



September 09, 2026

Request for Quotation (RFQ): Sealed Quotation for “Digital Islamic Nano Finance Software” for the Bank.

Scope of bid

Shahjalal Islami Bank PLC. (Hereinafter referred to as “the **Bank**”) wishes to receive bids from the bona fide firms for “Digital Islamic Nano Finance Software” for the Bank.

Terms and Conditions:

1.1 Bidder’s qualification

- The Firm should have registered office in Bangladesh at least for the last 05 (five) years.
- The Bidder should have at least 03 (three) years of experience in providing customized software solutions.
- The Bidder should have working experience with Bank/NBFI providing “Digital Islamic Nano Finance Software” and related experience certificates must be submitted.

1.2 Documents comprising the bid

- a. Technical and Business Description of the deliverables to demonstrate the specified technical requirement as per **the attached business and technical specifications (Annexure-A & B)**
- b. Schedule for financial proposal as per **attached financial format (Annexure- C).**
- c. Photocopy of following documents may be submitted with the offer:
 - i. Valid Trade License and Company Profile.
 - ii. E-TIN and Tax Return Certificate.
 - iii. Business Identification Number (BIN) Details
 - iv. Name, contact number and e-mail address of the Contact person
 - v. Proof of Experience.
 - vi. List of corporate clients.
 - vii. Number of bank clients using this solution.
- d. All Proper documents, brochure, data sheet, technical spec papers of mentioned Products with proof have to be provided by the bidder in the Technical Proposal.
- e. All required documents need to be provided as a proof of evidence to fulfill the need of supplier qualification.
- f. Number of Employees, Software Developers and Description of their support team with experts’ profile.
- g. Day wise Project Implementation Plan along with chart according to product delivery.

1.3 Bid prices

Bidders shall quote the price **excluding VAT (VAT to be borne by the bank) and including Tax** in Bangladeshi Taka (BDT) for the solution. Vendors must submit the price for the full solution along with an Annual Maintenance Charge (AMC) (if any).

1.4 Bid validity

Bid shall remain valid for a period of 120 days from the date of opening the bids. In exceptional circumstances, prior to expiry of the original bid validity period, the Bank may request the bidder to extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing. A bidder agreeing to the request will not be permitted to modify its bid.

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Common Services Division, Corporate Head Office, Dhaka

1.5 Sealing and marking of bid

The envelope shall:

1. Be addressed to the Bank at the following address: **The Member Secretary, Procurement Committee, Shahjalal Islami Bank PLC., Corporate Head Office, 2nd floor, Shahjalal Islami Bank Tower, plot#4, Block- CWN(C), Gulshan Avenue, Gulshan, Dhaka-1212.**
2. Bidder(s) should submit the financial and technical & business offer in separate envelope mentioning the name of the offer and both envelopes must be submitted together in a single envelope.
3. In addition to the above requirements, the envelope shall indicate the name and address of the bidder to enable the bid to be returned unopened in case may be declared “late” pursuant to clause 1.6.
4. If the envelope is not sealed and marked as above, the Bank will assume no responsibility for the misplacement or premature opening of the bid.

1.6 Deadline of bid

The bidder must submit the bids in original (sealed), duly marking the envelope as addressed at the following no later than **3:00 p.m. on September 24, 2026.**

1.7 Late Bids

Any bid received by the Bank after the deadline may be rejected and returned unopened to the bidder.

1.8 Evaluation of proposals

The Bank will choose the offer that will be more comprehensive and that conform the relevant required solution. The Bank will carry out business and technical as well as financial evaluation according to the criteria of the bank. Bank will give emphasis on quality and the richness of the product as well as experience of the vendor during evaluation. Only technically qualified bidders will proceed to financial evaluation.

1.9 Price Negotiation

The Bank may request technically qualified bidders to negotiate the price or any other relevant queries. Representative of the Bidders must have authorization for price negotiation. Bank is in no way responsible to award the lowest price bidder(s).

1.10 Award of Contract

The Bank will award the Contract to the successful bidder as per clause 1.8 and 1.9.

1.11 Bank's right to accept any bid and to reject any or all bids.

Notwithstanding Clause 1.10, the Bank reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the Bank's action.

1.12 Notification of Award/Work Order

Prior to expiration of the period of bid validity prescribed by the Bank and after successful negotiations (if any), the Bank may notify/issue work order in favor of the successful bidder that his bid has been accepted. The notification of award/work order may constitute the updated terms and conditions and basic formation of the Contract.

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1.13 Performance Security

The successful vendor will have to deposit an amount equivalent to 5% (Five) of the total work order/contract value as performance security in the form of Payment Order / unconditional Bank Guarantee in favor of Shahjalal Islami Bank PLC. for the period of 01(one) year (It may be extended) while accepting the Work Order. Performance security will be returned after successful completion and implementation of the solution at live environment (i.e. after Go Live Phase).

These clauses should be added while issuing the unconditional bank guarantee as performance security,

- a. At the request of the supplier, we (issuing Bank),...(address).... hereby irrevocably undertake to pay you, without cavil or argument, any sum or sums not exceeding in total amount of Taka only upon receipt by us of your (Shahjalal Islami Bank PLC.) first written demand.
- b. Any such demand made by Shahjalal Islami Bank PLC. on us (issuing Bank) shall be conclusive and binding notwithstanding any difference between you and the supplier or any dispute pending in any Court, Tribunal, Arbitrator or any other authority.

1.14 Security Money

An amount equivalent to 5% of total work order/product value will be considered as security money. Security money amount will be deducted from the bill and retained up to the warranty period of 01 (one) year.

1.15 Product Delivery at Live Environment

Successful bidder is responsible for successful delivery of the solution at live environment (i.e. installation, customization, testing, live implementation, training etc.) within 60 (sixty) working days from the date of receiving the Work Order in case of no/minor customization. However, if further customization (integration) is required, then the successful delivery of the solution at live environment should be done within 90 (ninety) working days from the date of receiving the Work Order.

A formal contract agreement will be signed between awarded supplier and the banks User Division within 60 (sixty) working days from the date of acceptance of this work order where specification as well as other terms and conditions of service support related issues would be mentioned in details.

1.16 Warranty /Maintenance

The Successful bidder will ensure free 01 (one) year maintenance for the solution after successful delivery, implementation & commissioning of the solution at live environment. The vendor should also quote yearly annual maintenance charge (AMC) for the product after the free maintenance support for 01 (one) year (if any).

1.17 Penalty

In case of failure or any kind of delay regarding delivery of the product and support service within due time, vendor will be liable to pay 1% of the total Notification of Award /work order value, as penalty, to the bank for delaying each week after the due date. Upon reaching the penalty to 5% of total Notification of Award / Work Order, the performance security and security money as well as the Notification of Award / Work Order may be forfeited on sending a letter to the vendor.



However, Bank must be informed for any foreseeable delay due to uncontrolled situation prior to exceed the delivery deadline which may be considered by the bank if situation justify such delay and the decision of purchase committee of the bank will be final.

1.18 Payment

No advance payment will be made. Full payment will be made after successful delivery of the solution at live environment after deducting 5% Security Money & VAT/Tax/AIT as per prevailing Government rules.

Annual Maintenance Charge (AMC) will be paid on a yearly basis at the end of each year (if any).

