Submission Validity Period

RFP responses must remain valid and open for evaluation, according to RFP terms, for a period of at least 180 days from the time of RFP submission.

2.2. Requests for Information / Clarification

Respondents are required to direct all communications related to this RFP to:

Deputy General Manager
Multichannel Banking & Business Development Department
KBZ Bank
No. 129. Room No. (B-003, 001, 012), ShwepyiayeYeik Mon Housing,
Bagaya Road, Sanchuang Township,
Yangon, Myanmar

All questions relating to the RFP, technical or otherwise, must be addressed to the above address. All queries/clarifications requested must be in writing and should be forwarded by the nominated point of contact of bidder as per the format given in Annexure G only in MS-EXCEL- workbook format. The queries need to be e-mailed as an attachment to: thathtut.win@kbzbank.com

Bank shall not answer any communication initiated by Respondents later than -2- business day prior to the date of Pre-bid meeting. Bank may in its absolute discretion seek additional information or material from any Respondents after the RFP closes and all such information and material provided must be taken to form part of that Respondent’s response.

No query / suggestions shall be entertained after the opening of Commercial offer. Bank is not bound to reply the queries not pertaining to this RFP. Replies shall be at Bank’s discretion. Bank’s replies shall be final and acceptable to all bidders.
2.3. Notification

Bank shall notify Respondents in writing (as soon as practicable) if the Respondent’s submission has been rejected. Bank is not obliged to provide any reasons for any such rejection. The final outcome of the RFP shall be communicated after opening and necessary processing of commercial bids of short-listed bidders. No separate communication will be issued by the Bank.

Section 3: Evaluation process

Evaluation process is a combination of eligibility, technical compatibility and commercial quote offered by the bidder. Eligibility cum technical compatibility proposal shall be opened and evaluated first for determining the eligibility of bidders and their technical compatibility. Technical compatibility shall be assessed only for those bidders who meet the required eligibility conditions.

Eligibility proposal must contain:
1. Covering letter on the prescribed format as per Annexure A
2. Eligibility proposal in the prescribed format / template as per Annexure B
3. List of Bank-wise implementation of CALL CENTER SOLUTION, functional & operational as per Annexure C
4. Bidder’s Letter to support the Enterprise wide Licensed Technology for the entire period of the contract with extended support of two years post contract expiry.
5. Supporting documents / certificates etc. as mentioned in this RFP document.

On completion of these requirements as per RFP terms, technical compatibility is assessed for requisite technology and customer convenience as per bank’s requirements.

Technical assessment shall be done only if the bidder is found eligible as per the Eligibility Criteria stipulated in this RFP document. Non-compliance of even one condition mentioned in eligibility criteria may render the bid ineligible.

Technical assessment shall broadly cover the following:
 a) Submissions made by bidders in their response to this RFP as per the template provided.
 b) Live demonstration of the solution to prove fulfillment of requirements, features, technical capabilities etc. as given in this RFP to the Bank’s evaluation team. Bank may choose to see a functional solution in any Bank where the proposed solution of the bidder is implemented and functional.
 c) Oral/PPT presentation made by the bidders covering product features, support, infrastructure, implementation and maintenance strategy, company’s financial and project management capabilities etc.
 d) References provided/gathered by the bank about the solution and service rendered by the company from other organization as well as from the market.
 e) Certificates and audit reports submitted by the Bidder.

After the evaluation of the eligibility criterion and technical compatibility, the price bid of only technically qualified bidders (as per the criteria mentioned herein) shall be considered for price bid evaluation. The Bank reserves its right to seek and obtain substantiating data.
from the bidders for verification of the credentials submitted. The date of opening of **Commercial Bid**, if there is a change from the date mentioned, shall be advised separately to all technically qualified bidders, if required. The shortlisted bidders have to give a live demonstration of their proposed product operational in other Banks/Financial Institutions at their own cost. The bidder has to give details of implementation and subsequent maintenance strategy for a smooth implementation and up to date solution. These will also be considered as a part of technical assessment to ensure compatibility with bank’s systems/requirements.

### 3.1. Technical details required

The proposal should be complete in all respects and contain information asked for in this document. It is mandatory to submit the technical details in the prescribed formats duly filled in, as part of the offer. The Bank, at its discretion, may not evaluate a bid in case of non-submission or partial submission of technical details. The Proposal must be submitted in an organized and structured manner and no brochures/leaflets etc. should be submitted in loose form.

The Proposal should comprise of following:

1. **Confirmation of Functional Specifications** *(Annexure-D)*
2. Documentation (product brochures, leaflets, manuals, technical specification etc.) to provide complete information of the solution offered to the bank as part of this RFP.
3. Technical specifications and documentation of the solution including architecture and interfacing details with bank’s host system.
4. Implementation and maintenance strategy for timely rollout and continued support to ensure customer acceptability of the solution offered.

* All initial customization items will have to be completed/delivered within 60 days from the date of issuance of purchase order. Bidder is required to provide details of available know-how to complete the customization within specified time frame. In case Bank considers the readiness inadequate/difficult to complete in the time frame then the same would be considered “Functionality not available”. The cost of customization, if any, has to be factored in the overall cost and Bank would not pay anything extra for any development or implementation.

Once the received technical bids with functional specifications have been evaluated, the Bank would short-list the Bidders, who qualify for further evaluation. The Bank may request further clarifications, presentations, reference etc. to have clear understanding of the bidder’s claims/capabilities.

### 3.2. Commercial Proposal:

Commercial proposal should give all the relevant price information. No information should be kept blank. Offer should be in strict conformity with the format as given in *Annexure-E*.

1. The best and firm price should only be quoted (as per the format enclosed)
2. The bidder must quote in US dollar (‘USD’) only. Bids in currencies other than USD would not be considered and the bid will be rejected forthwith.
3. The prices and other terms offered by bidders must be firm for an acceptance period of 180 days from the last date of opening of commercial bid.
4. The prices offered shall be on a fixed price basis inclusive of all taxes and should not be linked to the foreign exchange or any other variable. The prices offered should be
inclusive of following:

a) Installation, integration, implementation, customization and training to bank staff.

b) Annual Maintenance Charges for each year over a span of 3 years after first year of implementation under the warranty period.

Refusal/failure to commit implementation of CALL CENTER SOLUTION as per terms of RFP shall result in disqualification of the vendor from this process as well as future procurements of Bank.

TCO (Total Cost of ownership) shall be calculated on the basis of all the cash outflows for the Bank for four years period as proposed by the bidder in Annexure E.

3.3 Erasures or Alterations

Technical and commercial details must be completely filled up. All the corrections or alterations, if any, should be authenticated.

There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up containing correct technical information of the product being offered

3.4 Offer Validity Period

The proposal/commercials shall remain valid for a period of at least 180 days from the date of the submission of offer.

The vendor may modify or withdraw its offer after its submission, provided that written notice of the modification or withdrawal is received by Bank prior to the closing date and time prescribed for submission of offers. No offer can be modified or withdrawn by the vendor, subsequent to the closing date or time for submission of offers.

5. General Terms and Conditions

3.5.1 Adherence to Terms and Conditions:

The bidders who wish to submit responses to this RFP should note that they should abide by all the terms and conditions contained in the RFP. If the responses contain any extraneous conditions put in by the respondents, such responses may be disqualified and may not be considered for the selection process.

3.5.2 Execution of SLA/NDA:

The successful vendor shall execute (a) a Service Level Agreement (SLA), which would include all the services and terms and conditions of the services to be extended as detailed herein and any other conditions as may be prescribed by the Bank; and (b) Non-disclosure Agreement (NDA). The Vendor shall execute the SLA and NDA within one month from the date of acceptance of Letter of Appointment. The contract shall be executed by the authorized
signatory of the Vendor. A power of attorney to that effect shall be submitted by the successful bidders.

