

REQUEST FOR PROPOSAL (RFP)

Implementation of Vendor Portal

Introduction

Bank of Maldives PLC (BML) was inaugurated on November 11, 1982 and is the leading financial institution in the Maldives. BML is a full-service bank engaging across a complete spectrum of personal, SME and corporate financial services. With a nationwide network of 37 branches across all 20 atolls, 43 Self Service Banking Centers, 103 ATMs, 6300 Point of Sale Merchants, 277 agents and a full suite of Digital Banking Services, Bank of Maldives is committed to supporting individuals, businesses and communities across Maldives.

We are currently in seeking a qualified party to implement a dedicated Vendor Portal, which can integrate with our existing ERP system. This initiative aims to establish a dedicated web portal within our organization's website, specifically designed for our valued suppliers. The primary objective is to enhance collaboration and streamline procurement processes, elevating efficiency, and transparency. The Vendor Portal will serve as a central hub, providing suppliers with the capability to submit bids, track order statuses, and engage in direct communication with our procurement team

Objective

The primary objective of this Request for Proposal (RFP) is to identify and select a qualified vendor who can provide the most suitable Vendor Portal solution to meet our organization's specific requirements. This RFP aims to solicit competitive proposals and evaluate potential vendors based on their capabilities, experience, and proposed solutions to ensure the successful implementation of the Vendor Portal project.

Scope of Work

The scope of this project includes the following key components:

- The selected vendor will design, develop, and implement a standalone Vendor Portal that can be integrated with our existing ERP system.
- The Vendor Portal will be hosted on our organization's website, serving as a dedicated platform for our suppliers to interact, collaborate, and engage in procurement activities.
- The selected vendor will create an intuitive and user-friendly interface to ensure ease of use for both internal users and suppliers.
- Robust data security measures will be implemented to safeguard sensitive information and maintain data confidentiality and integrity.
- The Vendor Portal should be designed to accommodate future growth and evolving procurement needs.
- Detailed requirements provided in the Annex

The selected vendor will be responsible for the end-to-end implementation of the Vendor Portal, including design, development, testing, training, and ongoing support, and maintenance.

Eligibility Criteria:

- Vendor should have a minimum of 5 years of experience in delivering technology solutions, including portal development and implementation.
- Vendor must demonstrate a successful track record in delivering similar Vendor Portal solutions to other organizations. Should have deployed a similar portal to a minimum of 3 parties or organizations.
- Vendor should possess the technical capabilities required to design, develop, and integrate the Vendor Portal solution.
- Demonstrate expertise in portal development, integration, and ERP systems is preferred.
- Vendor must provide references from previous clients or organizations where similar portal solutions have been implemented.
- Vendor should demonstrate a strong commitment to data security and provide details of the measures they will implement to protect sensitive information within the Vendor Portal.
- Vendor must demonstrate the ability to design and deliver a Vendor Portal solution that can scale with our organization's future needs.

The proposals will be evaluated based on the company's capability to undertake the project. BML may, at its discretion, request interviews, presentations, and meetings with the vendors to further clarify and discuss the proposals received.

Evaluation Criteria and weightage:

Evaluation criteria	Detail	Weightage
Technical	1. Functional Fit <ul style="list-style-type: none"> Scoring will be based on how well your vendor portal solution aligns with our organization's specific functional requirements. Consideration will be given to features such as vendor registration, bid submission, communication capabilities, and integration options. We prioritize solutions that demonstrate an effective alignment with our business needs. 	20%
	2. Usability and User Experience <ul style="list-style-type: none"> Scoring will reflect the user-friendliness and intuitiveness of your vendor portal. We will assess how easy it is for both internal users and vendors to navigate and use your system. A high score will be given to solutions that offer a positive user experience, facilitating adoption and productivity. 	10%
	3. Integration Capabilities <ul style="list-style-type: none"> Evaluation will be based on your vendor portal's ability to seamlessly integrate with our existing systems, such as ERP, CRM, or other software solutions. Integration capabilities are vital for streamlining processes and data flow within our organization, and a higher score will be awarded accordingly. 	5%
	4. Company Profile and Experience This criterion evaluates the vendor's company profile, background, and experience in delivering similar portal solutions to other organizations, including the requirement to have deployed a similar portal to at least 3 parties. The total score for this criterion will be based on the overall assessment of the vendor's company profile and experience.	15%
Financial	5. Cost and Value <ul style="list-style-type: none"> A significant portion of the score will be determined by the transparency of the total cost of ownership, including initial costs, ongoing fees, and maintenance expenses. We will assess the overall value proposition and return on investment (ROI) that your solution offers. Understanding the financial aspects is critical for our budget planning and long-term sustainability, and this will heavily influence the score 	40%
Project Duration	6. Delivery Timeline <ul style="list-style-type: none"> Scoring for delivery time will be based on the promptness of your delivery. Full marks will be given for delivery within 3 months from contract signing. For deliveries beyond 3 months, the score will be prorated based on the proposed delivery timeline 	10%
Total		100%

To be considered for selection, vendors must achieve a minimum score of 60% from the combined Technical evaluation criteria (Functional Fit, Usability and User Experience, Integration Capabilities)

BML reserves the right to use its discretion to eliminate proposals deemed unacceptable.

Document Requirements:

Proposal: Submission of a technical proposal detailing the approach to the project, technical architecture, customization options, and data security measures. Additionally, include a financial proposal outlining all associated costs, fees, and a project timeline.

Company Profile; Vendor's background, history, organizational structure, key leadership, and certifications.

Client References: List of previous project references, including client names, contact information, and brief project descriptions.

Demonstration: Vendors will be invited for a short presentation of the proposed Vendor Portal solution, showcasing functionality, user interface, and user experience.

Proposal Instructions

Please ensure that your proposal is submitted in accordance with the following instructions:

- Proposals should be comprehensive, addressing all aspects of the project requirements outlined in the RFP.
- Clearly label and separate the technical and financial components of your proposal.
- Include any relevant attachments, diagrams, or visuals to support your proposal.
- Highlight your organization's unique strengths and qualifications.
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All submissions should be sent to the designated contact person and follow the specified submission deadline. Bank of Maldives will not be liable for any costs associated with preparation of proposals.

Clarifications

Any queries regarding the project can be submitted via mail to openbidding@bml.com.mv on or before 02nd October 2023 before 14:00 and answers to the clarifications will be given on 04th October 2023.

Submission of proposal

Proposals must be submitted by visiting or via email on 23rd October 2023, 14:00. Any proposal received after this date and time may be returned or not considered.

