Expression of Interest
(EOI)

<u>Title of Consulting Services</u>
Development, Deployment & Commissioning of Centralized Web-based Core Banking System
(CBS)

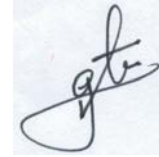<u>Method of Consulting Service</u>
International

Project Name : Development, Deployment & Commissioning of Centralized Web-based Core Banking System (CBS) for RBBL.

EOI : *RBBL/GSD/EOI-Intl /PROJECT-CBS/079/80*

Office Name : Rastriya Banijya Bank Ltd, Central Office, General Service Department

Address : Singhadurbarplaza, Kathmandu

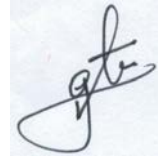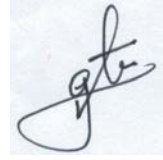**Issued on** : Chaitra14, 2079 (March 28, 2023)

ABBREVIATIONS

ACFS	:	Advance Cluster File System
AI	:	Artificial Intelligence
AMC	:	Annual Maintenance Contract
AML	:	Anti Money Laundering
APIs	:	Application programming Interface
ASM	:	Automatic Storage Management
ATM	:	Automated Teller Machine
ATS	:	Application Testing Suite
BCP	:	Business Continuity Planning
BLB	:	Branch less Banking
C-ASBA	:	Centralized Application Supported by Blocked Amount
CBS	:	Core Banking System
CDS	:	Central Depository System
CIB	:	Credit Information Bureau
CISC	:	Complex Instruction Set Computer
CMMI	:	Capability Maturity Model Integration
CPU	:	Central Processing Unit
CV	:	Curriculum Vitae
DB	:	Database
DBA	:	Database Administration
DBMS	:	Database Management System
DC	:	Datacenter
DP	:	Depository Participants
DRC	:	Disaster Recovery Center
DRP	:	Disaster Recovery Plan
ECC	:	Electronic Cheque Clearing
EOD	:	End of Day
EOI	:	Expression of Interest
FAT	:	Final Acceptance Test
GL	:	General Ledger
GON	:	Government of Nepal
HA	:	High Availability
HO	:	Head Office
HRIS	:	Human Resources Information System
IFRS	:	International Financial Reporting Standards
IPR	:	Intellectual Property Rights
IPS	:	Interbank payment system
IT	:	Information Technology
KYC	:	Know Your Customer
LAN	:	Local Area Network
LC	:	Letter of Credit
MIS	:	Management information system
NFRS	:	Nepal Financial Reporting Standards
NPI	:	National Payment Interface
NRB	:	Nepal Rastra Bank
OEM	:	Original Equipment Manufacturers
OLTP	:	Online Transaction Processing
ORMS	:	Operational Risk Management System
OS	:	Operating System
OSD	:	Original System Developer
OWASP	:	Open Source Web Application Security Project

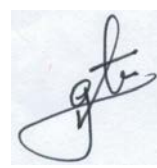|		
PAN	:	Personal Account Number
PAT	:	Provisional Acceptance Test
PCIe	:	Peripheral Component Interconnect Express
POS	:	Point of Sale
PPA	:	Public Procurement Act
PPR	:	Public Procurement Regulation
QAT	:	Quality Acceptance Testing
QCBS	:	Quality and Cost Base Selection
QR	:	Quick Response
RBBL	:	Rastriya Banijya Bank Limited
RDBMS	:	Relational Database Management System
RIMS	:	Revenue Information Management System
RISC	:	Reduced Instruction Set Computer
RPO	:	Recovery Point Objective
RTGS	:	Real Time Gross Settlement
RTO	:	Recovery Time Objective
SAN	:	Storage Area Network
SQA	:	Software Quality Assurance
SIT	:	System Integration Testing
SLA	:	Service Level Agreement
SRS	:	Software Requirement Specification
TAR	:	Technical Assistance Request
TOR	:	Terms of Reference
ToT	:	Training of Trainer
UAT	:	User Acceptance Test
VAPT	:	Vulnerability Assessment and Penetration Testing
VAT	:	Value Added Tax
WAN	:	Wide Area Network

Contents

A. Request for Expression of Interest

<u>REQUEST FOR SUBMISSION OF **EXPRESSION OF INTEREST (EOI)**</u>

For Development, Deployment & Commissioning of Centralized Web-based Core Banking System (CBS)

(EOI:- RBBL/GSD/EOI-Intl /PROJECT-CBS/079/80)
*(First date of publication 2079/12/14)*

1. The Rastriya Banijya Bank Ltd now invites Expression of Interest (EOI) from eligible consulting firms ("consultant") to provide the following consulting services: **Procurement of Consultancy Service for Development, Deployment & Commissioning of Centralized Web-based Core Banking System (CBS).** Interested firm should submit an **Expression of Interest** (**EOI)** in their own format that shall include:
   - A Covering letter (with expression of interest and declaration to submit detailed proposal)
   - The Profile and applicable organizational certificates
   - An Area coverage with details breakdown and the concept note on how for this proposal
   - The Details of similar experience with evidence and
   - A Proposed team composition, designation and CVs of key team members.
   - The Documents to meet our desired minimum qualification

2. Interested eligible consultants may obtain further information and EOI document free of cost at the address Rastriya Banijya Bank Ltd, Central Office, General Service Department, Kathmandu, Nepal during office hours on or before **Baisakh 14, 2080 (April 27, 2023) 12:00 p.m.** or visit e-GP system www.bolpatra.gov.np/egp. A complete set of EOI Document is available online and can be downloaded from RBBL website **www.rbb.com.np.**

3. Consultants may associate with other consultants to enhance their qualifications.

4. Expressions of interest shall be delivered online through e-GP system www.bolpatra.gov.np/egp on or before **Baisakh 14, 2080, 12: 00 p.m. (April 27, 2023)**

5. In case the last date of obtaining and submission of the EOI documents happens to be a holiday, the next working day will be deemed as the due date but the time will be the same as stipulated.

6. EOI will be assessed based on Qualification 40.0 %, Experience 50.0 %, and Capacity 10.0 % of consulting firm and key personnel. Based on evaluation of EOI, only shortlisted firms will be invited to submit technical and financial proposal through a request for proposal (RFP). Minimum score to pass the EOI is: 60

7. The RBBL reserves all the right to accept or reject one or all EOI proposals without assigning any reason whatsoever with its sole discretion.

B. Instructions for submission of Expression of Interest

1. Expression of Interest may be submitted by a sole firm or a joint venture of consulting firms and the maximum number of partners in JV shall be limited to three.

2. Interested consultants must provide information indicating that they are qualified to perform the services *(descriptions, organization and employee and of the firm or company, description of assignments of similar nature completed in the last 7 years and their location, experience in similar conditions, general qualifications and the key personnel to be involved in the proposed assignment).*

3. This expression of interest is open to all eligible **consulting firm/company/ organization**.

4. The assignment has been scheduled for a period as mentioned in TOR**.** Expected date of commencement of the assignment is July,2023**.**

5. A Consultant will be selected in accordance with the **QCBS** method.

6. Expression of Interest should contain following information:

    (i) A covering letter addressed to the representative of the client on the official letter head of company duly signed by authorized signatory.

    (ii) Applicants shall provide the following information in the respective formats given in the EOI document:

    - *EOI Form: Letter of Application (Form 1)*
    - *EOI Form: Applicant's Information (Form 2)*
    - *EOI Form: Work Experience Details (Form 3(A), 3(B) & 3(C))*
    - *EOI Form: Capacity Details (Form 4)*
    - *EOI Form: Key Experts List (form 5).*

7. Applicants may submit additional information with their application but shortlisting will be based on the evaluation of information requested and included in the formats provided in the EOI document.