1.19 Withholding Sales Tax & VAT

The bidder is hereby informed that the Bank shall deduct tax at the rate prescribed under the Tax Laws of Bangladesh, from all payments for services rendered by any bidder who signs a contract with the Bank. The bidder will be responsible for all taxes on transactions and/or income, which may be levied by the Bank. If bidder is exempted from any specific taxes, then it is requested to provide the relevant documents with the proposal.

1.20 Contact Person

The bidder may contact with below mentioned official(s) for any queries.

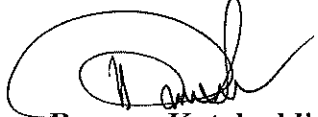
For Technical & Business queries:	For Financial queries:
Md. Nur Islam IT Division e-mail: nur2291@sjibld.com Cell: 01912-448046	Md. Ruhul Amin Sheikh Common Services Division e-mail: ruhul2431@sjibld.com Cell: 01755-556313


Abul Bashar Md. Zafry
EVP & Head of CSD

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09.09.2026
Khandker Bedoura Mahbub
EVP, Head of IT & CTO

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Rumana Kutubuddin
SEVP & Head of IRMD

Annexure-A

**Business Requirement Document
of
“Digital Islamic Nano Finance Software”**

Shahjalal Islami Bank PLC.
Common Services Division, Corporate Head Office
Shahjalal Islami Bank Tower (2nd Floor)
Plot # 04, Block # CWN (C), Gulshan Avenue
Gulshan, Dhaka-1212.

SHAHJALAL ISLAMI BANK PLC*Digital Banking Division***REQUEST FOR PROPOSAL (RFP)****Procurement of End-to-End Digital Investment (Lending) Platform “SJIBL e-Investment & Nano Investment”**

SN	Requirement Description	Bidder Response	Remarks (if any)
General & Regulatory Compliance			
1	The solution should be user-friendly, intuitive, and easy to learn and navigate for customers, merchants, and bank operations staff.		
2	The solution should support logical grouping and linkage of large volumes of customer, merchant, and Investment account information.		
3	The solution should be highly responsive to user events with fast processing for historical transaction investigation and reporting.		
4	The solution must fully comply with all applicable Bangladesh Bank guidelines and circulars relating to digital lending, BNPL/embedded finance, and Digital Financial Services (DFS), including BRPD, PSD, and BFIU instructions in force at the time of implementation.		
5	The solution must comply with Bangladesh Bank's MFS Regulations 2022 and the Guidelines on ICT Security for Banks and FIs wherever applicable to digital disbursement and collection channels.		
6	The vendor will customize the solution to comply with new/updated central bank requirements and SJIBL Shariah Supervisory Committee (SSC) rulings, even after go-live, until the end of the warranty period at no additional cost.		
7	The solution must be built as a single configurable platform supporting three digital lending product lines – Payday Investment (salary-linked advance), Buy-Now-Pay-Later (BNPL) at merchant checkout, and Device/Gadget Financing – through parameterized product setup rather than separate codebases.		
8	The solution must have a comprehensive, well-documented suite of REST/webhook APIs for integration with SJIBPLC Core Banking System (Ultimas), ShahjalalTouchPay apps, Wallet (MFS), merchants, OEM/retail partners, credit bureau, and NID/e-KYC systems.		
9	The solution must provide a Web Portal (Ops/Admin/Merchant) and Mobile App (Android & iOS) for customers, along with an embeddable checkout SDK/plugin for merchant BNPL integration.		
10	The solution and all external APIs must be accessible only via standard authorization methods such as login credentials, bearer tokens, and JSON Web Tokens (JWT).		
11	The solution must have secure, lightweight, high-performance SDKs for all required client platforms (Android, iOS, Web).		
12	The architecture must support both vertical and horizontal scalability within the bank's data centre to ensure high availability and performance under heavy loads, including seasonal spikes (e.g., e-commerce sale events, Eid/BNPL peaks).		

13	The Solution should be able to follow dynamic, configurable workflows for different digital Investment products (Payday Investment, Buy Now, Pay Later - BNPL, Device Financing) and for periodic customer/transaction profile review.		
Shariah Governance & Contract Management			
14	The entire lending lifecycle must operate strictly under Shariah-compliant modes of financing approved by SJIBPLC Shariah Supervisory Committee (SSC) – including but not limited to Bai-Muajjal, Murabaha (cost-plus-sale), Bai-Salam, HPSM and Wakala – with no interest (riba) charged, compounded, or accrued at any stage.		
15	The solution must support configurable, SSC-approved profit rate (not interest rate) structures per product, and must clearly disclose the Murabaha cost price and disclosed profit margin to the customer before Aqad (contract) execution.		
16	The solution must generate a digital Aqad (contract) with an explicit Ijab-Qabul (offer-acceptance) acknowledgment flow, capturing customer e-consent/e-signature with a tamper-evident timestamp and audit reference.		
17	For Murabaha-based Device Financing, the solution must manage and timestamp the underlying asset purchase-and-sale flow (bank purchases the device from the OEM/retailer, then sells it to the customer at a disclosed mark-up), preventing disbursement/contract execution before evidence of asset ownership transfer to the bank.		
18	The solution must not apply any compounding or interest-based penalty for late payment; any Shariah-compliant overdue compensation collected must be automatically routed to a designated Charity/Sadaqah GL account, separately tracked and reportable.		
19	The solution must maintain a workflow for Shariah Supervisory Committee review and approval of new products, product parameter changes, and profit-rate revisions, with a full approval audit trail.		
20	The solution must auto-generate a bilingual (Bangla/English) Product Disclosure Statement / Key Fact Statement for every Investment product showing cost price, profit, total payable, instalment schedule, and applicable charges before customer consent.		
21	The solution must maintain a clear segregation of Shariah-compliant financing ledgers/GL heads from any conventional interest-bearing product logic, verifiable through the Core Banking integration.		
Customer Onboarding & eKYC Linkage			
22	The solution must integrate with SJIBPLC existing e-KYC / Omnichannel Digital Onboarding solution to reuse verified KYC data for existing customers, avoiding duplicate KYC data capture.		
23	The solution must support Simplified KYC for micro-ticket Payday Investments and BNPL, and Regular/Enhanced KYC for higher-ticket Device Financing, as per Bangladesh Bank eKYC/BRPD guidelines and SJIBPLC risk policy.		
24	The solution must perform real-time NID verification through the Election Commission (EC) API / SJIBPLC existing eKYC module before activating any new digital Investment facility.		
25	The solution must be able to capture and verify a live selfie with liveness detection for first-time digital Investment applicants who are not already onboarded via eKYC.		