Contact Information

Name	Job Title	Email
Mohamed Haneef	Head of Procurement	haneef@bml.com.mv

Annex:
Vendor Portal Requirement

Landing Page	<p>Vendor Registration:</p> <ul style="list-style-type: none"> • The landing page of the vendor portal should include a prominent link to the vendor registration page. • Vendors who are not yet registered with the bank should be able to easily access the vendor registration page and start the registration process. <p>FAQ and Guides Page:</p> <p>The landing page of the vendor portal should include a link to an FAQ /Guides page that provides answers to common questions that vendors may have about the procurement process, vendor registration, user guides for the vendor portal, etc.</p> <p>Open Tenders:</p> <ul style="list-style-type: none"> • The landing page of the vendor portal should display a list of open tenders that are available for all vendors to view. • Vendors should be able to browse through the list of open tenders and view the details of each tender, including the tender description, scope of work, specifications, and documents. • Vendors should be able to download tender documents and submit queries related to the tender. <p>News and Announcements:</p> <ul style="list-style-type: none"> • The landing page of the vendor portal should include a section for news and announcements related to procurement activities. • The bank can use this section to communicate updates on the procurement process, changes to compliance requirements, upcoming tenders, etc.
Vendor On-boarding	<p>Registration Page:</p> <ul style="list-style-type: none"> • Vendors should be able to access the vendor registration page from the landing page of the vendor portal. • The registration page should include fields for basic information such as the vendor's name, address, contact information, and tax ID number. • The registration page should also include fields for the vendor's products or services, certifications, and references. • The registration page should include a section for the vendor to upload any relevant documents, such as business registrations and other relevant documents. • List of mandatory documents should be customizable based on type of applicant selected. <p>Approval Process:</p> <ul style="list-style-type: none"> • Once a vendor submits a registration request, the bank's procurement team should review the vendor's application and documents. • The bank may require additional documentation or information before approving the vendor's registration. Bank staff should be able to request for this via the system. • Once the vendor is approved, they should receive a notification that they can log in to the vendor portal. <p>Training and Support:</p> <p>The vendor portal should include user guides and resources that can help vendors navigate the registration process and understand the bank's requirements.</p> <p>Creation and Maintenance of vendors by Procurement Team:</p> <ul style="list-style-type: none"> • There are cases here Bank may require vendor to be created by receiving a request on other channels such as email. • Once prospective vendors are approved by the Procurement team, it should be synced to the main vendor master in BML's ERP.

<p>Features available for vendors</p>	<p>Login and Dashboard: The system must implement multi-factor authentication (MFA) as a requirement for user authentication. MFA setup should support at least two independent factors, such as something.</p> <ul style="list-style-type: none"> • The user knows (password) • The user possesses (security token, smart card) • The user is (biometric data) <p>Upon login, vendors should be directed to their personalized dashboard, which should display a summary of their current activities on the portal, including notifications of new tenders, RFQs or contract updates</p> <p>Browse through published RFQs or Tenders:</p> <ul style="list-style-type: none"> • Vendors should be able to browse through published RFQs or Tenders by category, location, status, or date. • Vendors should be able to view the details of each RFQ or Tender, including the tender description, scope of work, specifications, and documents. • Vendors should be able to download tender documents and submit queries related to the tender. <p>Submit queries to RFQs:</p> <ul style="list-style-type: none"> • Vendors should be able to submit queries to the RFQs they are interested in bidding for. • Vendors should be able to view responses to queries submitted including responses to queries by other vendors. <p>Profile Management:</p> <ul style="list-style-type: none"> • After logging in to the vendor portal, vendors should be able to manage their profiles and update their information, including contact information, company details, and product/service offerings. • Vendors should be able to upload or update their certificates, licenses, and other documents. • Vendors should be able to view their compliance status and any compliance-related actions required by the bank. <p>Messaging System:</p> <ul style="list-style-type: none"> • The vendor portal should include a messaging system that enables vendors to communicate with the bank's procurement team. • Vendors should be able to submit questions or requests related to their registration, compliance requirements, or specific procurement opportunities. • Vendors should be able to view their message history and receive notifications of new messages. <p>Request for changes in vendor registration:</p> <ul style="list-style-type: none"> • Vendors should be able to request changes to their registration details. • Vendors should be able to submit any relevant documents to support their request. <p>Notifications:</p> <ul style="list-style-type: none"> • Vendors should be able to opt-out from receiving email notifications.
<p>Open Tender</p>	<p>Tender Publication:</p> <ul style="list-style-type: none"> • The procurement team should be able to create a new tender from the procurement dashboard in the vendor portal. • Tenders created in Vendor portal should be able to link with ERP using the Purchase Requisition Number. • The tender creation process should include fields for the tender title, description, and category. • The procurement team should be able to upload any relevant documents, such as tender specifications or bid forms. • The tender should be automatically published to the vendor portal and made visible to all. <p>Query Management:</p> <ul style="list-style-type: none"> • Vendors should be able to submit queries related to the tender via the messaging system in the vendor portal. • The procurement team should receive notifications of new queries and be able to respond to them via the messaging system. • The procurement team should be able to publish responses to questions in a dedicated section of the tender page.

