

Facility Management Division

Ref: PBL/FMD/E-LEARNING/2025/796

Date: December 21, 2025

Subject: Request for Proposal (RFP) for E Learning Solution.

Dear Sir,

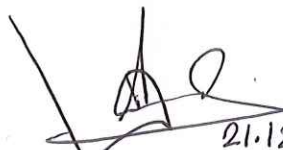
Please be informed that Prime Bank PLC. intends to purchase **E Learning Solution**. For this purpose, you are requested to submit financial offer along with technical specifications in your letterhead pad complying the following Terms & Conditions in mentioned in attached documents.

RFQ SUBMISSION ADDRESS:

Facility Management Division, Head Office, Prime Bank PLC.
Prime Tower (Ground Floor, Central Despatch),
Plot # 8 & 35, Nikunjo-2, Khilkhet, Airport Road, Dhaka-1229

After going through the details terms & conditions mentioned in attached documents, please submit proposal as per format mentioned in RFP in your company's letterhead pad duly signed by authorized representative of your company. RFP documents shall be dropped **in the Tender box on 30th December 2025 before 5:00 PM**. No RFP shall be entertained after the specified time and date. No RFP document will be received by mail.

Thanking You.



21.12.2025
Head of Procurement-FMD
Tel: 09610990000, Ext-11014
BR.

Attachment: Details Request for Proposal (RFP) for implementation of E Learning Solution & Technical Requirement Specification

Request for proposal (RFP) for e Learning Solution

Prime Bank PLC
Head Office,
Simple Tree Anarkali
89 Gulshan Avenue
Dhaka-1212
www.primebank.com.bd

REF:PBL/FMD/E-LEARNING/2025/796

Date of submission: December 30, 2025



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Introduction

Prime Bank, a top-tier second-generation local commercial bank in Bangladesh established in 1995 and is well known for its expertise in Corporate and Institutional Banking and innovative Digital Banking services. The purpose of this Request for Proposal (RFP) is to invite qualified vendors to submit proposals for the design, development, implementation, and ongoing support of a comprehensive **e-Learning Solution**. This solution will serve as a strategic platform to deliver engaging, scalable, and accessible digital learning experiences for Prime Bank's Employees.

E Learning Solution Business Overview:

Prime Bank is seeking proposals from qualified vendors to provide a comprehensive **Self-Paced eLearning Solution**, including a **web-based learning platform** and **mobile applications (Android & iOS)**. The goal is to enhance employee development, ensure regulatory compliance, and improve learning accessibility across the organization.



Point of Contact

Any query related to this RFP should be directed to the following persons only, who are authorized to provide clarifications to vendor response about application, technical, functional, business projection and other related peripherals to this RFP.

Area of Work	Point of Contact
Operational and Functional	Umme Salma Designation: Senior Vice President, Human Resources Division Email: salma.umme@primebank.com.bd Cell : 01713082190
Related to RFP submission	Mr. Partha Sarathi Bairagi Designation: FAVP, FMD Email: pb061605@primebank.com.bd Cell: +8801730781194
Technical	Mr. Mohammad Mijanur Rahman Designation: Senior Assistant Vice President, IT Division Email: m.mijan@primebank.com.bd Cell: 01711074410

Abbreviations

CBS	Core Banking System
AI	Artificial Intelligence
2FA	Two Factor Authentication
BB	Bangladesh Bank
PBPLC	Prime Bank PLC

Instructions to Vendors

- a) Vendors are requested to read the RFP carefully to respond to it as per Bank's requirement.
- b) The column titled "Vendor Response" in the Functional Requirement table is to be filled by the Vendor for the required solution description.
- c) Vendors should send all questions related to RFP within 5 (Five) working days from the date of publishing.
- d) Soft copy of the response through email and hard copies should be identical otherwise Bank shall reserve the right to reject any response.
- e) RFP response should be submitted by the given timeline mentioned in RFP. However, Bank shall reserve the right to extend or reduce timeline with giving prior notification.
- f) Each vendor those who qualified primarily, will be called for a session to pitch and show proof of concept/demo in front of RFP evaluation committee of the bank and within 3 days of that session, final financial offer to be submitted in sealed envelope.
- g) Vendors shall have the capability to deploy/design e Learning platform which can serve with both online and offline modules.
- h) Vendor having one live deployment at a bank with similar services will get added advantage.
- i) Proposed solution must be hosted in Prime Bank premises
- j) Prime Bank PLC. reserves the right to cancel, renew and modify the RFP.
- k) Vendors should enclose following documents with their response-
 - o Company Profile along with Board of Directors
 - o Trade License
 - o Certificate of Incorporation
 - o TIN certificate
 - o Company Annual report (if any)
 - o Company Organogram
 - o Similar Implementation Experience (if any)

RFP Disclaimers

This RFP does not create a binding agreement for provision of services between Prime Bank PLC. (PBPLC.) and vendor, except to the extent that vendors will be bound by the representations, warranties and conditions contained in their response to this RFP. Prime Bank PLC. issued this RFP to solicit bids from potential vendors for a comprehensive e-Learning Solution to the requirement outlined in this document. Only the execution of a written contract will obligate PBL in accordance with the terms and conditions contained in such contract.