8. The Expression of Interest (EOI) document must be duly completed and submitted by electronically only using the forms and instructions provided by the system for the **Development, Deployment & Commissioning of Centralized Web-based Core Banking System (CBS)**.

9. The completed EOI document must be submitted on or before the date and address mentioned in the **"Request for Expression of Interest".** In case the submission falls on public holiday the submission can be made on the next working day. Any EOI Document received after the closing time for submission of proposals shall not be considered for evaluation.
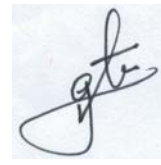
C. Objective of Consultancy Services / TOR

1. Background:

Rastriya Banijya Bank Limited (RBBL) has a history of serving its customers everywhere across the nation for more than half a century. The bank then fully owned by Government of Nepal, was established on 23 January 1966 (10 Magh, 2022) under the special statute "Rastriya Banijya Bank Act, 2021" and had operated under "Commercial Bank Act, 2031" until it was re- registered as public limited company on 19 May 2006 (6 Baishakh, 2063). At present, the Bank operates as "A class financial institution licensed by Nepal Rastra Bank and carries out commercial banking activities as per the provisions of the "Bank and Financial institutions Act 2017 (2073). Currently has 265 branches throughout the Country. It has been serving its banking services to more than 5 million valuable customers by the various delivery channels such as Mobile Banking, Internet Banking, Cards, and Connect IPS.

RBBL is in the third year of implementation of Strategic Plan 2020-2025 and with the aim to meet the growing business needs and increasing daily transaction with "Productivity Increment, Technology Enhancement and Quality Service for Bank Transformation". RBBL is planning to transform its business processes by adopting agile, innovative and state of art core banking system. The ultimate objective of the consulting services is to analyse, design, develop, integrate, test, implement commission and maintain a Centralised web-based Core Banking Software (minimum three-tier system) that can handle all its business process. The estimated time required for completion of the proposed assignment along with data migration is nine (9) Months from the date of signing of the contract.

2. Objective of the Consulting Services:

Core Banking System (CBS) is an initiative of RBBL to enable modern banking business to render efficient service to its multiple stakeholders through heterogeneous delivery channels. RBBL intends to deploy Core Banking System to automate its entire business process. The main objectives are as follows:

2.1. Analyze, design, develop, integrate, test and implement Centralized Web-based Core Banking System (minimum three-tier Service Oriented Architecture based) software with enterprise level database as back end that can handle all its business process provided by RBBL.

2.2. Migrate all the data from its existing Core Banking System.

2.3. Generate different customized reports based on regulatory requirements and NFRS (Nepal Financial Reporting Standards).

2.4. Enable data synchronization between DC and DR to ensure Business Continuity Planning (BCP).

3. Scope of the Services:

To implement an appropriate CBS covering a range of banking and accounting operations undertaken across all of its Offices/Departments/Branches and enhance bank's efficiency and the system compatibility for multiple delivery channels for the RBBL. CBS needs to be in sync with RBBL's IT and financial sector technology vision documents and comply for the below mentioned condition where CBS and all Software license shall have: Perpetual base with Type: Update and support:

➢ Original Equipment Manufacturers (OEM)/ Product Consultant s of Core Banking Solutions, or organizations that are authorized by the OEM/ Product Consultant s to make customizations the CBS application are allowed to bid. The consultant shall have intellectual property rights over the entire source code of the Core Banking Solution application. Any consultant who does not own the Intellectual Property Rights (IPR) to the CBS product shall furnish documentary evidence to the Bank stating that the consultant is authorized by the OEM / Product Consultant to make customizations to the CBS package.

➢ The Core banking software, database and ancillary system shall be the latest released version at the time of proposal submission date and it shall be authorized by OEM/ product consultant in the name of RBBL.

➢ The consultant shall provide a detail design and specification of server machine, Storage, SAN Switch, Farm switch, Load Balancer, Backup solution, and Virtualization system required for

new CBS on RBBL based on the detail provided (Refer sizing table) for five (5) years growth on existing size for bank and to choose the best hardware architecture for security, high-availability and strong proven local support by the consultant. It shall be considered that the resources (CPU, Memory and storage) consumption shall not be more than 30 percent in initial phase and after the three year onward; it shall not exceed 70 percent. It shall also consider COB time not exceeding Five (5) hours at any point of time during Five (5) years period. Minimum transaction per second shall be 1000 TPS.
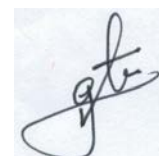
➢ Consultant shall be fully responsible for the minimum 5 years sizing provided on the proposal, as Bank would be using all the third party licenses including Relational Database Management System (RDBMS), Middleware, analytical tools or software.

➢ There shall not be any hidden cost on the proposal to meet the complete scope as detailed on the technical requirement document.

➢ Detail service level agreement for five (5) years and extended five (5) years to be provided for all the components covering CBS, RDBMS and other software components.

➢ RBBL reserves the right to separate the scope of hardware supply, RDBMS, & any other third party software from the current bid and procure itself from another supplier prior to the deployment of the CBS software.

➢ All the licenses related to the Core Banking software shall be in the name of RBBL and the licenses related to third party software shall be independent including RDBMS, Middleware, and other software. The licenses shall be in the name of Rastriya Banijya Bank Limited, Kathmandu, Nepal. OEM/ OSD shall authorize all the software to the consultant and such authorization shall include all the components of the proposal including Core Banking Software, RDBMS, Middleware & any other third party software. Consultant shall not lock hardware, security solution and third party software & Bank always reserves the right to procure & take services of such components from third party supplier.

➢ All the necessary training such as core technical, modular and functional training shall be provided to the Bank staffs.

➢ The Bank would prefer if all of its functional requirements are met through an off-the-shelf CBS product, however if customizations are identified by the Product Consultant. The same needs to be shown separately in the response.

3.1. Requirement Analysis

The Consultant shall present the model of solutions based on review requirements, the existing system on operation in RBBL and discussion with IT enhancement Project office and concerned departments/sections of RBBL to receive feedback on intended services in the different modules. Upon the RBBL's approval of model of solution, the consultant should finalize the list of system users and their information needs and further develop templates for all forms, reports and tables to be generated by the system. The Consultant shall be responsible to gather all the requirements.

3.2 Technical Requirements

3.2.1. The proposed CBS shall support 24 x 7 Banking Operations with no downtime during End of Day Operations (EOD).

3.2.2. The proposed CBS shall have open API and have capability to seamless integration and straight through processing of multiple banking and related third party software of bank.

3.2.3. The system shall be agile, flexible, and scalable and artificial intelligence (AI) / machine learning enabled.

3.2.4. The CBS shall enable Data Integrity and Archiving.

3.2.5. The CBS shall enable Security and Audit Log of each transaction.

3.2.6. CBS Software and License Processor shall be Perpetual and all the details shall be provided to RBBL, Type: Update and Support

3.2.7. The Updates Subscription Services shall be provided to RBBL with rights to product upgrades, maintenance releases and patches released during the ATS (Application Testing Suite) subscription period and distributed to the bank.

3.2.8. CBS Support services to be offered to RBBL for direct access via both the telephone and the web by skilled staff of technical analysts for problem resolution, bug reporting, and technical guidance on a 24 x 7 basis. This service shall be provided through telephone, e-mail and support center

3.2.9. RBBL shall also be in a position to access Support Portal and log a Technical Assistance Request (TAR) for problem resolutions and bug fixes directly.

3.2.10. Consultant shall submit CBS licensing policy in detail for the Renewal of CBS software.

3.2.11. The consultant shall be an authorized channel partner / distributor of respective Software segment for which the bidders are bidding.