26	The solution must support onboarding of Non-Resident Bangladeshi (NRB) customers for applicable product variants where permitted by regulation.		
Investment Application, Eligibility & Alternative Data Scoring			
27	The solution must support employer/payroll data ingestion (via API, file upload, or portal) and employer whitelisting for Payday Investment eligibility assessment.		
28	The solution must provide an alternative-data-based credit scoring model that can use MFS/Islamic Wallet transaction history, telco/utility payment behaviour, and bank transaction data to score thin-file or new-to-credit customers.		
29	The solution must integrate in real time with the Credit Information Bureau (CIB) of Bangladesh Bank for credit history inquiry prior to approval.		
30	The solution must provide a configurable eligibility/underwriting rules engine supporting parameters such as income multiplier, Debt Burden Ratio (DBR), maximum exposure per customer, product-wise ticket size limits, and blacklist/negative-list checks.		
31	The solution must provide instant in-principle approval or decline with clear, configurable reason codes communicated to the customer/merchant in real time.		
32	The solution must support merchant-initiated BNPL applications at the point of sale – both online checkout (e-commerce) and in-store (Bangla QR-based) – with instant eligibility response to the merchant/checkout flow.		
33	For Device Financing, the solution must integrate with an OEM/retailer product catalogue, capture down payment collection, and bind the financed device's serial number/IMEI to the contract for servicing and recovery purposes.		
34	The solution must support configurable down payment / advance percentage rules by product, merchant category, and customer risk grade.		
Investment Assessment, Underwriting & Approval Workflow			
35	The solution must provide a configurable risk grading/credit scoring engine capable of incorporating machine learning models that improve over time as more repayment data becomes available.		
36	The solution must support a multi-level checker-maker approval workflow for exception cases and applications above auto-decision thresholds.		
37	The solution must auto-approve/auto-decline applications below a configurable risk/exposure threshold, and route higher-value or higher-risk applications for manual underwriter review.		
38	The solution must support capture of guarantor/co-obligor information for higher-exposure Device Financing cases where required by policy.		
39	The solution must maintain a full, timestamped audit trail of every underwriting decision, override, and approval/rejection reason.		
Digital Contract, Disbursement & Merchant Settlement			
40	The solution must generate a bilingual (Bangla/English) digital Investment agreement/Aqad, with e-signature or OTP/PIN-based e-consent capture, immediately upon approval.		
41	The solution must support instant disbursement of approved facilities into the customer's Islamic Wallet (MFS account), SJBPLC bank account, or directly to the merchant/OEM as applicable to the product.		
42	For BNPL, the solution must include a merchant settlement engine that nets off applicable MDR/profit charges and settles the merchant on a configurable cycle (e.g., T+1, T+3, weekly).		

43	For Device Financing, the solution must support direct payment to the retailer/OEM partner upon successful Aqad execution and evidence of device handover/serial binding.		
44	The solution must support collection of customer down payment/advance via Bangla QR, Islamic Wallet, debit/credit card, or bank transfer at the point of application.		
45	The solution should be able to integrate with payment gateways for fund collection where card-based down payment or repayment is used.		
45 (A)	The solution should be able to incorporate/ upload the required security documents (e.g., quotation, challan etc.) through the system, along with the relevant documents for ownership/ possession of the collateral.		
Repayment & Collections Management			
46	The solution must support multiple repayment channels including auto-debit from Islamic Wallet/bank account, Bangla QR bill payment, MFS wallets, BKash, Rocket, Nagad, card or any other applicable system.		
47	The solution must generate the repayment schedule at Aqad execution and send automated reminders via SMS, push notification, e-mail, and/or WhatsApp ahead of each instalment due date.		
48	The solution must support Shariah-compliant grace periods, restructuring, and rescheduling workflows without any compounding of profit, subject to SSC-approved rules.		
49	The solution must support early settlement/prepayment with automated, Shariah-compliant proportionate profit rebate calculation (Ibra).		
50	The solution must provide a configurable collections/dunning workflow with escalation stages (reminder, soft collection, hard collection, legal referral) and auto-generated cure/demand letters for overdue EMIS for weekly/bi-weekly/monthly/quarterly remainder.		
51	For Device Financing, the solution must support integration with a Mobile Device Management (MDM)/device-lock API to lock or restrict a financed device upon default and unlock it upon cure, where the device is bank-financed hardware.		
52	The solution must automatically classify Investment accounts per Bangladesh Bank provisioning categories (Standard, SMA, Sub-Standard, Doubtful, Bad/Loss) based on days-past-due, and flag them for provisioning calculation.		
Merchant & Partner Ecosystem (BNPL / Device Financing)			
53	The solution must provide a self-service Merchant Onboarding module capturing merchant KYB (Know-Your-Business), contract terms, and MDR/profit-share configuration.		
54	The solution must provide a Merchant Dashboard/Portal showing real-time transaction status, settlement reports, chargebacks, and dispute management.		
55	The solution must provide an embeddable Checkout SDK/plugin (Web & Mobile) for e-commerce platforms and a Bangla QR-based in-store BNPL flow for physical merchants.		
56	The solution must provide ready integration plugins/APIs for common e-commerce platforms (e.g., WooCommerce, Shopify, Magento) used by Bangladeshi merchants, or a documented generic API for custom integration.		
57	The solution must provide an OEM/Retailer Partner Portal for Device Financing covering product catalogue management, pricing, and financed-contract status tracking.		

58	The solution must support configurable merchant categories (MCC) with differentiated MDR, profit-sharing, and risk parameters.		
System Integration Requirements			
59	The solution must integrate with SJIBPLC Core Banking System (Bank-Ultimas) for Investment account creation, GL posting, and end-of-day reconciliation.		
60	The solution must integrate with ShahjalalTouchPay (MFS) platform for disbursement, collection, and balance/transaction data exchange.		
61	The solution must integrate with Bangla QR, NPSB, BEFTN and RTGS rails for disbursement and repayment collection.		
62	The solution must integrate with the Bangladesh Bank Credit Information Bureau (CIB) for credit inquiry and, where applicable, CIB reporting of the bank's own digital Investment exposures.		
63	The solution must integrate with the Election Commission NID system / SJIBPLC existing eKYC module for identity verification.		
64	The solution must integrate with SJIBPLC Omnichannel platform to present a single customer view across MFS, Internet Banking, and Digital Lending.		
65	The solution must integrate with SMS, e-mail, push notification, and WhatsApp Business gateways for customer communication.		
66	The solution should be flexible enough to integrate with other SJIBL backend systems (Internet Banking, Mobile Banking, EMS) as required in future phases.		
Risk, Provisioning & Fraud Management			
67	The solution must automatically calculate Investment-loss provisioning as per Bangladesh Bank guidelines applicable to the relevant product classification.		
68	The solution must provide fraud analytics capability, including velocity checks, duplicate device/IMEI detection, duplicate NID detection, and merchant collusion pattern flags.		
69	The solution must provide portfolio-level dashboards showing disbursement volume, outstanding balance, Portfolio-at-Risk (PAR), and NPL ratio, broken down by product, branch, and merchant.		
70	The solution must support configurable early-warning indicators (e.g., missed first instalment, sudden change in repayment behaviour) to flag accounts for proactive collection.		
Reporting & Dashboard			
71	The solution must provide reports as required under applicable Bangladesh Bank digital lending / BNPL reporting requirements.		
72	The solution should have a dynamic real time reporting module / report builder for MIS, which will be given preference.		
73	The solution must provide a customized, real-time dashboard (graphs and charts) for different user roles – management, credit risk, operations, and merchant partners.		
74	The solution must provide dashboards on application funnel (applied, approved, disbursed, rejected), TAT tracking, collection efficiency, and product-wise performance.		
Mobile Application & Web Portal			
75	The mobile application should cater to the full digital Investment customer journey – application, e-KYC linkage, Aqad review/e-sign, disbursement tracking, repayment, and digital statement.		