All cost associated with the preparation of response to this RFP or contract in response to this RFP will be borne solely by the vendor. All responses shall become the property of PBPLC. and PBPLC. reserves the right to accept or reject any or all response(s) to this RFP even if all of the stated requirements are met.

Prime Bank PLC. reserves the right to amend or cancel this RFP in any manner prior to awarding the contract. PBPLC. will notify all responsive vendors in this event. The bid submitted and the price quoted therein shall remain valid for six months (180 days) from the bid submission date mentioned by PBPLC. . PBPLC. reserves the right to extend the period of validity of their bids in exceptional circumstances, prior to expiry of the bid validity period. The request and the responses shall be made in writing. PBPLC also reserves the right to share with, any person of its choice, the RFP and any proposals in order to secure expert opinion.



For purpose of the evaluation process, Prime Bank reserves the right to make copies of a vendor's proposal. Prime Bank reserves the right to verify all information provided by vendor via business references from a vendor's client.

Vendors are hereby advised that Prime Bank is not committed to any course of action as a result of its issuance of this RFP and/or its receipt of a proposal from any vendor in response to it. In particular, vendors should note that Prime Bank may-

- Reject any proposal which does not conform to instructions and specifications which are mentioned herein
- Not accept proposal after the stated submission deadline
- Not necessarily award the lowest price proposal
- Reject all proposals, if it so decides
- Award a contract in connection with this RFP outside of the timelines as it may deem fit
- Make no award of a contract

Roll Out Plan & Gantt Chart

The bidder will have to provide a roll out plan for each of his working procedures which strictly follow the requirements of the RFP. For instance, a sample format of roll out plan is given below:

Sample format:

Sl. No.	Product/ Solution Name	Description	Time frame
1.	E Learning Solution	Please specify in details with working procedure covering the scope.	Please specify the number of days needed from the date of issuance of the work-order.

2. The bidder needs to provide distinct Gantt chart for this product/solution s/he wants to bid.

Note:

1. Bidder has to mention detailed hardware and associated software specifications such as application servers, database servers, security application and OS along with any intermediate hardware and/or software to implement the solution successfully.
2. All required software for implementing the solution will be the responsibility of the bidder which includes providing license, delivery and installation.
3. The scope of work includes but not limited to design, engineering, installation, commissioning, testing, integration, training etc. of all the products offered in the solution infrastructure.
4. Solutions offered may be stand-alone product suites of integrated applications and services.
5. The bidder shall arrange inspection for functional testing as per technical specification and system performance demonstration to the Bank's representative.
6. The bidder shall provide licenses for all the supplied software in the name of the Bank.

7. Installation, commissioning, configuration and integration of all components of the bidding product should be the turnkey responsibility of the respective bidder as per bidding document.
8. Bidder has to provide two-months onsite support after the date of completion of the project. The completion certificate shall be issued by the Bank on successful completion of the project.
9. Any other items (software, licenses, tools etc.) not indicated in this document required to make the system fully operational will also be in the responsibility of the bidder.
10. Proper UAT documents has to be shared with the Bank and all these observations and recommendations have to be added in it before doing the final UAT.
11. Hand over documents must be prepared in such a way so that detailed installation procedure and configuration parameters used during and after installation is there. The document should include full screen capture for further reference and operation.



Technical Requirements

FC= Fully Complied

NC= Need Customization

WA= Workaround Available

CC= Cannot Customize

Sl.	Description	Vendor's Feedback				
		FC	NC	WA	CC	Comments
	Integration					
1.	Vendor has to provide a micro-service-based Middleware service if required					
2.	Solution should have capability to login by AD authentication and regular authentication.					
3.	Some CBS transaction should be real time through API and some should be queue based which will be executed from a scheduler based application if required. PBL will decide the integration approach.					
4.	API request & response must be encrypted & required to follow Prime Bank API Check List					
	User Interface					
5.	Scheduler should have ability to configure dynamically and also be configured by front-end.					
6.	Vendor must need to provide a solution which should have different role-based dashboard.					
7.	Any type of approval (transaction/reversal/creation/modification /delete) must have multiple control like maker, checker.					
8.	Vendor has to ensure the centrally monitoring all the audit logs and activities.					
9.	Vendor has to give us a solution which should allow multiple teams/users to deploy, monitoring and administering related works.					
10.	Vendor has to give us a solution which should have a panel for monitoring service wise audit trails and also any type of administering, deploying audit trails.					
11.	UI for Parameter configuration to keep into DB as encrypted					
12.	System Should have standard Audit Trail Report/Module					
13.	System Should have a UI to change EC provided credentials					
	User Administration					
14.	User Creation/modification/lock/unlock/activation/deactivation from a panel					
15.	User Management (Role Based access control)					