3.2.12. The OEM or OSD shall authorize the consultants to propose CBS Software and its end-to-end local support (L1 and L2). In case of failure, the support shall be provided by OEM or OSD.

3.2.13. The benchmark showing the ability of CBS to comfortably support the highest banking volumes for CBS with response time.

3.2.14. CBS solution shall be capable for high availability, minimal downtime and efficient service for CBS across all tiers.

3.2.15. CBS solution shall be capable of integrating with tiered architecture of CBS and shall be pretested and shall ensure the database security (Confidentiality, Integrity and Availability).

3.2.16.The consultant shall provide the overall CBS architecture details comprising of devices, networking, services, platforms and application so as to ensure high and effective performance, high availability and the continuous operation in case of component failure. The architecture shall be complete, pretested and integrated for providing complete banking solutions.
The indicative technical requirements for Core Banking System across all the modules shall be provided in separate sheet.

3.3. Software Requirements:

3.3.1.System may support industry standards such as DOM 1.0, HTML 5, HTTP, HTTPS, ODBC, ODF (IS26300) , Open XML (IS29500), OpenSearch, OpenType, PDF 1.7, PDF/A, RTF, RSS, ATOM, SOAP, REST, UDDI (v2 and v3) , Unicode, URI/URN, W3C XML Schema, WCAG 2.0, WebDAV, WSDL, WSRP, XHTML, XML, XML Web Services, XMLDsig, XPATH, XPS, XSLT etc. as applicable.

3.3.2. Shall be service oriented architecture and easily componentization of business modules

3.3.3. Capability to run in cross platforms

3.3.4. Shall Have sufficient number of Open APIs and can integrate and handle all existing third-party software with straight through processing capability.

3.3.5. Shall have a definite upgrade path and plan for at least next 5 years

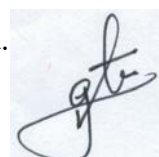3.3.6. Shall be modular in nature with ease of addition / modification of functional requirements/ business rules.

3.4 Functional requirement:
The implementation of Core Banking System shall cater financial and its associated relevant requirements of RBBL as mentioned in Business and technical requirement datasheet .

3.5. Hardware Infrastructure:

RBBL would like to have production system at Data Center, branch network and Disaster recovery on high availability architecture minimum 3 tier providing both on-site and off-site standby backup. Consultant shall propose solutions with its technical documentation for server replication of standby database and application server. If the branches get disconnected from Data center of the bank then branches shall be able to connect to Disaster Recovery site at any point of time. Existing system description shall be provided separately.

3.5.1.The Consultant shall propose Hardware and Infrastructure architecture along with required Operating System and Technical specification (RISC or CISC Based server), Storage, SAN Switch required for new Core Banking System.

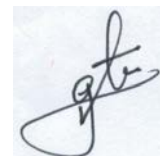3.5.2. The proposed architecture shall be Scalable, Fault Tolerant and Secured.

3.5.3. The proposed Hardware architecture shall be minimum three tired running in High Availability with Independent Logic (Web, Application and Database Logic) at Production and Non-HA Mode with Independent Logic (Web, Application and Database) at Data Recovery Site.

3.5.4. The Consultant shall also propose both online and offline Backup device and Solution architecture including Real Time Backup Software License.

3.5.5. The proposed architecture shall enable the entire business process of RBBL in smooth and efficient manner to provide modern banking services.

3.5.6. Based on the above requirement, Consultant shall provide Hardware sizing for Five Years including RDBMS, Middleware and other third-party tools and software. All the Hardware Infrastructure required during Test Environment shall be managed by Bidder.

3.6. Database Systems

The Consultant shall propose the OEM or OSD released of Relational Database Management System (RDBMS) software and compatible with its Core Banking System at the time of proposal submission date and it shall be authorized by OEM in the name of RBBL.
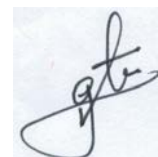
The enlisted of RDBMS are as follows.

3.6.1. RDBMS Software and License Processor shall be Perpetual and all the details shall be provided to RBBL, Type: Update and Support

3.6.2. The Updates Subscription Services shall be provided to RBBL with rights to RDBMS product upgrades, maintenance releases and patches released during the ATS (Application Testing Suite) subscription period and distributed to the bank.

3.6.3. Database Product Support services to be offered to RBB for direct access via both the telephone and the web by DB skilled staff of technical analysts for problem resolution, bug reporting, and technical guidance on a 24 x 7 basis. This service shall be provided through telephone, e-mail and such DB's Web Interface directly without any limitation.

3.6.4. RBBL shall also be in a position to access DB Support Portal and log a Technical Assistance Request (TAR) or search the database for known problem resolutions and bug fixes directly.

3.6.5. Consultant shall submit DB's licensing policy in detail for the Renewed DB products.

3.6.6. The consultant shall be an authorized channel partner / distributor of respective Software segment for which the bidders are bidding.

3.6.7. The OEM or OSD shall authorize the Consultant to propose CBS Software and its end-to-end local support (L1 and L2). In case of failure, the support shall be provided by OEM or OSD.

3.6.8. Shall support state-of-art technology

3.6.9. Shall be scalable and reliable enterprise level database

3.6.10. The benchmark showing the ability of RDBMS to comfortably support the highest banking volumes for CBS with response time

3.6.11. The RDBMS shall ensure faster, secured transactions with quicker close of business

3.6.12. Shall be capable for high availability, minimal downtime and efficient service for CBS across all tiers

3.6.13. Shall be capable of integrating with tiered architecture of CBS and shall be pretested and shall ensure the database security (Confidentiality, Integrity and Availability)

3.6.14. The Consultant shall provide the overall CBS architecture details comprising of devices, networking, services, platforms and application so as to ensure high and effective performance, high availability and the continuous operation in case of component failure. The architecture shall be complete, pretested and integrated for providing complete banking solutions.

3.6.15. The required number of cores and other RDBMS sizing details shall be purposed by consultant that also justify the mentioned sizing of the institution.

3.6.16. Shall have the required features for replication between DC and DRC

3.6.17. Shall have the required features for clustering for high availability

3.6.18. Product specific license can be accepted but shall provide all necessary commercial licenses.

3.6.19. If the production database becomes unavailable due to any outage, feature shall switch any standby database to the production role, minimizing the downtime associated with the outage. (For example, data guard in oracle)

▪ Database Enterprise Edition - Processor Perpetual ▪ Software Update for five year plus extended five year ▪ Product Support for five year plus extended five year	▪ Have capability to run mixed workloads including Online Transaction Processing (OLTP), Data Warehousing, in memory Analytics and consolidation of various workloads. ▪ Be the optimized and high availability platform for running the Database for higher side. ▪ Be a highly available with redundant components for seamless failover. ▪ The Proposed Integrated Systems shall deliver at least 5-nines (99.999) availability in a highly available configuration. ▪ Have one single point of contact for all proposed components — hardware, software, networking and Database
	▪ Allow multiple generation server and storage to be deployed seamlessly into existing Database Machines rack to ensure further scalability for Bank. ▪ Consultants shall ensure that Database server connects with storage server/Controller over high speed, low latency fabric with existing or scalable network interconnect ▪ The Proposed System shall provide linear scalability in terms of performance and storage capacity. ▪ Ensure that the database will have no downtime even in case of failure within the system at unit level or CPU level or other subsystem level. ▪ Be based on Grid Architecture, and each Storage Server/Array shall be physically isolated unit, having its own Storage Controller, CPU, Memory, Disk, and Flash and interconnect ports. ▪ Shall provide hybrid storage capability and intelligently use both PCIe Flash card and Disks Storage.
	▪ Solution shall protect data against disk or entire single storage server/Array failures. ▪ Capability of future expansion and upgrades without Database Services downtime Bidders shall ensure proposed RDBMS HW Layer shall have Enterprise Operating System (OS) supporting unlimited user. ▪ Comprehensive tracing, diagnostics feature at OS level ▪ Comprehensive container feature and container management software ▪ Support patching and software upgrades without downtime