KBZ Bank reserves the right to:

1. Reject any and all responses received in response to the RFP
2. Waive or Change any formalities, irregularities, or inconsistencies in proposal format delivery
3. Extend the time for submission of all proposals
4. Select the most responsive bidder (in case no bidder satisfies the eligibility criteria in totality)
5. Select the next most responsive bidder if negotiations with the bidder of choice fail to result in an agreement within a specified time frame.
6. Use the information/clarifications provided in response to RFP by bidder in any form, for evaluation purpose.
7. Cancel the RFP/Tender at any stage, without assigning any reason whatsoever.
8. Change the time schedule of the RFP for inviting the bids or evaluation thereof
9. Modify the quantity or any specifications related to eligibility or technical requirements

3.5.3 Substitution of Project Team Members:

The bid should also contain resource planning proposed to be deployed for the project which includes inter-alia, the number of personnel, skill profile of each personnel, duration of employment etc.

During the assignment, the substitution of key staff identified for the assignment shall not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, the vendor can do so only with the concurrence of the Bank by providing alternate staff of same level of qualifications and expertise. If the Bank is not satisfied with the substitution, the Bank reserves the right to terminate the contract and recover whatever payments made by the Bank to the vendor during the course of this assignment besides claiming an amount, equal to the contract value as liquidated damages. The Bank reserves the right to insist the vendor to replace any team member with another (with the qualifications and expertise as required by the Bank) during the course of assignment.

4. Professionalism:

The vendor should provide professional, objective and impartial advice at all times and hold the Bank’s interests paramount and should observe the highest standard of ethics while executing the assignment.

5. Adherence to Standards:

The vendor should adhere to laws of the land and rules, regulations and guidelines issued by the various regulatory, statutory and Government authorities.

The Bidder should provide a fully compliant system with latest certification/standards prevailing in the industry and ensure their time to time updation.
Bank reserves the right to ascertain information from the banks and other institutions to which the bidders have rendered their services for execution of similar projects. Such feedbacks from high ranking officials would also form part of vendor selection and any strong adverse comment/action about product or service would make the bidder ineligible for further assessment/processing.

6. Expenses:

It may be noted that the Bank shall not pay any amount/expenses / charges / fees / travelling expenses / boarding expenses / lodging expenses / conveyance expenses / out of pocket expenses etc. other than the fees as per the final price of the successful bidder.

7. Penalty & Liquidated Damages (LD):

Notwithstanding Bank’s right to cancel the order, liquidated damages at 1% (one percent) of the undelivered portion of the order value per week will be charged for every week’s delay in the specified delivery schedule subject to a maximum of 10% of the value of the order value. Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by Bank to the Bidder. Liquidated damages will be calculated on per week basis.

If the selected Bidder fails to complete the due performance of the contract in accordance to the terms and conditions, the Bank reserves the right either to cancel the contract or to accept performance already made by the selected bidder. In case of termination of contract the Bank reserves the right to recover an amount equal to 10% of the Contract value as Liquidated Damages for non-performance.

Both Penalty and Liquidated Damages are independent of each other and are applicable separately and concurrently.

Penalty and LD is not applicable for reasons attributable to the Bank and Force Majeure. However, it is the responsibility of the selected bidder to prove that the delay is attributable to the Bank and Force Majeure. The selected bidder shall submit the proof authenticated by the bidder and Bank’s official that the delay is attributed to the Bank and/or Force Majeure along with the bills requesting payment.

- The Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.
- If any act or failure by the Bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.
- If the Bidder fails to complete the due performance of the contract in document, the Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated damages for non-performance. SLA violation will attract penalties.
- Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of the Bidder. The Bank shall implement all penalty clauses after giving due notice to the Bidder.
8. **Indemnity:**

The successful bidder shall indemnify Bank and keep indemnified for against any loss or damage by executing an instrument to the effect on a Non-Judicial stamp paper that Bank may sustain on account of violation of patent, trademarks intellectual property rights, losses incurred due to malfunctioning of the proposed solution, interruption in use or unavailability of data, breach of confidentiality, by the employees of the successful bidder etc.

The vendor shall, at its own expense, defend and indemnify the Bank against all third party claims for infringement of patent, trademark, design or copyright arising from use of products or any part thereof supplied by vendor. Vendor will provide infringement remedies and indemnities for third party products, on a pass through basis. The vendor shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the vendor shall be fully responsible to pay such compensation along with all costs, damages and attorney’s fees and other expenses that a court may finally awards, in the event of the matter being adjudicated by a court or that be included in a vendor approved settlement. The Bank will issue notice to the vendor of any such claim without delay and provide reasonable assistance to the vendor in disposal of such claim, and shall at no time admit to any liability for, or express any intent, to settle the claim. The vendor shall also reimburse all incidental costs, which the Bank incurs in this regard.

In the event of the vendor not fulfilling its obligations under this clause within the period specified in the notice issued by the Bank, Bank has the right to recover the amounts due to it under this provision from any amount payable to the vendor under this project.

The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this RFP.

3.5.9 **Dispute Resolution**

KBZ Bank and the vendor shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after 30 days from the commencement of such informal negotiations, KBZ Bank and the vendor have been unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to sole Arbitrator appointed by Bank and the award of the arbitrator shall be final and binding on the parties. The expenses incurred by each party with the preparation, presentation, etc. of its proceeding as also the fees and expense paid to the appointed arbitrator by such party or on its behalf shall be borne by each party itself.

3.5.10 **Force Majeure**

Notwithstanding the above provisions, the Successful bidder shall not be liable for penalty or termination for default if and to the extents that delay on its part in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this clause, “Force Majeure” means an event beyond the control of the either party to the contract and not involving anyone’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, such as a war, strike, riot, crime, or an act of God/Nature (such as hurricane, flooding, earthquake, volcanic eruption,
etc.), which prevents one or both parties from fulfilling their obligations under the contract. If a Force Majeure situation arises, the vendor shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

### 3.5.11 Consequences of Termination for Default

The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Bidder, may terminate this Contract in whole or in part, if the Bidder fails to perform any obligation(s) under the Contract.

In the event of the Bank terminating the Contract in whole or in part, the Bank may procure, upon such terms and in such manner, as it deems appropriate, services similar to those undelivered, and the Bidder shall be liable to the Bank for any excess costs for such similar services.

In the event of termination of the Contract due to any cause whatsoever, (whether consequent to the stipulated term of the Contract or otherwise), Bank shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the selected bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution/continued execution of the scope of the contract.

In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by Bank, the selected bidder herein shall be obliged to provide all such assistance to the next successor Bidder or any other person as may be required and as Bank may specify including training, where the successor(s) is a representative/personnel of Bank to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof.

a) Nothing herein shall restrict the right of Bank to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that maybe available to Bank under law or otherwise.

b) The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

Bank or the successful bidder may terminate the contract in full or in parts by giving a written notice of one months to the other party against acknowledgement. The parties shall make full endeavor for a smooth transition/provide all support to the new vendor and other party so as to ensure continued customer service and minimum disruption.

### 3.5.12 Confidentiality

This document contains information confidential and proprietary to the Bank. Additionally, the vendors shall be exposed by virtue of the contracted activities to the internal business
information of the Bank. Disclosures of receipt of this RFP or any part of the aforementioned
information to parties not directly involved in providing the services requested could result in
the disqualification of the vendors, premature termination of the contract, and / or legal
action against the vendors for breach of trust.

Selected vendor shall have to sign a legal non-disclosure agreement with the Bank before
starting the project.

The vendor (and its employees) shall not, unless the Bank gives permission in writing, disclose
any part or whole of this RFP document, of the proposal and/or contract, or any
specification, plan, drawing, pattern, sample or information furnished by the Bank (including
the users), in connection therewith to any person other than a person employed by the bidder
in the performance of the proposal and/or contract. Disclosure to any such employed person
shall be made in confidence and shall extend only as far as may be necessary for purposes of
such performance. The employees or the third party engaged by the bidder shall maintain
strict confidentiality.

