Export Import Bank of Bangladesh PLC.

(The bank is currently undergoing a merger process along with four other banks to form Sammilito Islami Bank PLC.)

সম্মিলিত ইসলামী ব্যাংক পিএলসি
SAMMILITO ISLAMI BANK PLC
সম্মিলিত শক্তিতে সমৃদ্ধ আগামী

Request for Proposal (RFP)

for

Engagement of Local Partner for support of T24 / Temenos Transact Operation

February 2026

General Services Division

EXIM
B A N K
Shariah Based Islami Bank

EXPORT IMPORT BANK OF BANGLADESH PLC.
(A Member Bank of Sammilito Islami Bank PLC.)
HEAD OFFICE, "EXIM Bank Tower", Plot # 15, Road # 15, Block# CWS(C),
Bir Uttam A. K. Khondokar Road, Gulshan-1, Dhaka- 1212
Phone: 09666716246, E-mail: info@eximbankbd.com

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References & Deadlines

RFP Reference	:	**EXIM OFFICE NOTE DATED: 22/02/2026**
Issue Date	:	**23 February 2026**
Proposal Submission Deadline	:	**04 March 2026**
Issued By	:	**Export Import Bank of Bangladesh PLC** (A Member Bank of Sammilito Islami Bank PLC.)

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1. Introduction

Export Import Bank of Bangladesh PLC. (a member bank of Sammiloto Islami Bank PLC) is seeking proposals from qualified Local vendors to provide **Local Application Support Services** for our core banking platform, Temenos Transact (formerly T24).

The selected partner will provide functional, technical, and operational support to ensure system stability, regulatory compliance, performance optimization, and business continuity.

2. About Our Organization

- **Organization Name:** Export Import Bank of Bangladesh PLC
- **Headquarters Location:** HEAD OFFICE, "EXIM Bank Tower", Plot # 15, Road # 15, Block# CWS(C), Bir Uttam A. K. Khondokar Road, Gulshan-1, Dhaka- 1212
- **Industry:** Banking / Financial Services
- **Operating Countries:** Bangladesh, Hong Kong, England
- **Core Banking Version:** Temenos Transact Release R18
- **Operating System:** IBM AIX Power 8 Systems
- **Database:** Oracle 12c
- **Hosting Model:** On-Prem
- **Integrated Systems:** ATM, Internet Banking, Payments, Remittance, CRM, AML, etc.

3. Objective of the RFP

The objective of this RFP is to:

- Engage a **local Temenos Transact support partner**
- Ensure SLA-driven application and technical support
- Enhance system performance and reliability
- Maintain regulatory and compliance alignment
- Provide upgrade, enhancement, and incident management services
- Reduce dependency on offshore or OEM support

4. Scope of Services

The scope of the support service shall be based on the installed current version operational in the bank. The functionality and technical features will be open to the current Version Operational and new version embraced the bank.

The selected partner shall provide the following services:

4.1 Application Support

- L2, and L3 support
- Incident logging, troubleshooting, and resolution
- Root Cause Analysis (RCA)
- Bug identification and liaison with Temenos
- Parameter configuration and setup
- Product configuration support

4.2 Technical Support

- jBASE/TAFJ support
- OFS troubleshooting
- Interfaces & API support
- Batch monitoring and issue resolution
- Performance tuning
- Environment management (DEV, UAT, PROD)

4.3 Change & Release Management

- Impact analysis
- Patch assessment and deployment
- Version upgrades
- Customization management (Local developments)
- Regression testing support

4.4 Regulatory & Compliance Support

- Local regulatory reporting support
- Parameter updates for regulatory changes
- Audit support and documentation

4.5 Managed Services

- 24/7 production monitoring
- DR support and drills
- Capacity planning
- Database support
- Security monitoring

5. Service Model

For local partner / vendor service engagement bank is considering adopting two service models which are described as below. Bank may choose either of the two service models for this engagement or a combination of both the services models.