16.	Granting multiple Roles and Branches to a single user					
17.	Must have multiple control like maker checker for user creation/Authorization/Update/Inactive etc.					
18.	Two Factor Authentication for Login if Bank Decide					
	Customization					
19.	System should support to do the customization and add new business process/logic/ data entry screen and change existing process by trained bank users.					
	Architecture					
20	Vendor has to configure the load balance of service as per PBL requirement. It can be both software and Hardware load balancer.					
21	vendor has to propose a solution which should support latest OS and other related software's updated patch which will release time to time by OS and software vendor like Microsoft, oracle, Linux etc. and also, solution should run after vulnerability mitigation where vulnerability may raise by vulnerability assessment tools, audit and PBL Information security division.					
22	Stress Testing & Load Testing need to be done and report must be submitted by vendor during product implementation for both Application and middleware service.					
23	Identified VAPT must be mitigate by vendor at any time without any cost.					
24	Minimum security baseline (MSB) should be complied by vendor					
25	Prime Bank audit risk assessment, BB audit observations and any external audit observations must need to mitigate by vendor at any time without any cost.					
26	Solution should have ability to grow horizontally during load.					
27	Solution should have capabilities to access through Internet and intranet. Permission should be granted by role/user, which need to be managed by admin panel					
28	Vendor has to provide Database Server requirement of Core, RAM (GB) and HDD storage or others which are needed.					
29	Vendor must need to give a detail technical architecture diagram for Live, HA, UAT and DR environment					
30	The system should support a smooth transition from primary site (DC) to backup site (DR) for disruptive events such as fire, flood, earthquake, etc.					
31	DB platforms (i.e., Oracle, MSSQL, MySQL, PostgreSQL etc.). we preferred license free DB					

32	Is there any encryption mechanism with application?					
33	Is there any auditing policy with application?					
34	Vendor must need to support database retention and purging as per Prime Bank policy.					
35	Vendor has to provide the List of all the pre-requisite software needed by the product (e.g., database, JDK, JRE, any other licensed software) and also need to confirm which we need to procure or not for the solution.					
36	Vendor must need to give us web server, database and other related tools/ component lists.					
37	Does your product support SaaS, customer-managed and hybrid deployments?					
38	How does your platform support continuous integration and deployment practices?					
39	Does the solution support zero downtime patching and updates?					
40	Vendor solution must need to Ability to deploy in VM environment					
41	<p>The system should provide the facility to take backups of data and system software at user defined intervals with minimal/without operator intervention. The system should allow these backups to be both:</p> <p>(a) full - a complete image of the data and/or software</p> <p>(b) Interim - a backup of transactions or changes which have been made since the last backup.</p>					
42	Vendor must need do prepare Live, HA, test, HA and DR environment setup, configuration related work. Activities need be done on premises.					
43	Vendor solution must need to ensure details log so that any transaction can be easily identified.					
44	The unique identifier must be introduced for every log so that the log can be trace easily for every request.					
45	The log must be compressed on a daily basis and automatically shifted to other locations.					
46	Vendor must provide full hardware sizing.					
47	Vendor solution must be hardware platform independent i.e., should be run on any hardware platform.					
48	System should be capable to handle latest Database.					
	Installation, Configurations and Post deployment support					
49	Vendor must have to provide step by step detail installation guideline					
50	Vendor must install all the prerequisite of solutions in Live, DR and UAT environment. Activities need be done on premises.					

51	Vendor must install and configure the full solutions in Live, DR and UAT environment. Activities need be done on premises.					
52	Vendor has to implement Software or Hardware (If bank provides) load balancer with clustering features in live environment					
53	Vendor has to configure solutions with SSL certificate which will support only latest TLS.					
54	Vendor must apply security policy in each server. Primarily we will refer PBL Security Baseline like PCI-DSS.					
55	Vendor has to ensure a process which should periodically patch update of Operating System and database all patches					
56	Vendor must need to provide a detail plan for post deployment support.					
	Guides					
57	Installation / Implementation guide: Vendor has to provide an installation guide mentioning details of installation & parameter value setup at OS during product implementation.					
58	Vendor has to provide detail data dictionary as per prime bank requirement					
59	Vendor must need to provide setup and configuration related detail document					
60	Service Development guide: Vendor has to provide a guideline for integration with new service provider with business logic implementation and validations.					
61	Administration guide: Vendor has to give an administration guide where detail information about application logs, system logs, temporary file locations, performance monitoring scripts/commands and system maintenance guidelines are incorporated. It should include high level definition of process flow. Also administration guide should include standard operating procedure (SOP) for system administration.					
	Training					
62	Vendor has to provide training for different module.					

