**Annexure-IV**

**Financial Proposal Format of Supply, Installation, Integration, Testing & Implementation AI Powered Chatbot for City Bank.**

**Form-B**

The following formats needs to be filled and signed in ink along with the financial proposal.

## 

## Declaration of Financial Proposal

I / We declare that we accept all the Terms and Conditions (including technical, functional & contract) as mentioned in the Supply, Installation, Integration, Testing & Implementation AI Powered Chatbot for City Bank for RFP Document.

I / We declare that the Financial Proposal has been submitted without any conditions and strictly as per the conditions of the RFP document and I / we are aware that the Financial Proposal is liable to be rejected if it contains any other conditions.

Signature of the bidder with seal

Name of Authorized Signatory :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title of Authorized Signatory :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Bidder/Company :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

Phone/Mobile :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Price Form

(To be returned in original along with the Bid Proposals)

Document No.

To

Sir,

I/We hereby submit our Proposal for Supply, Installation, Integration, Testing & Implementation AI Powered Chatbot for City Bank as per the functional requirements and technical specification given in this RFP document in Annexure II and Annexure III within the time specified and in accordance with the Terms and Conditions of this RFP. The rates are quoted in the prescribed format given below: ­

###### **FINANCIAL PROPOSAL Price in Bangladeshi Taka (BDT)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Cost of Supply, Installation, Integration, Testing & Implementation** **AI Powered Chatbot [For 01 (One) years’ subscription, services and support]** | | | | |
| **Item** | **Item Description** | **Total Quantity** | **Unit Cost in BDT (including VAT & Taxes)** | **Total Cost in BDT (including VAT & Taxes)** |
| Solution | AI Powered Chatbot Solution/ License Cost\*\*\* | Bundle Solution |  |  |
| 01 Year Support & Service cost | 01 year |  |  |
| Implementation Cost of Solution (If any) | 1 job |  | |
| 1. Total Cost of Supply, Installation, Integration, Testing & Implementation of AI Powered Chatbot | |  | |
| Training | 1. Comprehensive training Cost | …… |  |  |
| **Total Cost of Supply, Installation, Integration, Testing & Implementation AI Powered Chatbot including Traning [For 01 (One) year subscription, services and support] (a+b)** | | | |  |

***\*\*\* In case of licenseing bidders are requested for providing detailed break-down of License (i.e. number of license, license quantity, type etc.)& other requirement if any.***

|  |  |  |  |
| --- | --- | --- | --- |
| **AMC, subscription, and support service cost in USD (including VAT & Taxes) (applicable after the 01 years warranty period) 2nd year & onward (for full solution with hardware (if any)) Per Year** | | | |
| **Items** | **Description** | **Qty** | **Per year cost in USD** |
| Solution | AI Powered Chatbot | Bundle Solution |  |

* ***Implementation with all necessary documentation has to perform by OEM and Vendor professional Engineer based on Bank requirment***
* ***Quoted price must be included, delivery, installation, Configuration, Implementation etc. cost, spare parts cost, VAT, Taxes & all other duties, fees/charges as applicable. If require bidder shall provide break-down price in separate sheet along with the above mentioned bundle pricing format.***
* ***Bidder will submit update & up gradation Roadmap of the propose solution both in commercial & technical documents***

**Total Quoted Price in Word: Taka…………………………………………………**

**Bidder shall clearly mention the following:**

**VAT, Taxes & Duties :** included

**Delivery Lead Time**  : ………………. Working days from PO issuance date

**Implementation Time** : ………………. Working days after delivery

**Warranty Period :**  01 year

**Offer Validity :** 180 days

**Performance Guarantee:**

We agree to submit a Performance Guarantee (PG)equivalent to 10% of total Work/Purchase Order value from any schedule commercial bank of Bangladesh in a prescribed format available with City Bank. The validity of the PG would be up to the end of implementation period. The Guarantee must be signed by 02 authorized signatories of the Guarantor-Bank who have PA and/ AS numbers. Please note that in this case, we do not receive any PG from our own Bank. The PG should be submitted to us within 07 working days after the Work/Purchase Order has been issued. For delaying the implementation time, PG needs to be renewed. If the awarded bidder fails to perform its obligation, PG may be forfeited.

**Payment Terms:**

We agree to the following Terms of Payment:-

1. AI Powered Chatbot**:**

* 35% of Purchase Order value of AI Powered Chatbot will be paid after UAT sign off. Payment will be made within 30 days after successfully delivery of License & Payment in BDT through Account Transfer/Pay Order in favor of the Supplier/Service Provider upon submission of Bill with complete supporting documents after duly completion of implementation work and accepted by the bank authority. Schedule of Charge shall be applicable for payment through Pay Order.
* 45% of Purchase Order value of AI Powered Chatbot will be paid after go-live/successful completion of project
* The remaining 20% of the Purchase Order value for the AI-Powered Chatbot will be paid upon successful completion of the User Verification Test (UVT), to be conducted within three months of the Go-Live date. This payment is subject to the submission of a Performance Guarantee (PG) equivalent to 10% of the Purchase Order value, valid for the duration of the warranty period. Payment will be made within 30 days after successfully delivery of License & Payment in BDT through Account Transfer/Pay Order in favor of the Supplier/Service Provider upon submission of Bill with complete supporting documents after duly completion of implementation work and accepted by the bank authority. Schedule of Charge shall be applicable for payment through Pay Order.

1. **AMC, Subscription and Support Service Cost for 2nd year and onward:**

* Payment of 2nd year and onward AMC, Subscription and Support Service Cost will be made yearly basis at the end of each year. Payment will be made in BDT considering the Conversion rate (TT Clean rate) of the date of invoice.