	<p>Tender Notification:</p> <ul style="list-style-type: none"> • System should send a notification via email to all registered vendors, vendors should have option to opt-out from receiving notifications to email. <p>Bid Submission:</p> <ul style="list-style-type: none"> • All registered vendors should be able to submit their bids through the vendor portal. • The bid submission process should include fields for the bid amount, delivery timeframe, and any other relevant information required by the tender. • Vendors should be able to upload any supporting documents, such as product specifications or references. • System should restrict view of the received bids to Procurement Team till the deadline of each tender. • System should sync bid responses to ERP after bid deadline has elapsed.
Selective bidding	<p>RFQ Publication:</p> <ul style="list-style-type: none"> • The procurement team should be able to create a new RFQ from the procurement dashboard in the vendor portal. • The RFQ creation process should include fields for the RFQ title, description, and category. • The procurement team should be able to select the specific vendors or categories of vendors who will receive the RFQ. • The procurement team should be able to upload any relevant documents, such as RFQ specifications or bid forms. • The RFQ should be automatically published to the vendor portal and made visible to the selected vendors. • RFQ's should be synced to ERP once published. Additionally, RFQ's published in ERP should also be synced to Vendor Portal. <p>Query Management:</p> <ul style="list-style-type: none"> • Vendors should be able to submit queries related to the RFQ via the messaging system in the vendor portal. • The procurement team should receive notifications of new queries and be able to respond to them via the messaging system. • The procurement team should be able to publish responses to questions in a dedicated section of the tender page. <p>Tender Notification:</p> <ul style="list-style-type: none"> • System should send a notification via email to all registered vendors, vendors should have option to opt-out from receiving notifications to email. <p>Bid Submission:</p> <ul style="list-style-type: none"> • All registered vendors should be able to submit their bids through the vendor portal. • The bid submission process should include fields for the bid amount, delivery timeframe, and any other relevant information required by the tender. • Vendors should be able to upload any supporting documents, such as product specifications or references. • System should restrict view of the received bids to Procurement Team till the deadline of each tender. • System should sync bid responses to ERP after bid deadline has elapsed.
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Direct Quote Request	<p>RFQ Publication:</p> <ul style="list-style-type: none"> • The procurement team should be able to create a new RFQ from the procurement dashboard in the vendor portal. • The RFQ creation process should include fields for the RFQ title, description, and category. • The procurement team should be able to select the specific vendor who will receive the RFQ. • The procurement team should be able to upload any relevant documents, such as RFQ specifications or bid forms. • The RFQ should be automatically published to the vendor portal and made visible to the selected vendor. <p>Query Management:</p> <ul style="list-style-type: none"> • Vendor should be able to submit queries related to the RFQ via the messaging system in the vendor portal. • The procurement team should receive notifications of new queries and be able to respond to them via the messaging system. • The procurement team should be able to publish responses to questions in a dedicated section of the RFQ page. <p>Bid Submission:</p> <ul style="list-style-type: none"> • Selected vendor should be able to submit their bid/quote through the vendor portal. • The bid/quote submission process should include fields for the bid amount, delivery timeframe, and any other relevant information required by the tender. • Vendors should be able to upload any supporting documents, such as product specifications or references. • System should sync bid responses to ERP after bid deadline has elapsed or once response is received.
Reports and Analytics	<p>Vendor Registration Reports:</p> <ul style="list-style-type: none"> • Total number of registered vendors • Vendor registration requests pending approval • Vendor registration requests approved/rejected • Vendor registration requests by category or type • Vendor registration requests by region or location