5.1 Time & Material (T&M) Service Model

In a Time & Material model, the bank pays the vendor based on the actual effort spent. The vendor charges hourly or daily rates for the consultants assigned (functional, technical, DBA, infrastructure, etc.). Billing is based on timesheets and approved work effort.

This model is effort-based, not outcome-based. The vendor provides resources and expertise, but the bank retains most of the responsibility for managing workload, prioritizing tickets, controlling costs, and ensuring overall system stability.

Scope of Work on Time and Material basis

1. To address all issues except Core under second-level support. (Here, "core" means changes required by the core system by T24).

2. For Monitoring and application performance support, vendor will provide support for the Second level support only. If there arise any issues to such extent then there should be a group combined with the vendor and bank resources where the issues will be informed. vendor will check the issues from remote, analyze, support from that position unless the issues is insoluble, vendor will engage resource onsite to resolve the matter in expediency.

3. Vendor will provide regular service & support for related T24 Application/Web in accordance with terms and conditions mentioned in this document.

4. Vendor service team will respond to ad-hoc Functional & Technical queries only within the scope of issues they are facing.

5. Custom Development: Any new requirement bank may ask for must come through prior information from bank team so that vendor team can engage to get the analysis of the queries of the requirement thereafter albeit bank will provide the detail BRD of the requirement.

6. Vendor will estimate the effort for custom development. If bank agrees on estimation or have any priority in delivery shall inform in advance and vendor team will perform it and charge accordingly at mentioned predefined rate.

5.2 Managed Service Model

In a Managed Service model, the vendor delivers a defined set of services for a fixed monthly or annual fee. The focus is not on hours worked but on service outcomes.

The scope is clearly defined and typically includes production support, monitoring, incident resolution, batch management, performance tuning, and possibly 24/7 coverage. Service Level Agreements (SLAs) define response times, resolution times, and reporting requirements.

Under this model, the vendor shares responsibility for system stability and performance within the agreed scope. The cost is predictable because the fee is fixed, although additional work outside the agreed scope may be charged separately.

This model is typically proactive rather than reactive. The vendor is incentivized to improve efficiency and reduce incidents because their revenue does not increase with additional hours worked.

Scope of Work under Managed Services:

1. Vendor will address all issues except Core under second-level support. (Here, "core" means changes required by the core system by Temenos). Vendor will deploy one (01) resource for second level support as CBS developer.

2. Vendor will provide daily operational support for the core banking platform, addressing functional and technical issues.

3. Managing and overseeing service delivery to ensure operational efficiency and adherence to defined SLAs.

4. Conducting functional analysis and optimization initiatives to enhance system usability and business process alignment.

5. Identifying and resolving system performance issues, including COB by optimization and incident resolution.

6. Supporting UAT activities, validations, and rollout of minor enhancements where required.

7. Preparing regular reporting on system health, support activities, and improvement recommendations.

8. Ensure collaborative engagement between onsite and offsite teams for seamless issue management.

9. Respond to ad-hoc Functional & Technical queries only within the scope of issues they are facing.

10. Provide regular service & support for related T24 Application/Web.

6. Technical Environment

Vendors must demonstrate experience in:

- Temenos Transact R18 and above
- TAFJ architecture

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- jBASE
- Oracle database
- Unix environments
- Integration frameworks (REST, SOAP, ISO)
- Cloud deployment (if applicable)

7. Vendor Qualification Requirements

Vendors must:

1. Have minimum 5 years of experience supporting Temenos Transact
2. Demonstrate at least 2 banking clients locally
3. Provide CVs of proposed key personnel
4. Have local regulatory and banking domain expertise
5. Demonstrate financial stability

8. General terms and conditions

1. The bidder shall prepare technical and financial proposals separately. The bidder shall seal the financial & the technical proposal in two different envelopes clearly marked as **"TECHNICAL PROPOSAL"** & **"FINANCIAL PROPOSAL."** All pages of the bid shall be signed by a person or individuals duly authorized to sign on behalf of the bidder. The forwarding letter should include the contact person's name, address, and telephone number along with the technical proposal.

