





# Instruction to Bidders

This document includes information relevant to the procurement of goods and services, bidding procedure for bidders and guidelines to prepare the bids.

<b>A. Introduction</b>	
<b>Scope of Bid</b>	Bank of Maldives PLC invites sealed bids from eligible bidders for Procurement of Reconciliation Software. A local competitive bidding will be conducted in accordance with Bank of Maldives PLC's bidding procedure and is open to all Bidders.
<b>Procurement Reference and Name</b>	BML/PD/OPN-BID/2023/088  Procurement of Reconciliation Software
<b>Eligible Bidders</b>	This invitation is open to all interested with a formal intent to enter into an agreement. Each Bidder shall submit only one bid. A bidder who submits or participates in more than one bid will cause all the bid proposals for that particular procurement to be disqualified.  Only following parties are eligible to submit proposal for this bid <ul style="list-style-type: none"><li>- Companies/Partnership</li><li>- Sole Proprietors</li></ul>
<b>B. Preparation of Bids</b>	
<b>Language</b>	The language of the Bid is: English or Dhivehi
<b>Documents Comprising the Bid</b>	The Bidder shall submit the following completed documents with its Bid: <ul style="list-style-type: none"><li>Form 1 – Schedule of Requirement (not applicable)</li><li>Form 2A – Bidder Information Sheet</li><li>Form 2B – Bid Submission Form</li><li>Form 2C – Price Schedule for Goods &amp; Services</li></ul>
<b>Bid Prices and Currency</b>	The Bidders shall quote the items to be procured individually specifying the unit rates and prices in <i>Maldivian Rufiyaa</i> . Including GST (if applicable) at the time of current rate
<b>Bid Validity</b>	The bid shall remain valid for 30 days from the date of opening the bids.
<b>D. Submission and Opening of Bids</b>	
<b>Bid Submission</b>	Bidders shall submit their bids on the date of submission at the specified location and time indicated in this section.
<b>Acceptance of Bids</b>	BML shall not accept bids before or after the specified closing time.



<b>Location, date and Time</b>	<b>Bid Submission</b> Bank of Maldives Plc. Head Office 5 <sup>th</sup> Floor, Meeting Room <b>Island:</b> Male' OR via email: <a href="mailto:openbidding@bml.com.mv">openbidding@bml.com.mv</a> <b>The deadline for bid submission:</b> Date: 19 <sup>th</sup> January 2024 Time: 11:00 hrs (Maldivian Standard Time)
<b>Contact details for further information</b>	<b>Please contact;</b> Procurement Department, Telephone: 3015386, 3015359 Email address: <a href="mailto:openbidding@bml.com.mv">openbidding@bml.com.mv</a>
<b>Bid Opening</b>	BML shall conduct the bid opening on the Date of Bid Submission. BML shall open the bids publicly immediately after the expiry of the limit for submission of the bids indicated in the tender documents.
<b>E. Evaluation, and Comparison of Bids</b>	
<b>Confidentiality</b>	Information relating to the examination, evaluation and comparison of Bids, and recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process until the award to the successful bidder is notified.
<b>Documents Establishing the Qualifications of the Bidder</b>	BML shall evaluate each Bid based on the evaluation criterion and methodologies specified in Evaluation and Qualification Criteria to determine the most acceptable bid. No other criteria or methodology will be permitted.
<b>F. Award of Contract</b>	
<b>Award Criteria</b>	BML shall award the Contract to the Bidder whose offer has been determined to be the most acceptable Bid and shall notify the successful Bidder, in writing, that its Bid has been accepted.
<b>G. Appeals and complaints</b>	
<b>Regarding conduct of a bid</b>	Bidders are allowed to file appeals and complaints regarding conduct of a bid, in writing, within 7 (seven) days of opening of the bid.
<b>Regarding outcome of a bid (an award or decision to award)</b>	Bidders are allowed to file appeals and complaints regarding outcome of a bid (an award or decision to award), in writing, within 7 (seven) days of awarding the contract.



# Evaluation and Qualification Criteria

## Table of Criteria

### Evaluation Criteria

Evaluation Criteria	Weightage
Price	50%
Project Duration	10%
Vendor Experience	10%
Functional Features	15%
Technical Features	15%
<b>Total</b>	<b>100%</b>