The vendor, its employees and agents shall not, without prior written consent from the Bank,
make any use of any document or information given by the Bank or its Authorized personnel,
except for purposes of performing the contract award. In case of breach, the Bank shall take
such legal action as it may be advised. The Vendor has to maintain confidentiality even after
completion/ termination of the contract.

3.5.13 Limitation of Liability

1. The vendor’s aggregate liability in connection with obligations undertaken as a part of
this Project whether arising under this project regardless of the form or nature of the
action giving rise to such liability (whether in contract, tort or otherwise), shall be at
actual.

2. Vendor’s liability in case of claims against the bank resulting from Willful Misconduct or
Gross Negligence of the vendor, its employees and Subcontractors or from infringement
of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of
confidentiality obligations shall be unlimited.

3. The bank shall not be held liable for and is absolved of any responsibility or claim/
litigation arising out of the use of any third party software or modules supplied by the
vendor as part of this Agreement.

In no event shall any Party be liable for any indirect, incidental or consequential damages or
liability, under or in connection with or arising out of this Agreement or the hardware or the
software delivered hereunder, howsoever such liability may arise.

3.5.14. Governing Law and Disputes

The Bid and subsequent Contract with the selected Bidder shall be governed in accordance
with the Laws of Myanmar and shall be subject to the exclusive jurisdiction of Courts in
Myanmar.

3.5.15. Limitation on promotion

The vendor shall agree to make no reference to the Bank for the procurement of products
and services hereunder or the agreement in any literature, promotional material, brochures,
sales presentation or the like without express prior written consent of the Bank.

**3.5.16. Authorized Signatory:**

The selected bidder shall indicate the authorized signatories who can discuss and correspond with the Bank, with regard to the obligations under the contract.

The selected bidder shall submit at the time of signing the contract, a certified copy of the extract of the resolution of their Board, authenticated by Company Secretary, authorizing an official or officials of the company or a Power of Attorney copy to discuss, sign agreements/contracts with the Bank. The bidder shall furnish proof of signature identification for above purposes as required by the Bank.

**3.5.17. Cancellation of Contract and Compensation:**

The Bank reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by the Bank on the following circumstances:

1. The bidder goes into liquidation voluntarily or otherwise.
2. An attachment is levied or continues to be levied for a period of 7 days upon effects of the bid.
3. If deductions on account of liquidated damages exceeds more than 10% of the total contract price.

Further the Bank reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by the Bank in the event of any of the defaults occur and the same is not rectified within 30 days from the date of receipt of intimation from the Bank with respect of occurrence of such default in case of:

1. The selected bidder commits a breach of any of the terms and conditions of the bid/contract.
2. The progress regarding execution of the contract, made by the selected bidder is found to be unsatisfactory.
3. The Bank reserves its right to cancel the order in the event of delay in implementation and integration of Call Center Solution.

After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months’ notice for the same. In such event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out bidding process for the execution of the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled.

**Part exit clause:** Bank may any time terminate or exit from the agreement for all/some specific services by giving written notice of one months to the Vendor. Bank may choose to utilize its own expertise/use any other service provider with better value proposition for customers or engage an agency identified by the Government/Regulatory/other statutory body to provide all/select services depending upon the nature of technical independence of the services/module on the proposed solution and thus fully/partly exit from the arrangement. In such cases, the amount due for the service/module for subsequent period would not be payable.
3.5.18. Non Payment of Professional Fees:

If any of the items/activities as mentioned in the price bid are not taken up by the Bank during the course of this assignment, the Bank shall not pay the professional fees quoted by the vendor in the Price Bid against such activity/item.

3.5.19. Assignment:

Neither the contract nor any rights granted under the contract shall be sold, leased, assigned, or otherwise transferred, in whole or in part, by the vendor, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the Bank.

If the Bidder undergoes a merger, amalgamation, takeover, consolidation, reconstruction, change of ownership, etc. The service level agreement executed with the bidder after award of purchase order shall be considered to be assigned to the new entity and such an act shall not affect the rights of the Bank under the executed service level agreement.

3.5.20. Subcontracting:

The vendor may not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without prior explicit written consent of the Bank.

3.5.21. Audit

Bank reserves the right to conduct an audit/ ongoing audit of the services provided by the Vendor. The Vendor should allow the Central Bank of Myanmar (CBM) or persons authorized by it or audit agency/personnel identified by Bank to access KBZ Bank documents, records or transaction or any other information given to, stored or processed by Vendor within a reasonable time failing which Vendor will be liable to pay any charges/ penalty levied by CBM/Bank.

Vendor should allow them to conduct audits or inspection of its books and account with regard to Bank by one or more officials or employees or other persons duly authorized by Bank.

Bank at its discretion may appoint third party for auditing the activities of onsite/offsite services and operations of entire services provided to the Bank. The Bidder should have carried out Information Security and usability audit of the solution interface, copy of which is required to be submitted along with the bid. Subsequent security and usability audit findings highlighted in the pre/post implementation audits are required to be rectified by the Vendor within 2-3 months from the date of audit report furnished.

Bank may also decide to carry out pre-launch audit of the application by an internal or external agency. The findings of the pre-launch audit need to be rectified by the Vendor before going live. Bank would undertake audit/vulnerability assessment and penetration testing of the application by third party/independent auditors as per requirement of the Bank/Regulatory authorities. Consequence to any observation, if any changes are required in the application, same has to be carried out by the vendor without any additional cost to Bank.
The external and internal auditors of the bank will be given right to review internal controls of the Vendor. Any weaknesses highlighted during the audit must be promptly rectified especially where such weaknesses may affect the integrity/internal controls of the system and/or solution offered to the bank.

3.5.22. Information and Secrecy

The Vendor must provide a written undertaking to the bank to be submitted duly signed on company letterhead to comply with the secrecy provision pursuant to provision of Financial Institution Act 2016, and other applicable laws. The Vendor will follow professional ethics and conduct in performing their duties. The Bank has right to terminate the services of the Vendor if it fails to comply with the conditions imposed.

Section 4: Vendor’s Selection Process:

The evaluation/selection process shall be a combination of eligibility, technical competence and commercial aspects as detailed here below.

Step 1 -

Eligibility Evaluation: Shall be to ascertain the eligibility of the bidder/service provider to bid for the project. Only those bidders who fulfill the minimum eligibility criteria shall proceed to the next step.

Bank will also examine the following criteria for evaluating the bids (Bidder to include supporting documents as well as form part of the oral presentation to Bank’s team):

• Financial stability of the company to implement an enterprise wide solution
• Bidders profile/experience in the related field
• Company’s roadmap to enhance the product capabilities and related support.

Step 2 -

Technical and Functional compatibility assessment: Shall be to evaluate the technical aspects of the product and services proposed by the bidder. The evaluation of functional and technical capabilities of the bidders of this RFP shall be completed in this stage as indicated in Annexure D.

Bank may, at its sole discretion, decide to seek more information from the respondents in order to normalize the bids. However, respondents shall be notified separately, if such normalization exercise as part of the technical assessment is resorted to.

Step 3 - Commercial Evaluation

Only those bidders that passed the Technical assessment and are fulfilling eligibility terms shall be short-listed for commercial evaluation.

The commercial proposals of short listed bidders shall then be opened and evaluated for completeness. If the commercial quote is incomplete either for not providing quote for all required components or omitting to provide quote for a sub-component, it shall be presumed that the component(s) / sub-component shall be provided without any additional cost to the Bank. The Bank may, however, in its absolute discretion disqualify a bidder whose commercial quote is found to be incomplete. If it is found at any stage (before or after selection) that
there is a calculation (addition, subtraction, multiplication or division) mistake, then the final
totaled price, notwithstanding the mistake, shall be considered as the offer price for
evaluation. However, the price payable shall be the lower of the “correct total” and
“incorrect total”.

Section 5: Eligibility Criteria and Scope of work

5.1 Eligibility Criteria

Bidders who fulfill the following criteria are eligible to respond to the RFP. Offers received
from the bidders who do not fulfill all or any of the following eligibility criteria shall be
rejected.