2. Sealed quotations have to be submitted in original and addressed at the following no later than **04-03-2026 at 3:00 PM**

Head, General Services Division
EXPORT IMPORT BANK OF BANGLADESH PLC.
(A Member Bank of Sammilito Islami Bank PLC.)
HEAD OFFICE, "EXIM Bank Tower", Plot # 15, Road # 15, Block# CWS(C),
Bir Uttam A. K. Khondokar Road, Gulshan-1, Dhaka- 1212
Phone: 09666716246, E-mail: info@eximbankbd.com

3. Bid prices must be quoted in BDT. The payment will also be made in BDT.
4. The bidders should quote the price in figures and in words, and there should not be any cutting/erasing/overwriting.
5. All quoted prices should be inclusive of VAT, income tax, and all other taxes and charges. (if any).
6. The term of the agreement will be initially for a period of one (1) year and may be extended for subsequent years subject to successful completion and smooth support services of the first year / earlier year with no ambiguity between bank and the bidder (successful). The SLA will have to be signed between the bank and the successful bidder to ensure smooth support during the

service period. The bidder has to provide a draft SLA to cover the service period support along with the offer.

7. The bid submitted by the bidder shall remain valid at least for a period of 60 days.

8. The price quoted in the financial bids would be considered the final price for the evaluation. However, the bank reserves the right to negotiate with any bidder for a downward revision in the price.

9. The bank reserves the right to issue a work order as and when required and in a phased manner (separately for Time and Material Based services and (or) Managed Service.

10. The bank reserves the right to relax, change, or drop any of the terms and conditions of the schedule without any further notice.

11. The bank is not bound to accept the lowest bid. The bank reserves the right to accept or reject any or all the quotations without giving any reasons whatsoever.

12. The bank reserves the right to accept or reject any bid, to annul the bidding process, and to reject all bids at any time before awarding the contract, without any liability to affected bidders or any requirement to inform them of the reasons for its action.

13. The bank reserves its right to cancel the entire/unexecuted part of the Work Order or SLA at any time by assigning appropriate reasons in the event of one or more of the following conditions:

    a) Failure / Delay in providing services within the scope and required by the bank beyond the specified period for delivery.

    b) Quality of the engaged resources degrades and become ineligible to provide service within the expectation of the bank.

14. Either Party reserves the right to immediately suspend the provision of Services, by giving Three (3) months' notice in the event the either Party fails to comply with the obligations of any other obligation under this Agreement.

15. **Amendment to the RFP documents:** At any time prior to the deadline for submission of RFP response, the Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, amend the RFP documents. Amendments will be provided in the form of an addendum to the RFP documents and will be sent in writing, or by fax or email, to all prospective bidders who have agreed to submit the RFP documents and will be binding on them. It will be assumed that the bidders in their RFP response have taken amendments contained in such addendums into consideration.

16. Documents required to be submitted by the bidder along with the offer. (The bidder should furnish the followings paper serially in their offer.)

    a) Full particulars of the ownership, constitution, year of incorporation, and main business activities of the bidder.

    b) List of the owners of the firm/partnership/directors of the company.

    c) Copies of the audited annual report for the last financial year.

    d) A copy of a valid trade license.

    e) A copy of the TIN certificate with last year's tax certificate.

    f) A copy of the VAT registration certificate (last year).

g) List of professionals for maintenance and service.

i) List of major clients in financial institutions and copies of certificates issued by such financial institutions regarding services rendered to such institutions.