**Payment Currency:**

Payment will be made in local currency (in BDT) to the local agent/partner of the awarded overseas bidder (preferable). In case of foreign solution provider, payment will be made through bank transfer /remittance upon getting regulatory/Central bank’s permission

**Penalty:**

AI Powered Chatbot should be delivered within the agreed time line. If delayed, bank is entitled to charge a penalty @ 0.05% of Purchase Order/Contract value per calendar day basis subject to a maximum ceiling of 20% of the Purchase Order/Contract value or will lead to cancellation of the purchase order itself. However the vendor shall make all endeavors to deliver all items before the date.

# Eligibility Criteria

Bidder shall submit require supporting documents as a proof of eligibility criteria as mention in SL No. 1 of Annexure –I: Instruction to the bidder.

# Project Time Schedule

We are proposing the following project time schedules (broader Line) for completion of the activities from the date of the Purchase Order:

|  |  |
| --- | --- |
| **Activity** | **Working days** |
| Product installation (post infrastructure & system installation) |  |
| UAT |  |
| Training & operationalization |  |
| Go-Live |  |
| **Maximum expected time frame from PO date to Go live date** |  |

# Warranty & Annual Maintenance

The Licensing period and/ or warrenty period for the AI Powered Chatbot License and/or Solution and/or Hardware shall be at least for the period of 01 (One) year for the date of Go-Live and vendor shall ensure maintenance & support service useful life time of the solution unless otherwise discontinued by CBL as per provision of signed agreement by the parties.

During the contract period the Vendor guarantees a minimum uptime of 99.99 % (other than communicated downtimes) on monthly basis for the entire solution provided. The successful Vendor is expected to submit a report within a week after expiry of every calendar month in this regard. Details terms & conditions are mentioned in the Agreement template.

**Other Terms & Conditions:**

* + - 1. All required services will be in Bangladesh.
      2. The pricing should factor in all regulations and all quoted prices should be inclusive of VAT, taxes & all other duties/fees applicable to implement the system at the City Bank Limited infrastructure.
      3. Warranty on AI Powered Chatbot License and/or Solution and/or Hardware will be 05 (Five) years. Warranty will become effective from the date of go-love/successful completion of project.
      4. The project is to be supported for a minimum period of 07 years from the date of Banks acceptance or Go-Live. Period of AMC is to be calculated after adjusting the aforesaid warranty.
      5. Other than what is given above, the bidder is expected to account for any other deliverable to make the implementation successful and will be considered for commercial evaluation.

**Data/Information with Supporting Documents:**

**Product/Solution Name :**

**Name & Address of Principal                    :**

**Name of Product/Solution :**

**Name & Address of Local Partner**            :

1. **Customers list of successful live implementation similar solution with contact information**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Item** | **Solution Name** | **Client Name** | **Client’s Address** | **Industry Type** | **Implementation Year** | **Contact Person** | **Contact Number** | **Email** | **Remarks** |
| AI Powered Chatbot |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |

*If require please insert rows*

1. **Company’s Financial Strength both local Partner & Principal**
2. last 3 years revenue ( share scan copy audited P&L & Balance Sheet) of both the local partner & Principal/Solution Provider

|  |  |  |  |
| --- | --- | --- | --- |
| **Particular** | **Financial Year** | **Principal** | **Local Partner** |
| Figure in BDT | Figure in BDT |
| Sales/Revenue | 2023-24 |  |  |
| Sales/Revenue | 2022-23 |  |  |
| Sales/Revenue | 2022-21 |  |  |

1. **Resource strength: Total number of employee, Sales, Developer, Support etc.**

**Local Partner**

|  |  |  |
| --- | --- | --- |
| **Particular** | **Number** | **Remarks** |
| Management |  |  |
| Sales |  |  |
| Developer/Engineer |  |  |
| After Sales Support team |  |  |
| Other |  |  |
| **Total** |  |  |

**Principal/Solution Provider**

|  |  |  |
| --- | --- | --- |
| **Particular** | **Number** | **Remarks** |
| Management |  |  |
| Sales |  |  |
| Developer/Engineer |  |  |
| After Sales Support team |  |  |
| Other |  |  |
| **Total** |  |  |

1. **Company establishment & geographical footprint**

**Local Partner**

|  |  |  |
| --- | --- | --- |
| **Particular** | **Year/Country** | **Remarks** |
| Company Establishment | Mention the year | Provide supporting such as Trade license, Certification of Incorporation etc. |
| Geographical footprint |  | Mention the name of country where have your subsidiary business |

**Principal**

|  |  |  |
| --- | --- | --- |
| **Particular** | **Year/Country** | **Remarks** |
| Company Establishment | Mention the year | Provide supporting such as Trade license, Certification of Incorporation etc. |
| Geographical footprint |  | Mention the name of country where have your subsidiary business |

**Evaluation parameters should be not limited but also the following:**

|  |
| --- |
| **Key Point** |
| Technology and Platform |
| Project Management Approach and Vendor/OEM SDLC Model. |
| Support Matrix and SLA |
| Past Experience with City Bank |
| Proof of Concept |
| Information Security and Mitigation Approach |
| Vendor BCP Capability and Technical Resource Capability |
| Warranty |
| Delivery Lead Time |
| Client Reference & Best fit to Infrastructure |
| Experience with Similar Technical solution |
| Problem Management and Escalation Matrix |
| Governance practice, Size of the company and Financial Capability. |

Signature of the bidder with seal

Name of Authorized Signatory :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title of Authorized Signatory :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Bidder/Company :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

Phone/Mobile :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_