1. The bidder should be in the business of installation, integration, implementation and
maintenance of Call Center Solution across Financial Institution/Banks in Myanmar or
abroad.

2. Bidder should not have been declared as NPA by any of the financial institution in
Myanmar or abroad. Bidder to submit an undertaking to this effect in their letterhead.

3. Bidder should have never been blacklisted/debarred by Central/State Govt. Dept., Bank,
Financial Institution or any other organization in Myanmar or abroad.

4. The bidder must enclose letter of appreciations from Head Office / Central Office of the
Bank where CALL CENTER SOLUTION is operational currently. The letter of appreciation
must be signed by an official of the Bank not below the rank of Deputy General Manager.
The letters should be in English on the letterhead of the Bank duly stamped and signed.
The certificate of implementation & satisfactory performance may be directly sent to KBZ
Bank by the issuing authority. Bidder to ensure its availability before commencement of
evaluation work. As a part of eligibility bid the bidder must include mandatorily list of
Banks where Call Center Solution solution, developed by the Bidder, is functional. The
Bank will choose, in its absolute discretion, from amongst the list for the purpose of
reference call.

5. Bidder should have an escalation and support matrix for timely resolution of system /
customer complaints.

6. Bidder should confirm to make the Call Center Solution platform operational within two
months of date of placing order.

7. Bidder should have a Disaster Recovery and Business continuity plan, to provide
uninterrupted services.

8. Bidder should be an ISO (International Organization for Standardization) certified
company.

9. The Bidder may be an Original Solution Developer (OSD) or Original Equipment
Manufacturer (OEM). If OSD is partner with OEM, then OSD will be single point of contact
for Bank for the entire project.

Note:
Bidder must comply with the above mentioned criteria. Non-compliance of any of the criteria
will entail rejection of the offer summarily. Attested true photocopies of relevant
documents / certificates should be submitted as proof in support of the claims made. The
Bank reserves the right to verify / evaluate the claims made by the vendor independently.

5.2 Broad Scope of work
1. The Bank expects to operate 75 active agents at one time in three different locations, and plans to expand according to the business requirements.

2. The Bidder would be responsible for implementation of an end-to-end Call Center Solution with required hardware, software, database, middleware, etc.

3. The Call Center Solution should be capable of handling the following channels: inbound/outbound calls, email response, webchat, social media, and other related channels specified by the Bank. The Solution should have a single interface to handle all the channels specified, and agent should have the capability to interact with customers across all channels.

4. The Call Center Solution should support campaign management, performance management, multi-lingual communication, session recording, transcript mailing, self-service knowledge-base, analytics and quality system, reporting, and remote access with appropriate permission and security.

5. The Call Center Solution should also allow for integration with third party applications including and not limited to ticketing system such as OTRS, Business Process Management (BPM) software, and CRM, and should be readily configurable, with minimal development requirement, depending on business requirements of the bank.

6. The Call Center Solution should support encryption of data during internal and external systems, and the access to data should be based on parameter such as viewing, modifying, authority level to access data, etc.

7. There should be a comprehensive audit trail detailing every user activity including system/security administrators.

8. The Call Center Solution must conform to all the operational security guidelines prescribed by the Regulatory / Statutory bodies such as CBM which come into force from time to time.

9. Bidder will be responsible for supply, installation and end to end implementation of Call Center Solution, including customization, training to bank officials, etc.

10. Bidder will bear cost of all Hardware / Software equipment’s, including duties and import cost required for this implementation.

11. Bidder will provide user manual/media kit for application software, including manuals for operation, maintenance instruction, etc. Bidder is required to submit two set of complete technical documentation, brochures, user manuals etc. in soft as well as hard copies. The documentation should include details regarding application architecture, database, network infrastructure requirements, back-up and disaster recovery plan. All the manuals shall be in English and the documentations should be clearly indicative of the overall solution with architecture diagram.

12. The successful bidder has to provide support for troubleshooting and enhancements in the services during the contract period.

13. The successful bidder has to provide and implement a tested and proven technology, end-to-end solution on turnkey basis for the Call Center Solution including but not limited to providing the required hardware, software, database, middleware etc.

14. The bidder has to undertake to incorporate, at no cost to the Bank, suitable changes in the solution including the software, procedure and operations as required from time to time to comply with any new rules of Myanmar Law from CBM/Govt. of Myanmar and other Regulators for providing the Call Center Solution.

15. The Call Center solution should be reliable, scalable, robust and readily deployable with minimum customization in compliance to all security features.

16. The Bidder should propose to offer active support to enhance activation and usage of Call Center Solution by Bank’s customers. The Bidder can suggest criteria for incentivizing the customers and its monitoring.

Note: the detail technical requirements is in Annexure-D.

5.3. Terms of execution of work

1. The Bidder should provide a dashboard for uptime check and related reports.
2. The Bidder will have to include version upgrade and enhancements in services on account of industry dynamics as a part of the Annual Maintenance. Any development work of such type will be carried out by the technical team of Bidder.

3. The Bidder has to undertake suitable changes in the solution including the software, procedure and operations as required from time to time to comply with any new rules of Myanmar Law/CBM and other Regulators for Call Center Solutions.

4. The Vendor will have to ensure continual security of the software. Any development activity for incorporating security measures will be a part of the ATS.

5.4. Schedule of implementation

The Call Center Solution along with all of its features must be completed as per Bank’s requirement within two months of acceptance of purchase order. Out of which, basic module is to be deployed for customers within one month. Non implementation of the CALL CENTER SOLUTION with the required functionality within the stipulated time frame will lead to penalty.

The implementation shall comprise of system configuration, customization, integration with Bank CBS / any other application, UAT, pilot implementation, training and system roll out, etc. Bidder has to provide performance monitoring dashboard, complaint portal and all reports as per formats required by Bank.

5.5. Training

1. Bidder shall provide onsite training for one week (pre roll-out) to the Staff of Bank and Contact Centers along with the manuals for user/administrator portal.

2. The training should cover all details for usage of the application, maintenance of solution hosted at Bank’s DC servers, usage of Administrator web portal with customer search details, MIS/reports generated, configuration of volume and velocity check, define limits, alerts / push notification including hands-on tips for basic troubleshooting.

3. In the event of version update and enhancements in services of the application, complete documentation with training on usage/trouble shooting will be provided by the Vendor at no extra cost.

4. Bidder would have to arrange for a comprehensive technical training to banks team for a period of two weeks which would include application architecture, interfacing details for new/third party products, so as to make them independent in developing new features without bidder’s support.

5.6. Acceptance Test

1. Bank will carry out/arrange through representative or vendor, User Acceptance Test.

2. The acceptance test would include adherence to Bank’s branding / marketing requirements and performance tuning of the application.

3. No additional charges shall be paid by the Bank to the Vendor for rectifying the findings/observations of the acceptance tests.

5.7. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)

1. Bidder should quote for Annual Maintenance Charges for all the hardware supplied by them for three years period after first year warranty as per the rates specified. It may be
noted that in case bank decides to provide the hardware then the AMC would also be provided by them.

2. AMC for software as per the rates specified. It includes commercials for maintenance, version upgrade, enhancements on account of the changes in the industry/regulatory change etc.

3. Regular bug fixing and application support would be part of the Annual Technical Support and Bank will not pay any charges for the same.

4. Bidder will have to keep one dedicated resource (middle level professional with necessary qualification, and thorough knowledge of the proposed solution so as to support / troubleshoot the problem on-site within minimum possible time) at data centre for a period of three months. The resource would also train bank staff in application maintenance, troubleshooting and developing interfaces. It is envisaged to minimize calls to the vendor office, reduce downtime and enhance full feature availability of the proposed solution to customers. Bank may ask the vendor to change the resource if the same is not able to meet banks expectation.

5. Bidder shall provide a dedicated team of professionals in the initial period of testing, customization and implementation to ensure timely and smooth roll-out. Bank will not pay any additional charges for the support and it should be included in overall quoted price.