76	The mobile application and web portal should be compatible with the latest iOS and Android OS versions.		
77	The solution must provide a distinct Merchant App/Portal and an internal Admin/Operations Portal with role-based views.		
Audit Trail			
78	Availability of a comprehensive Audit Trail as per applicable regulatory guideline and SJIBPLC IT security policy.		
79	The Solution should maintain a detailed, filterable audit log covering application, underwriting, disbursement, and collection events, downloadable by the Solution admin.		
80	The solution must support the ability to generate robust security audit reports describing who, what, when, and where security was assigned, modified, or deleted.		
81	The solution must track user log-on/log-off activity including location/IP and timestamp.		
82	The solution must track all changes made to Investment application, contract, and repayment records, including location, timestamp, and activity/event.		
Roadmap			
83	Please provide a concise product roadmap for the proposed Digital Investment solution, including planned enhancements for BNPL, Device Financing, and Payday Investment modules.		
Training Requirements			
84	Functional Training: end-to-end digital Investment origination, underwriting, disbursement, and collection workflow.		
85	Technical Training: system architecture overview.		
86	API integration & middleware configuration training.		
87	Role-based access management training.		
88	Backup & disaster recovery process training.		
89	System monitoring & reporting dashboard training.		
90	Instructor-led classroom and virtual training sessions to run a Train-the-Trainer (ToT) program.		
91	User manuals (PDF & printed) to be provided.		
Pre-Go-Live & Post-Go-Live Support Requirements			
92	Project Governance & Planning to be defined jointly with SJIBL.		
93	Dedicated Project Manager to be assigned by the vendor.		
94	Detailed Project Plan with milestones to be submitted.		
95	Risk & issue tracker with escalation matrix to be maintained.		
96	UAT environment support to be provided.		
97	Defect resolution within agreed SLA.		
98	UAT sign-off documentation to be provided.		
99	Go-Live readiness certificate to be issued.		
100	Onsite support (minimum 7–14 days) after Go-Live for immediate bug-fixing support.		
101	Vendor must commit to SJIBPLC standard minimum SLA for support and issue resolution.		

Non-Functional Requirements (Security)			
146	Two-Factor Authentication (2FA) for login (soft/hard token, fingerprint, face, or SMS OTP).		
147	Role-based access control system.		
148	Configurable to manage multiple sessions for application access.		
149	Session timeout period should be configurable.		
150	SQL injection prevention.		
151	Mechanism to prevent sensitive data exposure.		
152	Appropriate authentication methods used for API integration, aligned with OWASP API Security guidelines.		
153	Password must not be hard-coded in any part of the application.		
154	System must allow role privileges to be assigned by module, record, and field.		
155	System must support make-checker separation of activity privileges between users and user groups.		
156	Blocking use of weak/easily guessed passwords, or passwords based on the user ID or dictionary words.		
157	Authentication must be performed for each privileged request, and must not be based on obscurity or secret URLs.		
158	No default, test, or temporary user accounts must exist in production.		
159	Password brute-forcing and username enumeration must be prevented.		
160	System must be able to protect itself from Cross-Site Scripting (XSS), click-jacking, CSRF, and session hijacking.		
161	Session IDs must be generated with sufficient entropy, transmitted via HTTPS, with secure and Http Only flags set on session cookies.		
162	A session-bound CSRF token must be validated for each state-changing (POST) request.		
163	A conservative size limit must be enforced on uploaded files.		
164	Ability to encrypt passwords and other sensitive data using industry-standard encryption mechanisms.		
165	The system must support clustered high-availability configuration so the primary site continues operating without degraded performance if one or more servers fail.		
166	System must be highly modular to allow addition of functional modules (e.g., a new financing product) without program-level changes.		
167	Client deployment over the internet must be secured by SSL/TLS and PKI.		
168	Ability to configure the system using a parameter/table-driven approach, including data structures, screens, functions, key fields, and reports.		
169	System must allow user-defined data purging and archival periods with the necessary archival tools to maintain performance.		
170	Data dictionary for all database objects should be available.		
171	Ability to scale to cloud deployment in future, subject to regulatory approval.		

Note: Notwithstanding the foregoing, the system shall accommodate and fully comply with the Bank's **Nano Financing PPG** attached hereto.



Product program Guidelines (PPG) of Digital Islamic Nano Financing

Shahjalal Islami Bank PLC, out of its drive to cope up with rapid changing technological environment in Banking history keeping portfolio diversification and financial inclusion in mind may consider its venture of launching country's first ever Digital Islamic Nano Financing to serve the Shariah oriented unbanked and underserved mass population along-with its existing deposit clients. It would provide Shariah compliant micro-Finance opportunities to low/mid income individual/Gig-workers/business men/women for sudden/urgent for home improvement, educational, treatment, travel and business/service needs. It is a paperless and hassle-free short termed ticket sized Finance facility which for the target customers judging their credit worthiness by a strong AI powered credit scoring methodology that is operated by Social Loan Quotient, a futuristic algorithm which is unlike traditional credit scoring. Herein customers' prior consent will be obtained as a part of the confidentiality policy and policies. Herein, it is mentionable that the entire process will be demonstrated to the Shariah Advisory Committee (SEC) for their approval.

Product Name: Digital Islamic Nano Financing

Objective & Rationale:

The objective of this product is to extend easy, instant and Shariah-compliant nano finance facilities to low- and middle-income individuals, micro-entrepreneurs. The initiative seeks to achieve the following objectives:

- Shariah-compliant financing for daily consumption needs through Bai-Muajjal.
- Fulfilling urgent fund requirement through Buy and Lease Back under **Ijarah Muntahia Bittamleek (IMBT)**
- Productive asset creation through HPSM-based investments.
- Instant liquidity through Quard al-Hasan support.
- Promote financial inclusion through digital innovation and simplified processes.

Product Program Guide (PPG) for Digital Islamic Nano Finance of Shahjalal Islami Bank PLC:

Sl #	Finance Criteria	Regular Criteria
1.	Regulatory & Legal Framework	Product program guide(PPG) aligns with: • Bangladesh Bank guidelines • Anti-Money Laundering Act 2012 • Anti-Terrorism Act 2009 • ICT Act & Digital Security compliance • e-KYC guidelines issued by regulators
2.	Shariah Governance Framework	A. Shariah Supervisory Board (SSB) • 3 qualified Shariah scholars • 3 independent Islamic finance experts • Annual Shariah audit • Quarterly Shariah compliance review • Fatwa approval before product launch B. Shariah Compliance Controls • No Riba (interest) • No Gharar (excessive uncertainty) • No financing of Haram sectors: • Alcohol • Gambling • Tobacco • Conventional lending • Speculative crypto trading