Other Database Features:

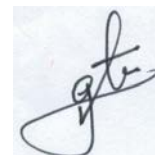| 1.	Database shall have a wide range of features to help customers meet specific requirements in the areas of performance and scalability, high availability, security and compliance, data warehousing and big data, and manageability on-premises. • Application Continuity • Automatic storage management • ACFS: ASM (Automatic Storage Management) Cluster File system • Recovery Manager • Flashback Technology • Secure Backup • Zero data loss Recovery Appliance

Table 3: Expected Features of Relational Database Management System
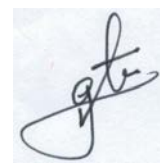
3.7. Data Migration

The Consultant shall be responsible for migrating data from the existing core banking system to the new Core Banking System with enterprise level database system at back end. RBBL team will facilitate the Consultant in data migration process. The final validation approval shall be provided by RBBL User Acceptance Team. The Stages of Data Migration shall be validated by UAT as per the following stages:

- Before Go-live
- Stabilization Period
- Sign off: PAT (Provisional Acceptance Test)
- Sign off: FAT (Final Acceptance Test) The bidding proposal and responses shall be based on the existing size and details of the RBBL.

3.7.1. The consultant shall have to provide Data Migration, Data Archiving approach & strategy during implementation phase.

3.7.2. The Consultant shall be responsible for successful data migration from the legacy application to the new environment for all branches and Head Office departments.

3.7.3. The Consultant needs to extract data from the legacy application. Bank will help in providing field mapping wherever required.

3.7.4. The bank will not bear any additional cost for data migration, nor will be responsible for the same.

3.7.5. The consultant shall perform/enable migration of the Bank data pertaining to all accounts (all GL & sub-GL accounts) to the proposed CBS RDBMS for all the branches and its HO. Allied applications/modules etc. wherever required may also be migrated to the proposed CBS.

3.7.6. The consultant shall submit a detailed report for data migration, data cleansing and data purification as per the migrated data based on present system and future MIS requirement for their CBS

3.7.7. The Consultant shall be responsible for formulating the "Data Migration Strategy" and process documents, which shall have to be reviewed and signed – off by the Bank prior to commencement of the data migration exercise. The Consultant would need to factor all effort to liaise, interact, develop tools, correspond etc. with the legacy system Consultant s to obtain the data as desired by the CBS solution.

3.7.8. The Consultant will give the Bank adequate time to review and sign – off the Data Migration Strategy and process documents.

3.7.9. The bank will verify and sign off the data migration tool provided by the consultant. Only upon successful run and sign off, the consultant shall carry out the actual migration.

3.7.10. All comments and suggestions of the Bank shall be incorporated in the data migration strategy and process documents before obtaining sign–off.

3.8. Testing User Acceptance Test (UAT):

3.8.1. To perform UAT is the responsibility of the bank, but consultant shall provide the support for UAT.

3.8.2. The Consultant shall convey to the Bank that all the customizations that are required to "Go Live", as agreed upon and signed off by the Bank are completed and the solution is ready for testing.

3.8.3. The Bank proposes to conduct a "User Acceptance Test" ("UAT") for ensuring that all the features and functionality required by the bank are available and is functioning accurately. The UAT would be carried out for the CBS Ecosystem being offered by the Consultant or otherwise used presently by the bank.

3.8.4. The Consultant shall set up a UAT application server, to accommodate a minimum of 50 concurrent users, which shall support simultaneous data migration testing and install the Applications including the customizations, parameterize it as per Bank requirement and upload live data of a sample branch in the test server.

3.8.5. The Bank expects the UAT application environment to be always available to the Bank, for testing.

3.8.6. Any deviations / discrepancies / errors observed during the testing phase will be formally reported to the Consultant and the Consultant shall have to resolve them immediately.

3.8.7. The Consultant shall be responsible for maintaining appropriate program change control and version control for all the modifications / enhancements carried out during the implementation / testing phases.

3.8.8. The Consultant shall be responsible for providing and updating system & user documentation as per the modifications.

3.8.9. The consultant shall be responsible to conduct VAPT, stress testing with its own cost, and provide document to the RBBL with desirable test results

3.8.10. Bank shall provide acceptance of functionalities after successful and expected performance of the CBS Ecosystem achieved after the UAT and stress/load testing.

3.9. Knowledge/Technology Transfer

The consultant should conduct training as mentioned in the skill transfer/ training.

3.10. User Manual and Technical Manual

The Consultant shall prepare a user manual for each scheme and its activities. The manual shall clearly specify daily operating procedure for all RBBL functions consisting start-up, close down, restart and recovery, minor system maintenance, handling of errors and other relevant guidance on the application system. The Consultant shall prepare a Technical Manual for entire Technical Team to ensure proper end of day operations.

3.11. Implementation and Rollout

The implementation shall consist of implementing the proposed CBS ecosystem in all existing branches, Head Office departments, DC and DR.

3.11.1. The Consultant shall be responsible for setting up the live environment at the DC and DRC and system shall have load balancing capability.

3.11.2. The Consultant shall set all the parameters in the Applications as accepted in the test environment. The Consultant shall be responsible for accuracy of the parameters set according to business needs of the Bank.

3.11.3. The Consultant shall be responsible to migrate all the data from all the branches and Head Office Departments.

3.11.4. The Consultant is required to be present at the Head Office / any Office for support throughout the migration and subsequently for 6 months after the sign off migration to the proposed solution for handholding, trouble shooting and hands-on training.

3.11.5. CBS Consultant shall provide adequate details of the implementation process, along with timeline and Roles & Responsibilities of both parties.

3.11.5. In the event of any deviations / discrepancies / errors observed during roll out, the sign off will only be given by the Bank once the deviations / discrepancies / errors reported have been successfully rectified by the Consultant. The Consultant shall depute relevant personnel to

attend and resolve the branch problems immediately as per agreed period based on the severity of the issue.

3.12. Project Milestones

The below stated milestones are indicative, the completion of the project shall not exceed 9 months from the date of execution of agreement. A project plan may be provided by the consultant at the time of submitting the technical bid.

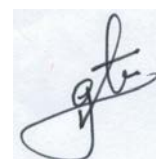| Sr.no	Details of activity	Timeline (Calculation from the date of contract sign)
1	Submission of Gap Analysis Report	2nd weeks
2	Acceptance of SRS and customization requirements.	4th weeks
3	Servers, storage and backup system setup at DC and DRC	8th weeks
4	Core Team Training	12th weeks
4	Data Migration in test server	14th weeks
6	Development, Customization and Parameterization	22th weeks
7	Schemes finalization and settings	23th weeks
8	Restructuring of existing GL Codes and Heads and settings	27th weeks
9	SIT & UAT	31th weeks
10	Testing of all delivery channels	34th weeks
11	Submission of Detailed Migration Program	35th weeks
12	Data migration in production environment and Go Live	37th weeks
13	Final sign off	37th weeks

3.13. Support Services:

3.13.1. The License of the CBS shall be Perpetual and Branch Based or user based. The AMC shall be quoted separately in its financial proposal for minimum five (5) Years plus extended 5 years. The effective License start date and end date of Core Banking System, RDBMS and its associated middleware shall make effective after Go-live of core banking system.

3.13.2. Cost of additional added Branch into CBS Branch/User based License; cost shall remain constant as specified in the contract document for the period of minimum 5 years.