6. Bidder as a part of the contract should ensure updating/revamping of application interface atleast once in a year as part of the version upgrade and offer the same as part of annual maintenance at no additional cost to the Bank.

Section 6: Payment Terms, Support Services and Miscellaneous Terms/Requirements

The terms of payment shall be as follows:
1. No advance payment would be done against purchase order.
2. Hardware: 90% payment of the hardware components supplied by the vendor will be made on successful installation / testing of the hardware at Bank’s premises.
3. Hardware: Balance 10% payment of the hardware components supplied by the vendor will be made after two months of successful implementation.
4. OS & Database: Payment would be similar to hardware payments of 90% on installation and testing and balance 10% after two months of successful implementation. The payment would be eligible in case the OS and/or Database are provided by the vendor.
5. Software: 60% payment of the software cost will be made on successful implementation of the solution, training and sharing of the details with Bank.
6. 30% payment of the software cost will be made after satisfactory working of solution for three months after successful implementation.
7. 10% payment of the software cost will be made after six months of successful implementation.
8. The 10% balance payment in case of hardware, OS & Database and 30% and 10% payment towards software (which are payable after the specified period of implementation) can be released on submission of Performance Bank Guarantee (PBG) of equivalent amount for the period.

6.1. Other General conditions:
1. Bank reserves the absolute right to reject the offer if it is not in accordance with its requirements and no further correspondence whatsoever will be entertained in the matter.
2. Any technical or commercial bid, submitted cannot be withdrawn / modified after the last date for submission of the bids.
3. Each offer should specify solution which is cost- effective and meet the RFP
specifications. It may include alternatives/add-ons that provides rich solution adding value to the Bank and its customers.

4. To assist in the scrutiny, evaluation and comparison of offers Bank may, at its discretion, ask some or all bidders for clarification on their offer. The request for clarification and the response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

Annexure:

Annexure A- Covering Letter (Letter to Bank on bidder’s letterhead)

The General Manager Date:
(Multichannel Banking and Business Development Department)
KBZ Bank
No. 129. Room No. (B-003, 001, 012), ShwepyiayeYeik Mon Housing,
Bagaya Road, Sanchuang Township,
Yangon, Myanmar

Dear Sir/Madam,

Sub: RFP for Call Center Solution- Bank’s RFP No:___________ Dated……………

With reference to the above RFP, having examined and understood the instructions including all annexure, terms and conditions forming part of the RFP, we hereby enclose our offer for Call Center Solutionas required in your above referred RFP.

We agree to all the terms and conditions mentioned in the RFP. We also submit required information along with documentary evidence in following format:

<p>| Parameter | Response- Specify wherever relevant |</p>
<table>
<thead>
<tr>
<th>Name of the Company and nature of business</th>
<th></th>
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<tbody>
<tr>
<td>Holding company or Parent Company(if any)</td>
<td></td>
</tr>
<tr>
<td>Company address</td>
<td></td>
</tr>
<tr>
<td>Details of Ownership</td>
<td></td>
</tr>
<tr>
<td>Name of the Parent Company</td>
<td></td>
</tr>
<tr>
<td>Year of commencement of business</td>
<td></td>
</tr>
<tr>
<td>Names of all the Directors</td>
<td>1</td>
</tr>
<tr>
<td>(Bidder can add more records, if required)</td>
<td>2</td>
</tr>
<tr>
<td>Name of the key person with contact details</td>
<td>3</td>
</tr>
<tr>
<td>Annual Turnover and Net Profit</td>
<td></td>
</tr>
<tr>
<td>Annual Turnover</td>
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<tr>
<td>Net Profit</td>
<td></td>
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<tr>
<td>Year 2013-14</td>
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<td>Year 2014-15</td>
<td></td>
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<td>Year 2015-16</td>
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<tr>
<td>No of Employees working in</td>
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<td>1. Sales</td>
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<td>2. Administration</td>
<td></td>
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<tr>
<td>3. Technical</td>
<td></td>
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<tr>
<td>4. Implementation/Support Engineers</td>
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<td>5. Miscellaneous</td>
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<td>Major Change in Management in the last three years</td>
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<td>Certification</td>
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<td>1. With any Government/ its agencies</td>
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<td>2. With any other agency</td>
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</table>
We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP. We also confirm that the offer shall remain valid for 180 days from the date of the offer.

We also understand that the Bank is not bound to accept the offer either in part or in full and that the Bank has the right to reject the offer in full or in part without assigning any reasons whatsoever.

Yours faithfully,

(Name & Designation, seal of the firm)

---

**Annexure-B - Eligibility Bid Template**

We confirm having complied with all the prescribed eligibility criteria as under:

<table>
<thead>
<tr>
<th>Eligibility Criteria</th>
<th>Compliance</th>
<th>Details of proof submitted detailed/ specifics doc to be submitted</th>
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<tr>
<td>Bidder should be a company registered in its country of origin</td>
<td></td>
<td>Certificate of Incorporation or its equivalent</td>
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<tr>
<td>Bidder should have prior experience in implementing CALL CENTER SOLUTION in Financial institutions</td>
<td></td>
<td>Certificate from bidder list of CALL CENTER SOLUTION as per format in Annexure C</td>
</tr>
</tbody>
</table>
We enclose the following documents to support the above mentioned claims.

SIGNATURE

(Name &
Designation) (Seal
of the firm)

Annexure C - List of Banks (including scheduled commercial Banks / Private
Banks / Foreign Financial Institutions, etc.)

<table>
<thead>
<tr>
<th>S. No</th>
<th>Name of the Bank/institution</th>
<th>No. of Years since operational</th>
<th>Period From</th>
<th>To</th>
<th>Model of Implementation (CAPEX/OPEX)</th>
</tr>
</thead>
</table>
Note: Bidder can add more records, if required.

N.B. Enclose copies of Purchase Order(s) as references.

Annexure D: Functional / Technical Specifications

Functional / Technical Specifications: The proposed CALL CENTER SOLUTION solution should have capability of performing the following functions:

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
<th>Response</th>
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<td>8</td>
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<td>9</td>
<td></td>
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<tr>
<td>10</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Overview

- A single user interface for handling all channels (voice, sms, email, web chat, social media)
- Ability to broadcast a message to the customer in all channels (e.g. center is experiencing long wait times)
- Configurable broadcasting messages
- Plays a specific message if wait time is above a certain threshold (e.g. 180 seconds)
- Ability to switch between channels, and directing to the same agent within a specified time (e.g. social media to phone call), and the case ID is the same number for both channel
- Customer information such as complaint history across channels should popup to agent screen while the customer is connected to an agent
- If agent is not available under specified period, the system will record the caller, and reconnect back automatically upon the availability of agents of the right designated group in phone and live chats.
- Agent Remote access with specified privilege

### Voice Communication

- Inbound circuits with IVR call Tree, and unit based routing
- Outbound circuits (predictive, preview and manual dialing)
- Provide menu options to the user in multiple languages
- Capture data input from caller (e.g phone number from screen pop as appropriate)
- Routes the call to agent when agent becomes available
- Routes the call to outside resource as applicable (e.g internal groups, external third-parties)
- Ability to place a caller on hold
- Ability to allow agent to go into not available state
- Ability to transfer a call (warm transfer)
- Ability to transfer a call (cold transfer)
- Ability to enable conference calling (i.e supervisor intervention)
- Provide reporting such as inbound calls per specified period, handling time per specified period, call transfers by specified period, dropped calls, etc
- Ability to upload excel/csv/pdf file for outbound campaign, and automatically connect to agent when connected to the targeted audience
- Telebanking (e.g balance and interest inquiries)