Sl #	Finance Criteria	Regular Criteria
		C. Shariah Governance Oversight: - All the digital products, algorithm and automated process must be within the governance of Shariah structure. - Adaptation of this new system and changes will be approved by Shariah Board followed by regular review so that the techno based activities are also monitored under shariah supervision.
3.	Customer Segment	Salaried Person, Businessmen, Self-employed, Graduate and above students, Farmers, Entrepreneurs, Landlord/Lady, Remittance beneficiary, Marginal people i.e. underbanked people having/will be having a Bank Account with Shahjalal Islami Bank PLC. - Salaried person - Graduate and above students (who receives Private Tuition Fees and domestic remittance for parents for expenses through MFS and/or Bank Account) - Marginal and self-employed people - Cottage/Micro/Small Traders and Manufacturer - Self-employed professionals like Doctors, Accountant, Engineers, Architects, Consultants, etc. - Labor Intensive/Floating Entrepreneur - Farmers & Agro-Business owners - IT Freelancers earning foreign currencies - Land Lord/Land Lady - Possession holder of Shops - Other segment of Borrower
4.	Product	Shariah Basis and Mechanisms: a) Bai-Muajjal (Term) (Consumable Goods Financing) in this mechanism, the Bank purchases specific goods (such as electronics, furniture, or household items) and sells them to the customer on a deferred payment basis. Ownership of the goods is transferred to the client immediately after taking possession and risk of the product by the Bank, while payment is made over an agreed period. This method allows the Bank to earn a defined profit margin without Involving interest. b) Hire Purchase under Shirkatul Melk (HPSM)-Fixed Asset Financing For fixed asset financing (e.g., machinery, tools, or small business equipment), the Bank and the customer jointly own the asset. The Bank's share is leased to the customer, and ownership gradually transfers to the client upon completion of all payments. This structure promotes asset creation and long-term financial empowerment. c) Sale and Lease Back under Ijarah Muntahia Bittamleek(IMBT) Under this structure, the client sells its owned Shariah-permissible Asset to the Bank at an agreed price, thereby generating the required liquidity. The Bank subsequently leases the same asset back to the client for a defined period against fixed rental payment. Upon successful completion of the lease term, ownership of the asset is transferred back to the client either through a gift (hibah) or sale at an agreed price, as per a separate undertaking executed at the time of contract. d) Quard Al-Hasan It is a mode to provide financial assistance/finance with the stipulation to return the principal amount in the future

SI #	Finance Criteria	Regular Criteria
5.	Purpose	A. Bai-Muajjal (Term) (Consumable goods Financing) Used for: Consumer products such as • Household items • Fertilizer • Livestock purchase for farming • Agriculture inputs • Small business item under CMSME etc. B. HIRE PURCHASE SHIRKATUL MELK (HPSM) Used for: Fixed asset financing such as • Computer, Laptop • Electronic Items • Furniture Fixture • Small Machinery • Sewing machine • Agro equipment • Other fixed assets under CMSME and Retail etc. C. Sale and Lease Back under Ijarah Muntahia Bittamleek (IMBT) Used for: urgent fund requirement against Fixed and productive assets such as • Small Machineries • Electronic Items • Rickshaw • Sewing machine • Agro equipment • Other fixed assets under CMSME and Retail etc. D. QUARD AL- HASAN Used for: Emergency need such as • Emergency health need • Education expense • Poverty alleviation • Disaster relief • Travelling expenses • Other emergencies need
6.	Processing Time	10 minutes to 2 working hours
7.	Finance range	Minimum Tk.500.00 to maximum Tk.50,000.00
8.	Tenor/Validity	From 3(three) months to 6 (six) months
9.	Profit/Rent Rate	➤ For Bai-Muajjal (Term) (Consumable Goods Financing): Will be applied existing Bank's prescribed rate. ➤ HPSM: Profit as per Bank's prescribed rate ➤ For Sale and Lease Back under Ijarah Muntahia Bittamleek (IMBT): Rent as per Bank's prescribed rate. ➤ For Nano Quard: Not Applicable
10.	Charges and Fees	➤ Early adjustment Fees: Nil ➤ Stamp Fees: Nil ➤ Rebate : May be allowed for early Settlement but not always mandatory.
11.	Eligibility Criteria	Nationality: Bangladeshi (NID Card Holder) Age: From 22 to 65 years Others: a) Existing Active Account Holder of Shahjalal Islami Bank b) Active User of Smart App or Shahjalal TouchPay c) Smart Phone user with Internet Facility

Sl #	Finance Criteria	Regular Criteria
12.	Customer onboarding procedure	Step 1: Registration • Mobile number (OTP verified) • NID upload • Selfie with live detection • Digital clear consent form (duly executed by the customer with documentary evidence of acknowledgment of relevant terms and conditions) • Separate consent regarding, auto debit, auto renewal and deployment of buying agent) • Mutual consent (Taradhi) will be confirmed Step 2: e-KYC Compliance • NID verification (Election Commission database/API if available) • AML screening • PEP (Politically Exposed Person) screening • Sanctions list screening Step 3: Customer Risk Profiling • Income estimation • Business activity verification • Geo-location tagging • Alternative scoring: • Deposit account transaction behavior • Utility bill history • Local reference (if rural)
13	Digital approval Process	Digitally Finance Application, Approval and disbursement (subject to incorporation of system) as per the Digital Credit Scoring System as approved by management. Approval workflow shall be as under: 1. Automated risk scoring (clear and transparent risk scoring parameters and methodology will be presentable to SSC so that Riba like, shariah violating process is not applied) 2. Investment officer digital review 3. Shariah compliance auto-flag 4. Dual approval (Maker-Checker system) 5. Digital contract generation 6. E-signature capture 7. Disbursement Process (Digital): 1. Customer's requests asset via app 2. SJIBPLC purchases asset (direct vendor payment) (Option 1) 3. Amount credited to customer's account vide execution of Buying Agent Agreement (Option 2) 4. Cost + profit disclosed upfront 5. Rebate is allowed for early settlement but not compulsory 6. Digital Bai Muajjal Agreement and Buying Agent Agreement executed 7. Installment schedule fixed 8. EMI must include (Principal and Profit) separately Credit Risk Assessment / Scoring Framework 1. Purpose of Credit Scoring • To evaluate borrower repayment capacity and risk.

Sl #	Finance Criteria	Regular Criteria		
		2. Data Sources - National ID verification - Mobile financial transaction history - Bank statement or wallet data - Previous loan history with other banks - Past repayment behavior with SJIBPLC (if any) - Alternative data (utility payment, mobile usage) 3. Scoring Parameters (information to be collected from mobile device) - Income stability - Repayment history - Debt burden ratio - Transaction behavior - Length of financial activity		
14	CIB Report	Approval is subject to having a clean CIB Report from Bangladesh Bank. Manual intervention will be needed if it is not accommodated/linked-up in the Mobile App. For operation of End To End process of Digital Investment, certain arrangement could be should be considered if possible.		
15.	Digital Score (The range will be defined according to the scoring criteria of the AI based credit scoring offered by the Mobile APP of Shahjalal Islami Bank, 'Shahjalal Touch Pay')	Digital Score	Rating	Scoring Interpretation
		xxx -xxx	Poor	➤ Deep below average ➤ Risky client
		xxx -xxx	Fair	➤ Below average ➤ Medium Risky Borrower
		xxx -xxx	Good	➤ Average ➤ Finance is recommended
		xxx -xxx	Very Good	➤ Above average ➤ A dependable client
		xxx -xxx	Outstanding Exceptional	➤ High above average ➤ An exceptional client
16	Contact Point Verification	KYC and/or e-KYC conducted at the time of opening account with the Bank physically or digitally will be treated as CPV (Contact Point Verification). The applicant's name should match with NID and the NID will be verified through NID Verification Website of Election Commission (EC), Bangladesh.		
17.	Approved Limit	Option 1: Tailor made Investment Terms provided by AI based Mobile App. Option 2: The actual amount will be based on applied amount by the potential investment client. In a controlled environment, a single limit could be selected for a selected group of beneficiary. Or a logic might be developed to assign dynamic limit in commensurate with the credit scoring rate. System generated limit will be approved as guided by the AI based Mobile app without manual intervention.		
18	Disbursement Precondition	All the digital documentation formalities i.e. Disclaimer of Information, Acceptance of Terms and Conditions, Digital acceptance of Limit, Tenor, EMI Schedule, Fees, Profit Rate etc. will be complied and duly realized by the digital investment application system. Except for the product Quard, the other investment product's fund will be utilized for purchasing assets/goods under ownership and risk of the Bank not for client's any purpose use.		
19	Disbursement procedure	A.For Bai-Muajjal (Consumable goods Financing) : Auto disbursement process in the account of the applicant maintained with Shahjalal Islami Bank through CBS or any other related system (APP based system) as approved by Board. Once the application is approved, client will		