3.13.3. Consultant has to develop steps and strategies in setting up Disaster Recovery Plan (DRP) and high availability plan. No data shall be lost if Data Center goes down.

3.14. Change Control and Configuration Management:

The systematic approach to manage all changes made to a product or system shall be incorporated. The purpose is to ensure that no unnecessary changes are made, all changes shall be documented, services shall not be disrupted and resources shall be used efficiently. This shall be done with proper Change Management Plan. The Consultant shall provide change management strategy document to RBBL.

3.15. Software Quality Assurance

Software Quality Assurance (SQA) includes a means of monitoring the software engineering processes and methods used to ensure quality shall be defined. The methods by which this is accomplished may include ensuring conformance to one or more standards, such as ISO 9001:2015 or ISO 27001:2013 or a model such as CMMI. The Consultant shall demonstrate for verifying or determining whether products or services meet RBBL's expectations. This includes process-driven approach with specific steps to help define and attain goals. This process considers design, development, production, and services.

3.16. Software Security Assurance Vulnerability Assessment and Penetration Testing (VAPT) and stress testing

Software Security Assurance Vulnerability Assessment and Penetration Testing (VAPT) for all the modules of software shall be conducted to ensure client that software is designed to operate at a level of security that is consistent with the potential harm that could result from the loss, inaccuracy, alteration, unavailability, or misuse of the data and resources that it uses, controls, and protects shall be done. It shall ensure Confidentiality, Integrity, Availability and Non-Repudiation for all the software modules. Similarly, Stress testing shall be conducted to ensure desired level of performance of the system. The OWASP (Open Source Web Application Security Project) guideline shall be followed while testing the Core Banking System. Security measures in Core Banking System to mitigate OWASP top 10 Vulnerabilities shall be implemented.

3.17. Future Upgradation Framework

The software shall be designed in such a way that if any new business logic is introduced in future by RBBL, the software shall be able to incorporate the business logic change as a pluggable upgradeable module. The Core Banking System shall have feature of adding similar product/scheme in software system. The CBS shall be very much scalable and dynamic. Any of the functionality of the system shall not be hard coded.

3.18. Delivery Channels

The new CBS shall be able to integrate the existing heterogeneous delivery channels such as ATM, ECC, IPS, ConnectIPS, RIMS, RTGS and NPI through standard interface such as ISO 8583 and/or ISO 20022. There shall be the provision of open API to enable Open Banking in Core Banking System. The new delivery channel integration shall be configurable by the bank in future in a secured way with prevailing financial rules and regulations.

3.19. Reporting

The reporting system of Core Banking System shall be capable of generating different customized reports based on RBBL Requirements and accounting practices namely International Financial Reporting Standards (IFRS) as well as NFRS (Nepal Financial Reporting Standards). The detailed reporting requirements will be listed in RFP. Analytical/Reporting tools shall be provided along with deployment Phase.

3.20. Expected Implementation

Time Schedule the Time Schedule to complete analyzing, designing, developing, integrating, testing, implementing and commissioning a CBS specified in the scope of work within the time period 9 (Nine) months from the date of signing of contract shall be defined and specified. The below stated milestones are indicative, the completion of the project shall not exceed Nine (9) months from the date of execution of agreement. A project plan may be provided by the consultant at the time of submitting the technical proposal.

S.n	Details of activity	Timeline (Calculation from the date of contract sign
1	Submission of Gap Analysis Report	2nd weeks
2	Acceptance of SRS and customization requirements.	4th weeks
3	Servers , storage and backup system setup at DC and DRC	8th weeks
4	Core Team Training	12th weeks
4	Data Migration in test server	14th weeks
6	Development, Customization and Parameterization	22th weeks
7	Schemes finalization and settings	23th weeks
8	Restructuring of existing GL Codes and Heads and settings	27th weeks
9	SIT & UAT	31 weeks
10	Testing of all delivery channels	34th weeks
11	Submission of Detailed Migration Program	35th weeks
12	Data migration in production environment and Go Live	37th weeks
13	Final sign off	37th weeks
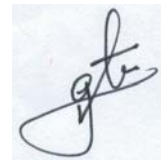
4. Availability of Previous Study documents and Data:
4.1. Previous study documents:
    i. Existing system operation manual
    ii. Existing system transaction manual
    iii. Brach operation manual 2077
    iv. Credit manual 2077
    v. Treasury manual
    vi. Trade finance manual
    vii. Remittance manual
    viii. Government transaction directive 2077
    ix. Accounting manual 2061
    x. Bank guarantee manual 2077
    xi. Annual program and budget 2079/80Mobile banking operation manual 2078
    xii. ICT policy and guidelines 2079
    xiii. RMIS handbook

### 4.2. RBBL Business Transaction and projected growth plan for five year:

S. No.	Description	In Number	Growth Rate %	Year 1	Year 2	Year 3	Year 4	Year 5
1	Branch Network	300	20	360	420	480	540	600
2	Employees	3000	20	3600	4200	4800	5400	6000
3	Deposit Customers	5000000	25	6250000	7500000	8750000	10000000	11250000
3.1	Current Account	550000	25	687500	825000	962500	1100000	1237500
3.2	Saving Account	3500000	25	4375000	5250000	6125000	7000000	7875000
3.3	Fixed Account	500000	25	625000	750000	875000	1000000	1125000
3.4	Other Types	450000	25	562500	675000	787500	900000	1012500
4	Loan Account	250000	25	312500	375000	437500	500000	562500
5	ATM Networks	300	20	360	420	480	540	600
6	BLB Networks	107	20	128.4	149.8	171.2	192.6	214
7	Credit Card Holders	5000	50	7500	10000	12500	15000	17500
8	POS Terminals	3000	50	4500	6000	7500	9000	10500
9	Debit Card Holders	700000	10	770000	840000	910000	980000	1050000
10	Mobile Banking	2000000	20	2400000	2800000	3200000	3600000	4000000
11	Internet Banking	25000	30	32500	40000	47500	55000	62500
12	QR Scan	30000	50	45000	60000	75000	90000	105000
13	Average Transaction/Day	600000	20	720000	840000	960000	1080000	1200000
14	Card Transaction	50000	20	60000	70000	80000	90000	100000

4.3. List of Third Party System integrating with existing Core Banking System:
    I. Swift - International Remittance
    II. ECC (Electronic Cheque Clearing)
    III. Interbank Payment System (IPS)
    IV. ConnectIPS
    V. CorporatePay
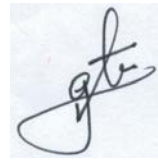
   VI.   RTGS
  VII.   Credit Information Bureau System – CIB Nepal Gov.
 VIII.   C-ASBA – CDS and Clearing Limited
   IX.   RIMS (Revenue Management Information System) – Nepal Government

4.4. Third Party system provider consultant s list:
     I.   RBB Remit - (Third Party Consultant)
    II.   Integrated HRIS, Attendance and Payroll Management System
   III.   Inventory and Fixed Asset Management System
   IV.   Government Pension Management System
    V.   Pension Management System for RBB
   VI.   Budget Management System
  VII.   Reconciliation System
 VIII.   Operational Risk Management System (ORMS)
   IX.   Document Management System
    X.   Trust AML for AML/CFT compliance and KYC

4.5.   List of in House developed software:
     I.   Visa Fee Collection (VFC) System
    II.   Cash Management System
   III.   Internal Audit Record Management
   IV.   ATM Monitoring
    V.   NBL Reconciliation System
   VI.   GOVT TXN Reconciliation System
  VII.   DP System
 VIII.   NoteKosh Management
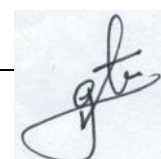
5. General Requirement of Consulting Firm
- Minimum seven (7) years in the field of CBS
- Experience in implementation of CBS system.
- Minimum of Eight (8) Successful implementations of CBS in commercial banks across the world with in Seven (7) years.