### SMS/Web Chat/Social Media Communication
- Enablement of text chat or posting on any SMS/web portal/social media application such as facebook, viber, twitter and other related apps
- Provide usage of pre-populated response
- Provide flexible security (enable certain data fields to be hidden from customer or agent as appropriate)
- Enable file sharing
- No applet should be required on customer web site. Omni-channel is allowed.
- Allows customers to see if agent is active in conversation
- Ability to transfer the chat session
  - To another agent
  - Back to queue
  - A supervisor for assistance
- Enablement of chat conferencing
  - With other agents
  - With supervisors
- Enablement of multiple chat sessions for a single agent
- Provide wait time indicators on agent desktop for multiple chat management
- Optionally email chat transcript to send to customer
- Ensure chat transcripts emailed to customers do not include comments from supervisor during any monitoring process, but does when reviewed internally
- Ensure transcripts of session texts are saved in the customer history for agent reference
- Standard response templates are available to pre-populate as necessary (in order to manage and standardize replies to common customer inquiries or concern)
- Ability to record web chats/SMS/social Media response
- Provide integrated monitoring enabling supervisors to silently monitor chat interactions
- Provide integrated reporting within the tool (no. of agents answering chat, number of chats per period, etc)

**Email Communication**
• Receive and Handle E-mail notification
• Receive and Handle General Customer Questions
• Receive and Handle E-mail notification of undeliverable mail
• Receive and Handle Spam
• Originating an Outbound E-mail to a customer
• Originating an Outbound E-mail to a third party
• Handling an E-mail that requires escalation
• Ability to support a web-based email form in multiple languages
• Message escalation will be able to be performed by the following methods
  o Manually
  o Automatic routing base on selected categories
  o Automatic escalation by system if a message sits in a queue too long times of (note, time out parameters are configurable for each queue)
• Messages can be routed to appropriate manager for approval
• If a message is responded by an alternate user while another user is out, a reply from the customer will get routed to the original user when they return
• Future messages from the same customer, which arrive within a specified time period after the reception of their original message, will be assigned to the same case number and will be directed to the same system user who fielded the original message
• Ability to forward, track and answer email inquiries other agents
• Immediately reply to sender, acknowledging receipt of their e-mail and indicating the approximate time within which they will receive a return communication
• System will provide a tracking number within the auto acknowledgement allowing customers reply to the acknowledgement and have this reply assigned to the same case
• Standard Response Templates are available to pre-populate as necessary (in order to manage and standardize replies to common customer inquiries or concerns)
• Templates are provided when a message is categorized, and are automatically directed into the outgoing message window, where they can be further modified or sent.
• System will allow agents to review detailed customer omni-channel history (not just specific case but all inquiries from customer)
• A spell checker will be utilized on all outgoing e-mails and provide multi-lingual support

Other Channels for Future

• Video Chat
• Other channels to be suggested by the vendor

Business Requirement
• Quality Monitoring / Compliance Recording system must record activities in all channels.
• Ability to ask permission from caller to record the call
• Ability to not record Personally Identifiable Information in an automated fashion
• Ability to reference all channel recording as necessary
• Ability to randomly select agent (for Quality Monitoring activities)
• Call Quality Evaluation Form for Quality Monitoring activities
• Storage location for Call Quality Evaluation Form (for Quality Monitoring activities)
• Reports providing summaries of Quality Monitoring results on a daily basis
• Reporting exists to support specific agent Quality Monitoring searches across multiple days (days configurable)
• System will allow for administration of system users including: - Add new users - Delete existing users - Modify user profile and preferences (standard phrases, vacation mode)
• System will allow for administration of content (categories/response templates) including: • Add new categories/response templates• Delete categories/response templates• Modify categories/response templates (text)
• System will allow for administration of processing (queues/rules) in all channels including: • Add new rules to properly route and categorize messages• Add new queues as organizational structure changes• Change dynamics of queues as needed (i.e. timeout parameters, escalation, assigned users, queue priority)
• System will track all channel activities based on status, time in queue, and action taken in order to escalate or re-route inquiries that are not being acted upon in an appropriate time period
• Managers will have the ability to monitor the number of unanswered messages, and the amount of time they have been in a particular queue
• Administrators of the system have access to modify the categories and their associated response templates
• Multiple categories can be selected for inquiries in all channels, allowing agents to supply answers containing more than one question
• Categories will allow system managers to specify all individuals who will receive a copy of the inquiry when it is assigned to a chosen category and sent (i.e. legal automatically get a copy of certain messages, etc.)
• Categories will allow system managers to specify which categories, when chosen, will keep case ownership after the message is sent to the customer
• System will provide basic tracking of all inquiry by channel basis, specifically:
  o When they were received into system
  o If and when they were re-routed or escalated
  o Which user replied to the customer
  o Amount of time taken to respond/resolve
  o Total inquiry
• System shall produce a report outlining the categories, their hierarchy (parent categories and their corresponding sub-categories), and the contents of a response template associated
## Workforce Management Tool Business Requirement

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning</td>
<td>Ability to use historical data available in order to accurately forecast volume, handle time, and staff shrinkage of all channels</td>
</tr>
<tr>
<td>Capacity planning</td>
<td>Ability to identify and lock in capacity required to meet service-level targets efficiently</td>
</tr>
<tr>
<td>Staff scheduling</td>
<td>Ability to design and manage an efficient staff scheduling system including typical shifts and PTO planning</td>
</tr>
<tr>
<td>Activity management</td>
<td>Ability to schedule department-planned off-phone activities around demand spikes</td>
</tr>
<tr>
<td>Adherence</td>
<td>Ability to drive high schedule adherence</td>
</tr>
<tr>
<td>Schedule optimization</td>
<td>Ability to adjust schedules to mitigate last minute shifts in demand or capacity</td>
</tr>
<tr>
<td>Real-time management</td>
<td>Ability to monitor demand in real time and flex workforce accordingly</td>
</tr>
<tr>
<td>Solution</td>
<td>Provides the ability to report based on role and organizational scope of responsibility</td>
</tr>
<tr>
<td>Solution</td>
<td>Provides the ability to report individual operator performance</td>
</tr>
<tr>
<td>Solution</td>
<td>Provides the ability to enable a report for public or private view</td>
</tr>
<tr>
<td>Solution</td>
<td>Provides the ability to save reports for future viewing</td>
</tr>
<tr>
<td>Solution</td>
<td>Provides the ability to filter and view employees based on a set of criteria (e.g., hire date, supervisor, etc.)</td>
</tr>
<tr>
<td>Solution</td>
<td>Can report schedule adherence by agent, agent group, and/or entire staff</td>
</tr>
<tr>
<td>Solution</td>
<td>Allows for raw data to be exported from the application</td>
</tr>
<tr>
<td>Solution</td>
<td>Allows for user-definable reports</td>
</tr>
<tr>
<td>Web Portal support</td>
<td>Supports broadcasting messages (e.g., alerts, marketing messages) via all channels</td>
</tr>
<tr>
<td>Customer Satisfaction</td>
<td>Automated, survey sent out based on configurable business rules</td>
</tr>
<tr>
<td>Customer Satisfaction</td>
<td>Interacts with case management tool to provide reference to the case number</td>
</tr>
<tr>
<td>Customer Satisfaction</td>
<td>Survey questions can be easily modified</td>
</tr>
<tr>
<td>Customer Satisfaction</td>
<td>Reporting exists providing summaries of Customer Satisfaction (C-Sat) results on a configurable basis</td>
</tr>
<tr>
<td>Customer Satisfaction</td>
<td>Reporting exists to support specific agent searches across multiple days (days configurable)</td>
</tr>
</tbody>
</table>

## Language Translation Service
The system allows communication or translation in Myanmar and English for written and spoken languages.
For written Myanmar language, the system must be functional using Zaw Gyi and Unicode Standard.
Ability to easily add new language options as per the bank requirement in the future.
Telephony systems and infrastructure for providing language translation services (if appropriate) all in house with vendor.
Transparent reporting available to manage language services provided.
Established privacy policies to ensure compliance with applicable legislation.