63	Vendor should provide detail technical, administrative, operational and others related training, so that PBL can manage by themselves.					
64	Vendor should provide training materials for all modules.					
65	Must need to give third party library list with information details					
66	Application deployment architecture diagram with HA and DR consideration					
67	Application development environment set up document step by step					
68	Live server readiness document step by step					
69	Application architecture detail diagram					
70	Following documents need to provide during Implementation: 1. SRS 3. Deployment document 4. Release document 5. Technical Architecture 6. Data Flow Diagram 7. Audit Log document 8. Data Dictionary and other related documents need to handover time to time as per bank requirement. Please note that above are only development related					
71	All modules should have the capabilities to work from source code repository					
72	Application code build or publish process must need to be easy					
73	All Framework, libraries and tools must be updated					

Functional Requirements

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To comply with the above guidelines, HRD requires an IT-enabled solution for:

1. E Learning Solution records: -

SL#	Functional Requirements with Description	Vendor’s Feedback				Comments
		FC	NC	WA	CC	
System Users The system must support three user roles with separate dashboards and permissions:						
1	1.1 Admin <ul style="list-style-type: none">Full access to all modules, configurations, reports, and user management. 1.2 Trainer <ul style="list-style-type: none">Access is limited to trainer-assigned courses, trainees, tests, and content they create. 1.3 Trainee <ul style="list-style-type: none">Access to own courses, exams, results, profile, notifications, and study materials.					
Authentication & User Profile						
2	Requirements <ol style="list-style-type: none">The system must allow Login and Logout for all user types.Users must be able to reset forgotten passwords.Users must be able to update their profile information.Admin must be able to reset passwords for any user.Integration with ERP/AD					
Dashboard						
3.	Admin Dashboard Requirements <ol style="list-style-type: none">Display Stats:<ul style="list-style-type: none">Trainees, Courses, Library Items, Learning Hour Items,					

SL#	Functional Requirements with Description	Vendor's Feedback				
		FC	NC	WA	CC	Comments
	Evaluation Tests, Active Forum Posts, etc. 2. Display leaderboards (course-wise and/or global). 3. Show badges achieved by trainees. 4. Show progress graphs: <ul style="list-style-type: none"> ○ Enrollment progress ○ Top-enrolled courses ○ Certificates obtained in the last 6 months 5. Search filters: Date Range, Status. 6. Filter graphs by Certificate, Enrolled Course, Enrolled/Progress.					
4	Trainee Dashboard Requirements 1. Display counts: <ul style="list-style-type: none"> ○ Enrolled courses ○ Bookmarked courses ○ Achievements ○ Exams 2. Display the enrolled and available course list.					
Notifications System Requirements						
5	All users must see a notifications list (All / Unread).					
6	Notifications must include: <ul style="list-style-type: none"> ○ Exam submissions ○ Pending forum posts ○ Notice publications ○ Course enrollments ○ Certification achievements ○ Sequence completion 					
7	Clicking notifications must navigate to the respective item/page.					

SL#	Functional Requirements with Description	Vendor's Feedback				Comments
		FC	NC	WA	CC	
	Notice Board					
8	Admin Requirements <ol style="list-style-type: none"> 1. Create, update, delete notices. 2. Set target trainee groups. 					
9	Trainee Requirements <ol style="list-style-type: none"> 1. View the notice list published by the admin. 					
System Configuration (Sys Admin Only) Requirements						
10	Create/update general system information.					
11	Email GW, SMS GW configuration					
12	Manage exam instructions.					
13	Define default question mark settings.					
14	Upload, download, and delete grading policies.					
e-Library Module						
15	Admin Requirements <ol style="list-style-type: none"> 1. Manage e-Library categories (CRUD). 2. Manage e-Library contents (CRUD). 					
16	Trainee Requirements <ol style="list-style-type: none"> 1. View and study library content (video/document). 2. Search by name/category. 					
Forum Management						
17	Admin Requirements <ol style="list-style-type: none"> 1. Manage forum categories (CRUD). 2. Manage forum posts: <ol style="list-style-type: none"> o List, Search o Approve posts 					
18	Trainer Requirements <ol style="list-style-type: none"> 1. Create and manage forum posts that are assigned to 2. Search posts. 					