### Note: -

- Bids will be opened in the presence of the bidders and/or representatives of the bidders.
- Companies must submit a board resolution with details of the Representative/s attending to submit proposals on company's behalf.
- In case of new vendors, it is requested to apply for registration as a vendor with all related documents. (Vendor form available in BML website, download page).
- The Bank may reject any vendor to participate in a bid, provided the decision is communicated to the vendor on or before the opening of the bids.
- Bidders are prohibited to submit offers under various names irrespective of whether it is from separate legal entities in case where the bidder directly or indirectly controls or is controlled by another vendor. A bidder who submits or participates in more than one bid will cause all the bid proposals for that particular procurement to be disqualified.
- Fine for late delivery will be charged per day and if the work/ item(s) are not completed within the agreed period, Bank has the right to cancel the contract.
- Penalty charge shall be imposed in respect of each item/service of non-compliance with the bid conditions.
- (If applicable) it shall remain your responsibility to ensure that your quotation/proposal reach the email on or before the deadline. Quotations/Proposals that are received after the deadline indicated above, for whatever reasons, shall not be considered for evaluation.
- Please note that we may purchase all the items, selected items, or none of the items, based on comparative offers from different vendors.
- Any actual or prospective bidder or contractor who is aggrieved in connection with the solicitation or award of a bid, contract or proposal, may appeal to the MD & CEO of BML. The appeal must be in writing and must list the pertinent facts giving rise to the appeal.



# **Form 1 - Schedule of Requirement**

**(Not Applicable)**



## Form 1 A

### List of Goods and Related Services

<b>Lot No. : [if applicable]</b>				
<b>Lot Name : [if applicable]</b>				
<b>Item No.</b>	<b>Name of Goods or Related Services</b>	<b>Description</b>	<b>Unit of Measurement</b>	<b>Quantity</b>

<b>Lot No. : [if applicable]</b>				
<b>Lot Name : [if applicable]</b>				
<b>Item No.</b>	<b>Name of Goods or Related Services</b>	<b>Description</b>	<b>Unit of Measurement</b>	<b>Quantity</b>

<b>Lot No. : [if applicable]</b>				
<b>Lot Name : [if applicable]</b>				
<b>Item No.</b>	<b>Name of Goods or Related Services</b>	<b>Description</b>	<b>Unit of Measurement</b>	<b>Quantity</b>



## Form 1 B

# Delivery and Completion Schedule

The date or period for delivery to be specified below;

<b>Item No.</b>	<b>Description of Goods or Related Services</b>	<b>Date or Period for Delivery</b>	<b>Location</b>	<b>Required Arrival Date of Goods or Completion Date for Related Services</b>
1.	Procurement of Reconciliation Software			



# Form 1 C Specifications

RFP attached



# Form 2 – Bidding Forms

## Table of Forms

**A- Bidders Information Form.**

**B- Bid Submission Form.**

**C- Price Schedule for Goods and Services.**



# Form 2A

## Bidder Information Sheet

Date: \_\_\_\_\_

Invitation for Bid No.: *BML/PD/OPN-BID/2023/088*

<b>Legal Name of Bidder</b>	
<b>Bidder's Authorised Representative Information</b>	<b>Name:</b> <b>Address:</b> <b>Telephone/Fax Numbers:</b> <b>Email Address:</b>
<b>List of bid documents to be submitted: as per vendor registration application form.</b>  <u>In case of new vendors</u> , it is requested to apply for registration as vendor with all related documents.  Any changes/update to the information provided in the registration form, shall be submitted to Bank of Maldives along with revised documents.	



# Form 2B

## Bid Submission Form

Date: \_\_\_\_\_  
Invitation for Bid No.: *BML/PD/OPN-BID/2023/088*

To: BANK OF MALDIVES PLC.

I/We, the undersigned, declare that:

- (a) I/We offer to supply in conformity with the Bidding Document and in accordance with the delivery schedule specified in the Schedule of Supply, the following Goods and Related Services: \_\_\_\_\_  
\_\_\_\_\_;
- (b) The total price of my/our Bid, is: \_\_\_\_\_  
\_\_\_\_\_;
- (c) My/Our Bid shall be valid for a period of 30 days from the date of bid opening in accordance with the Bidding Document, and it shall remain binding upon me/us and may be accepted at any time before the expiration of that period;
- (d) I/We are not participating, as Bidders, in more than one Bid in this bidding process, other than alternative offers in accordance with the Bidding Document;
- (e) I/We understand that this Bid, together with your written acceptance thereof included in your notification of award shall constitute a binding contract between us,
- (f) I/We declare that all the information provided in connection with this bid is true and all documents are true copies of genuine and valid originals.
- (g) I/We confirm that I/we (including owners/ beneficial owners and/or shareholders / partners of the bidder) have not in any way been associated, in the preparation of this Bid, with an employee of Bank of Maldives PLC.
- (h) I/We confirm that I/we (including owners/ beneficial owners and/or shareholders / partners of the bidder) are not employee(s) or immediate family member(s) of employee(s) or Board of Director(s) of Bank of Maldives PLC (Immediate family members are defined as children, spouses and parents).
- (i) I/We confirm that I/we have carefully read, understood and agree to all the terms and conditions of the Bidding Documents.
- (j) I/We understand that you are not bound to accept the lowest or any Bid you may receive.

