

BML/PD/OPN-BID/2022/041

17<sup>th</sup> May 2022

### Announcement

Bank of Maldives invites all prospective bidders to submit the proposals for the following:

“Chatbot Application Development”

	Date	Time	Email
Clarifications via email	25 <sup>th</sup> May 2022, Wednesday	Before 14:00hrs (Local time)	openbidding@bml.com.mv
Answers to Clarifications via mail	26 <sup>th</sup> May 2022, Thursday		
Submission of Proposal via mail	02 <sup>nd</sup> June 2022, Thursday		
For more information	<ul style="list-style-type: none"><li>• Email: <a href="mailto:openbidding@bml.com.mv">openbidding@bml.com.mv</a></li><li>• 3015352</li></ul>		

All bid related documents are available from our website link below:  
<https://www.bankofmaldives.com.mv/news-and-media>

#### Contact Information:

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Head of Procurement  
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## 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 Chatbot Application Development. 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/2022/041  Chatbot Application Development
<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.
<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:  Form 1 – Schedule of Requirement (not applicable) Form 2A – Bidder Information Sheet Form 2B – Bid Submission Form Form 2C – Price Schedule for Goods & Services
<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 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>	<p>For <b>bid submission</b></p> <p>i) Bank of Maldives, Head Office, 5<sup>th</sup> Floor, Procurement Meeting Room</p> <p>ii) <a href="mailto:openbidding@bml.com.mv">openbidding@bml.com.mv</a></p> <p><b>Island:</b> Male'</p> <p><b>The deadline for bid submission via email is:</b></p> <p>Date: 02<sup>nd</sup> June 2022</p> <p>Time: 02:00 pm (Maldivian Standard Time)</p>
<b>Contact details for further information</b>	<p><b>Please contact;</b></p> <p>Procurement Department,</p> <p>Telephone: 3015352, 3015359</p> <p>Email address: <a href="mailto:Openbidding@bml.com.mv">Openbidding@bml.com.mv</a></p>
<b>Bid Opening</b>	<p>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.</p>
<b>E. Evaluation, and Comparison of Bids</b>	
<b>Confidentiality</b>	<p>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.</p>
<b>Documents Establishing the Qualifications of the Bidder</b>	<p>BML shall evaluate each Bid based on the evaluation criterion and methodologies specified in <i>Evaluation and Qualification Criteria</i> to determine the most acceptable bid. No other criteria or methodology will be permitted.</p>
<b>F. Award of Contract</b>	
<b>Award Criteria</b>	<p>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.</p>
<b>G. Appeals and complaints</b>	
<b>Regarding conduct of a bid</b>	<p>Bidders are allowed to file appeals and complaints regarding conduct of a bid, in writing, within 7 (seven) days of opening of the bid.</p>
<b>Regarding outcome of a bid (an award or decision to award)</b>	<p>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.</p>

# Evaluation and Qualification Criteria

## Table of Criteria

### Evaluation Criteria

Criteria	Weightage
Price	50%
Experience	10%
Technical features of the product	25%
Financial standing	10%
Project Duration of less than 6 months	5%

### Note:-

- Bids will be opened in the presence of the bidders and/or representatives of the bidders.
- Representatives from companies submitting proposals must submit a board resolution on company's behalf.
- 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.

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# 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>				
Item No.	Name of Goods or Related Services	Description	Unit of Measurement	Quantity

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

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

## Form 1 B

### Delivery and Completion Schedule

The date or period for delivery to be specified below;

Item No.	Description of Goods or Related Services	Date or Period for Delivery	Location	Required Arrival Date of Goods or Completion Date for Related Services
1.	Chatbot Application Development			

# Form 1 C

## Specifications

### **Documents Required**

In facilitating the evaluation and comparison of the proposal, the following information must be included in the proposal:

- Detailed proposal including work plan with key milestones, timelines, and associated costs.
- Details of the individual, firm, or company, including company profile, expertise, resource capacity, and documents showing the financial standing. Describe the experience in providing the Services requested in the RFP.
- Business Registration Certificate copy.
- Brief background of senior management personnel who will be involved in this project.
- 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 three (3) 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 last three years.
- All vendors that meet the requirements, will be asked to show a demonstration of the technical features.



# 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/2022/041*

<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>  In case of new vendors, 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/2022/041*

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: \_\_\_\_\_

#	Details	Total Cost Including Tax
1	Chatbot Application Development	
<b>Grand Total Price</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
  - Local vendors should quote price in MVR
  - International vendors to quote price in USD including 10% withholding tax
  - 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.
- No advance payment.