SL#	Functional Requirements with Description	Vendor's Feedback				
		FC	NC	WA	CC	Comments
19	Trainee Requirements <ol style="list-style-type: none"> 1. Create posts. 2. Like and comment on posts. 					
Learning Hours Module						
20	Admin Requirements <ol style="list-style-type: none"> 1. Manage learning hour categories (CRUD). 2. Upload/view open materials. 3. Search by name/category. 					
21	Trainee Requirements <ol style="list-style-type: none"> 1. Study learning hour items. 2. Search by name/category. 					
Evaluation Tests Module						
22	Admin Requirements <ol style="list-style-type: none"> 1. Create/update evaluation tests. 2. Search by category. 3. Manage trainee evaluation tests: <ol style="list-style-type: none"> o Search by exam/status/trainee o Preview/download Excel sheets o Bulk result publish 					
23	Trainee Requirements <ol style="list-style-type: none"> 1. View evaluation test results. 2. Search results by name/category. 					
Feedback Questions						
24	Admin Requirements <ol style="list-style-type: none"> 1. Manage feedback questions (CRUD). 2. Search by group/type. 					
25	Trainee Requirements <ol style="list-style-type: none"> 1. View feedback question sets. 2. Give feedback 					
Course Management						
26	Admin Requirements					

SL#	Functional Requirements with Description	Vendor's Feedback				
		FC	NC	WA	CC	Comments
	<ol style="list-style-type: none"> 1. Manage segments and categories (CRUD). 2. Manage courses (CRUD). 3. Manage course materials (CRUD). 4. Manage mock tests, challenge tests, and certification tests (CRUD). 5. Manage certificate configurations, FAQs, discussions, and external courses. 					
27	Trainee Requirements <ol style="list-style-type: none"> 1. View available and enrolled courses. 2. Search and bookmark courses. 3. Navigate progress details. 4. Access external courses from the panel. 					
Trainer Management (Admin Only)						
28	Requirements <ol style="list-style-type: none"> 1. Manage trainer list (CRUD). 2. Assign trainers to courses. 					
Trainee Management						
29	Admin Requirements <ol style="list-style-type: none"> 1. Manage trainees (CRUD). 2. Manage guest trainees. 3. Enroll trainees in courses. 4. View trainee mock tests, challenges, certificate tests. 					
30	Trainee Requirements <ol style="list-style-type: none"> 1. View course activity history. Track progress in "My Progress".					
Reports Module						
31	Admin Requirements <ol style="list-style-type: none"> 1. Generate: <ul style="list-style-type: none"> o Course-wise trainee study o Trainee-wise course study o Time-wise course study o Learning hour study o Exam-wise correct answer rate o Course feedbacks o Trainee-wise evaluation feedbacks o Division-wise reports o Course progress o Trainee course history o Evaluation test progress 					

SL#	Functional Requirements with Description	Vendor's Feedback				
		FC	NC	WA	CC	Comments
32	Trainee Requirements <ol style="list-style-type: none"> View: <ul style="list-style-type: none"> Course study reports Evaluation test reports 					
Organization Structure Module (Admin Only)						
33	Requirements <ol style="list-style-type: none"> Manage departments (CRUD). Manage units (CRUD). Manage designations (CRUD). Manage specialties (CRUD). 					
17 User Management (Super Admin Only)						
34	Requirements <ol style="list-style-type: none"> Manage all users (CRUD). Manage User Admin, System Admin, and other Group Admins Reset user passwords. 					
Exam Proctoring (Additional Requirement)						
35	Requirements <ol style="list-style-type: none"> AI-based exam proctoring 					
User Role Management (Institutional role management and user registration)						
36	Requirements <ol style="list-style-type: none"> To develop a system to register users, assign their roles, hierarchy, and manage them. 					

Information Security Requirements

FC= Fully Complied

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SL	Description	Vendor's Feedback				Comments
		Fully Complied	Need Customization	Workaround Available	Cannot Customize	
1	Ensure Audit Trail & details User Activity Report with Timestamp, Date, IP address, Mac Address etc.					
2	Password Guideline					
	a. Passwords for user-level shall be at least eleven (11) characters long, whereas					
	for admin-level passwords shall be at least twelve (12) characters long					
	b. Passwords must contain both upper- and lower-case characters (i.e., a-z, A-Z);					
	c. Passwords must contain digits and/or special characters/punctuation					
	d. Password should be changed on first time login					
	e. System should have capable to send password through email/SMS etc.					
3	The application must have fine-grained RBAC for Access control					
4	The application must have Multi-factor authentication (MFA) for admin/users accessing sensitive modules in the Application, and related systems.					
5	The application should encrypt data at rest to protect it from unauthorized access.					
6	The application should encrypt data during transmission to protect it from interception or tampering. Use protocols like TLS (Transport Layer Security) [version 1.2 and higher] for secure communication.					
7	The Application should have the capability to mask or obfuscate sensitive information (e.g., personal identification details) to prevent unauthorized users from viewing sensitive data, while still allowing analytical queries.					
8	The Application should Anonymize or pseudonymize personally identifiable information (PII) to protect privacy					