Name \_\_\_\_\_

In the capacity of \_\_\_\_\_

Signed \_\_\_\_\_

Duly authorized to sign the Bid for and on behalf of \_\_\_\_\_

Office / Company Seal (if applicable) \_\_\_\_\_

Date \_\_\_\_\_

If a bid is awarded on the basis of false information provided, the Bank has the right to disqualify the bidder. In review of this, Bank will be considering the past performance of the bidder in future bids of this nature.



## Form 2C

### Price Schedule of Service

Name of Bidder \_\_\_\_\_

Procurement Reference and Name \_\_\_\_\_

TIN no: \_\_\_\_\_

#	Description	Price (MVR)
1.	Procurement of Reconciliation Software	
	<b>GST 8%</b>	
	<b>Grand Total (MVR)</b>	

#### Note

- Please submit a quotation/proposal/BOQ with the detail specification given in the information sheet.
- In addition, please include following details in the quotation/proposal:
  - Detail specification of the quoted product
  - Breakdown of the price (if applicable)
  - Price inclusive of all taxes applicable
  - MIRA Tax clearance report shall be submitted with the bid documents.
  - Vendors should quote price in MVR (for locals) in USD (for international vendors)
  - Delivery duration in calendar days (if not fixed in the request)
  - Payment Terms
  - Quotation validity period
- Proposal with multiple options (other than specified above) WILL NOT be accepted.
- Days will be counted starting from the date issuing the Purchase order/Site handover.
- Fine for late delivery/completion will be charged per day and if the work/ item(s) are not completed within the agreed period, Bank has the right to cancel the contract.
- All duties, taxes, and other levies payable, shall be included in the rates and prices and the total Bid Price submitted by the bidder.
- If the service is subject to tax under Section 55 of the Income Tax Act, price inclusive of Withholding tax (WHT).
- No Advance Payment



## **REQUEST FOR PROPOSAL (RFP)**

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**For End-to-End Reconciliation Solution**

December, 2023

## 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.

## Objective

Currently, the Bank is manually performing the reconciliation task using reports provided by the Vendor/PSPs. The Bank plans to use the services of a reputable bidder who has a track record of success in offering a solution for end-to-end reconciliation of all forms of card, ATM, SWIFT, RTGS and other Digital transactions.

The scope of work (detailed requirement) is in the annexure below.

## Documents Required

- Detailed proposal including work plan with key milestones, timelines, and associated costs.
- Details of the firm or company, including company profile, expertise, and resource capacity.
- Company Registration Certificate copy.
- Brief background of senior management personnel who will be involved in this project. CVs of individual team members should be enclosed.
- Name, title, address, and telephone number of the person who will serve as the authorised representative on behalf of the company.
- Evidence of prior relevant experience. A minimum of two (2) references from projects of similar scope and magnitude to those described in this RFP for which Proposer is currently providing services or has provided in the recent past.
- Name of project lead who will directly report to BML during the engagement period.

**Evaluation Criteria**

<b>Evaluation Criteria</b>	<b>Weightage</b>
Price	50%
Project Duration	10%
Vendor Experience	10%
Functional Features	15%
Technical Features	15%
<b>Total</b>	<b>100%</b>

**NOTE:** Evaluation scoring will be given over and above the requirements given in this RFP annexure

This RFP document is not a recommendation, offer, or invitation to enter into a contract agreement or any other arrangement.

**Contact Information:**

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Phone: +960 301 5355  
Email: [tenders@bml.com.mv](mailto:tenders@bml.com.mv)

Annexure

# REQUIREMENT END TO END RECONCILIATION SOLUTION

This document will list out the requirement for the End-to-End Reconciliation Solution.

The Bank of the Maldives is seeking a solution to automate the authorization, clearing, and settlement processes for all types of card transactions, and other transactions posted to Reserve and Nostro accounts. This includes transactions processed through ATMs, POS terminals, MPGS, mobile payment systems, internet banking, SWIFT transfers, Fund Transfers, and other channels for payment processing.

The Bank of Maldives has connectivity with various card networks such as Visa, Mastercard, Amex, UnionPay, Diners, Rupay etc. through which issuer and acquirer transactions are processed.