6. Consultant's Qualifications and Experience:

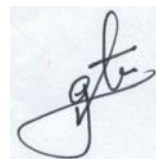| Key Personnel or staffs	Person Man-months	Reqd. Minimum Qualification and Experience	Reqd. Training and Certification	Task and Responsibilities
Team Leader-1 (International)	6	Minimum Master's Degree in computer science, information technology, engineering or equivalent. Minimum 2 CBS project completion experience for a project manager with overall 7 years' experience	Professional training and certification in relevant fields	• To provide overall management and technical vision to the consultancy services. • Liaison with the IT department and internal project team, corresponding officials of RBBL including Board OF Directors, Senior Management, and Committees. • To report directly to the IT enhancement project office regarding all matters concerning the Consultancy Service. • To work closely with the internal project team and the designated official(s) of RBBL, and the competent authorities.
Deputy Team Leader - 1 (International/ National)	6	Minimum Bachelor's Degree computer science, information technology, engineering or equivalent. Minimum 1 CBS project completion experience for/as a deputy team leader with overall 3 years' experience	Professional training and certification in relevant fields	• To provide overall management and technical vision to the consultancy services. • Liaison with the IT department and internal project team, all corresponding officials of RBBL including Board of Directors, Senior Management, and Committees. • To report directly to the Team leader regarding all matters concerning the Consultancy Service. • To work closely with the internal project team and the designated official(s) of RBBL, and the competent authorities.
System analyst -1 (International /National)	6	Minimum Bachelor's Degree in computer science, information technology, engineering or equivalent. Minimum 1 CBS project completion with overall 3 years' experience working on the S/W Project.	Professional training and certification in relevant fields	• To support and coordinate the Team Leader in business and technical aspect of consultancy services. • To work in coordination with Team Leader • To support the team leader in conducting progress and coordination meetings with Bank officials, the designated office(s) of banks related to the Consultancy Service on a regular basis and with other stakeholders as and when required.
Core Programmers (Application Developer)-2 (International /National)	12	Minimum Bachelor's Degree in computer science, information technology, engineering or equivalent. Minimum 1 CBS project completion with overall 3 years' experience working on the S/W Project.	Professional training and certification in relevant fields	• To support and coordinate the Team Leader in development and technical aspect of consultancy services. • To work in coordination with Team Leader • To support the team leader in conducting progress and coordination meetings with Bank officials, the designated office(s) of banks related to the Consultancy Service on a regular basis and with other stakeholders as and when required.

Database expert (DB Analyst) -1 (International /National)	6	Minimum Bachelor's Degree in computer science, information technology, engineering or equivalent. Minimum 1 CBS project completion with overall 3 years' Experience working on the S/W project.	Professional training and certification in relevant fields	• To support and coordinate the Team Leader in database and technical aspect of consultancy services. • To work in coordination with Team Leader • To support the team leader in conducting progress and coordination meetings with Bank officials, the designated office(s) of banks related to the Consultancy Service on a regular basis and with other stakeholders as and when required.
System Quality Assurance Analyst -1 (International /National)	6	Minimum Bachelor's Degree in computer science, information technology, engineering or equivalent. Minimum 1 CBS project completion with overall 3 years' experience working on the S/W project.	Professional training and certification in relevant fields	• To support and coordinate the Team Leader in quality management and quality assurance aspect of consultancy services. • To work in coordination with Team Leader • To support the team leader in conducting progress and coordination meetings with Bank officials, the designated office(s) of banks related to the Consultancy Service on a regular basis and with other stakeholders as and when required.
Network & security expert-1 (International /National)	4	Minimum Bachelor's Degree computer science, information technology, engineering or equivalent. Minimum 1 CBS project completion with overall 3 years' experience working on the S/W project.	Professional training and certification in relevant fields	• To support and coordinate the Team Leader in network and security aspect of consultancy services. • To work in coordination with Team Leader • To support the team leader in conducting progress and coordination meetings with Bank officials, the designated office(s) of banks related to the Consultancy Service on a regular basis and with other stakeholders as and when required.

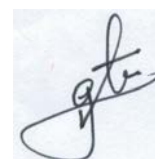|				
Financial expert -1 (International /National)	2	Minimum CA Degree/Bachelor in Management with Accounting Major. Minimum 1 CBS project completion with overall 3 years' experience working on the S/W project.	Professional training and certification in relevant fields	• To support and coordinate the Team Leader in management and financial aspect of consultancy services. • To work in coordination with Team Leader • To support the team leader in conducting progress and coordination meetings with Bank officials, the designated office(s) of banks related to the Consultancy Service on a regular basis and with other stakeholders as and when required.
MIS analyst-1 (International /National)	3	Minimum Bachelor's Degree in computer science, information technology, engineering or equivalent. Minimum 1 CBS project completion with overall 3 years' experience working on the S/W project.	Professional training and certification in relevant fields	• To support and coordinate the Team Leader in MIS reporting and technical aspect of consultancy services. • To work in coordination with Team Leader • To support the team leader in conducting progress and coordination meetings with Bank officials, the designated office(s) of banks related to the Consultancy Service on a regular basis and with other stakeholders as and when required.
Training expert-2 (International /National)	3	Minimum Bachelor's Degree in computer science, information technology, engineering or equivalent. Minimum 1 CBS project completion with overall 3 years' experience working on the S/W project.	Professional training and certification in relevant fields	• To support and coordinate the Team Leader in management and data migration aspect of consultancy services. • To work in coordination with Team Leader • To support the team leader in conducting progress and coordination meetings with Bank officials, the designated office(s) of banks related to the Consultancy Service on a regular basis and with other stakeholders as and when required.

Infrastructure system architecture expert-1 (International /National)	3	Minimum Bachelor's Degree in computer science, information technology, engineering or equivalent. Minimum 1 CBS project completion with overall 3 years' experience working on the S/W project.	Professional training and certification in relevant fields	• To support and coordinate the Team Leader in management and infrastructure system aspect of consultancy services. • To work in coordination with Team Leader • To support the team leader in conducting progress and coordination meetings with Bank officials, the designated office(s) of banks related to the Consultancy Service on a regular basis and with other stakeholders as and when required.
Data migration expert-1 (International /National)	6	Minimum Bachelor's Degree in computer science, information technology, engineering or equivalent. Minimum 1 CBS project completion with overall 3 years' experience working on the S/W project.	Professional training and certification in relevant fields	• To support and coordinate the Team Leader in management and data migration aspect of consultancy services. • To work in coordination with Team Leader • To support the team leader in conducting progress and coordination meetings with Bank officials, the designated office(s) of banks related to the Consultancy Service on a regular basis and with other stakeholders as and when required.
Relationship officer (International /National)	1	Minimum Bachelor's Degree in any field.		• To support and coordinate the Team Leader in management and data migration aspect of consultancy services. • To work in coordination with Team Leader
Support staff-2 (International /National)	6	Intermediate Degree in any field.	Professional training and certification in relevant fields	• To support and coordinate within the project team, and banks regarding consultancy services.

7. **Team Composition:**
   The consultancy service is expected from consulting firm/Company, which shall have relevant experience in CBS implementation. The consulting firm shall provide team of following human resources.

