





BML/PD/OPN-BID/2022/054

03<sup>rd</sup> July 2022

## Announcement

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

**“Development and Implementation of Whistleblower portal”**

	Date	Time	Submission
Clarifications via email	07 <sup>th</sup> July 2022, Thursday	Before 14:00hrs	openbidding@bml.com.mv
Answers to Clarifications will be published on website link below: <b><a href="https://www.bankofmaldives.com.mv/news-and-media">https://www.bankofmaldives.com.mv/news-and-media</a></b>	18 <sup>th</sup> July 2022, Monday		
Submission of Proposal	01 <sup>st</sup> August 2022, Monday	14:00hrs	Bank of Maldives Head Office 05th Floor
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>**

# **REQUEST FOR PROPOSAL (RFP)**

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**For Whistleblower 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.

## Requirement

Bank of Maldives is seeking a service provider to develop and implement a whistleblower portal to be embedded in our website to enable whistleblowing in anonymity. The main specifications for the portal should have reporting capability, reminder and email notification capability as well as autoreply functionality.

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 individual, 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

Evaluation Criteria	Weightage
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:**

Mr. Mohamed Haneef

Head of Procurement

Bank of Maldives Plc,

Boduthakurufaanu Magu, Male' 20251, Republic of Maldives

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Email: [openbidding@bml.com.mv](mailto:openbidding@bml.com.mv)

Annexure

# REQUIREMENT FOR WHISTLEBLOWER PORTAL

This document will list out the system requirement for the Whistleblower Portal

## **1. Requirements**

Bank of Maldives is looking for a Whistleblower portal that would enable anonymous whistleblowing. The system should have below features but should not be limited to these only. The main capabilities on the system should have

- 1.1 Anonymity of the person whistleblowing
- 1.2 Auto response capability
- 1.3 Notification email capability
- 1.4 Secure access for specified staff
- 1.5 Reporting features

## **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 system and data integrity is maintained in the event of a hacking attempt. Include details of email preservation capabilities.

## **3. Email Management**

- 3.1 Describe how the solution supports integration to common email systems (Microsoft Office 365 platform) the solution's management tools.
- 3.2 Describe how emails are kept secure
- 3.3 Describe how email notifications are managed

## **4. Security**

- 4.1 Describe how users will utilize/interact with the portal
- 4.2 Describe how the proposed solution supports different access security levels
- 4.3 Describe the solution's data encryption capabilities.
- 4.4 Solution should support BML's existing endpoint protection solution.
- 4.5 All sensitive data, such as emails and records should be encrypted.
- 4.6 Should ensure data integrity.
- 4.7 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).
- 4.8 Solution should generate audit logs for both administrator and user activities
- 4.9 Appropriate back up/archival of data / application as per BML's back up policy / document retention policy should be ensured

## **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



## 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. 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/2022/054  Development and Implementation of a Whistleblower Portal
<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 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>	For <b>bid submission</b> Bank of Maldives Head Office 5 <sup>th</sup> Floor  <b>The deadline for bid submission:</b> Date: 01 <sup>st</sup> August 2022 Time: 14:00hrs
<b>Contact details for further information</b>	<b>Please contact;</b> Procurement Department, Telephone: 3015359, 3015357 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 <i>Evaluation and Qualification Criteria</i> 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%
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<b>Total</b>	<b>100%</b>

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

### 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.
- 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 us 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.
- Please note that we may award the work, based on comparative offers from different vendors and Bank has the right to check the vendor background and performance on previous projects before awarding.
- 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>				
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;

<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.	Development and Implementation of a Whistleblower Portal			

# Form 1 C Specifications

RFP attached with the announcement

## 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/2022/054*

<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/2022/054*

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	Total price (MVR) (including 6% GST price)	Duration
1.	Development and Implementation of a Whistleblower Portal		
<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
  - Vendors should quote price in MVR
  - 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 Award letter.
- 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.