Sl #	Finance Criteria	Regular Criteria					
		select Product and Supplier from pull-down menu and eventually the client will buy the asset digitally as a partner. Option 1: Disbursement will be made to the supplier/vendor directly and the client will take delivery of goods from them. Option 2: Amount credited to customer’s account vide execution of Buying Agent Agreement In respect to both the options the ownership and risk of the assets will bore by the Bank. Those assets/goods will be sold out to the customer for the second time through digitally separate ijab-kobul (offer and acceptance) method. B. For Hire Purchase under Shirkatul Milk (HPSM) Auto disbursement process in the account of the applicant maintained with Shahjalal Islami Bank through CBS or any other related system (APP based system) as approved by Board. Once the application is approved, client will select Product and Supplier from pull-down menu and eventually the client will buy the asset digitally as a partner. The ratio of joint ownership will be determined as per Bank-Customer relationship. Option 1: Disbursement will be made to the supplier/vendor directly and the client will take delivery of goods from them. Option 2: Amount credited to customer’s account vide execution of Buying Agent Agreement. In respect to both the options the ownership and risk of the assets will bore by the Bank. Those assets/goods will be sold out to the customer for the second time through digitally separate ijab-kobul (offer and acceptance) method. C. For Sale and Lease Back under Ijarah Muntahia Bittamleek (IMBT): Auto disbursement process in the account of the applicant maintained with Shahjalal Islami Bank through CBS or any other related system (APP based system) approved by Board. Once the application is approved, client will select Product and Supply from pull-down menu and thus buying agent agreement will execute digitally. Amount credited to customer’s account vide execution of Buying Agent Agreement. Further option, the client may upload invoice of the desired product. For Quard Al-Hasan Auto disbursement process in the account of the applicant maintained with Shahjalal Islami Bank through CBS or any other related system (APP based system) approved by Board. Once the application is approved, disbursement will be made to the customer’s account.					
18.	Security Documentation (as applicable as digital format)	➤ Disclaimer of Information ➤ Acceptance of Terms and Conditions ➤ Digital Acceptance or Limit with Tenor, EMI Schedule, Fees, etc. ➤					
19.	Shariah Documentation	<table><tr><th>Shariah Structures</th><th>Required Basic Documents</th></tr><tr><td>(i) Bai-Muajjal (Term) (Consumable goods Financing)</td><td> • Bai-Muajjal Agreement • Delivery Evidence (Chalan) • Invoice upload (Accepted Quotation) • Genuineness of Supplier • Sale evidence from Bank to Client </td></tr></table>	Shariah Structures	Required Basic Documents	(i) Bai-Muajjal (Term) (Consumable goods Financing)	• Bai-Muajjal Agreement • Delivery Evidence (Chalan) • Invoice upload (Accepted Quotation) • Genuineness of Supplier • Sale evidence from Bank to Client	
Shariah Structures	Required Basic Documents						
(i) Bai-Muajjal (Term) (Consumable goods Financing)	• Bai-Muajjal Agreement • Delivery Evidence (Chalan) • Invoice upload (Accepted Quotation) • Genuineness of Supplier • Sale evidence from Bank to Client						

Sl #	Finance Criteria	Regular Criteria	
		(ii) HPSM)– Fixed/ Productive Assets	• HPSM agreement • Joint ownership of assets by Bank and client • Separate lease agreement • Gradual transfer to be documented • EMI must include (Principal and Rent) separately • Delivery Evidence (Chalan) • Invoice upload (Accepted Quotation) • Genuineness of Supplier • Price Verification of the Asset • Buying agent agreement
		(iii) Sale and Lease Back under Ijarah Muntahia Bittamleek (IMBT)	• IMBT Agreement (Ijara/lease- the Bank leases the assets back to the client) • Digital Deferred sale contract/ Sale Agreement along-with others mentioned above executed • Promise to purchase (Wa'd)-client undertakes to buy back at the end • Transfer of ownership-via sale with specific token amount after lease term/IMBT. • Delivery Evidence (Chalan) • Invoice upload (Accepted Quotation) • Genuineness of Supplier • Price Verification of the Asset • Buying agent agreement
		(iv) Quard Al-Hasan	• Quard Al-Hasan Application • Quard Agreement
20.	Mode of Repayment	EMI for HPSM & Sale and Lease Back, Profit will be calculated on Markup/Rent method and the installment size will be fixed in combination of Principal and Profit amount on a reducing balance method. For Bai-Muajjal, repayment will be made within the defined period covering principal along-with profit. The client may have entitled to enjoy rebate in case of early settlement of the investment but not always mandatory. In case of the Bai Mode, rebate may be allowed at bank's solo discretionary power.	
21.	Source of Repayment	Monthly/daily or random income from the Services/Business/Profession/Fees/ Salary & Commission/Rent/ Foreign Remittance or any other legal sources	
22.	Method of Repayment	Option 1: Available balance in the account maintained with Shahjalal Islami Bank PLC Option 2: Through any other MFS (bKash, Nagod, Rocket etc.) or Option 3: Through other Banking Services i.e. NPSB, RTGS, EFT, Transfer	
23.	First repayment	Will start immediately on the 30 th day after disbursement.	
24.	Repayment system	Auto realization of monthly installment through 'Shahjalal TouchPay' mobile app. Payment modes: Option 1: Available balance in the account maintained with Shahjalal Islami Bank PLC Option 2: Through any other MFS (bKash, Nagod, Rocket) or Option 3: Through other Banking Services i.e. NPSB, RTGS, EFT, Transfer using the APP, Shahjalal TouchPay. Monitoring System generated: • SMS reminder (3 days before due)	

