



**REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, TESTING & COMMISSIONING  
OF  
NETWORK HSM (Thales Luna Network A700/S700 or Utimaco SE 1500 / SE 500) for BACH II &  
NIKASH**

*Tender Ref: MGBL/PROC/RFQ/Y24/3472*

## TABLE OF CONTENTS

<b>1. DISCLAIMER .....</b>	<b>3</b>
<b>2. INTRODUCTION .....</b>	<b>4</b>
<b>2.1 BID AND PROPOSAL OWNERSHIP .....</b>	<b>4</b>
<b>2.2 CONFIDENTIALITY .....</b>	<b>4</b>
<b>3. RFP SCHEDULE .....</b>	<b>5</b>
<b>4. Tender Preparation Guide.....</b>	<b>6</b>
<b>5. BIDDER RESPONSES GUIDE .....</b>	<b>7</b>
<b>6. BID OPENING AND EVALUATION .....</b>	<b>8</b>
<b>ANNEXURE 1 - SCOPE OF WORK .....</b>	<b>9</b>
<b>ANNEXURE 2 - WARRANTY, AMC &amp; AFTER SALES SERVICE .....</b>	<b>13</b>
<b>ANNEXURE 3 - FINANCIAL TEMPLATE.....</b>	<b>15</b>
<b>ANNEXURE 4 - OFFER COVERING LETTER .....</b>	<b>16</b>
<b>ANNEXURE 5 - SELF DECLARATION BLACKLISTING.....</b>	<b>17</b>
<b>ANNEXURE 6 – CHECK LIST.....</b>	<b>18</b>

## 1. DISCLAIMER

The information in this Request for Proposal (“RFP” or “Tender documentation”) provided to Bidders whether verbally or in documentary form by or on behalf of Meghna Bank (Bank), is provided to the Bidders on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice.

Subject to any law to the contrary, and to the maximum extent permitted by Bangladesh law, Bank and its directors, officers, or employees disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities expenses or disbursements incurred therein or incidental thereto) or damage (whether foreseeable or not) (“Losses”) suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the losses arise in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of Bank or any of its directors, officers, or employees.

Bank may in its absolute discretion update, amend or supplement the information in this RFP.

## 2. INTRODUCTION

Meghna Bank is a prominent commercial bank in Bangladesh, dedicated to providing a wide range of services, including Retail & Corporate Banking, SME Banking, Treasury Operations, Trade and Finance, and Scheduled Banking. To ensure required security measures during file transfer (encryption/decryption mechanism), we are in need to have Hardware Security Module.

The purpose of this Request for Proposal (RFP) document is to identify a suitable and qualified Network Hardware Security Module (HSM) provider or vendor for Meghna Bank PLC. The Network Hardware Security Module (HSM) provider or vendor should have multiple years of experience in supporting Network Hardware Security Modules (HSMs) like Thales Luna Network A700 / S700 or Utimaco SE 1500 / SE 500 and must have implementation experience in any bank or non-bank financial institution (NBFI) to participate in the bidding process. The qualified provider or vendor should have experience and capabilities to facilitate seamless integration with BACH-II and the NIKASH BEFTN project of Bangladesh Bank.

### 2.1 BID AND PROPOSAL OWNERSHIP

The proposal submitted, along with all accompanying documents and templates, exclusively belongs to Meghna Bank. No redistribution, in whole or in part, is permitted without prior written consent from the bank. Any violation of this policy constitutes a breach of trust and may lead to the Bidder's permanent disqualification. Please be informed that all proposals and accompanying documents submitted by the Bidder will become the property of Meghna Bank and shall not be returned.

### 2.2 CONFIDENTIALITY

The Bidder will be exposed by virtue of the contracted activities to internal business information of Bank, affiliates, and/or business partners. Disclosure of the aforementioned information to parties not directly involved in providing the services requested could result in the disqualification of the Bidder, pre-mature termination of the contract, or legal action against the Bidder for breach of trust.