## **1. Requirements**

### **1.1 Five-way reconciliation for ATM Transactions.**

1. ATM cash balancing is to be done along with chargeback management / dispute resolution for all transactions, preparation of settlement vouchers, generation of uploadable files and exception reporting
2. Automated data upload (EJ, Switch, Network, CBS, Card System) and generation of Reconciliation reports for every channel – Successful transactions, Unsuccessful transactions, unmatched transactions etc.
3. Online portal for branches/ Business unit to load the data during EOD / ATM Cash loading, unloading and Balancing.
4. Dispute management and Proactive reconciliation

### **1.2 Three-way Reconciliation for Card Transactions processed from All Channels including but not limited to, POS, E-Commerce, Digital Wallets, ATM.**

#### **A) Transaction Authorization**

1. Availability of all successful Authorization Pending Clearance or Settlement from Merchants for over 7 days.

#### **B) Clearing Process**

1. Confirmation that all Transactions settled in Card System are settled to the respective Merchant.
2. Confirmation that all Transactions settled/Reversed in Card System are posted to the respective Card Holder
3. Calculation of Loyalty Reward points for Settled transactions as per parameters given by the Bank.
4. Confirmation that all applicable Fees/Commissions charged by the Bank are billed to the respective Card Holder

#### **C) Settlement Process**

1. Reconciliation of Incoming Outgoing Transactions for each Card Network, including Sales, Reversals, Chargebacks, Interchange Fees/Settlement Service Fee or any other fees applicable for transactions.
2. Tracking and Reconciliation of Billing fees & Interchange Fee/Rates applied by Card Networks as per rates published in the Network Sites/Agreements.

- 1.3 Reconciliation of other General Ledger accounts maintained by the Bank, including but not limited to NOSTRO account, Reserve Accounts, Internal Accounts.

#### **1.3.1 Nostro Accounts**

1. For Nostro, specify matching criteria to reconcile Nostro accounts by transaction amount and reference number.
2. Use of data integration or APIs to reconcile SWIFT transactions from correspondent banks in Nostro reconciliation process.
3. For Audit Trial, detailed reconciliation report highlighting all matches, mismatches, pending items and long outstanding entries with number of days outstanding.

#### **1.3.2 Reserve Accounts**

1. Reconciliation of Incoming and Outgoing transactions processed via MMA system, including Real-Time Gross Settlement (RTGS), Automated Clearing House (ACH), Instant Payment System (IPS) & Clearing cheque transactions.
2. Reserve accounts statement upload, and generation of detailed reconciliation reports for reconciled and unreconciled transactions.

- 1.4 Generation of Exception reports in a format which can be used to upload to Bank's Core-Banking System and/or Card System.
- 1.5 Escalation Matrix for Exceptions Identified.
- 1.6 Monitoring Mechanism to monitor unreconciled items.
- 1.7 Flexible to customize to adopt to changes in Business Process, new products, new requirements.
- 1.8 MIS Reporting – daily and age wise reporting on reconciliation items
- 1.9 The reconciliation process proposed by the bidder to be implemented as per the scope and should follow PCI DSS guidelines and be compliant with PCI DSS standards.
- 1.10 The software should be upgraded/ enhanced to comply with any new directives and guidelines that maybe issued by Card network schemes etc

## **2. Technical requirements and implementation architecture**

- 2.1 Provide a description of the proposed solution architecture.
- 2.2 Provide a disaster recovery plan for your proposed solution
- 2.3 Describe how the system and data integrity is maintained in the event of a hacking attempt. Include details of email preservation capabilities.



### **3. Email & Alert Management**

3.1 Describe how email notifications are managed

### **4. Security**

4.1 Describe how the proposed solution supports different access security levels

4.2 Describe the solution's data encryption capabilities.

4.3 Solution should support BML's existing endpoint protection solution.

4.4 All sensitive data, such as emails and records should be encrypted.

4.5 Should ensure data integrity.

4.6 Audit trail and logs of all the components of the solution including application, databases, hardware, networking components, and security components must be logged (BML systems logging requirements).

4.7 Solution should generate audit logs for both administrator and user activities

4.8 Appropriate backup/archival of data/application as per BML's back policy/document retention policy should be ensured.

4.9 Solution should support maker/checker function.

4.10 Solution should be able to integrate with bank's existing AML monitoring system

### **5. Implementation Plan**

5.1 Describe your implementation strategy, including.

5.2 Average time frame of implementation.

5.3 Milestones with estimated dates.

5.4 Resources required from solution proposer.

5.5 Resources required from BML.

5.6 Roles and responsibilities of the Proposer during implementation.

5.7 Roles and responsibilities of BML during implementation.

5.8 Describe how you handle change management.

5.9 Describe your ability to provide pre-installation and post-installation consulting.

5.10 Describe the project management methodology you will be following for this project.

5.11 Identify and describe the role of any third parties that you plan to employ to implement any parts of the proposed solution.

5.12 Describe your process for documenting the system deployment, including relevant system configuration and customizations.

5.13 Describe your ability to provide load testing to validate that the solution works under peak load.

## **6. User Acceptance Testing**

- 6.1 User Acceptance Test should be carried out on the system jointly by the vendor and BML.
- 6.2 Training for backend users.

## **7. Additional notes**

- 7.1 The bank should be able to bring small changes in the system.
- 7.2 Vendor should give a POC demo of the solution. This should include ACL management
- 7.3 Proposal should clearly outline expectations for the vendor to provide regular updates and standard upgrades as part of vendor's support services.