S. N.	Title	No of experts	International/National	Way of engagement
1	CBS expert (Team Leader)	1	International	Onsite: RBBL
2	Deputy team leader	1	International/ National	Onsite / Offsite
3	System analyst	1	International/ National	Onsite / Offsite
4	Core programmer	2	International/ National	Onsite / Offsite
5	DBA	1	International/ National	Onsite / Offsite
6	Software quality analyst & data analyst	1	International/ National	Onsite / Offsite
7	Network and security expert	1	International/ National	Onsite / Offsite
8	Financial expert	1	International/ National	Onsite / Offsite
8	MIS expert	1	International/ National	Onsite / Offsite
9	Training expert	2	International/ National	Onsite / Offsite
10	Infrastructure system architecture expert	1	International/ National	Onsite / Offsite
11	Data migration expert	1	International/ National	Onsite / Offsite
12	Relationship officer	1	International/ National	Onsite / Offsite
13	Supporting Staff	2	International/ National	Onsite / Offsite
	Total number of project team	**17**		

Note: project manager/ team leader, one system analyst, one core programmer, one DBA, one Software quality analyst & data analyst and one data migration expert shall be available onsite RBBL during the implementation period.

Definition of International/National experts:
- International expert means experts who are citizens of any country other than Nepal.
- National expert means experts who are citizens of Nepal.
- Nationals who possess the appropriate international experience may be considered for assignments that require international expertise.

8. **Starting and Completion of Consultancy Services:**
   After award of the contract, consultants expected to complete the project within 9 months from the date of commencement.

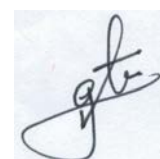9. **Facilities/Utilities and logistics to be provided by the Client:**
   Logistic Supports to be provided by RBBL:
   RBBL shall provide the following facilities to the Consulting Firm during the customization and implementation of Core Banking System,

9.1. One furnished office room with internet facility and desktop pc, printer, scanner etc.

9.2. Telephone services shall be equipped in the room.

9.3. Limited RBBL staff shall be provided for data migration. However, RBBL shall depute required staff to the Consulting Firm to participate actively in the acceptance test execution as an integral part of the readiness training and eventual handover of the CBS to RBBL.

9.4. Assistance with obtaining for the Consulting Firm's Key Staff and eligible dependent's visas, residence permits, exchange permits and any other legal documents required for their stay in Nepal like PAN Registration, Work Permit etc.

10. **Reporting /Performance Requirements:**

    The consultant shall report on periodic basis viz. weekly, monthly, phase wise completion report and final report

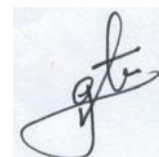| S.N.	Report schedule	Reporting Base	Reporting Time/ Schedule
1.	Inception Report	Methodologies and detailed plan of activities	Within 1 weeks from commencement date
2.	Weekly Report	Activity Based	Within 2nd days after end of each week
3.	Monthly Report	• Sum up of weekly report • Change Request • Test report	Within 5 days after end of each month
4.	Phase Wise completion report	Based on implementation activity	Within 7 days after completion of each activity
5.	Final Report	Sum up of individual activities	Within 30 days after GOLIVE

11. Expected Deliverables Modules:

Features, Functionalities and Modules of the proposed Software shall include, but not limited to the following modules. The list of modules are as follows:

11.1. Core Features

11.2. Security

11.3. Know Your Customer (KYC)

11.4. Accounts

11.5. Deposit

11.6. Cheque

11.7. Fixed Deposits

11.8. Locker

11.9. Loans

11.10. EMI

11.11. Collateral

11.12. Limits

11.13. Bank Guarantee

11.14. Standing Instructions

11.15. Treasury

11.16. Trade Finance (LC)

11.17. Bills Collection

11.18. Clearing and collection

11.19. Reconciliation

11.20. API and Interfaces

11.21. Management Information System

11.22. Finance

11.23. Government transaction

11.24. Currency chest (Note Kosh)

11.25. RBB pension

11.26. Pension payment

11.27. Digital banking integration

11.28. Report (Reporting format will be provided separately)

For the deployment of CBS:

The details of functional and non-functional requirements shall be provided in a separate sheet.
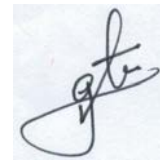
12. Skill Transfer and Training:

The Consultant shall be responsible to provide technical training to technical staffs of RBBL and functional training to Operational Level staff based on RBBL's different business domain. The Consultant shall provide Training of Trainer (ToT) for Technical Staff and provide functional training to Operational Level staff. The Consultant shall propose detail Plan for Knowledge Transfer. The effective Knowledge Transfer Plan to cater the Functional and Technical Operational Procedure shall be incorporated to enable operational excellence of RBBL. The Technical Training shall be carried out before the User Acceptance Testing (UAT) and Quality Acceptance Testing (QAT). Induction workshop for top-level management and board member shall be organized by consultant.

12.1 The Consultant shall be responsible for training the Bank employees in the areas of application / database / user / security management, error handling etc. The consultant needs to provide a comprehensive training methodology document and the training shall at least cover the following areas:

      i.   Application Management
      ii.   User Management
      iii.   Backup & Recovery Operation & Management
      iv.   Help Desk Management
      v.   User training on CBS applications and allied modules.
      vi.   Core technical training

12.2 The Consultant shall be responsible to train all trainers in the branches/Head Office departments as identified by the Bank. The consultant shall quote separately in the commercials for training of end user as per training requirements.

12.3 The training will be held at the Bank premises of Head Office or at the training centers as required by the Bank.

12.4 The Consultant is expected to conduct an Executive Awareness Program for the senior level management team of the Bank.

12.5 The Bank will set up the required infrastructure (including the client desktops) with the training server at DC and various training center(s) of the Bank at Kathmandu for training.

12.6 The Consultant shall be responsible for preparing, circulating, and collecting training feedback forms from the participants.

12.7 The feedback forms will be prepared jointly by the bank and the Consultant, reviewed, and given to the Bank. If any changes suggested by the Bank or its consultants, shall be incorporated and implemented by the Consultant.

12.8 The Consultant shall provide the users with the requisite training material in both hard and soft copies at least for the core team / implementation training, technical training, end user training and train the trainers.

12.9 The Bank will provide a detailed training schedule to the Consultant prior to commencement of the training.
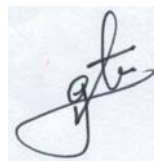
12.10 The Consultant shall be responsible for providing ongoing training for any new development whenever required.

The training program or knowledge transfer program should be extensive and focused to policy makers, executives, technical staff and working level staff. The Consulting Firm should have appropriate training innovativeness such as research and developments, news releases, distance training or self-learning websites etc.

S.N	Personnel to trained Types of training	Focused group	Venue	Participation	days input per training
1.	Awareness program Product(2 teams@ 15 and 35 members)	Top Management		50	1

2	Core Technical Training (OEM based) (3 team@ 10 members.	IT	Vendor's development site	30	10
3	Trainers of Training(Induction Training)(2 team@ 25 members)	IT and focal person of Business		50	14
4	Module wise training(Operation, Loan, Account & finance, Treasury, Trade finance, MIS)(6 team @20 member)	Training based on Banks environment	H.O	120	7
Note: Manuals shall be provided to Trainee. SOP and Master copy of training related document shall be submitted to CBS project office.					

13. Selection Method:

A Consulting Firm will be selected in accordance with The Government of Nepal Public Procurement Act 2063 BS (Revised 2073 BS) and Rastriya Banijya Bank Limited Financial Administration & Procurement Regulations 2068 BS (Revised 2074 BS), Provisions Relating to Consultancy Services. The selection method will be QCBS (Quality and Cost Base Selection).
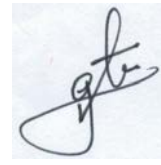
D. Evaluation of Consultant's EOI Application

Consultant's EOI application which meets the eligibility criteria will be ranked on the basis of the Ranking Criteria.

i) Eligibility & Completeness Test	Compliance
Updated Copy of Registration of the company/firm	
VAT/PAN Registration	
Tax Clearance Certificate of FY 2078/79	
In case of a natural person or firm/institution/company which is already declared blacklisted and ineligible by the GoN, any other new or existing firm/institution/company owned partially or fully by such Natural person or Owner or Board of director of blacklisted firm/institution/company; shall not be eligible consultant.	
If the corruption case is being filed to Court against the Natural Person or Board of Director of the firm/institution /company or any partner of JV, such Natural Person or Board of Director of the firm/institution /company or any partner of JV shall not be eligible to participate in procurement process till the concerned Court has not issued the decision of clearance against the Corruption Charges.	
EOI Form 1: Letter of Application	
EOI Form 2: Applicant's Information Form	
EOI Form 3: Experience (3(A) and 3(B))	
EOI Form 4: Capacity	
EOI Form 5: Qualification of Key Experts	

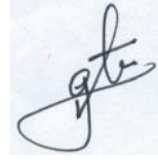| ii) EOI Evaluation Criteria	Minimum Requirement	Score [Out of 100%]
A. Qualification		
Qualification of Key Experts	*As Mentioned in TOR*	
Professional Qualification/Training of Key Experts	*As Mentioned in TOR*	*40%*
Experience of Key Experts	*As Mentioned in TOR*	
B. Experience		
General experience of consulting firm/company	Evidence of CBS history of successful operation of the proposed CBS & its components over a period of minimum 7 years	
Specific experience of consulting firm/company within last 7 years.	Minimum of 8 successful implementation of CBS in commercial banks across the world	*50%*
Similar Geographical experience of consulting firm/company	Successful implementation of core banking system in commercial bank of Nepal. Experience shall strictly be end to end implementation of CBS.	
C. Capacity		
Financial Capacity (Average Turnover)	Average annual turnover of best three years out of last seven years should be at least NRs. **350 Million**	*10 %*

Note 1: Commercial banks refer to "A" class commercial banks for Nepalese banks and in case of foreign banks it refers to the bank with minimum 200 branches

Minimum score to pass the EOI is: **60**

Note 2 :

In Case, a corruption case is being filed to Court against the Natural Person or Board of Director of the firm/institution /company or any partner of JV, such Natural Person or Board of Director of the firm/institution /company or any partner of JV such firm's or JV EoI shall be excluded from the evaluation, if public entity receives instruction from Government of Nepal.

E. EOI Forms & Formats

Form 1. Letter of Application

Form 2. Applicant's information

Form 3.Experience *(General, Specific and Geographical)*

Form 4. Capacity

Form 5. Qualification of Key Experts

1. Letter of Application

(Letterhead paper of the Applicant or partner responsible for a joint venture, including full postal address, telephone no., fax and email address)

Date:

To,

Full Name of Client: _____

Full Address of Client: _____

Telephone No.: _____
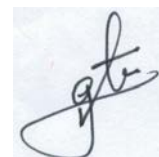
Fax No.: _____

Email Address: _____

Sir/Madam,

1. Being duly authorized to represent and act on behalf of (hereinafter "the Applicant"), and having reviewed and fully understood all the short-listing information provided, the undersigned hereby apply to be short-listed by *[Insert name of Client)* as Consultant for *{Insert brief description of Work/Services}.*

2. Attached to this letter are photocopies of original documents defining:

   a) the Applicant's legal status;

   b) the principal place of business;

3. *[Insert name of Client]* and its authorized representatives are hereby authorized to verify the statements, documents, and information submitted in connection with this application. This Letter of Application will also serve as authorization to any individual or authorized representative of any institution referred to in the supporting information, to provide such information deemed necessary and requested by yourselves to verify statements and information provided in this application, or with regard to the resources, experience, and competence of the Applicant.

4. *[Insert name of Client)* and its authorized representatives are authorized to contact any of the signatories to this letter for any further information.[1]

5. All further communication concerning this Application should be addressed to the following person,
   [Person]
   [Company]
   [Address]
   [Phone, Fax, Email]

6. We declare that, we have no conflict of interest in the proposed procurement proceedings and we have not been punished for an offense relating to the concerned profession or business and our Company/firm has not been declared ineligible.

7. We further confirm that, if any of our experts is engaged to prepare the TOR for any ensuing assignment resulting from our work product under this assignment, our firm, JV member or sub-consultant, and the expert(s) will be disqualified from short-listing and participation in the assignment.

8. The undersigned declares that the statements made and the information provided in the duly completed application are complete, true and correct in every detail.

Signed :

Name :

For and on behalf of (name of Applicant or partner of a joint venture):

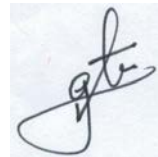[1] Applications by joint ventures should provide on a separate sheet, relevant information for each party to the Application.

Applicant's Information Form

(In case of joint venture of two or more firms to be filled separately for each constituent member)

1. Name of Firm/Company:

2. Type of Constitution (*Partnership/ Pvt. Ltd/Public Ltd/ Public Sector/ NGO*)

3. Date of Registration / Commencement of Business *(Please specify):*

4. Country of Registration:

5. Registered Office/Place of Business:

6. Telephone No; Fax No; E-Mail Address

7. Name of Authorized Contact Person / Designation/ Address/Telephone:

8. Name of Authorized Local Agent /Address/Telephone:

9. Consultant's Organization:

10. Total number of staff:

11. Number of regular professional staff:

(Provide Company Profile with description of the background and organization of the Consultant and, if applicable, for each joint venture partner for this assignment.)
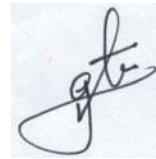
2. Experience

3(A). General Work Experience

(Details of assignments undertaken. Each consultant or member of a JV must fill in this form.)

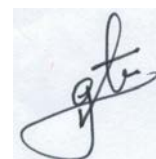| S. N.	Name of assignment	Location	Value of Contract	Year Completed	Client	Description of work carried *out*
1.						
2.						
3.						
4.						
5.						
6.						
7.						

3(B). Specific Experience

Details of similar assignments undertaken in the previous seven years
(In case of joint venture of two or more firms to be filled separately for each constituent member)

Assignment name:	Approx. value of the contract (in current NRs; US$ or Euro)[2]:
Country: Location within country:	Duration of assignment (months):
Name of Client:	Total No. of person-months of the assignment:
Address:	Approx. value of the services provided by your firm under the contract (in current NRs; US$ or Euro):
Start date (month/year): Completion date (month/year):	No. of professional person-months provided by the joint venture partners or the Sub-Consultants:
Name of joint venture partner or sub-Consultants, if any:	Narrative description of Project:
Description of actual services provided in the assignment: **Note: Provide highlight on similar services provided by the consultant as required by the EOI assignment.**	

Firm's Name: _____

3(C). Geographic Experience –Applicable

---

[2] Consultant should state value in the currency as mentioned in the contract

3. Capacity

4(A). Financial Capacity

(In case of joint venture of two or more firms to be filled separately for each constituent member)

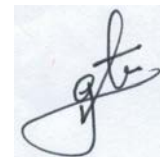| Annual Turnover	
Year	**Amount Currency**

- **Average Annual Turnover of Best of 3 Fiscal Year Of Last 7 Fiscal Years**

(Note: Supporting documents for Average Turnover should be submitted for the above.)

4(B). Infrastructure/equipment related to the proposed assignment

Not Applicable

4. Key Experts *(Include details of Key Experts only)*

(In case of joint venture of two or more firms to be filled separately for each constituent member)

SN	Name	Position	Highest Qualification	Work Experience (in year)	Specific Work Experience (in year)	Nationality
1						
2						
3						
4						
5						

(Please insert more rows as necessary)