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**Request for Proposal**

**ENTERPRISE SERVICE BUS: IBM App Connect**

Version 1.2

**Issue Date: 28th October 2019**

**Due Date: 28th October 2019**

**PROPRIETARY STATEMENT**

The information contained herein is proprietary and considered confidential to be used only by the designated Equipment provider for the sole purpose of preparing a formal proposal to Steward Bank. The contents of this Request for Proposal (“RFP”) are not to be shared with any Suppliers other than the addressees. Legal action may be taken if it is determined that this information is used beyond its intended scope and purpose. Retention of this RFP signifies your agreement to treat the information as confidential.

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# BACKGROUND

Steward Bank is a commercial bank headquartered in Harare, Zimbabwe. The Bank has since positioned itself as a mass-bank, focused on providing banking solutions through the use of technology. This strategic objective needs an intelligent monitoring, automation and scheduling solution for Core Banking System. The solution should support IT operations to ensure the high availability of core banking services and interfaces, full business continuity and the achievement of service-level objectives through real-time monitoring of business operations based on T24.

The products and services the bank currently offers are as follows:

1. **Square Banking** which includes- mobile banking, online banking, telephone banking, USSD banking, social media banking (Facebook, WhatsApp, Twitter), Batsi (*AI Virtual Assistant*)
2. **Personal Banking** which includes the following accounts-iSave (*Savings account*), iAccount (*Current account*), Savvy Teens and Savvy Kids.
3. **Cards** which are- MasterCard, Visa Card, Local debit card, credit card and personalized card.
4. **EcoCash** - EcoCash Banking Services, EcoCash save, EcoCash loans

The channels currently being used are:

1. Mobile (android and iOS)
2. POS
3. Web
4. iBots

Steward Bank invites interested parties that meet the qualifications listed in this RFP to submit proposals regarding their product and related service offerings. All information shall be submitted in the format stipulated in this RFP.

# SCOPE OF BUSINESS REQUIREMENTS

**2.1 Description of CBS ESB Tool Objectives**

Steward Bank seeks to implement an Enterprise Service Bus (IBM App Connect) to act as the integration layer of the technology stack. It will be the integration point for all digital channels to the Core Banking System and the implementation must satisfy the following requirements:

* The vendor response must include licensing, training and implementation.
* Licence and implement the latest version of IBM App Connect.
* The implemented solution will integrate to the Temenos T24 R19 Core Banking Systems.
* The digital channels include:
  + Mobile App
  + USSD
  + Nano Loans
  + Digital Account Opening platform
  + POS
  + ATM
  + Social Media
  + Third parties
  + Online Banking
* This traffic will constitute 99% of all bank transactions with an expected success rate of 99.99%.
* This solution should have redundancy and high availability i.e. should be load balanced over multiple instances and geographic locations.
* The exepected throughput is a minimum over 1500TPS.
* The delivered solution should be configurable to support both synchronous and asynchronous transactions.
* The system should support robust security and encryption standards as some of the services will be exposed to third parties.
* The prefered architecture is SOA and this must be reflected in the proposal submitted. Please attach recommended physical and logical architecture.
* The system must have a monitoring dashboard/console to monitor system performance and errors.
* System logs should be available for second level monitoring.
* The system should be able to generate reports on both transactions and performance.

# GENERAL RFP INSTRUCTIONS

The purpose of this Request for Proposal is to obtain responses and pricing for Supply, Installation and Maintenance of an Enterprise service bus for Steward Bank Limited. Steward Bank reserves the right to choose one or more vendors to become a preferred Vendor ("Preferred Vendor") for the provision of such a system.

* This RFP and the information contained herein are proprietary and confidential and shall be maintained in strict confidence by the recipient ("Vendor"). This information may only be used for the purpose of preparing a formal proposal to Steward Bank. Vendor shall not disclose any information concerning this RFP to anyone other than the Vendor’s employees who are directly connected with this RFP. Legal action may be taken if this information is used beyond its intended scope and purpose.