	and ensure compliance with data privacy regulations of ICT ministry of Bangladesh.					
9	The Application should apply data redaction techniques to hide or remove sensitive information before it is processed, accessed, or shared.					
10	The Application should apply Tokenization techniques to protect privacy and ensure compliance					
11	Application should support inputter-authorizer concept as where applicable.					
12	Session time out period should be set					
13	Ability to encrypt passwords and other sensitive data based on industry-standard encryption mechanisms.					
14	The application should ensure mitigation of OWASP Top 10 Web vulnerabilities.					
15	The application should implement AI poisoning protection and model validation to prevent adversarial attacks (in case of using any AI model).					
16	The application should ensure Input Validation and Sanitization - To prevent injection attacks (e.g., SQL injection, cross-site scripting).					
17	The application should ensure that all activities are logged securely with access controls.					
18	Application shall comply with the Latest OWASP "Application security guideline"					
19	API (if any) shall comply with the OWASP API security guidelines & bank's API security checklist.					
20	The Application should protect API access with rate limiting, authentication, and authorization to prevent data from being accessed inappropriately via APIs.					
21	The API calls should follow secure coding practices and minimize exposure of sensitive data.					
22	Latest Framework (Application & Database) will be preferable.					
23	Supported Browser (should be independent)					
24	How will the bank approach if any BUG is detected during Post Live operation? How the Change request will be attended by vendor?					
25	Application should be responsive from any device					

	(desktop/laptop/mobile/tablet/or any other devices).					
26	What will be the Deployment Model (On-premises or cloud)? If cloud, then where the data will be stored.					
27	In case of platforms container-based approach, "Application Container Security Guideline" by NIST shall be ensured					
28	The Application should adhere "ICT Security Guideline version 4.0", "Cyber Security Compliance framework" & "Cloud Security Guideline" by Bangladesh Bank, "Data protection regulations" by ICT Ministry of Bangladesh and implement security controls that align with these requirements.					
29	The Application should adhere PCIDSS and ISO 27001 and implement security controls that align with these requirements.					
30	Applications Biometric data must not be stored as raw images. Only an irreversible, non reconstructable template (e.g., a hash or tokenized representation) of the thumb impression must be stored.					
31	Biometric data (thumb impression) must be encrypted at rest and in transit using strong cryptographic standards (e.g., AES-256, TLS 1.2/1.3).					
32	Secure API integration with loan sanctioning system (use of HTTPS, JWT tokens, digital signatures).					
33	Compliance with local data protection regulations					

Queries

	Query	Answer by Vendor
1	What is the Language of the software?	
2	What is the Application Platform/architecture? Please share the Details Application Architecture Diagram, Data Flow Diagram?	
3	Is it Containerize application?	
4	What is the Application Framework?	
5	Supported Browser (should be independent)	
6	Browser Version Compatibility issue (if any)	
7	Whether Audit Trail log incorporated in Security admin Module?	
8	How access control is managed, whether it can be customized?	
9	Any kind of System notification by Email, SMS, Dashboard to System Administrator?	
10	End Point Security related suggestion to implement in Database, Application or Web Server	
11	Should Application and Web Server will reside in the same server or in different server?	
12	Integration Method (API/user ID and Password Based, etc.) to collect data from different sources, please share?	
13	How PBL will approach if any BUG is detected during Post Live operation? How the Change request will be attended by vendor?	
14	Does your application support Web certificate/SSL for internet-based modules?	
15	Supported Database Platform	
16	Supported Server Operating Systems	
17	Supported Operating Systems for Clients	
18	What is the Brand, Model, Storage of the server suggested?	
19	Application tier, two or three?	
20	What mechanism is being used for source coded hardcoding?	
21	User manual of the Application	
22	Detail Hardware sizing considering as mentioned below: 1. In DC: live, backup and testing/ 2. UAT system environment 3. In DRS: live system environment	
23	Application/Web server- requirement of Core, RAM (GB) and HDD storage or others which are needed. (Mention storage requirement for online data and offline data)	
24	Database Server: requirement of Core, RAM (GB) and HDD storage or others which are needed.	
25	How memory overflow will be handled?	
26	How will you provide required SDK for new change request?	

27	Please mention your licensing model. Licensing should be perpetual.	
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Miscellaneous

SL#	Functional Requirements with Description	Vendor Feedback			
		Fully Complied	Solution Ready	Need Development/ Customization	Comments
1	Please mention any additional features and functionality here which are not included in RFP provided by PBL				

Financial Offer

SL No	Description	Price (BDT)	Remarks
1	One Time Cost		
2	Annual Maintenance Cost		
3	Change Request (Per man day charge)		

Note:

- Vendor must quote all cost in Bangladeshi Taka (BDT)
- All kinds of Taxes, VAT and levy should be included and will not be revised thereafter

RFP Preparation:

- RFP 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.