SI #	Finance Criteria	Regular Criteria
		• Reminder on due date Follow-up call after 3 days overdue
29.	Product Code & GL	Separate product code/prefix required and necessary GL will be created.
30.	BB Circular	BRPD Circular No. 11 dated 02.06.2022 and FID Circular No. 02 dated 20.06.2022 will be considered regarding Financial Inclusion and development of life styles of Marginal People through Digital Nano Finance.
31.	Shariah Structure and Compliance	Shariah Mode: Bai/Rent mode a deferred payment sale, where the client purchases goods from the bank, but the payment is deferred to late date, either in a lump-sum or installments. Shariah Contact (digitally signed): Bai Muajjal Term/HPSM Agreement wherein the Bank sells the goods to the client at an agreed-upon price, which is higher than the cost due to the agreed-upon profit margin. Mentionable that, Bai Muajjal Term is applicable for Revenue expenditure and HPSM for fixed cost. Shariah Board Oversight: The product/policy will be reviewed and certified by internal/external Shariah Board as per requirement along-with the Apps. Before launching the Apps, it will be demonstrated before Shariah Board. Prohibited activities by potential clients: No involvement in Riba, alcohol, gambling, or non-halal sectors. Shariah Compliance (digital declaration): All transaction must adhere to Islamic law, ensuring ethical and equitable practices. Before launching the App, it will be demonstrated to the Shariah Advisory Committee. Shariah Documentation: (Digital through mobile App) ➤ Option 1: Selection from enlisted product and supplier ➤ Option 2: Uploading a quotation (picture) for the purchased goods ➤ Compulsory for both 1 & 2 : Digital signing a Buying Agent Agreement mentioning the purchased item, supplier and cost of the product.
33.	Late Payment Policy (Shariah & Law Compliant)	• No Profit penalty • Late fee (if charged) must be minimal • Used only as deterrent/restriction • Late fee (if any) will be transferred to compensation, • Late fee cannot be treated as income • Compensation must be maintained separately. • In case of rent income, the late fee will be transferred to income.
34.	Recovery & Restructuring SOP	Stage 1: Soft Reminder Call + SMS Stage 2: Field Verification (if needed) Stage 3: Restructuring • Only principal + approved profit • No compounding allowed Stage 4: Write-Off • Board approval required • Reported in financial statements
35.	AML/CFT Compliance	• STR (Suspicious Transaction Report) filing • CTR reporting (if applicable) • Transaction monitoring system • Annual AML training for staff • Compliance officer mandatory

SI #	Finance Criteria	Regular Criteria
36.	IT & Cybersecurity Framework	• Cloud hosting (local data center preferred) • End-to-end encryption • 2FA login • Role-based access • Daily backup • Annual penetration testing
37.	Internal Controls	• Maker-checker disbursement • Segregation of duties • Daily reconciliation • Monthly portfolio review • Quarterly Shariah audit • Annual external audit
38.	Reporting Framework	Monthly Reporting • Disbursement amount • Outstanding portfolio • PAR (Portfolio at risk) overdue instalment > 30 days • Recovery rate • Compensation/Charity fund (if any) status Regulatory Reporting Under Bangladesh Bank: • IRG compliance (if applicable) • Prudential ratio compliance
39.	Capital & Risk Policy	• Maintain minimum capital as per regulator • Portfolio at Risk (PAR 30) threshold: <5% • Profit loss provisioning policy aligned with regulator • Capital adequacy review quarterly
40.	Compensation/ Zakat & Charity Management	• Separate bank account • Late fee tracking ledger • Board-approved distribution policy • Annual disclosure for transparency
41.	Customer Protection Policy	Clear disclosure of: • Cost price • Profit (Mark-up) • Total payable • Cooling-off period (24 hours recommended) • In-app complaint system • Complaint resolution within 3 working days
42.	Business Continuity Plan (BCP)	• Data backup in secondary server • Disaster recovery plan • Pandemic remote operation readiness
43.	Differentiation : (key features)	• 100% Shariah compliant • Fully digital • Transparent pricing • No interest

Annexure-B

**Technical Specification
of
“Digital Islamic Nano Finance Software”**

Shahjalal Islami Bank PLC.
Common Services Division, Corporate Head Office
Shahjalal Islami Bank Tower (2nd Floor)
Plot # 04, Block # CWN (C), Gulshan Avenue
Gulshan, Dhaka-1212.

Technical Specification
For
Digital Nano Finance Solution

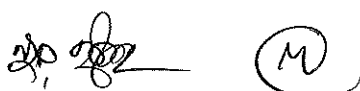
Sl. No	Particulars/Features/Descriptions	Bidder Response	Remarks
1. System Architecture:			
1.1	System is built using a cloud-ready, modular, microservices-enabled, N-tier architecture, ensuring flexibility, scalability and ease of integration. Bidder should submit necessary documents, diagrams and illustrations having complete explanation of the system architecture including: a) End-user manual (Installation, operation and maintenance of server solution including database) b) Installation of solution on servers and clients c) Application Layer d) Configuration of the Solution e) Integration methods - e.g. API/Middleware, web services f) High Availability configuration and operation; failover tests g) Disaster Recovery Procedures h) Data flow diagrams with security and encryption descriptions i) Data dictionary j) Details description of all security parameters and configuration k) Clearly identification API specification for integration with CBS		
1.2	Hardware and environmental Platform (Please mention detailed specifications and quantities in a separate attachment document) a) Operating System (i.e. OS Independent, of UNIX/LINUX based will be preferable) b) Database servers (i.e. PostgreSQL /MySQL /Oracle are preferable) c) Specify all the Operating System, Database license requirements for Live operation. d) Specify the data replication method between DC and DR e) Specify the data backup strategy and frequency for the data backup considering lowest data loss. f) Compatible database software must support cluster in active-active and Active Passive mode, database replication server for disaster recovery, business continuity with seamless failover. g) Application (System must support both 32bit and 64-bit processors and operating system).		

Sl. No	Particulars/Features/Descriptions	Bidder Response	Remarks
	h) Database Administration Tools- Specify which tools are provided by the vendor, and which are provided by the database vendor. i) OS Administration Tools- Specify the tools provided by the contractor and which are provided by the system vendor. j) Specify the hardware (servers etc.) design that services have to be available in DC, DR and Far DR		
2. System Support:			
2.1	Provide all general application support. Bidder must maintain a 24*7 help desk with adequate technical support personnel and infrastructure.		
2.2	System support shall support dynamic enquiries		
2.3	System support shall support remote monitoring and administration.		
2.4	System support shall support Internet Explorer, Mozilla Firefox, Google Chrome, Edge browser etc.		
2.5	System support shall support multi-language		
2.6	During UAT, along with test users, the system should have facility to enable tests to be run with simulated stored script in the Testing environment.		
2.7	Software licenses are installable, configurable, and operable for live operation, enabling service from any site such as DC, near DR, and far DR environments.		
2.8	The system should have a feature for setting up static codes or reference codes.		
2.9	System shall have facility to display Bank logo in the system at the time of running the solution and during viewing & printing the reports or statement		
2.10	The system shall have facility to provide administration tools and procedures for ongoing support and maintenance, including customization, of the proposed solution		
2.11	Protocol support like HTTPS, SSL		
2.12	System support for Local customization, Validation and screen design		
2.13	Secure network connectivity between proposed solutions and CBS/peripheral systems. Dedicated VLAN or secure segment		