## 

## Instructions for Responding to the RFP Questions

|  |
| --- |
| **Vendors should respond to the RFP requirements by answering each question with one of the following selections:** |
|  |
| 0                     Functionality not provided |
| 1                    Functionality scheduled for future release date |
| 2                     Functionality provided; requires customized integration with third party |
| 3                     Functionality provided by the vendor, but requires customization |
| 4                     Functionality provided seamlessly by third-party product |
| 5                     Functionality provided out of the box |
|  |
| **0 — Functionality not provided:** Not included in the proposed system. |
|  |
| **1 — Functionality scheduled for future release date:** Not included in the proposed system, but is currently on the product roadmap and is scheduled for production within the next 12 months. |
|  |
| **2 — Functionality provided; requires customized integration with third party:** Vendor has established a relationship with a business partner to provide this functionality, but it requires customization or work-arounds. |
|  |
| **3— Functionality provided by the vendor, but requires customization:** The functionality can be accomplished with the vendor’s product, but requires customization or work-around. |
|  |
| **4 — Functionality provided seamlessly by third-party product:** The vendor has established a relationship (for example, as an OEM) with a business partner to provide this functionality, which is integrated in its DBMS and requires no customization or work-around. |
|  |
| **5 — Functionality provided out of the box:** The vendor provides the functionality from its own code base. No customization or work-around is required. |
|  |
| **Additional notes to vendors:** |
|  |
| When providing responses, the above guide should be followed. The comments column is provided for clarification when necessary. |
|  |
| Vendors are advised not to indicate functionality as "included in standard offering" when that particular function is in development. If this is the case, vendors should note this fact in the comments column and indicate the expected date such features will be available. |
|  |
| Vendors are advised not to indicate functionality as "schedule for future release" unless the company has committed to delivering the product functionality within the next 12 months. Otherwise, note this fact in the comments column and indicate the expected date such features will be available. |
|  |
| By responding in the affirmative to a capability item, the vendor agrees to support such capability in its product. |

The response should be in the format below. Examples have been provided.

|  |  |  |
| --- | --- | --- |
| Steward Bank Requirements | Vendor Response | Comment |
| The Vendor should implement different transaction types for example the ESB will receive an ISO 8583 message from the Bank’s switch, transform the message and send to the core banking system in an expected message format | 5 |  |

Key activities and dates are set forth below. Steward Bank may change these dates at its sole discretion and convenience without liability.

|  |  |
| --- | --- |
| **Action** | **Date & Time** |
| Distribute the RFP | 23rd October 2019 |
| Final Date for Submitting Clarifying Questions | 25th October 2019 |
| Bidders Submit Proposals | 28th October 2019 |
| Bidder Oral Presentations | TBA |
| Site Visits | TBA |
| Award Date | TBA |

* + 1. **The deadline for submitting proposals is 31st October 2019 at 1500hrs.** Vendor is required to submit the response to this RFP to The Chairperson of the Procurement Committee prior to the deadline.
    2. The Vendor shall submit three (3) copies of its complete proposal to this RFP, in a sealed envelope to the following address:

**STEWARD BANK LIMITED**

The Chair -Procurement Committee

Mrs. C. Daniels

2nd floor, 101 Union Avenue Building

Harare

* + 1. Any proposal submitted is an irrevocable offer to sell to Steward Bank Limited under the terms and conditions stated therein.
    2. The technical and financial proposal should be separated and be clearly marked.
    3. The proposal SHOULD BE CLEARLY MARKED “**SUPPLY, INSTALLATION AND MAINTENANCE OF A CBS ESB – APP CONNECT SOLUTION – TECHNICAL PROPOSAL”** and **“SUPPLY, INSTALLATION AND MAINTENANCE OF A CBS ESB – APP CONNECT SOLUTION – FINANCIAL PROPOSAL**”. Unmarked tenders will not be opened.
    4. All tenders MUST be dropped into the tender box at the reception before the deadline.
    5. Failure to meet this deadline may result in disqualification of your response.
  1. Vendor must adhere to the RFP instructions and requirements for submitting its response, including without limitation to the following:
     1. Vendor must submit a proposal conforming to the requirements set forth in this RFP. Vendor may furnish an alternative proposal(s) provided the vendor has furnished a conforming proposal.
     2. If Vendor does not understand any portion of the RFP or finds the RFP to be ambiguous, it is Vendor’s responsibility to request elaboration or clarification of the RFP. **Questions regarding the RFP must be in writing to** [**Shepherd.Changwa@stewardbank.co.zw**](mailto:Shepherd.Changwa@stewardbank.co.zw) **no later than 28th October 2019 at 1700hrs**
  2. Steward Bank assumes no responsibility or liability for any costs Vendor may incur in responding to this RFP, including attending meetings, site visits or negotiations.
  3. Vendor selection shall be based on the data submitted and contained within the response to this RFP; therefore, Vendor's proposal must contain that information essential for Steward Bank to obtain a full and complete understanding of Vendor's capability and experience to meet the requirements as specified in the RFP.
  4. Steward Bank shall not be bound to accept the proposal with the lowest price. Steward Bank reserves the right to negotiate with one or more Vendor's for more favorable terms than contained in the proposals. Further, this RFP may be revoked or amended at any time prior to final execution of an agreement by Steward Bank.
  5. During this RFP process, Steward Bank requires that no entertaining or gifts (i.e. lunches, event tickets, golf outings, etc.) occur with any Steward Bank employees without the prior written permission from the bid representatives. Adherence to this policy is mandatory and noncompliance may result in the removal of the offending firm(s) from consideration.
  6. Steward Bank’s contractual selection of a Vendor is final. The methodology by which the proposals are evaluated and vendors are selected is confidential and proprietary to Steward Bank Limited.
  7. Steward Bank reserves the right to discontinue the RFP process at any time, and makes no commitments, implied or otherwise, that this process will result in a business transaction with one or more Vendors.