Technical Proposal: one (1) original hard copy and one (1) electronic copy on a CD/DVD/Flash Drive in MS-Excel/Word format.

Financial Proposal: one (1) original hard copy and one (1) electronic copy on a CD/DVD/Flash Drive in MS-Excel/Word format.

- Proposal will not be considered if it is not accompanied by the attached Proposal Price Sheet and signed by the proper official of the bidder. Proposals will not be accepted by FAX or email.
- 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.
- The Offer shall be marked as "Request for Proposal (RFP) for e-Learning Solution"
- Offers in the bid should be free from any condition and any conditional offer will disqualify the bidder. Each page of the offer must be signed and sealed properly by the authorized representative of the bidder and filled in where applicable.
- Proposal information is restricted and will not be publicly available until after the award of the Contract by the Facility Management Division.

General Terms and Conditions

- (i) 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 contractor, the contractor will maintain close contact with the client to sort out details of works to be undertaken.
- (ii) Prime Bank reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.
- (iii) In case of any error detected in the Bill of Quantities or in other documents at any time, Prime Bank reserves the right to rectify such error.
- (iv) The detailed specifications, terms and conditions are incorporated in this tender schedule.
- (v) The Bank shall not be under any obligation to accept the lowest quotation.
- (vi) For the purpose of warranty period, work completion time will be counted from the date of installation, testing, commissioning.



- (vii) After commencement, work may be delayed due to unforeseen reasons; in such cases, no compensation will be entertained.
- (viii) Bank will not provide any auxiliary / ancillary materials to complete the works as the Tender will be a Turnkey basis.
- (ix) The selected contractor must complete the work within the time stipulated in the work-order. Fine @Tk. 1000 (Taka One thousand) per day may be imposed for delay in completion of work.
- (x) Import documents should be issued in favour of bidder itself if applicable.
- (xi) 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 bidder.
 - 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) Any alteration in the tender schedule.
 - g) Failure to submit any document as specified in 'Section C (f)' of this schedule.
 - h) Any discrepancy, overwriting, erasing, ambiguity or omission in quoting rate and in furnishing the tender document.
 - i) No price escalation will be entertained.
 - j) Any attempt of persuasion will result in immediate disqualification of the bidder from this tender process.
- (xii) Bank has the right to execute full or part of the work.
- (xiii) The Contractor should consider that the firm 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.
- (xiv) Delivery:
 - (a) Delivery period: To be mentioned by the bidders.
 - (b) Delivery of the items to be made at IT Division, Head Office or designated place as desired by the Bank.
- (xv) The bidder should have its office at Dhaka, Bangladesh for local onsite support.
- (xvi) All the prices should be mentioned in BDT. The payment will be made in BDT as well.
- (xvii) A Non-Disclosure Agreement (NDA) will be signed between bidder and the bank for implementation of the project.
- (xviii) The successful bidder shall complete the project within the timeline mentioned in the work order.

RFP Submission

- (i) The RFP shall be submitted to the following address:

Head of Facility Management Division

Prime Bank PLC., Head Office,
Prime Tower (Ground Floor, Central Dispatch),
Plot # 8 & 35, Nikunjo-2,
Khilkhet, Airport Road, Dhaka-1229

- (ii) The RFP documents shall be dropped in the tender box on 30th December 2025 before 5:00 PM.
No RFP shall be entertained after the specified time and date. RFP papers must be properly filled in, sealed and signed by authorized official with bidder's name, address, etc. The technical offers may be opened on the same day or on a convenient day. The financial offer will be opened later on upon completion of Technical Evaluation.



Annexure A: RFP FORM

RFP FORM:

Having examined the terms, conditions, instructions and specifications included in the RFP documents, we the undersigned offer to supply, deliver and commission the items in conformity with the said conditions and specifications.

We undertake to complete the job within the period as specified in tender schedule. We agree to abide by this bid for the period of 365 (Three Hundred and Sixty-Five) days from the RFP submission date mentioned by the bank.

Until a formal contract is prepared and executed, this bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.

Dated:

Signature

Seal of the authorized official
and round seal of the company

(In the capacity of)

Duly authorized to sign bid for and on behalf of -----

Witnesses with address: 1.

2.



ANNEXURE B: NON DISCLOSURE AGREEMENT

This AGREEMENT is made and entered into by and between the Prime Bank PLC ("Bank") and _____ ("Company"), and is effective upon execution by both parties.