<table>
<thead>
<tr>
<th>Operation Reporting Tool</th>
</tr>
</thead>
<tbody>
<tr>
<td>Metrics necessary to measure Service Level and Channel Level</td>
</tr>
<tr>
<td>Metrics necessary to measure First Contact Resolution</td>
</tr>
<tr>
<td>Metrics necessary to measure Agent Adherence to Schedule</td>
</tr>
<tr>
<td>Metrics necessary to measure Forecast Accuracy</td>
</tr>
<tr>
<td>Metrics necessary to measure Customer Satisfaction</td>
</tr>
<tr>
<td>Metrics necessary to measure Contact Quality</td>
</tr>
<tr>
<td>Metrics necessary to measure abandonment</td>
</tr>
<tr>
<td>Metrics necessary to measure Average Handle Time</td>
</tr>
<tr>
<td>Metrics necessary to measure Opened Tickets Aged</td>
</tr>
<tr>
<td>Contacts by defined category(ies) for voice, Web Chat, and Email channels</td>
</tr>
</tbody>
</table>

| Knowledge Base Tool |
• Allows the organization to capture, house and share important information that customer service agents must know
• Intuitive so information can be easily found
• Navigation menu functionality
• Robust search functionality
• Supports shortcuts to commonly used pages be easily accessible
• Mouse-over terms description
• Glossary
• Allow for real time updates
• Ability to receive updates as the information becomes available
• Supports multiple languages in the content of the knowledge base
• Supports custom fields
• Assign custom fields to multiple knowledge items
• Unlimited articles
• Article versions history
• Article versions comparison
• Roll-back to previous article version
• CSV
• XLS
• Word documents
• PDF
• Most viewed articles
• Most rated articles
• Most discussed articles
• Most popular categories
• Most popular search queries
• Most popular failed search queries
• Authors summary
• Articles per author
• Author popularity
• Completely web based knowledge base
• Cross browser compatibility (Internet Explorer, Firefox, Safari, etc.)

### Integration

- Core Banking System
- CRM
- Ticketing system such as OTRS
- Internet Banking
- Third Party Application

### Security
| **Multi-factor authentication. Minimum two factor authentication for operators** |
| Data transmission with end to end encryption (Standard encryption algorithms like 3DES, AES, RSA, PKI scheme, with minimum encryption strength of 256 bit) |
| Support to store data in the platform database in encrypted format. |
| Terminate session and automatic log off application after lapse of defined period of inactivity. |
| Audit trails and logging features available in Application server, Web server and Database. |
| Control features within the application to ensure integrity of data (input and update, maintained totals, audit trails, error reports, etc.) |
| Mention any other security feature supported by the system with details and architecture of security components. |

### Scalability and Availability

- Mention whether the scalability is dependent upon software / hardware.
- Impact on performance and functionality if additional hardware is added.
- Restart or recovery process inbuilt in the application in the event of transaction or process failure.
- Mention details regarding the interoperability of the product and the components which can be used by other applications.
- Mention the support available for load balancing circumstances.
- Application scalability to meet the future upgradations to and all new OS coming in the industry.

### Support and Maintenance

- Provision to inform System downtime activity to the bank 48 hours before the schedule maintenance activity.
- Provision to send prior notification to Bank through email and telephone, In case of exigency, if any unscheduled system maintenance activity that needs to be carried out to keep the system up.
- Availability of an experienced support team for quick problem resolution and corrective measures.

### Statutory and regulatory requirements/enhancements

- Ability of the solution offered to comply with all the Operative Guidelines for Call Center Solution Transactions in Myanmar issued by CBM with any further guidelines and mandates issued by CBM for Call Center Solution Transactions.
- Ability to propose a version update plan with new enhanced features with scheduled timelines of deployment.

### Standards for Call Center Solution application
The proposed Call Center Solution solution should offer protection against the following specified risks:

**Privacy**
- Protecting customer’s sensitive information from exposure to unintended third parties.
- Preventing account takeover or identity impersonation from credentials harvested via key loggers or other malware.

**Compliance**
- The Call Center Solution solution should comply with the security principles and practices for authentication of Call Center Solution transactions as stated by The Central Bank of Myanmar (CBM).

**Compliance to Usability Audit-Best design practices to benchmark**
- Branding, positioning and persuasion
- Home screen/layout and landing screen
- Navigation
- Information architecture
- Graphics and Animation/Text
- System User Dialogue and Forms
- Accessibility
- Task efficiency
- Language
- Visual Clarity
- Control and Feedback
- Functionality and Features
- Errors

**Implementation Plan**
- List the key phases of application implementation and deployment
- Provide a detailed implementation plan/schedule that identifies the various activities, timeframe for implementation of each activity, interdependence between activities, key milestones, etc.
- Provide plans for initial installation of proposed system.
- Details of resources required during the implementation phase and implementation services available on site/off site.

---

**Annexure E: Commercial Bid Template**

**SECTION - A**

**TABLE - I**

<table>
<thead>
<tr>
<th>Hardware Requirement</th>
<th>Unit</th>
<th>Rate</th>
<th>Amount</th>
</tr>
</thead>
</table>

41
<table>
<thead>
<tr>
<th><strong>Total Cost of Hardware</strong>&lt;br&gt;Requirements for successful requirements of the solution as per the technical specification/requirements/scope of work as mentioned in the RFP document. (amount in USD)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(Please provide detailed hardware configuration along with part number and item-wise breakdown)</td>
<td></td>
</tr>
</tbody>
</table>

**Software Requirement**

<table>
<thead>
<tr>
<th><strong>Total cost of database licenses requirement for the successful implementation of the solution in the KBZ bank (Amount in USD)</strong>&lt;br&gt;(Please provide details of database required)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Cost of operating system (OS) licenses required for the entire project (Amount in USD)</strong>&lt;br&gt;(Please provide details of OS required)</td>
<td></td>
</tr>
<tr>
<td><strong>Total Cost of any other software/middleware/servers required for successful implementation of the solution (Amount in USD)</strong>&lt;br&gt;(Please provide details)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Annual Maintenance Cost, as % per year</strong>&lt;br&gt;1&lt;sup&gt;st&lt;/sup&gt; year under warranty&lt;br&gt;2&lt;sup&gt;nd&lt;/sup&gt; year&lt;br&gt;3&lt;sup&gt;rd&lt;/sup&gt; year&lt;br&gt;4&lt;sup&gt;th&lt;/sup&gt; year</th>
<th></th>
</tr>
</thead>
</table>

| **Annual Technical Support cost of Operating System and database, as % per year**<br>1<sup>st</sup> year under warranty<br>2<sup>nd</sup> year<br>3<sup>rd</sup> year<br>4<sup>th</sup> year<br>5<sup>th</sup> year |  |
Note: Bank is taking the commercials (Section-A) for hardware, operating system and database for implementation of the Call Center Solution solution for TCO. However, Bank may or may not procure hardware, operating system and/or database from the successful bidder. In such case the amount quoted for these items would not be payable. Also, in such scenario, the maintenance of the system would be the responsibility of the bank.