# RFP CONDITIONS

**4.1** Vendor acknowledges, understands and agrees with each condition below except where vendor clearly identifies an exception or qualified response in writing.

* + 1. **Amendments to the RFP:** The terms and conditions to this RFP may be modified only by formal amendment. No other communication made in any other manner, whether oral or written will modify or supersede the terms of this RFP.
    2. **Oral Presentations/ Best and Final Offers (BAFO):** An oral presentation by down selected vendors may be required after written proposals are received by Steward Bank Limited. Steward Bank reserves the right to ask further clarifying questions to down selected vendors coming into the oral presentation. If such a presentation is required, Steward Bank will schedule a time and place and each vendor should be able to discuss and substantiate any and all parts of their proposal.
    3. **General:** Steward Bank will select the firm that provides the overall best value and quality to Steward Bank. Your proposal should, therefore, include the most favorable terms, including price and technical performance that you can offer.
    4. Steward Bank may request an onsite visit of vendor’s location(s) during its assessment.

# PROPOSAL FORMAT

* 1. The proposal should include the following documents:

5.1.1 Cover letter

* + 1. Proposal summary
    2. Technical Response
    3. The vendor`s company information
    4. References
    5. Recent work experience
    6. Proposed project team
    7. Key projects staff
    8. Steward Bank staffing requirements
    9. Installation Plan
  1. **Cover Letter**: The cover letter signed by an individual legally authorized to bind the applicant to both its proposal and cost schedule.
  2. **NOTE**: The cover letter is not intended to be a summary of the proposal itself.
  3. The cover letter must contain the following statements and information:
     1. “Proposal and cost schedule shall be valid and binding for NINETY (90) days following proposal due date and will become part of the contract that is negotiated.”
     2. Company name, address, and telephone number of the firm submitting the proposal.
     3. Name, title, address, and telephone number of the person, or persons, to contact who are authorized to represent the firm and to whom correspondence should be directed.
     4. Proposals must state the proposer’s Taxpayer Identification Numbers.
  4. **Proposal Summary**: The vendor will use this form to summarize the proposal and the firm’s qualifications. Additionally, the vendor may use this form at its discretion to articulate why the firm is pursuing this work and how it is uniquely qualified to perform it. The proposal summary is not to exceed two pages.
  5. **Implementing Company Information:** The vendor should Use this form to provide information about their firm.

|  |  |
| --- | --- |
| Name of parent company |  |
| Length of time in business |  |
| Length of time in business of installing the proposed solution |  |
| Gross revenues for the prior fiscal year (in US dollars) |  |
| Percentage of gross revenue generated by implementation of proposed solution |  |
| Total number of clients for whom you have installed proposed System |  |
| Total number of clients in Africa |  |
| Number of full time personnel in:   * Product support * Installation and training * Sales, marketing, and administrative support * Research and development |  |

* + 1. Where is your headquarters located? Field offices?
    2. Provide (Summary) Annual certified and audited financial accounts statements for the last 2 years as an attachment to this document.
    3. Which office will service this account?
    4. Are you bidding sub-contractors as part of your proposal? If so, please explain why, as well as how you will manage their work – providing a single point of contact and control for Steward Bank. If not using contractors, so state.
    5. If the vendor has had a contract terminated for default during the past five years, all such incidents must be described. Termination for default is defined as notice to stop performance due to the vendor's non-performance or poor performance, and the issue was either (a) not litigated; or (b) litigated and such litigation determined the vendor to be in default.
    6. Submit full details of all terminations for default experienced by the vendor during the past five years, including the other party's name, address, and telephone number. Present the vendor's position on the matter. STEWARD BANK will evaluate the facts and may, at its sole discretion, reject the vendor's proposal if the facts discovered indicate that completion of a contract resulting from this RFP may be jeopardized by selection of the vendor.
    7. If no such terminations for default have been experienced by the vendor in the past five years, the vendor should declare so in this section of the proposal. A vendor response that indicates that the requested information will only be provided if and when the vendor is selected as the apparently successful vendor is not acceptable. Restricting the vendor response to include only legal action resulting from terminations for default is not acceptable.
  1. **References**: Using the tables below, **please list three (3) recent clients of similar size and design where you have installed the solution.**

|  |  |
| --- | --- |
| Customer/client name |  |
| Reference name |  |
| Title |  |
| Phone number |  |
| Mailing address |  |
| Fax number |  |
| Customer Size (number of bank customers) |  |
| Services |  |
| Configuration |  |
| Value (cost of services provided) |  |
| Project Duration |  |

STEWARD BANK reserves the right to contact the references for more information.

* 1. **Recent Work Experience**: The vendor will use this form to provide information about their firm’s recent work experience. Please complete the following table for **all relevant installation clients in the last three years**. Add additional lines as necessary.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Customer** | **Project Description** | **Budget** | **Duration** | **Contact** | **Phone** |
|  |  |  |  |  |  |
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* 1. **Proposed Project Team:** Please complete the following table to identify all proposed project staff who will be assigned to assist Steward Bank (client staff resource) with implementation and training.
     1. The Vendor should propose the necessary amount of hours to adequately train technical & operations staff based upon Vendor’s experience in other implementations.
     2. Training must include, at a minimum, documentation and practical, hands-on instruction, indicating the number of people to be trained and location (off-site and on-site).
     3. Indicate the number of installations each member has completed with the proposed product(s). Add additional lines as necessary for each instance of the

|  |  |  |
| --- | --- | --- |
| **Staff member name** | **Title** | **Number of installs with the**  **proposed product** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

* 1. **Key project staff background information:** Complete the following table for each of the key project staff members. At a minimum, “key staff” must include your proposed project manager, technical leads and business leads.

|  |  |
| --- | --- |
| 1. Vendor name |  |
| 1. Staff member name |  |
| 1. Position in the company |  |
| 1. Length of time in position |  |
| 1. Length of time at company |  |
| 1. Project position and responsibilities |  |
| 1. Education & Certifications |  |
| 1. Relevant previous work experience |  |
| 1. Skills and qualifications for the project position |  |
| 1. Experience providing proposed service/support: |  |
| 1. Client name 2. Contact person and phone number 3. Client size 4. Project position/ responsibilities 5. Start date 6. Scheduled end date 7. Actual end date |  |

* 1. **Staffing Requirements:** Provide information about Steward Bank staff requirements on this document. List staff role and corresponding amounts of time (in percentages of full-time equivalents) you require to successfully install the system.

In the table below, list the client staff and corresponding amounts of time (in percentages of full time equivalents) you require to successfully install your system.

|  |  |  |  |
| --- | --- | --- | --- |
| **Client Staff Resource\*** | **Skill Set and Level** | **Responsibilities** | **Percentage**  **of an FTE** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

\*For example: Project Manager (100%), Business Expert (20%), IT staff (25%), etc.

* 1. **Installation Plan:** Provide a project implementation plan that includes:
     1. A Gantt chart showing duration of the project and all tasks, with estimated beginning and end dates for each
     2. A brief description of each task
     3. A description of each proposed deliverable
  2. Insert pages as needed to allow space for your Gantt chart and work plan.
  3. **Task Descriptions**

Include brief descriptions of all tasks, milestones and associated work products.

* 1. **Deliverables**

Include brief descriptions of all project deliverables.

* 1. **Go - Live Plan**

Describe the go-live plan of the new system. The plan must be detailed and must show how the vendor will go live in a seamless manner, on time and according to the plan.

# 6 PRICING / FINANCIAL PROPOSAL

**6.1 Financial Proposal:** A**s** a separate submission, the Vendors’ proposals must include the comprehensive cost statement presented on the following pages. All costs are to be contained in this statement. This statement shall also include payment terms required for services rendered.

**6.2 Cost Statement:** The following table provides definitions for terms found in the cost statement tables. In the subsequent tables, please include the cost estimates as required in each form. Cost information must include all expected implementation and operating costs, both one-time and ongoing. Specific model numbers and capacities should be included. Information about license size must be provided. Vendors should describe and quote optional components as individual, separate items. Any upgrade to the base system needed for optional components must be included in the cost of those components. Any third-party software, hardware, or services must be included in the appropriate sections.

All prices are to be in U.S. dollars and include all applicable taxes. Add more lines to the tables as necessary.

**Definition of Terms for the Cost Statement**

|  |  |
| --- | --- |
| **Statement** | **Column Description** |
| **Item** | This column presents the items for which cost information must be provided. |
| **Vendor** | Indicate the original vendor (i.e., manufacturer) of the item described in the first column. |
| **Product Number** | Indicate the original vendor’s (i.e., manufacturer’s) product number for the item described in the first column. |
| **Quantity (Qty.)** | Indicate the quantity of the item in the first column that you are proposing in your bid. |
| **List Price** | Indicate the vendor’s list unit price (i.e., pre-discount) for the item. |
| **Discount Rate** | Indicate the rate at which you are discounting the item in the first column. |
| **Bid Price** | Indicate the price to the Bank after the discount has been applied. This should not include any recurring costs. |
| **Annual Recurring Costs** | Indicate any annually recurring costs for the item in the first column, **identifying first payment due date in the comments column.** |
| **Comments** | Include any additional information that you consider important regarding your cost statement, *including potential reductions due to marketing considerations*. |

**6.3 Cost Statement:** Please complete the following table, including all hardware, software, implementation, support, and all components as necessary.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Item** | **Vendor** | **Product**  **Number** | **Qty** | **List Price** | **Discount**  **Rate\*** | **Bid Price**  **(One -Time**  **Elements)** | **Annual**  **Recurring Costs**  **(System**  **Support/**  **Maintenance)** | **Comments** |
|  |  |  |  |  |  |  |  |  |
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\*The discount rate contained herein is expected to be in place for a term of at least one year.

***Cost Statement – Implementation***

|  |  |  |  |
| --- | --- | --- | --- |
| **Cost Item** | **Description** | **Bid Price** | **Comments** |
| System Install and Setup |  |  |  |
| Training including instruction hardware, system software, client software, and end user training |  |  |  |
| Travel/Living Expenses |  |  |  |
| Documentation |  |  |  |
| Other (Specify, list separately) |  |  |  |
| **Sub-Total – Implementation** |  |  |  |

**6.4 Staffing Rates:** List your not-to-exceed hourly rates for staff, as applicable, and total estimated hours in the following format.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Staffing Rates*** | | | | |
| **ID #** | **Area** | **Vendor** | **Rates** | **Total Estimated**  **Hours** |
| 1 | Project Manager |  |  |  |
| 2 | Business/Technical Lead |  |  |  |
| 3 | [Other Vendor-proposed titles] |  |  |  |
| **Total Hours**  **Total Estimated Staffing Costs** | | | |  |
|  |

1. **ADJUDICATING CRITERIA**
   1. **The following criteria will be used for selecting the suitable companies that STEWARD BANK will partner with:**
   2. The evaluation weights for categories and technical features are as follows:

|  |  |
| --- | --- |
| **Area** | **Score** |
| Technical Solution   * Capacity to install and maintain system * Qualifications of project team | 50% |
| Project Approach /Change Approach | 10% |
| Customer References | 10% |
| Cost of solution | 15% |
| Financial performance | 15% |
| **TOTAL** | **100%** |

7.1.1 The bidder should demonstrate team competences, qualification, staff compliment and records of previous successful implementations.

7.1.2 **Vendor Qualifications:** By submission of documentary evidence in its bid, Vendor must establish to the Purchaser’s satisfaction:

That Vendor has the financial, technical and production capability necessary to perform the contract and meet the qualification criteria and has a successful performance history.

For the purposes of establishing a Vendor`s qualifications, and unless stated to the contrary in this RFP, the experience and / or resources of any Sub-contractor will not contribute to the Vendor`s qualifications; only those of a Joint Venture partner will be considered.

* + - Company must be well-funded and preferably debt-free
    - Company must have proven market growth in new customers and countries over last 5 years for a similar solution.
    - Company must be prepared to provide implementation services on a FIXED COST basis
    - Company must provide a perpetual license
    - Vendor to provide audited financials for the last 2 years.
    - Where vendor is supplying a solution as a distributor/dealer/agent, a Manufacturer’s Authorization letter is required.
    - The vendor must have an active, funded research and development function for the product family offered in its response.
    1. **Project Approach/ Change Approach:**Vendor should provide a proposed plan to manage the implementation of the project. This should take into cognizance the change management process and the smooth implementation of the project.
    2. **Customer References*:*** Vendor must submit responses to the questions below. Please limit your responses to no more than 3 pages.
       1. What is your experience with implementing a similar solution elsewhere?
       2. Provide 3 references of clients you serve.
    3. **Qualifications of project team**: Vendor should include the Resumes of the key personnel of the project team. These should highlight where the personnel have implemented similar projects, as well as academic qualifications of each team member.
    4. **Cost/ Finance:**This encompasses the detailed itemized pricing and payment terms offered to STEWARD BANK.
       1. **Detailed Itemized Pricing**: Include detailed product specification and pricing. As a support service level agreement is envisaged, indicate the critical spare parts which must be kept in the country for the solution. STEWARD BANK requires bidders to offer support of the equipment for 5 years, annual support figures must be included in the pricing schedule.
       2. **Payment Terms**: This refers to the credit lines that the bidder will advance to STEWARD BANK should they be awarded the ten

# 8 TECHNICAL AND FUNCTIONAL REQUIREMENTS

**8.1 Integration Standards**

* The system must support the following integration framworks/standards/patterns:
* SOAP
* REST
* OFS
* XML
* ISO 8583
* ISO 20022
* Swift
* FTP

**8.2 Expected transactions**

* **Balance enquiry**
* **Statement request**
* **Funds transfer (RTGS, IFT, Zipit, Bank To Wallet, Wallet To Bank, Swipe Into Ecocash)**
* **Account Opening**
* **Deposits**
* **Withdrawals**
* **Adjustments**
* **Bulk / Batch Transactions**
* **Bill Payments**
* **Loans (Requests, Disbursements and Collections)**
* **POS Purchase**
* **Online Purchase**

**8.3 Notifications**

* **The system must send notifications through the following channels**
  + **SMS**
  + **Email**
  + **Whatsapp**

**8.4 Security**

The system must have full security facilities to control access to data and processing at each workstation and must comply with PCI DSS standards.

* Access to all parts of the system must be restricted to authorized personnel or systems by means of strong system, device and user authentication. User authentication capabilities should include two-factor authentication.
* Separation of duties must be strictly enforceable for all sensitive programs and functions.
* All interactions must be logged to include system or physical device identification, user identification and the time of each access in order to provide a clear audit trail for review in case of accidental or deliberate violation of security controls.

**8.3 Ongoing operations and maintenance**

* Bidder to highlight the resources (financial, HR etc.) that will be required to run the system on a day-to-day basis.
* Software updates should be seamlessly and should not involve the solution being down during working hours.

**8.4 Reporting**

The solution shall offer flexible reporting and enquiry functionality which enables detailed analysis of activities

* The solution shall provide audit trail functionality, which can be specified and selected by Steward Bank.
* The solution shall provide alert functionality which can be driven by parameters specified by Steward Bank
* The solution shall provide statistical data in a way which can be specified by Steward Bank.
* The solution shall provide flexible MIS reporting, which can be driven by Steward Bank.
* Reports can be in different formats like CSV, PDF or Excel

**8.5 Environments**

A test environment should be available at all times to allow for testing of planned system changes, or for participant interface testing. Bidders should describe how they will accomplish the following main tasks:

* Test environment
* Development environment.
* QAT Environement

**9 DOCUMENTATION**

The solution shall identify deliverables which ensure that progress against implementation and integration plans is achieved according to specification and meets cost and timescale objectives. Deliverables must also ensure that Steward Bank has the means to support the solution post-implementation.

* The vendor shall deliver application software and recommended hardware and system software specifications for external delivery and integration.
* The vendor shall provide documentation in support of Technical Definition, including a description of the technical environment and deployment.
* The vendor shall provide documentation in support of Technical Definition, including file/database structures.
* The vendor shall provide documentation in support of Technical Definition, including a list and description of all modules.
* The vendor shall provide documentation in support of Testing Environments, including system specific test routines/scripts.
* The vendor shall provide documentation in support of Testing Environments, including data manipulation/generation routines.
* The vendor shall provide documentation in support of Testing Environments, including automated testing routines (specifying tools, vendors and costs).
* The vendor shall provide documentation in support of Testing Environments, including volume testing strategy
* Indicate any other features not mentioned above.

**10 IMPLEMENTATION**

**10.1 System Implementation and Training**

* The proposed solution shall ensure that Steward Bank understands all functional and technical aspects of the solution and can support itself in respect of using the platform on an ongoing basis.
* Vendor shall provide training to staff. The content of the training shall detail all functional and technical aspects of the solution, including any Steward Bank customizations, that must typically be understood by an IT (or related) development and support department.
* Vendor shall provide training to operations staff in sufficient quantity and to a standard which enables staff to operate and manage the solution without vendor intervention. The content of the training shall detail all technical and operational aspects of the solution, including the operating system, hardware and application software, as implemented in Steward Bank environment.
* Vendor shall provide training to users of the solution. The content of the training shall detail all functionality which would typically fall outside the domain of the IT department. This should include all processes and procedures for data and system parameter maintenance, maintenance of process flow logic etc. The training shall include service provider audiences.
* Vendor shall provide training to trainers of the solution. Steward Bank must be able to deliver user training on an on-going basis due to staff rotation and diverse centers of operation.
* Indicate any other features not mentioned above

**10.2 Support - Post Implementation**

* The proposed solution, once implemented, shall require an initial period of ‘intensive’ support to ensure that the solution is performing as expected and that any non-conformities to agreed service levels are rectified at highest priority. It is expected that the vendor’s participation in this activity shall be a critical success factor and will be measurable by the response.
* The vendor shall provide a post go-live support plan with details of additional support capabilities that will be provided in these circumstances. Number and categorizations of personnel, availability and contact methods shall be detailed.
* Indicate any other features not mentioned above

**10.3 Support and System –Availability**

The proposed solution, once implemented, shall maintain the agreed level of performance and shall be supported with minimal disruption to system availability and integrity.

* The solution shall be considered robust and resilient.
* The vendor shall provide helpdesk facilities as per defined SLA Agreement.
* The vendor shall provide a solution which does not require downtime for End-of-Day cutover and routine maintenance.
* The vendor shall operate support arrangements and will provide Steward Bank with details regarding the availability of support staff and systems. A copy of the standard service and maintenance agreement will be provided.
* The vendor shall identify where single points of failure in the solution are and how these will be controlled.
* Indicate any other features not mentioned above

**10.4 Support –Incident Resolution**

* The proposed solution, once implemented, shall maintain the agreed level of performance. Where Production incidents occur an effective support mechanism must be in place to ensure that disruption to system availability and integrity is minimal.
* In addition to the service levels set out below, the vendor shall afford Steward Bank the right to escalate the severity of a problem, if this is deemed appropriate by Steward Bank.

Critical

* + - Abnormal end to program/process/function resulting in corrupted data and/or Production hold-up.
    - Vendor acknowledgement time - 30 minutes
    - Action required - Temporary fix within 2 hours of report,

Major

* + - Isolated incident for which work-around is not available.
    - Vendor acknowledgement time - 30 minutes
    - Action required - Size the fix within the first 4 hours. Provide permanent solution within the next 24 hours.

Minor

* + - Function not operational, but work-around is available.
    - Vendor acknowledgement time - 1 hour
    - Action required - Size the fix within the first 4 hours. Provide permanent solution within the next 24 hours.

No Impact

* + - Non-critical error: Production service can continue without disruption.
    - Vendor acknowledgement time - 1-hour Action required - Provide permanent solution within the next 72 hours.
    - Indicate any other features not mentioned above

**10.5 Support –Upgrades/Change Control**

* The proposed solution, once implemented, shall maintain the agreed level of performance. Where upgrades or changes to the solution are necessary, the solution shall be supported with minimal disruption to system availability and integrity.
* The vendor shall ensure that version control of system changes is supported in the solution. These changes may include the release of software upgrades, changes to existing application code, changes to stored procedures, and development of new application code and modification of data elements.
* The vendor shall support the implementation of ‘vendor-recommended’ upgrades and changes where appropriate.
* The vendor shall state the regularity of these ‘vendor-recommended’ upgrades.
* The vendor shall state the amount of manpower they will commit to carry out these ‘vendor-recommended’ upgrades.
* The vendor shall state the amount of manpower Steward Bank needs to commit to carry out these ‘vendor-recommended’ upgrades.
* The vendor solution shall ensure that all version upgrades and changes from the vendor will be supported by full installation documentation.

**10.6 Support and Warranty**

The Bidder should provide information about support and warranty.

**10.6.1 Please complete the following table:**

|  |  |
| --- | --- |
| Is help desk support available? |  |
| When is support available? (indicate XX AM – XX PM GMT, and days of the week) |  |
| How are charges for support structured  (e.g., flat-fee or per incident)? |  |
| Do you provide a toll-free support number? |  |
| From which country will offsite assistance be provided from? |  |
| Do you provide on-site support? |  |

**10.6.2 Please describe your problem escalation process, including:**

* Initial problem identification (hands-off from help desk)
* Triage for priority and severity of problem
* Steps for resolving problem escalation when a solution is not forthcoming or an implemented solution is unsatisfactory
* Final authority regarding conflicts
* Indicate your response time and goal and also your statistics regarding meeting that goal.
* Is installation assistance provided for hardware and/or firmware updates?
* How long will you continue to support the system if upgrades are not implemented? How is this ensured?
* What is the release cycle for new versions of the system?
* How does the system support secure remote administration?
* How frequently are patches released and in what manner? What mechanisms does the system have to allow patch updates without affecting operations?
* Are monthly reports on support levels provided to the customer for review?

**11 WARRANTY**

* The Warranty Period for the solution shall commence from the date of Operational Acceptance of the System (or of any major component or Subsystem for which separate Operational Acceptance is provided for in the Contract) and shall extend for the length of time specified in the contract. It is expected that all Hardware provided will have a warranty period of at least of a year.
* If during the Warranty Period any defect should be found in the design, engineering, Materials, and workmanship of the Information Technologies and other Goods supplied or of the Services provided by the Vendor, the Vendor shall promptly, in consultation and agreement with the Purchaser regarding appropriate remedying of the defects, and at its sole cost, repair, replace, or otherwise make good (as the Vendor shall, at its discretion, determine) such defect as well as any damage to the System caused by such defect. Any defective Information Technologies or other Goods that have been replaced by the Vendor shall remain the property of the Vendor.
* The Vendor shall not be responsible for the repair, replacement, or making good of any defected or of any damage to the System arising out of or resulting from any of the following causes:
* improper operation or maintenance of the System by the Purchaser;
* normal wear and tear;
* use of the System with items not supplied by the Vendor, unless otherwise identified in the Technical Requirements, or approved by the Vendor; or
* modifications made to the System by the Purchaser, or a third party, not approved by the Vendor.
* The Vendor’s obligations shall not apply to:
* any materials that are normally consumed in operation or have a normal life shorter than the Warranty Period; or
* Any designs, specifications, or other data designed, supplied, or specified by or on behalf of the Purchaser or any matters for which the Vendor has disclaimed responsibility.
* The Purchaser shall give the Vendor a notice promptly following the discovery of such defect stating the nature of any such defect together with all available evidence. The Purchaser shall afford all reasonable opportunity for the Vendor to inspect any such defect. The Purchaser shall afford the Vendor all necessary access to the System and the site to enable the Vendor to perform its obligations.
* The Vendor may, with the consent of the Purchaser, remove from the site any Information Technologies and other Goods that are defective, if the nature of the defect, and/or any damage to the System caused by the defect, is such that repairs cannot be expeditiously carried out at the site. If the repair, replacement, or making good is of such a character that it may affect the efficiency of the System, the Purchaser may give the Vendor notice requiring that tests of the defective part be made by the Vendor immediately upon completion of such remedial work, whereupon the Vendor shall carry out such tests.
* If such part fails the tests, the Vendor shall carry out further repair, replacement, or making good (as the case may be) until that part of the System passes such tests. The tests shall be agreed upon by the Purchaser and the Vendor.
* If the Vendor fails to commence the work necessary to remedy such defect or any damage to the System caused by such defect within the time period specified in the Service Level Agreement, the Purchaser may, following notice to the Vendor, proceed to do such work or contract a third party (or parties) to do such work, and the reasonable costs incurred by the Purchaser in connection with such work shall be paid to the Purchaser by the Vendor or may be deducted by the Purchaser from any monies due the Vendor or claimed under the Performance Security.
* If the System or Subsystem cannot be used by reason of such defect and/or making good of such defect, the Warranty Period for the System shall be extended by a period equal to the period during which the System or Subsystem could not be used by the Purchaser because of such defect and/or making good of such defect.
* Items substituted for defective parts of the System during the Warranty Period shall be covered by the Defect Liability Warranty for the remainder of the Warranty Period applicable for the part replaced or three (3) months, whichever is greater.
* At the request of the Purchaser and without prejudice to any other rights and remedies that the Purchaser may have against the Vendor under the Contract, the Vendor will offer all possible assistance to the Purchaser to seek warranty services or remedial action from any subcontracted third-party producers or licensor of Goods included in the System, including without limitation assignment or transfer in favor of the Purchaser of the benefit of any warranties given by such producers or licensors to the Vendor.