9. Team Structure Requirements

The proposal must clearly identify:

- Engagement Manager
- Functional Consultants (Core, Lending, Deposits, Payments, etc.)
- Technical Consultants (TAFJ)
- Database Administrator
- Infrastructure Specialist
- Support Desk Team

Include:

- Certifications
- Years of experience
- Previous project references

10. Service Level Agreements (SLAs)

The vendor must propose SLA commitments including:

Priority	Description	Response Time	Resolution Time
P1	Critical system down	≤ 30 mins	≤ 4 hours
P2	Major functionality impact	≤ 1 hour	≤ 8 hours
P3	Moderate issue	≤ 4 hours	≤ 2 business days
P4	Minor / Service request	≤ 1 business day	≤ 5 business days

Include:

- Escalation matrix
- Support window (e.g., 24x7, 8x5)
- Reporting frequency

11. Commercial Proposal

Vendors must provide:

- Pricing model (Fixed / Time & Material / Retainer)
- Rate card per role (**format in Annexure-B**)
- Managed service cost (**format in Annexure-C**)
- Upgrade/project support pricing (if applicable)
- Travel cost (if applicable)

All prices must be provided in Bangladesh Taka.

12. Proposal Submission Requirements

Vendors must structure proposals as follows:

1. Executive Summary
2. Company Profile
3. Relevant Experience
4. Understanding of Scope
5. Delivery Model
6. Proposed Team
7. SLA Commitment
8. Risk Management Approach
9. Commercial Proposal
10. References

13. Evaluation Criteria

Proposals will be evaluated based on:

Criteria	Weight
Relevant Experience	15%
Technical Capability	15%
SLA & Delivery Model	10%
Commercial Proposal	50%
Client References	10%

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14. Contract Term

- **Initial term:** 1 years
- **Renewal option:** Yes
- **Exit clause:** The term of this Agreement shall be for one year, and thereafter shall be automatically renewed for successive one-year terms if the Client does not give prior notice for termination 3 months prior to either party requiring contract termination.

15. Confidentiality

All information shared as part of this RFP must be treated as confidential. Vendors may be required to sign a Non-Disclosure Agreement (NDA) (**format in Annexure-A**).

16. Timeline

Milestone	Date
RFP Issue Date	23 February 2026
Vendor Clarification Deadline	02 March 2026
Proposal Submission Deadline	04 March 2026
Evaluation Period	12 March 2026
Vendor Presentation	10 March 2026 (if required)
Award Notification	15 March 2026
Contract Signing	16 March 2026

17. Contact Information

RFP Coordinator:

Name	:	Md. Mahbubul Alam
Title	:	Additional DMD & Head of ITD
Email	:	mahbub@eximbankbd.com
Phone	:	+8801917019109

All communications regarding this RFP must be directed to the above contact.

18. Annexures

A. NDA template

B. Rate card per role (Time & Material basis)

C. Managed service cost

D. Architecture diagram

<u>Annexure-A:</u>   NON-DISCLOSURE AGREEMENT (NDA)

This Non-Disclosure Agreement ("Agreement") is entered into as of [Date] ("Effective Date") by and between:

Disclosing Party: Export Import Bank of Bangladesh PLC (a member bank of Sammilito Islami Bank), with its principal office at HEAD OFFICE, "EXIM Bank Tower", Plot # 15, Road # 15, Block# CWS(C), Bir Uttam A. K. Khondokar Road, Gulshan-1, Dhaka- 1212 **("Discloser")**

Receiving Party: [**Vendor Name**], with its principal office at [Address] **("Recipient")**

Collectively referred to as the "Parties."

1. Purpose

The Parties wish to explore a potential business relationship related to **support services for Temenos Transact**. In connection with this, the Discloser may share confidential information with the Recipient. This Agreement governs the Recipient's use and protection of that information.

2. Definition of Confidential Information

"Confidential Information" means all information disclosed by the Discloser, in written, electronic, or oral form, including but not limited to:

- System architecture, configurations, and processes
- Business and technical documentation
- Source code, software, and technical designs
- Customer, financial, or operational data
- Regulatory and compliance information
- Any information marked or identified as confidential

Confidential Information **does not include** information that:

a) Is publicly available without breach of this Agreement

b) Was known to the Recipient prior to disclosure

c) Is independently developed by the Recipient without reference to Discloser's information

d) Is required to be disclosed by law or court order (with prior notice to Discloser)

3. Obligations of Recipient

The Recipient shall:

1. Use Confidential Information solely for the purpose of evaluating or performing support services for the Discloser.

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2. Protect Confidential Information with the same degree of care it uses for its own confidential information, but not less than reasonable care.

3. Not disclose Confidential Information to any third party without prior written consent, except to employees, contractors, or advisors who have a need-to-know and are bound by confidentiality obligations.

4. Promptly return or destroy all Confidential Information upon request.

4. Term

This Agreement shall commence on the Effective Date and continue for **1 years**. Recipient's obligation to protect Confidential Information continues for **3 years** after termination.

5. No License or Warranty

Nothing in this Agreement grants any license or right to the Recipient under any patent, copyright, or other intellectual property of the Discloser. Discloser makes no warranties regarding the accuracy or completeness of the Confidential Information.

6. Governing Law

This Agreement shall be governed by and construed in accordance with the laws of **Bangladesh**.

7. Remedies

Recipient acknowledges that disclosure of Confidential Information may cause irreparable harm. The Discloser may seek injunctive relief in addition to any other remedies available at law or equity.

8. Miscellaneous

- This Agreement constitutes the entire agreement between the Parties regarding Confidential Information.
- Amendments must be in writing and signed by both Parties.
- If any provision is invalid, the remainder of the Agreement remains enforceable.

IN WITNESS WHEREOF, the Parties have executed this NDA as of the Effective Date.
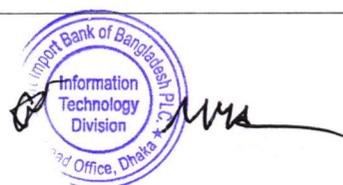
Disclosing Party	Receiving Party
Name:	Name:
Title:	Title:

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Disclosing Party	Receiving Party
Signature:	Signature:
Date:	Date:

<u>Annexure-B:</u>   Rate Card per Role: Time and Material Basis Service

Specialist Job	Cost (BDT) per man days
T24 Transact Developer	
T24 Technical Resource	
LTC - Lead Technical Consultant	
BA - Business Analyst	
LBA - Lead Business Analyst	
Technical Specialist	
Integration Specialist	
Integration Consultant	
Project Manager	
T24 Transact Customizations	
Database Administrator	
TOTAL	
Terms & Conditions	Price including VAT & TAX

Total Amount in Words: _____

Annexure-C: Managed Service Cost (Monthly / Yearly)

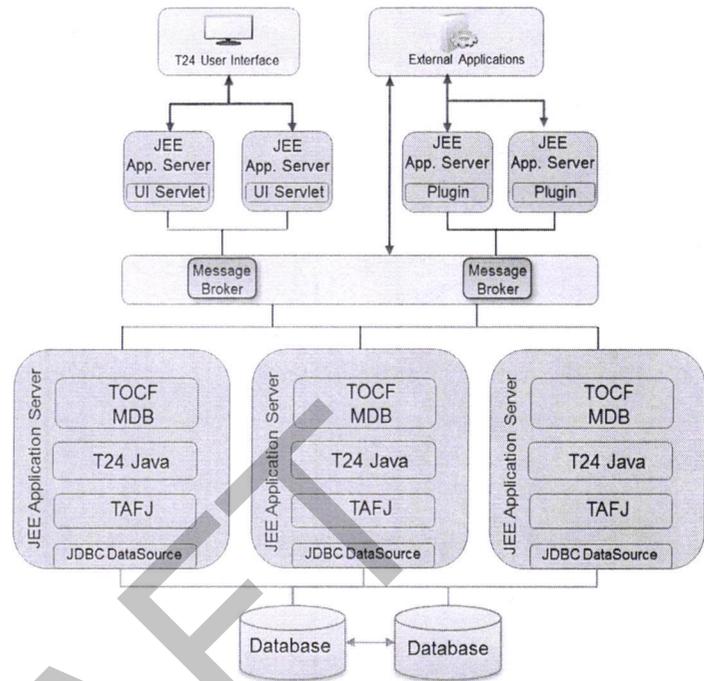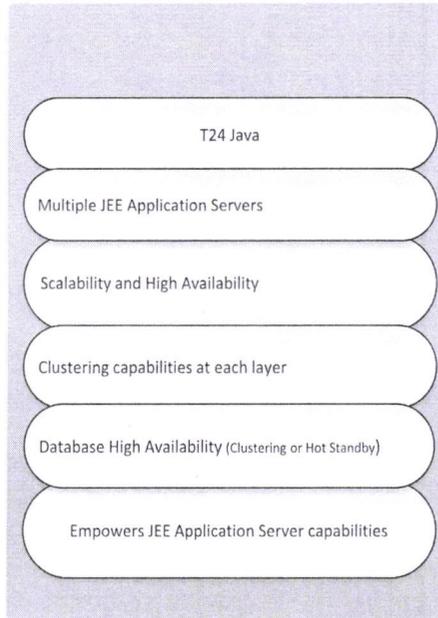| Specialist Job	Cost (BDT) Monthly / Yearly
Managed Service	
Terms & Conditions	Price including VAT & TAX

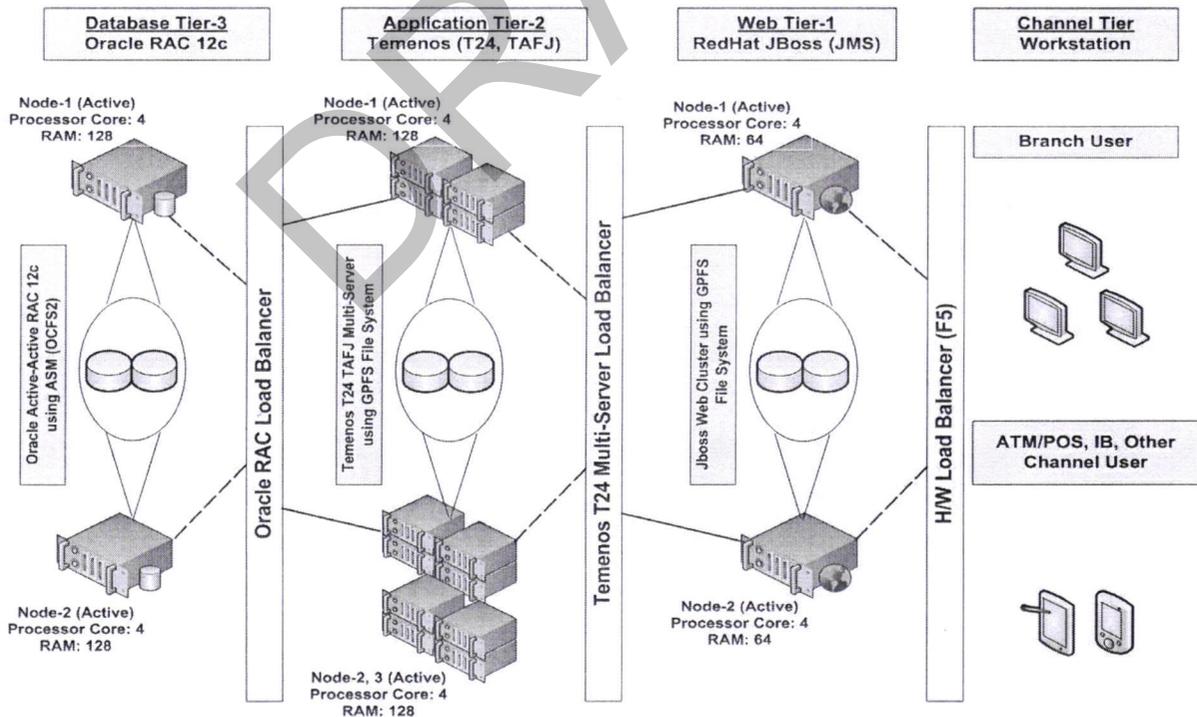**Total Amount in Words:** _____

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Annexure-D: Architecture Diagram

CBS Logical Architecture

CBS Physical Infrastructure

Temenos T24 R16 Hardware Deployment Architecture (Three Tier Active-Active Architecture)
EXIM Bank Limited