### 3. RFP SCHEDULE

<b>RFP Reference No</b>	MGBL/PROC/RFQ/Y24/3472
<b>Date of release of Tender</b>	July 11, 2024
<b>Last date for submitting Queries by vendor</b>	July 16, 2024
<b>Last date for submission of response to RFP</b>	<b>July 21, 2024, 4:00 PM</b>

*\* Any bid received by the Bank after the deadline for submission of bids will be rejected and/or returned unopened to the Vendor, if so desired.*

**RFP and Inquiry Response to:** For any clarifications, please communicate with **Mr. Md Kaium Hossain**, Phone +8801787686359 & Email: Kaium.hossain@meghnabank.com.bd.

**Tender Preparation:** Tenders must be submitted in two-envelope system i.e., one Technical Proposal & one Financial Proposal mentioning Technical/Financial Proposal on the top of each envelope. These two proposals will be submitted together in a third envelope. All the envelopes should be sealed & signed.

**Submitted to:** Chairman, Procurement committee, Meghna Bank Ltd, Address: Suvastu Imam Square (Level-6), 65 Gulshan Avenue, Gulshan-1, Dhaka 1212, Bangladesh.

#### 4. Tender Preparation Guide

1. Tenders must be submitted in three-envelope system i.e. one Technical Proposal & one Financial Proposal mentioning Technical/Financial Proposal on the top of each envelope. These two proposals will be submitted together in a third envelope. All the envelopes should be sealed & signed.
2. The bid forms must be filled in through computer printer or in typing without overwriting and without any erasing and modifications and when completed shall contain all the required information.
3. The Offer shall be marked as “Network HSM (Thales Luna Network A700/S700 or Utimaco SE 1500 /SE 500) for BACH II & NIKASH of MEGHNA BANK PLC.”
4. Offers in the bid should be free from any condition and any conditional offer will disqualify the bidder. Unless otherwise provided herein bids shall be submitted on a firm and final price basis including all charges. Each page of the offer must be signed and sealed properly by the authorized representative of the bidder and filled in where applicable.
5. Award Finalization and subsequent actions: The Bank will award the Contract to the Bidder whose offer is found to be substantially responsive and who has offered technically suitable proposal & whose quoted price is within the acceptable limit of the Bank. After selection of the vendor, the vendor will maintain close contact with the client to sort out details of works to be undertaken.
6. Meghna Bank reserves the right to accept / Cancel / reject any or all offer without assigning any reason whatsoever.
7. In case of any error detected in the Bill of Quantities or in other documents at any time, Meghna Bank reserves the right to rectify such error.
8. Meghna Bank is not bound to accept the lowest price it will be comparison matrix goes with combined technical & financial consideration.
9. For the purpose of warranty period, work completion time will be counted from the date of installation, Commissioning, testing and Go-LIVE of Operation.
10. After commencement, work may be delayed due to unforeseen reasons; in such cases, no compensation will be entertained.
11. No tender document will be issued / received by mail.
12. Tender offer may be rejected for any one of the reasons listed herein under. Decision of the Bank will be final in this regard:
  - a. Failure to submit tender before the specified closing time.
  - b. All or any pages of the tender document are not signed and sealed by the tenderer.
  - c. Failure to comply with specifications annexed herewith.

- d. Any false statement or evidence of fraud.
  - e. Failure to comply with all the instructions of the tender.
  - f. Failure to submit any document as specified this schedule.
  - g. Any discrepancy, overwriting, erasing, ambiguity or omission in quoting rate and in furnishing the tender document.
13. Other Terms & Conditions:
- a. Bank has the right to execute full or part of the work.
  - b. The Vendor should consider that the Bank can be requested to do some extra work those are not specifically mentioned in the schedule, but might be necessary for the completion of the work.
  - c. No tender will be accepted for partial quantity.
  - d. The bid owner must maintain “Business Account” with Meghna Bank PLC. All Payment will be disbursed through the Business Account.
14. Delivery:
- a. Delivery period: To be mentioned by the bidder.
  - b. Delivery of the items to be made at IT Division/Head Office or designated place as desired by the Bank.
  - c. Penalty for Delay in delivery: For any delay in delivery and implementation of the system solely due to failure on the part of the BIDDER, the BIDDER will be subject to penalty charges of 0.5% per week of total price.