WHEREAS, the Company requires access to many forms of information and materials considered proprietary and confidential to the Prime Bank Limited; and

WHEREAS, the Company requires access to this information to propose, plan, develop, implement and maintain Bank systems and/or for successful completion of the Scope of Work; and

WHEREAS, information and materials includes, but is not limited to, [revise to fit] access to secure facilities, systems, technologies, information infrastructure, including network architecture; server environment, services and hardware standards. The Company must comply with the Bank, and government regulations in accessing and using Information.

THEREFORE, IT IS AGREED AS FOLLOWS:

The Bank will allow the Company access to all files and records required to perform Company's duties ("Duties") concerning the System.

The Company agrees to limit the use of this Information for the purposes ("Purposes") of developing, implementing and warranty of other Solutions.

The Company agrees that access to Information will be limited to approved employees and subcontracted employees ("Authorized Personnel"). The Company agrees that it will provide the Prime Bank Limited with a list of employees to be authorized for each agreed upon work order. Company agrees that all Authorized Personnel shall be informed of the provisions of this Agreement and shall first agree to comply with the revisions of this Agreement before Company permits such Authorized Personnel to have access to any Information.

The Company shall obtain written authorization from the Bank prior to permitting any Consultant or sub-consultant employees to have access to Information. The Bank and Company will screen all contracted or subcontracted employees whom the Company requests to have access to Information. Screening may include a criminal record background investigation and others. At the Bank's sole discretion, the Bank may deny authorization to an individual because of criminal record or other pertinent reason. Authorization can be revoked immediately for anyone reasonably believed to be violating access/disclosure regulations.

The Bank agrees to further limit access to Information to Authorized Personnel. No copies of Information shall be made except as clearly necessary to accomplish purposes of this agreement.

Company agrees to destroy copies of such Information when copies of such Information are no longer needed for Purposes of this Agreement. The Company will not disclose any Information in a form which can identify an individual in any report or documentation, except for purposes of this Agreement when working with Department Name, Department personnel, or authorized personnel on the list.

The Company agrees to take all necessary reasonable precautions to protect Information from unauthorized access, alteration, or destruction. Information and programs to access it must be stored in secure, locked containers. Company programs shall employ all current safeguards to prevent unauthorized access to disk and tape files. Company Personnel shall not bypass or override security provisions in existing systems and networks in the course of their work and the programs they develop shall conform to existing security provisions.

In the event that Company deems it necessary, for the purposes of this agreement, to disclose Information to any sub-contractor, the Company shall notify the Bank and secure the written agreement of the sub-contractor to comply with all terms of this Non-Disclosure Agreement as if it were the Company named herein. The Bank shall have the right, at any time, to monitor, audit, and review the activities, policies, records, and documents of the Company and its sub-contractor in implementing this Agreement in order to assure compliance therewith.



Since this Agreement provides access to Information on an ongoing basis, the Bank reserves the right to immediately suspend furnishing Information under this Agreement when it is determined by the Bank that any rule, policy, procedure, or regulation described or referenced herein is violated or appears to be violated. The Company shall not be liable for any deficiencies in the performance of its duties caused by the suspension provided it is later determined by investigation of the Bank that the Company did not violate this agreement. Notice of any such suspension shall be provided to Company in writing by the Bank.

It is hereby understood and acknowledged by the parties that any breach of their obligations detailed in this Agreement may cause the other damage and that monetary relief will not be in every case an adequate remedy for any such breach. Accordingly, in the event of any such breach the damaged party may seek injunctive relief from such breach or threatened breach of this Agreement.

The Company shall immediately return and redeliver to Bank all tangible material embodying any confidential information provided hereunder and all notes, summaries, memoranda, drawings, manuals, records, excerpts or derivative information deriving therefrom, and all other documents or materials ("Notes") (and all copies of any of the foregoing, including "copies" that have been converted to computerized media in the form of image, data, word processing, or other types of files either manually or by image capture) based on or including any confidential information, in whatever form of storage or retrieval, upon the earlier of (i) the completion or termination of the dealings between the parties contemplated hereunder; (ii) the termination of this Agreement; or (iii) at such time as the Bank may so request; provided however that the Company may retain such of its documents as is necessary to enable it to comply with its reasonable document retention policies. Alternatively, the Company, with the written consent of the Bank may (or in the case of Notes, at the Company's option) immediately destroy any of the foregoing embodying confidential information (or the reasonably non-recoverable data erasure of computerized data) and, upon request, certify in writing such destruction by an authorized officer of the Receiving Party supervising the destruction).

IN WITNESS HEREOF, the Parties hereto have executed this Agreement as of the Effective Date and agree to be legally bound by all terms and conditions contained herein.

Prime Bank PLC. Representative:
Representative:

Company

Name:
Designation:
Date:

Name:
Designation:
Date:

Official Seal:

Official Seal:

