



Development Bank
of Kenya Ltd

INVITATION TO TENDER

REQUEST FOR PROPOSAL

SUPPLY, DELIVERY, INSTALLATION, CONFIGURATION AND MAINTENANCE ANTI-MONEY LAUNDERING SANCTIONS SCREENING SOLUTION AND TRANSACTION MONITORING SOLUTION

TENDER NO: DBK/PROC/RFP/03/2021

Development Bank of Kenya (DBK) Request for Proposals from eligible bidders for the;

Supply, Delivery, Installation, Configuration and Maintenance Anti-Money Laundering Sanctions Screening Solution and Transaction Monitoring Solution

A complete set of tender documents may be downloaded from the bank's website by interested candidates for free using the link <http://www.devbank.com>

Completed tender documents are to be enclosed in a plain sealed envelope, marked with the tender number and name and be deposited in the **Tender Box located at the Reception of Finance house – 16th floor, Loita Street on or before Wednesday, 13th October 2021 at 11.00 a.m. addressed.**

Ag. Chief Executive Officer,

Development Bank of Kenya Limited,

Finance House, 16th Floor, Loita Street,

P.O. Box 30483- 00100,

Nairobi, Kenya.

Release Date 5th October 2021

SCOPE OF WORK

Bank intends to implement an end-to-end solution for Anti-Money Laundering, which includes supply, installation, configuration, customization, Maintenance and support for the proposed hardware and Software.

Broad Scope of Work:

1. The Bidder is required to supply required Hardware and Software (OS/Application) with required licenses, install & deploy the solution at the Bank's Data center at Finance House and Disaster Recovery (DR) at Ngong rd branch, integrate the proposed solution with CBS and other ancillary banking applications as per Bank's requirement.
2. The Bidder shall be responsible for Supply, Installation, Configuration, integration, Operationalization and Maintenance of AML Solution (complete solution including Hardware & Software) in Bank.
3. The Bidder should setup the UAT environment for testing of the solution before implementation of the solution in the production environment. The UAT setup shall be at Finance House and used for the customization of any changes before movement in production. The setup would be kept available at all times during the contract period.
4. Bidder should act as a System Integrator for providing AML solution and all the required additional/total hardware, middleware, application software, third party utilities and their licenses should be provisioned in the bid itself. Bidder is liable for supply, installation, testing, commissioning, warranty, operational support, Annual Maintenance Contract (AMC) and Annual Technical Support (ATS) of all components of proposed AML solution.
5. Bidder has to submit the exhaustive list of all hardware items (servers, storage, tape library, etc.), software licenses and third party tools with their configurations and detailed solution architecture in the technical bid. Bidder has to submit a hardware sizing document duly explaining and detailing make, model, architecture, configuration and OS requirement for each of the systems required for various layers.
6. Bidder has to provide onsite support for hardware/ software/ third party tools at no additional cost to the bank during the warranty/ AMC/ ATS period. Bidder has to ensure that services under warranty, AMC, ATS should be provided on comprehensive onsite basis only.
7. The case management utility should have provision to define roles for the officers involved. The system should have facility to escalate the case to next level after completion of the role assigned to a user up to logical conclusion of the case.
8. **The bidder is required to maintain the RTO and RPO as per the Bank's Business Continuity Policy. For this AML solution RTO will be 4 hours and will be RPO 2 hours.**
9. The Bidder should maintain Uptime of 99.95% of the solution both at DC & DR during contract period.
10. The Bidder should provide Backup /restoration/patch/updates/upgrades related activities pertaining to the Anti-Money Laundering Solution & related servers. All updates and upgrades of OS & DB has to be done by the selected Bidder during contract period.

11. The support service shall be provided on 24 x 7 basis at Finance house for ensuring proper upkeep and maintenance of the solution. Details of onsite FM support shall be provided as mentioned in Facility Management Scope. Minimum Wage Clause and other regulations should be followed in the FM services.
12. The selected vendor has to provide necessary project management, requisite training for administrators/ users of the application and shall also provide comprehensive documentation of the application including architecture, description of the interfaces, data model, database structure , meta data details, user manual and other related documents.
 - End User Training-5 people at Bank's premises and two days in premises i.e. hands-on training.
 - Technical & Admin Training-2 to 5 people at Bank's premises.
 - Unit Price to be shared for each training.
13. The proposed solution should categorize accounts into risk categories – High, Medium, and Low – as per the risk rating mechanism in tune with the AML policy. It should support risk profiling of customers based on occupation, STR filed, KYC compliance, transaction patterns, turnover etc. The solution should also calculate the threshold limits based on customer's profile. There should be an automated periodical review mechanism to update the risk categorization and threshold limits for the customer data. In addition, it should be always possible to override the system calculated risk values, having an option to manually set the risk.
14. The solution should provide rule based suspicious transaction identification. It should have the ability to update rules incorporating new scenarios as and when notified by the concerned authority for identifying suspicious transactions. The solution should also have provision to create user-defined rules based on various parameters like customer type, nature of business, various risks etc.
15. The solution should be capable of generating alerts based on Behavioral Analysis.
16. The solution should support automated uploading of data generated from the bank's CBS system & other applications to AML system without any manual intervention.
17. Bidder has to comply with all the security guidelines mentioned by any regulatory body/ Bank Policies. Bidder has to provide all the necessary support and access to premises /documents as and when requested by Bank/ Bank's appointed personnel/ any regulatory body.
18. Bidder shall provide on-site support during quarterly DR drills or as per the requirement of the Bank at no additional cost to the bank.
19. Bidder should provide Daily/Monthly/ Quarterly/ Yearly/adhoc reports, Exception reports, Detailed/summary level reports, etc. in the specified formats as required by the Bank. Reports should be downloadable in excel, txt, pdf etc. format.
20. An escrow arrangement shall be made for the source code of the application by the bidder/ vendor and the documentary proof of the arrangement shall be handed over to the BANK.
21. The given solution should be capable of pulling data on real-time. Rule processing, Data pulling and Alert generation should be simultaneous.

22. Bidder will be responsible for providing necessary tools & support services for migration of the data from the existing AML systems of the Bank to the proposed system and also for first time Master creation for the respective requirements of the bank branches/offices.
23. Bidder shall provide an archival solution along with necessary hardware/storage for migrated existing AML data.
24. Bidder must provide a solution for the data retrieval of the old data to the Bank.
25. Bidder shall be responsible for maintenance of the archival system and hand over the complete data and help the incumbent System Integrator to migrate the same to new system in case of termination of contract or completion of contract period.

B. TECHNICAL SPECIFICATIONS

The intended solution should have a minimum of the following over and above the Industry's Practice;

1. Generate Suspicious Transaction Reports and adhoc reports required by the bank.
2. Support all regulatory reporting requirements from time to time.
3. Detect money laundering patterns and fraud patterns such as structuring.
4. Monitor transactions and analyse them against specified thresholds and generate alerts on exceptions.
5. Generate alerts when it detects different accounts of the same customer and linked accounts transacting.
6. Generate and transmit suspicious transactions, activities and cash transactions.
7. Detect and alert events of deviation of expected customer behaviour.
8. Generate alerts due to large cash deposits exceeding threshold limits.
9. Perform Know Your Customer Risk Scoring and Risk Categorization.
10. AML transaction monitoring and fraud mitigation and support all user functions including alert case management.
11. Export reports to PDF, EXCEL for further analysis.
12. Email notifications when transactions satisfy certain rules and generate alerts.
13. Profiling of customers based occupation, geographical location, cash transactions and sanctioned countries.
14. Generate alerts in dormant accounts.
15. Detect several cash deposits to same account.
16. Have a comprehensive audit trail detailing every user activity.
17. Pull data from the Core banking system on a real-time basis and multiple data sources.
18. Have standard APIs to integrate with other systems.
19. Provide Daily/Monthly/Quarterly/Yearly/ adhoc, exception, detailed summary level reports in the specified formats required by the bank, downloadable in excel, word and pdf format.
20. Maintenance of Black Lists (OFAC, United Nations, European Union, HMT, PEP List.
21. A web based AML Sanction tool to screen the on-boarding customer/pre-existing against a list of sanction database.
22. Have link of mobile money transactions.
23. Extract data from all external systems of the bank like RTGS and SWIFT.
24. Comprehensive audit trail detailing every user activity.
25. Facility to manage false positives.

EVALUATION CRITERIA

The received documents will be evaluated upon the set criteria in three stages;

- a. Mandatory evaluation
- b. Technical evaluation
- c. Financial evaluation

A. MANDATORY EVALUATION

Below are mandatory requirements that must be met by the bidder. Documents and forms as provided in the appendices must be filled and submitted with the tender.

SN	REQUIREMENT	YES/NO
MR 1	Duly completed tender form	
MR 2	Duly completed price schedule (Financial Proposal)	
MR 3	Duly filled and signed Confidential Business Questionnaire.	
MR 4	Bidder company should have valid ISO 9001/ISO 27001 certification.	
MR 5	The bidder should be an OEM / OSD or their authorized representative in Kenya. In case OEM / OSD participates in the tender process directly, authorized representative will not be permitted to participate in the same tender process.	
MR 6	Certificate of Incorporation/Registration	
MR 7	Valid 2020 Kenya business permit	
MR 8	Valid and Current Tax Compliance Certificate	
MR 9	Audited financial statements for the past three (3) years (2018, 2019 and 2020) indicating profit.	
MR 10	Duly filled and signed Bidder's Declaration and Integrity Pact Bidder should not have been black- listed by PPRA as on date of RFP submission).	
MR 11	Bidders must paginate and serialize the entire document from the first to the last page. Submission of original & copy of tender document properly TAPE BOUND	
	<i>Only those that meet the mandatory requirements in above will move to the next stage of the evaluation.</i>	

B. TECHNICAL EVALUATION

	Technical requirement	Marks award
TR1	Relevant specific experience of the tenderer related to the assignment (documentary evidence should be given)	
a)	Proven experience of the firm in implementation of an Anti-Money Laundering Sanctions Screening Solution and Transaction Monitoring Solution .Provide at least Two testimonials (LPOs, LSOs, Contracts) <i>(5 marks each)</i>	10 marks
b)	Demonstration of a clear understanding of the terms of reference. With comments on how each of the technical specification is met.	10 marks
c)	Demonstrate working knowledge, competencies and experience in carrying out implementation of Anti-Money Laundering Sanctions Screening Solution and Transaction Monitoring Solution. The firm is expected to have at least 5 years' experience with Financial/ banking institutions. Provide at least three testimonials. <i>(5 marks each year/Testimonial)</i> <i>For each assignment the outline should indicate inter alia, the profiles of the staff proposed, duration of The assignment, contract amount and firm 's Involvement.</i>	15 marks
TR2	Methodology and approach Understanding of and conformity to the terms of reference	
a)	Is the scope of the task well defined and does it correspond to the tors?	5 marks
b)	Is the Anti-Money Laundering Sanctions Screening Solution and Transaction Monitoring Solution implementation methodology adopted appropriate for the task?	10 marks
c)	Is the presentation clear and is the sequence of activities and work plan for performing the assignment give details on the approach, strategies and design to ensure effectiveness of the assignment and a comprehensive time schedule for undertaking the assignment.	10 marks
TR3	Human resource capacity	
a)	The list of the proposed staff team by specialty, the Tasks that would be assigned to each staff team member and their timing. <i>(2 marks each staff)</i> <i>Max of 5 staff</i>	10 marks
b)	Cvs recently signed by the proposed professional staff and the authorized representative submitting the proposal. Key information should include number of years working for the firm/entity and degree of Responsibility held in various assignments. ICT expert Systems Auditor Project implementation	5 marks
c)	Estimates of the total staff input(professional and support staff-time)needed to carry out the assignment supported by bar chart diagrams showing the time proposed for each professional staff team member. (elaborate bar chart)	10 marks

TR4	<p>Training and Skills Transfer</p> <p>Training/transfer of knowledge adequately proposed and schedule on training clear with timelines provided. (Comprehensive user training program proposed). This shall entail imparting skills required to enable users to be able to understand and have a working knowledge of the Anti-Money Laundering Sanctions Screening Solution and Transaction Monitoring Solution</p> <p>Technical training that will involve the provision of complete training of trainers on Administration of supplied System.</p>	5 marks
TR 5	<p>Demonstration of Working AML Solution (Proof of Concept)</p> <p>Clear demonstration of a working AML solution that meets the minimum specifications</p>	10 marks
	TOTAL MARKS	100 marks

C. FINANCIAL EVALUATION

Format of Commercial for RFP for Implementation of Anti-Money Laundering (AML) Solution

All Cost mentioned shall be quoted in Kenyan shillings

S. No	Item Description	Total cost inclusive of Taxes
1	Software Cost	
1.1	Cost of Solution with one year warranty	
1.2	Implementation cost (including installation, configuration, customization, Integration, testing, Acceptance, etc.of AML)	
	Total (A)= 1.1+1.2	
2	End User Training cost	
2.1	Total Cost of End User Training 3 persons (B)	
3	Technical and Operations Training cost	
3.1	Total Cost of Technical and Operations Training 3 persons (C)	
4	ATS Charges	
4.1	ATS Cost of AML for 2 nd Year	
4.2	ATS Cost of AML for 3 rd Year	
	Total cost of ATS (D) = 4.1+4.2	

S.N	Description	DC	DR	UAT	Total
5.1	License cost for Server (operating System)				
5.2	License cost for Middleware				
5.3	License cost for any other software (if any) required for complete setup.				
	TOTAL (E)				
Hardware cost					

S. No.	Description		Total Amount
6.1	Cost of Hardware (Sizing to be provided by the bidder as per specified transaction volume and processing time separately)-For DataCentre(DC) with 3 yearwarranty		
6.2	Cost of Hardware (Sizing to be provided by the bidder as per specified transaction volume and processingtimeseparately)-For Data Recovery(DR) Centre with 3 year warranty		
6.3	Cost of Hardware (Sizing to be provided by the bidder as per specified transaction volume and processing time separately)-For UAT with 3 year warranty		
6.4	Cost of installation and configuration of DC set up		
6.5	Cost of installation and configuration of DR set up		
6.6	Cost of installation and configuration of UAT set up		
	TOTAL (F)		
Total cost of Ownership (A+B+C+D+E+F) (in Figures)		Ksh	

Total cost of Ownership (A+B+C+D+E+F) (in Words)		Ksh	

		Only.	

APPENDICES
1. FORM OF TENDER

Date _____
Tender No. _____

To: _____

[name and address of procuring entity]

Gentlemen and/or Ladies:

1. Having examined the tender documents including Addenda Nos. *[insert numbers]*, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply deliver, install and commission (..... *(insert equipment description)* in conformity with the said tender documents for the sum of *(total tender amount in words and figures)* or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Tender.

2. We undertake, if our Tender is accepted, to deliver install and commission the equipment in accordance with the delivery schedule specified in the Schedule of Requirements.

3. If our Tender is accepted, we will obtain the guarantee of a bank in a sum of equivalent to _____ percent of the Contract Price for the due performance of the Contract , in the form prescribed by *(Procuring entity)*.

4. We agree to abide by this Tender for a period of *[number]* days from the date fixed for tender opening of the Instructions to tenderers, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

5. This Tender, together with your written acceptance thereof and your notification of award, shall constitute a Contract, between us. Subject to signing of the Contract by the parties.

6. We understand that you are not bound to accept the lowest or any tender you may receive.

Dated this _____ day of _____ 20 _____

[signature] _____ [in the capacity of]
Duly authorized to sign tender for an on behalf of _____

2. MANDATORY CONFIDENTIAL BUSINESS QUESTIONNAIRE

(Must be filled by all applicants or Tenderers' who choose to participate in this tender)

Name of Applicant(s).....

You are requested to give the particulars in Part 1 and either Part 2 (a), 2 (b) or 2 (c), whichever applies to your type of business. Part 2 (d) to part 2 (i / j) must be filled. You are advised that giving wrong or false information on this Form will lead to automatic disqualification/termination of your business proposal at your cost.

Part 1 – General Business Name:.....
Certificate of Incorporation / Registration No.
Location of business premises: Country.....
Physical address
Town.....Building.....
Floor.....Plot No.
Street / RoadPostal Address
Postal / Country Code.....Telephone No's.....
Fax No's.E-mail address
Website
Contact Person (Full Names)
Direct / Mobile No's..... Title
Power of Attorney (Yes / No) If yes, attach written document.
Local Authority Trading License No. Expiry Date
Value Added Tax No.....
Value of the largest single assignment you have undertaken to date (US D/KShs)
.....Was this successfully undertaken? Yes / No.
(If Yes, attach reference) Name (s) of your banker (s).....
.....Branches Tel.
No's.

Part 2 (a) – Sole Proprietor (if applicable)

Full Names
Nationality..... Country of Origin.....
Company Profile (Attach brochures or annual reports in case of public company)

Part 2 (b) – Partnerships (if applicable) Give details of partners as follows:

Full Names Nationality Citizenship Details Shares
1.....
2.....
Company Profile (Attach brochures)

Part 2 (c) – Registered Company (if applicable - as per the CR12 form) Private or public
.....

Company Profile (Attach brochures or annual reports in case of public companies)

State the nominal and issued capital of the Company Nominal KShs

Issued KShs

List of top ten (10) shareholders and distribution of shareholding in the company. Give details of all directors as follows:-

Full Names	Nationality	Citizenship	Details	Shares
1.....
2.....

Part 2 (d) – Bankruptcy / Insolvency / receivership. I/We declare that I/We have not been declared bankrupt or insolvent by the competent Authorities in Kenya and neither are we under receivership:

Full NamesSignature

Dated thisday of2020.

In the capacity ofDuly authorized to sign Tender for and on behalf of

Part 2 (e) – Criminal Offence I/We, (Name (s) of Director (s)):-

a).....

b).....

Have not been convicted of any criminal offence relating to professional conduct or the making of false statements or misrepresentations as to its qualifications to enter into a procurement contract within a period of three (3) years preceding the commencement of procurement proceedings.

SignedFor and on behalf of M/s

In the capacity of Dated thisday of2020.

Suppliers' / Company's Official Rubber Stamp

Part 2 (f) – Conflict of Interest I/We, the undersigned state that I / We have no conflict of interest in relation to this procurement:

a).....

b).....

For and on behalf of M/s In the capacity of

Dated thisday of2020

Suppliers' / Company's Official Rubber Stamp

.....

Part 2 (h) – Interest in the Firm: Is there any person/persons in Consolidated Bank of Kenya Ltd or any other public institution who has interest in the Firm? Yes/No
..... (Delete as necessary) Institution

.....
(Title) (Signature) (Date)

Part 2(i or j) – Declaration

I / We, the undersigned state and declare that the above information is correct and that I / We give Development Bank of Kenya Ltd authority to seek any other references concerning my / our company from whatever sources deemed relevant, e.g. Office of the Registrar of Companies, Bankers, etc.

Full names.....

Signature.....For and on behalf of M/s

In the capacity of.....

Dated thisday of2020.

Suppliers' / Company's Official Rubber Stamp

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3. ANTI-CORRUPTION DECLARATION COMMITMENT/ PLEDGE

(Sections 62 of the PPDA, 2015)

I/We/Messrs.....
of Street, Building, P O Box.....
.....

Contact/Phone/E mail..... declare that Public Procurement is based on a free and fair competitive Tendering process which should not be open to abuse.

I/We declare that I/We will not offer or facilitate, directly or indirectly, any inducement or reward to any public officer, their relations or business associates, in connection with Tender/Tender Nofor or in the subsequent performance of the contract if I/We am/are successful.

Authorized Signature.....

Name of Signatory.....

Title of Signatory
.....

Official

Stamp.....

4. SELF DECLARATION FORM

Date

To:
Ag. Chief Executive Officer
Development Bank of Kenya Limited
P.O. Box 30483-00100
Nairobi

The tenderer i.e. (name and address) declare the following:

- a) Has not been debarred from participating in public procurement.
- b) Has not been involved in and will not be involved in corrupt and fraudulent practices regarding public procurement.

Name.....

Title.....

Signature.....

Date.....

Official Stamp.....

(To be signed by authorized representative and officially stamped)