SECTION-B (Application Software)

<table>
<thead>
<tr>
<th>TABLE - II</th>
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</thead>
<tbody>
<tr>
<td><strong>S. No</strong></td>
</tr>
<tr>
<td>License cost: All-inclusive of perpetual cost of CALL CENTER SOLUTION at both database Center and Disaster Recovery for KBZ.</td>
</tr>
<tr>
<td>Implementation cost particulars: Installation, implementation and other related expenditures for setting up of CALL CENTER SOLUTION as per the technical specifications/requirements/scope of work, including migration from existing system, training to the Bank Staff, initial bug fixing, testing, customization to meet pre-implementation audit/usability audit observation</td>
</tr>
<tr>
<td>Annual Technical Support(ATS) for CALL CENTER SOLUTION after free warranty period of one year, as % per 2\textsuperscript{nd} Year 3\textsuperscript{rd} year 4\textsuperscript{th} Year Subsequent years, if desired by Bank on mutually agreed terms</td>
</tr>
</tbody>
</table>
Section C

Table III Optional items (payable if utilized)

<table>
<thead>
<tr>
<th>S. No</th>
<th>Items</th>
<th>Price inclusive of taxes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Development platform(for bank team to develop interfaces, reports, with interface to the proposed application</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Advanced technical training to bank staff with complete architecture, design, development and product interfacing specification. With this training bank officials should be able to start developmental activities independently. This training can be organized at bank/company premises without any lodging/boarding requirements</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Refresher advance technical training(1 week every year)</td>
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<tr>
<td></td>
<td>Total R</td>
<td></td>
</tr>
</tbody>
</table>

TCO  

P + Q + R (in USD)

Place:  

AUTHORISED SIGNATORY

Date:  

Name:

TOTAL COST OF OWNERSHIP (TCO):

1. TCO refers to the aggregate amounts payable by the Bank over the entire period of the contract

2. TCO shall encompass but not be limited to the following:
   - Cost of the product or services.
   - License fee (enterprise wide) including OS/Data Base/Application licenses
   - All existing taxes (including sales tax/VAT, service tax etc.), duties and levies.
   - Implementation and commissioning charges.
   - Comprehensive one year (Year 1) on-site warranty of the solution covering all
components and services as specified in the RFP.

- Annual Maintenance Charges for 3 years after completion of warranty as specified in the RFP document. The AMC would be comprehensive onsite inclusive of hardware, software and support charges.
- Training costs for the product/service as defined in RFP.
- Any other cost expected by bidder for timely and efficient implementation of the project as specified in the RFP shall be included by the bidder.

---

**Annexure- F-Compliance Certificate**

(On letterhead)

Dated

Deputy General Manager

Multichannel Banking & Business Development Department

KBZ Bank

No. 129. Room No. (B-003, 001, 012), ShwepyiayeYeik Mon Housing,

Bagaya Road, Sanchuang Township,

Yangon, Myanmar

---

Dear Sirs,

Ref: Implementation of Call Center Solution- Bank RFP No: --- Dated...........

1. Having examined the tender document including all annexure, the receipt of which is hereby duly acknowledged, we the undersigned offer to implement CALL CENTER SOLUTION for KBZ Bank in full conformity with the said tender document and in accordance with our proposal. The schedule of prices/charges associated terms are and made part of this tender.

2. If our bid is accepted, we undertake to complete the project within the scheduled time frame.

3. We confirm that this offer is valid for 180 days from the last date for submission of tender document to the Bank.

4. This bid together with notification of award and your written acceptance thereof shall constitute a binding contract between us.

5. We have never been barred/black-listed by any regulatory /statutory authority in Myanmar or abroad.

6. We undertake that in competing for and if the award is made to us, in executing the subject contract, we shall strictly observe the laws against fraud and corruption in force in Myanmar.

7. We agree that KBZ Bank is not bound to accept the lowest or any bid that it may
receive.

SIGNATURE

(Name & Designation)
(Seal of the firm)

Annexure - G: Format for Queries

Vendors have to provide their queries in this RFP in the following format only. Vendors are requested to categorize their queries under appropriate headings. Vendors are requested to provide a reference of the page number, state the clarification point and the queries as shown below:

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Page #</th>
<th>Point/Section #</th>
<th>Clarification point as stated in the tender document</th>
<th>Query</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tbody>
</table>

Note:

Above format on the letterhead of the bidder duly signed by the authorized signatory should be forwarded to the specified address/email ID as specified in section 2.2, as per the timelines specified in the RFP. Bidder must seek acknowledgement of the communication from the bank.
Annexure- H: Reference Letter from Commercial bank / Financial Institution where satisfactory implementation of Call Center Solution is completed by the Bidder

Deputy General Manager
Multichannel Banking & Business Development Department
KBZ Bank
No. 129. Room No. (B-003, 001, 012), ShwepyiayeYeik Mon Housing,
Bagaya Road, Sanchuang Township,
Yangon, Myanmar

Dear Sirs,

Ref: Implementation of CALL CENTER SOLUTION- Bank RFP No: --- Dated

This is to certify that ____________ (name of the vendor) has implemented CALL CENTER SOLUTION with following main facilities in our Bank during the period ________.

1. 
2. 
3. 
4. 
5. 

The performance of the implemented solution is satisfactory and there are no adverse observations as regards to the performance and services rendered by the__________________ (Name of the vendor) are prompt and complete.
Annexure I: Hardware/Software Specification

1. Bidder needs to size, supply, commission and maintain the hardware and appropriate OS and Database for the application required as per the RFP.

2. The hardware should be scalable, high performance with built-in redundancy. All the components within the server should be hot swappable and should incur no downtime due to component failure (bidder to share the exact part number and specification along with bid document).

3. The bidder should size the requirement of using separate or combined servers for Application, Web and Database with redundancy to handle load requirements at peak usage. The bidder should size the requirements in such a way that no performance issue arises in a network connection between two servers with high latency. The system might work on queuing mechanism and in case of peak load the User interface (UI) should be the last one to get impacted.

4. The bidder should propose hardware requirement in data center with same replication at disaster recovery.

5. Bidder should propose a multi-tier solution with load balancing, high availability and fault tolerant architecture (bidder to share the details in bid document).

6. Bank at its sole discretion may decide to provide the hardware and/or OS and/or Database to the bidder. In such a case, the specific commercials quoted by the bidder would be reduced from the total cost. Also, in such scenario, the maintenance would be provided by the bank.

7. The Application and Database should be sized for Active-Active cluster solutions at Data Centre (DC) & Active-Active cluster at Disaster Recovery (DR) Centre so that application / database can fail back on each other. DC - DR replication should be available as part of the solution so that in case of switch over the complete solution should work seamlessly.

8. The hardware and related software sized for the applications should be redundant & scalable. All the core servers suggested for implementation of the Call Center Solution platform / solution should have dual power supplies and rack mountable.

9. Bidder should factor the requirement for networking links for communication between the various components. The communication / networking links should be redundant to enable the solution to work seamlessly on the event of any link failure.

10. Storage and backup option should be external as per the solution proposed by the vendor. The bidder as part of technical proposal should provide a solution with external storage and external backup options. The proposal should clearly indicate the external storage
capacity in detail. Bank would use the existing infrastructure for both external storage and backup hence the bidder need not quote these in their commercial proposal.

15. The bidder is responsible to arrive at the sizing independently. The Bank is not responsible for any assumption made by the bidder with respect to the sizing. In the event the sizing quoted by the bidder does not meet the performance / service levels of the Bank, the bidder will at their cost carry out the necessary upgrades / replacements. The Bank will not pay any additional amount during the period of the contract.

16. Required hardware and related software (like OS, Database etc.) for the solution should be quoted and will be considered as a part of TCO for the purpose of evaluation. However Bank has sole and absolute discretion not to procure hardware and related software from the vendor as the Bank may use existing IT infrastructure or procure separately / directly.

17. End of sales / End of support: Bidder has to ensure that any equipment supplied as part of this RFP should not have either reached or announced end of sales on the date of such supply or end of support for at least 5 year from the date of issue of purchase order. In the event if any equipment supplied by the bidder reaches end of support, within the contract period from the date of supply, the bidder has to replace the equipment at no additional cost to the Bank.

18. Bidder will have to provide details and ensure hardening and security updation as per best practices and bank’s policy.

19. As clustering is required for both application and database the Operating System and Database should be accordingly factored. Compliance in adhering to the licensing policy would be responsibility of the vendor.

20. Bidder has to list any other hardware/software required for functioning of the proposed solution. The exact details/specifications need to be provided as part of the bid document and their cost included in the commercial template.

21. Bidder has to list any security setup required for implementation of the proposed solution. The specification needs to be provided as part of the bid document and cost included in the commercial template.

22. Bank would provide tier-3 data center and disaster recovery center environment for hosting the infrastructure with all environmental controls and policies.

23. Bank would not allow any external/remote access to the servers. All updation, configuration and maintenance would be on-site.