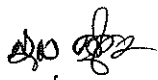


	recommended.		
2.14	Capacity of EOD configuration and data fetching or loading from CBS or other systems.		
2.15	Facility of real time interface and application programming interface.		
2.16	The system should have the facility to encrypt all the confidential information when being stored in the database and while being transferred through networks		
3. Integration:			
3.1	System shall have facility to allow Open-source architecture for integration of different systems in the bank including CBS		
3.2	Systems shall have capacity to integrate with another platform and shall support single sign in. It can be web and app-based banking open platform architecture to integrate existing and upcoming channels, in-house software and security solutions.		
3.3	Systems have facility to upgrade its field or logic or option for making the system compatible with change/upgrade bring in any interface for smooth operation.		
3.4	System shall have facility to integrate with following but not limited to: a) SMS server b) e-mail server		
3.5	System should have capacity to send reminders and notification through SMS and Email on set interval/on demand basis.		
3.6	System shall have an integrated facility for data warehousing Solutions.		
3.7	Integration methods Rest /SOAP APIs, Batch or ETL processing, SFTP and open API framework for local customization.		
4. Version Control			
4.1	Ability to restore previous versions in case of multiple versions.		
4.2	Notification of changes to relevant users.		
4.3	Existing data (if any) must be migrated to the new system.		
4.4	Data Gap / No Legacy data maps to proposed solution:		
5. Process Configuration:			
5.1	System shall have facility to support parallel processing of activity or flow where an application can be processed across more than one stage of activity		
6. Business Rules:			

6.1	The system shall have the capacity to incorporate a flexible, in-built business rules engine that allows bank administrators to: a. Configure and modify business rules or flow without vendor intervention including AI/ML Based False Positive Analysis b. Easily amend existing business rules or flow c. Implement a maker-checker approval process for rules or flow changes. d. Scenario Simulator user interface		
7.Restrictions for Generation and View			
7.1	System shall have facility to restrict any user/class/group (parameterized) for generation, authorization, view, report generation, etc.		
8. Deployment Requirements			
8.1	Bidder is requested to submit a complete deployment diagram with all interface requirements.		
8.2	An on-premises solution is preferred (Data Center & Disaster Recovery). Ideals for environments require full data sovereignty and control. Privet cloud /hybrid deployment is optional.		
8.3	Test, UAT, and Production environments must be configured.		
9.User Functionality			
9.1	License of the system shall be perpetual		
9.2	Comprehensive role-based access control (RBAC) with granular permissions and audit trails.		
9.3	All passwords are encrypted using industry-standard algorithms and securely stored in the database.		
9.4	System shall support to store password for each user in database in encrypted format		
9.5	System shall have facility to maintain password validation as per bank policy		
9.6	System shall have facility to support single sing on.		
9.7	The system shall have the facility to assign single or multiple roles to a user as per requirements.		
9.8	The system should have flexibility to change user role, approval authority time to time as per requirement.		
9.9	System shall have capacity to handle the access granting facility by administrator for user according to the assigned role & privileges, user type –Maker and/or Authorizer (Admin User		

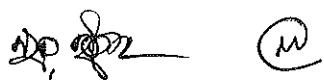


	Define).		
9.10	Systems shall have the facility to access or restrict the user in different functions and options/functions are granted or revoked for each user as per assigned role.		
9.11	Integration with Active Directory or existing user management system.		
9.12	Audit trail and logs (view, edit, delete actions).		
9.13	Encryption of data at rest and in transit.		
9.14	The system shall have the facility to maintain user groups as per the bank's policy.		
9.15	System shall have capacity to set user Terminal IP (case to case basis), Operating Time, Application Server IP, etc.		
9.16	The system shall have facility for recovering passwords by the User himself/herself with bank approved process.		
9.18	The system shall have facility for automatically logging out/session timeout the users after a predefined period of being idle.		
9.19	System shall have facility to allow the administrators to manually lock/deactivate the users/ unlock/reactivate the users and all the events should be recorded.		
9.20	System shall have the facility to restrict the users to log into the system only from one workstation at a time		
9.21	The system should have a facility to allow the users to build queries and generate reports from database/ audit trails.		
9.22	System shall have facility for automatically locking next login if the maximum number (parameterized) of unsuccessful attempts is exceeded		
10. Disaster Recovery & Business Continuity:			
10.1	The system shall have facility for module-based redundancy and Business Continuity/Disaster Recovery plan including remote location.		
10.2	The system should be capable of maintaining the uptime of 100% using the disaster recovery site. Mention all documents describing the disaster recovery planning.		
10.3	System server and client software shall maintain its integrity in case of power failures and abrupt shutdowns.		
10.4	The system shall be capable of restarting and recovering after system failure with no loss of data or software components.		




10.5	System shall have the capability to identify the existence of program and/or system discrepancies and issue an alert to the system administrator.		
11. Security and Access Control:			
11.1	Role-based access control (RBAC).		
11.2	Integration with Active Directory or existing user management system.		
11.3	System should have facility to maintain hash values of the passwords when being stored in the database.		
11.4	System shall have capacity for being browser independent and must be compatible with latest version of browser, operating system and database		
11.5	Systems have the capacity to protect all kinds of security threats (Internal/External).		
11.6	Fully adheres to OWASP Top 10 standards, including protection against injection attacks, XSS, CSRF, and more, with regular penetration testing.		
11.7	Systems have a facility to generate reports indicating the success/failure of the batch processes. Any failure should be recorded with the failed item and the reason for failure.		
11.8	The system should have facilities for applications to handle all possible exceptional and erroneous events and appropriate user-friendly error messages should be displayed. i.e. server level messages should not be displayed to the end user		
11.9	System shall have facility to support secure communications utilizing SSL/TLS over HTTPS for secure data transfer.		
11.10	The system shall have facility for Users to query the logs for specific events and view filtered log reports, using a simple interface with fields for search and sorting parameters.		
11.11	The system should be compatible with any new technology or upgraded technology that is integrated with the system: a) Server b) Storage c) Operating system d) Database e) Network f) Security solution		
11.12	The Vendor must be capable of incorporate the relevant change immediately according to the recommendation of security advisories.		

11.13	System should have facility to identify and authenticate specific devices before establishing a connection		
11.14	The vendor should share the security recommendation of overall platform.		
11.15	System must be compatible to integrate with all type of ISSS (Industry Standard Security Solution)		
11.18	All software, libraries and components used by the system must have valid licenses and are up to date.		



Annexure-C

**Financial Offer
of
“Digital Islamic Nano Finance Software”**

Shahjalal Islami Bank PLC.
Common Services Division, Corporate Head Office
Shahjalal Islami Bank Tower (2nd Floor)
Plot # 04, Block # CWN (C), Gulshan Avenue
Gulshan, Dhaka-1212.

Financial Proposal:

Financial Proposal for Software Solution (Perpetual License)		
SL	Particulars	Price in BDT
1.	Delivery, Installation, Training and Live implementation of Comprehensive Digital Islamic Nano Finance Software cost with 1 (one) year warranty period.	BDT...../-
Total		BDT...../-

Annual Maintenance Contract (AMC)

Financial Proposal for Recurring Costs (AMC)		
SL	Particulars	Price in BDT
2.	Digital Islamic Nano Finance Software cost after 1 (one) year warranty period. Per Year Recurring Cost (AMC) in percentage (if any).	BDT...../-
Total		BDT...../-

Additional Customization Cost Per Man-day

Financial Proposal for Per Man-day		
SL	Particulars	Price in BDT
3.	Digital Islamic Nano Finance Software. Man-day rate for any changes/development/customization (if any).	BDT...../-
Total		BDT...../-

Note: In case of licensing and other requirements bidder are requested for providing detailed break-down of license (i.e. number of license, license type etc.) and other requirement if any.

Terms and Conditions:

- * All prices should be in BDT.
- * All prices should be Excluding VAT & Including Tax (VAT to be borne by the bank).
- * Must provide data according to the format provided by the bank.