	<p>Vendor Onboarding Reports:</p> <ul style="list-style-type: none"> • Total number of vendors on boarded • Vendors on boarded by category or type • Vendors on boarded by region or location • Vendors on boarded by onboarding stage <p>Tenders and RFQ Reports:</p> <ul style="list-style-type: none"> • Total number of tenders and RFQs published • Tenders and RFQs published by category or type • Tenders and RFQs published by region or location • Number of vendor responses to each tender/RFQ • Tenders and RFQs awarded and rejected • Tenders and RFQs pending evaluation <p>Contract Management Reports:</p> <ul style="list-style-type: none"> • Total number of contracts managed through the vendor portal • Contracts by category or type • Contracts by region or location • Contracts by vendor • Contract expiry dates • Contract renewal requests pending approval <p>Performance Evaluation Reports:</p> <ul style="list-style-type: none"> • Vendor performance evaluations completed • Vendor performance evaluations pending completion • Vendor performance evaluations by category or type • Vendor performance evaluations by region or location • Vendor performance evaluations by period <p>Analytics:</p> <ul style="list-style-type: none"> • Vendor portal usage analytics • Number of users accessing the vendor portal • User behavior analytics <ul style="list-style-type: none"> ○ Vendor profiling: baseline profiles for each vendor based on their typical activities. This includes login times, pages accessed, typical transaction volumes. ○ Transaction Patterns: To monitor transaction patterns, such as sudden initiation of high number of transactions that are significantly larger than their historical average ○ Data Exfiltration: detect if a vendor downloads an unusually large amount of data within a short time. ○ Peer Group Comparison: compare a vendor's behavior against similar vendor profiles. If one vendor's behavior is significantly different from their peers.
Application type	Web Application (3 tier), self-hosted OR Managed Service (SAAS)
Event Logging	<p>System must be capable of capturing and logging relevant events or activities occurring within its environment(s). These events must include.</p> <ul style="list-style-type: none"> ○ User actions ○ System events ○ Error conditions ○ Any other significant occurrences that need to be tracked and recorded. ○ The system should handle errors and exceptions that may occur during event logging integration. It should provide appropriate error handling mechanisms, such as retries, logging of errors, and alerts, to ensure the robustness and reliability of the integration process.
Event Format and Structure	<p>The system should define a standardized format and structure for logged events to ensure consistency and interoperability. This format should include relevant information such as timestamp, event type, source, user ID, and any additional contextual data necessary for understanding the event.</p>

Event Filtering and Selection	The system should allow configurable event filtering and selection mechanisms to determine which events are sent to the integrated systems. This ensures that only relevant and necessary events are shared, optimizing performance, and minimizing unnecessary data transfer.
Integration Interfaces	The system should provide integration interfaces or APIs to facilitate the communication and exchange of logged events with other systems. These interfaces should support commonly used protocols and formats, such as <ul style="list-style-type: none"> • RESTful or SOAP API's • Message queues. • Publish/subscribe model. • Event stream model.
Audit logging	The following actions should be captured for all users within the application: <ul style="list-style-type: none"> • View/read action logging. • Create action logging. • Edit/update action logging (should include new and old values). • Delete action logging. • User creation, update, and deletion. • User login and logout • Grant/revoke permissions or access roles • Application start and stop • System configuration changes
Event logging and Audit logging Performance	The system should be able to handle a large volume of logged events and support scalable integration with external systems. Performance considerations, such as event batching, parallel processing, and efficient data transfer, will be taken into consideration during product evaluation.
AD Integration	The system must integrate with Azure Active Directory (Azure AD) for (BML) user management. This integration should allow seamless synchronization of user accounts and attributes between the system and Azure AD. The following requirements should be met: <ol style="list-style-type: none"> 1. User Authentication: The system should leverage Azure AD for user authentication, allowing users to authenticate using their Azure AD credentials. This ensures a single sign-on experience. 2. User Deactivation: When a user account is deactivated or deleted in Azure AD, the system should promptly reflect this change and revoke the user's access and privileges within the system.