## **5. BIDDER RESPONSES GUIDE**

1. The Bank will only consider the Bids that are prepared as per the formats mentioned in this RFP Annexure 6.
2. Bidder must supply all the requirement items mentioned in Annexure 1. Whether it is a built-in feature or requires customization by the bidder is not relevant to the bank. Those items should be covered in the commercial proposal.
3. "TECHNICAL PROPOSAL BID" will not contain any pricing or commercial information at all.
4. The Vendor should quote the price as per "Financial Template" (Annexure 3).
5. Any additional information (e.g.: brochures, client testimonials etc.) should not be included in the Request for Proposal. Bank will have asked later if required.

## 6. BID OPENING AND EVALUATION

1. In the first stage, only Technical proposal will be opened and evaluated.
2. All received RFP responses will be evaluated as per the eligibility criteria.
3. In the second stage, the Financial proposal of only those Vendors, whose technical proposal are short-listed, will be opened.
4. Bank will examine the financial bids to determine whether they are complete; whether any computational errors have been made; whether required information has been provided as underlined in the bid document; whether the documents have been properly signed, and whether bids are generally in order. Bids from agents without proper authorization from the manufacturer as per the authorization form, shall be treated as non-responsive and will be out rightly rejected.
5. To assist in the examination, evaluation and comparison of bids the Bank may, at its discretion, ask the Vendor for clarification.
6. The Bank will follow staged evaluation and selection process comprising of Technical and Commercial evaluation. The Bank's Board will have the ultimate right to make the final decision. The decision of the Bank will be final and the Bank may accept or reject an offer without assigning any reason what so ever.



**ANNEXURE 1 - SCOPE OF WORK**

*Note: The bidder must supply all items mentioned in this section. Whether it is a built-in feature or requires customization by the bidder is not relevant to the bank*

**HSM TECHNICAL SPECIFICATION:**

SL. No	Technical Specification	
	Name of Item	Description
1	Brand	Thales or Utimaco
2	Model	(BB Approved) For Thales Luna Network A700 and/or S700 (may offer both) For Utimaco SE 1500 / SE 500
3	No of HSM	03 HSM (From Day-one minimum 5 partition for each HSM will be activated)
4	Driver Version	Should be mentioned by bidder
5	TPS	For Thales Luna Network A700 and/or S700 1000/s, For Utimaco SE 1500 3300/s or SE 500 2200/s Should be mentioned by bidder
6	Cryptographic interfaces	Should be mentioned by bidder
7	Supported Operating Systems	<ul style="list-style-type: none"> <li>• Windows, Linux</li> <li>• Virtual: VMware, Hyper-V, Xen, KVM.</li> </ul> Please specify Other supported Operating System if any.
8	API Support	PKCS#11, Java (JCA/JCE), Microsoft CAPI and CNG, Open SSL, Bouncy Castle APIs should be supported REST API for administration. Should support Customized and Validated Firmware and API for BACH II

9	Partitions	From the day one 5 partition for each HSM will be activated and each partition should be protected with unique set of user-id and password to grant access for better manageability and higher security.
10	Security Certifications	Should be mentioned by bidder
11	Host Interface	<ul style="list-style-type: none"> <li>• 4 x 1G or higher network port with Port Bonding.</li> <li>• All NICs should support IPv4 and IPv6.</li> </ul> <p>All the ports should be fully populated from day one.</p>
12	Physical Characteristics	Should be mentioned by bidder
13	Safety & Environmental Compliance	Should be mentioned by bidder.
14	Reliability	Should be mentioned by bidder
15	Management & Monitoring	<ul style="list-style-type: none"> <li>• HA disaster recovery</li> <li>• HSM should have GUI capabilities for partition management, crypto management, backup/restore management, user management &amp; HSM upgrade management without need of customer to build any software/interface from HSM APIs.</li> <li>• Backup and restore hardware to hardware on-premises or in the cloud</li> <li>• SNMP, Syslog</li> </ul> <p>Should be mentioned by bidder about the HA disaster recovery, Manageability &amp; Monitoring.</p>
16	Backup	Should be mentioned by bidder.
17	Key Migration	Should be mentioned by bidder
18	Client License	Please mention minimum, maximum and default/ offered client license of your HSM.
19	Cluster & Load Balance	Should be mentioned by bidder.

20	RSA Keys & Audit Logging	Ability to generate and Store RSA keys (2048 to 10240) Secure Audit Logging
21	Authentication Password based / PED key based / Multifactor Authentication	Should be mentioned by the bidder.
22	Connection capability	Should be mentioned by bidder.
23	Administration	Should Support remote administration for maintaining partitions and adding or removing partitions as business required without the need for accessing HSM physically in DC.
24	Support Service & AMC	Provide new version upgrades, updates, patches, etc for all the components/ sub-components through the period of contract. 24/7 telephonic and email (Local and OEM) support. The required solution must not be End of Life or End of Support for at least 5 years from the due date of submission of bid by the bidder. Bidder shall mention back-to-back OEM support and AMC value after warranty period.
25	Warranty	5 years' warranty with 24x7 support service through Telephonic and Email provided directly from OEM. Should be mentioned the support module by bidder.
26	Training	Product related full administration (Operation and maintenance) at least 03 (Three) days training of 05 people by OEM Certified Trainer onsite/online with certified trainer free of cost.
27	BB Confirmation	Awardee vendor will have to submit confirmation or certification from Bangladesh bank on the network HSM for BACH-II, Nikash & IDTP project.

**WORK COMPLETION TIME:**

1. The client will issue a work-order to the successful bidder upon acceptance of the offer.
2. Work must be completed within the time specified in the work order/Notification of Award.

**QUALITY ASSURANCE:**

1. The Vendor shall comply with the technical specification as mentioned in the Tender Schedule.

**TRAINING FOR OPERATION & TROUBLESHOOTING:**

1. Product related full system administration/certification training from OEM or certified solution center for 5 people.

**ANNEXURE 2 - WARRANTY, AMC & AFTER SALES SERVICE**

High level Service Level Agreement (SLA):

**Support Type:**

Severity Level	General Evaluation Criteria	Response Time (24/7/365)	Resolution Time (24/7/365)
High	A problem that critically effects on ability of doing regular business. System functionality is unavailable or down due to hardware or software failure.	By Email/Phone: 15 Minutes Onsite: 01 Hour	03 hours
Medium	Any Hardware or software component failure that leads to degradation of system performance.		05 Hours
Low	System is having minor issue. Insignificant error without impacting usual business or system performance.		08 Hours

**Penalty Clause on Service Failure:**

1. If resolution time is greater than agreed service level, then 0.5% will be penalized for each hour delay for severity level 'High' and 0.25% will be penalized for each hour delay for severity level 'Medium' and 'Low'.
2. Additional 1% of the work order value will be penalized on each failure to resolve the issue with 24 hours of incident reporting time.

**Scope of Warranty Service:**

The scope of service is as below but not limited to:

1. Complete diagnosis and replacement (if needed) will be carried out by bidder.
2. Install, configure and commission of the HSM as per requirement of the Bank.
3. Maintenance of all the hardware and software of the HSM systems shall be provided by 24/7/365 days without any interruption.

4. Ensure resource or emergency product support, if required, for maintenance of any application/server related with HSM system at Meghna Bank PLC.
5. OEM & Local vendor provide till date patch, firmware, software up-gradation, Security Enhancement, vulnerability mitigation as required to maintain compliance and standard practice preferably without any service interruption within the Warranty/AMC period, with shortest time of the component release.
6. Bridge between OEM, Local partner and Meghna Bank for knowledge transfer, problem troubleshoot and best use of the product.
7. Ensure that Meghna Bank PLC. can use all the product facilities as and when required
8. Ensure single point of contact, backup contact and support contact with escalation matrix
9. Provide a quarterly report of the health status of the HSM system along with performance forecast and performance improvement plan.
10. All services and supplied parts, labour, transport and logistic costs will be inclusive of Warranty/AMC amount.
  - a. OEM & vendor will ensure the Warranty, AMC & Support service
  - b. Vendor to quote AMC & Support for 5 years.
  - c. Meghna Bank should have direct access to OEM portal to log a case and communicate with OEM global support on any issue.
11. Ensure the new integration hosts/servers/backup system/storage/software/security items as per requirement of the Bank
12. Vendor must repair/replace of any defect parts of the solution and render services in connection there to at its own cost.

### ANNEXURE 3 - FINANCIAL TEMPLATE

This template is included in excel file attachment

Sl.	Item / Part Number	Qty.	Unit Price in BDT (Including Tax and all other cost)	Applicable VAT rate (...%) and VAT amount on unit Price in BDT	Total Price in BDT (with 5 years' warranty) (inclusive of VAT)	Remarks
1	Hardware Security Module (HSM)	03 (Three)				

## ANNEXURE 4 - OFFER COVERING LETTER

The Chairman,  
Procurement Committee,  
Meghna Bank PLC.,  
Suvastu Imam Square,  
65 Gulshan Avenue, Gulshan-1,  
Dhaka 1212, Bangladesh.

Dear Sir,

Re: Response to RFP No. MGBL/PROC/RFQ/Y24/3472

We have reviewed and understood the contents, instructions, and terms and conditions outlined in your Request for Proposal (RFP) referenced as above. With this letter, we submit our proposal to provide the specified Network HSM (Thalas Luna Network A700/S700 or Utimaco SE 1500 / SE 500) as detailed in the aforementioned RFP.

We affirm that our proposal is compliant with the terms and conditions laid out in the RFP and any subsequent amendments, if applicable. We fully acknowledge and accept all the terms and conditions stipulated in the RFP.

Enclosed with this submission are the requisite documents that constitute our complete bid package.

It is duly noted that Meghna Bank reserves the right to accept or reject the bid, either in its entirety or in part. The bank also retains the authority to annul the entire tendering process without being obligated to furnish any grounds for such actions.

Yours sincerely,

Signature:

Name:

Designation:

Date:

Seal:



**ANNEXURE 5 - SELF DECLARATION BLACKLISTING**

The Chairman,  
Procurement Committee,  
Meghna Bank PLC.,  
Suvastu Imam Square,  
65 Gulshan Avenue, Gulshan-1,  
Dhaka 1212, Bangladesh.

Dear Sir,

Re: Response to RFP No. MGBL/PROC/RFQ/Y24/3472

We hereby certify that we have not been blacklisted in any Central Government / Regulatory / Banking / Insurance company in Bangladesh as on date of the RFP.

Yours sincerely,

Signature:

Name:

Designation:

Date:

Seal:

**ANNEXURE 6 – CHECK LIST**

Bidders have to ensure the submission of the bids enclosing the below mentioned documents with details filled in completely, wherever required. All these documents should be duly signed by the bidder or the person authorized to sign on behalf of the bidder. The bids received without any of these documents or with incomplete details will summarily may be rejected.

SL No.	Document	Part of	Send via
1	Complete RFP document duly signed by Authorized signatory on every page, for having read and understood all the terms and conditions of the RFP.	Functional	Physical
2	Annexure – 4 : Offer Covering Letter	Functional	Physical
3	Letter of Authorization / Undertaking	Functional	Physical
4	Undertaking for being the OEM of the offered product / Manufacturer Authorization letter	Functional	Physical
5	Annexure – 5 : Self Declaration – Black Listing	Functional	Physical
6	Annexure – 1 : SCOPE OF WORK - Network HSM : Technical Specification	Functional	Physical
7	Annexure – 2 : WARRANTY, AMC & AFTER SALES SERVICE	Technical	Physical
8	Sealed Commercial Bid (Annexure 3) as per financial template	Commercial	Physical
9	CV of Technical resources will be engage in Implementation of project & after sales support..	Technical	Physical