NOTICE INVITING TENDER

Indian Visa Application Centre (IVAC), Bangladesh operations (managed by State Bank of India, Bangladesh Operations) invite Sealed tenders from qualified and experienced IT solution providers to design, develop, implement, and maintain an **Integrated IVAC Operation Management System** with an advanced **Passport/Visa Tracking Module and Online Appointment System Module**.

Requisite Documents

1. Company profile and credentials 2. Valid Trade License and ETIN/BIN 3. Technical Proposal 4.Financial Proposal 5. Timeline and implementation plan 6. Presentation of proposed software solution (mandatory) 7. Testimonials from reputed clients 8. Evidence of previous work with IVAC or SBI (if applicable)

Sealed Tender may be submitted between 28.10.2025 (9:00 AM) and 05.11.2025 (5:00 PM) at following Address:

Indian Visa Application Centre, Level-1, South Block, Jamuna Future Park, Pragati Sarani, Dhaka.

Pre-Bid meeting Date: 30.10.2025 (4:00 PM) at above mentioned address

For detailed information and formats visit https:// ivacbd.com

Annexure-I

The Indian Visa Application Centre (IVAC) invites proposals from qualified and experienced IT solution providers to design, develop, implement, and maintain an **Integrated IVAC Operation Management System** with an advanced **Passport/Visa Tracking Module and Online Appointment System Module**.

The objective is to streamline all operational processes of IVAC — including application intake, processing, data management, and real-time tracking — under a secure, scalable, and centralized platform.

Mandatory Submission Documents

All bidders must submit the following in a sealed envelope:

1. Company profile and credentials
2. Valid Trade License and ETIN
3. Technical Proposal
4. Financial Proposal (as per prescribed format)
5. Timeline and implementation plan
6. Testimonials from reputed clients
7. Presentation of proposed software solution (mandatory)
8. Evidence of previous work with IVAC or SBI (if applicable

Eligibility Criteria

- Minimum 3 years' experience in similar system development
- Proven record in large-scale government or visa center IT projects
- Financially solvent organization with minimum annual turnover of **1 crore**
- Local technical support availability in Bangladesh

Submission Details

Sealed Tender must be submitted between:
23.10.2025 (9:00 AM) and **29.10.2025 (5:00 PM)**
To: **Deputy Chief Operating Officer (IVAC)**
Indian Visa Application Centre, Level-1, South Block, Jamuna Future Park, Pragati Sarani, Dhaka.

RFP Timeline

Event	Deadline
Opening date of RFP	**28.10.2025**
Last Date to Submit Queries	**30.10.2025**
Vendor Software Presentation & RFP Closing	**04.10.2025**
Evaluation of RFP and vendor selection	**05.10.2025**
Awarding Contract	**06.10.2025**
Agreement to be executed	**By 07.11.2025**

Terms & Conditions

- SBI/IVAC reserves the right to accept or reject any proposal without assigning reasons
- All intellectual property rights of the developed system will rest with SBI/IVAC
- Vendor must ensure confidentiality and data integrity throughout the project
- No correspondence will be entertained with unsuccessful bidders

Annexure-II

1. Scope of Work

1.1. Core Objectives

- Develop an **Integrated IVAC Operation System** covering:
  - o Application registration and tracking
  - o Document verification workflow
  - o Real-time monitoring and reporting dashboard
  - o Role-based access and branch-level data segregation
- Integrate a **Tracking System** allowing applicants to check passport/visa status via:
  - o Web portal
  - o Mobile app
  - o SMS gateway
  - o Email notifications.

- **Online Appointment System**: Developing a robust capable of scalability, load balancing, averting intrusion and managing peak-hour traffic.

1.2. Functional Modules

1. **Applicant Management Module**
   - o Appointment checking system
   - o Service Wise Token Management
   - o Counter Management
   - o Service-wise calling system
   - o Sound Software
   - o Capture and store applicant details
   - o Generate unique tracking numbers
   - o Enable digital document upload
   - o Appointment override
2. **Passport/Visa Tracking Module**
   - o Real-time status updates (e.g., "Received," "Under Process," "Ready for Delivery")
   - o Search by passport number, tracking number, or mobile number
   - o Integration with barcode/QR scanning for operational tracking
3. **Operations Management**
   - o Branch-wise data entry and monitoring
   - o Daily transaction summary reports
   - o Integration with payment and receipt system
4. **Reporting & Analytics**
   - o Customizable dashboard for admin and management
   - o Automated reports (daily, weekly, monthly)
   - o Export in Excel/PDF formats
5. **Security & Compliance**

    - Secure user authentication and data encryption
    - Audit trail for all activities
    - Compliance with Indian and Bangladeshi data protection laws
6. **Mobile Application (Optional)**
    - Android/iOS app for applicants to check status and receive notifications
7. Hardware Module
    - Kiosk module
    - Display module
    - Sound system

8. Online Appointment System Module.

2. Technical Requirements

- Cloud-ready or on-premise architecture
- Scalable database supporting high transaction volumes
- API integration capability with existing IVAC systems
- Uptime: Minimum **99.5% availability**
- DDoS and intrusion protection

3. Deliverables

- System Requirement Specification (SRS)
- UI/UX design prototypes
- Fully functional IVAC Operation System with Tracking Module
- User and admin manuals
- Staff training sessions
- Post-deployment maintenance and support (minimum 1 year)

4. Evaluation Criteria

Technical Scoring Matrix

Particulars	Marks
Years of Relevant Experience	**More than 5 years (10)** 3-5 Years (7) Others (0)
Testimonials from Reputed Clients	**3 or More (10)** 2-3 (8) 1(5) Others(0)
Competency Documents & Cyber security Licenses	**Yes (10)** No (0)
Dedicated Manpower for IVAC	**Maximum (10)** Others (0)

Previous Work with IVAC or SBI	**Yes (10)** No (0)
Post-deployment Support & service Offer	Maximum Years (10) Minimum 1 Year (8) Others (0)
Implementation Timeline	Lowest (10) Next (7) Others (0)

***** Highest 3 Scorer of Technical Scoring will Selected for Financial Evaluation**

Financial Proposal Format

Vendors must submit a detailed financial proposal that includes:

Job Component	Rate Quotation (BDT)
Total Development & Deployment Cost	
Appointment system Development & Deployment Cost	
Post-deployment support (1 year) Cost	
Per Manpower Billing Hours	

- All rates must be quoted **exclusive of VAT and applicable taxes**
- Currency: Bangladeshi Taka (BDT)
- Proposal validity: Minimum 90 days from submission date

Financial Scoring Matrix

Job Component	Marks
Total Development & Deployment Cost	**Lowest Quote 50 Marks** Moderate Quote 30 Marks Highest Quote 20 Marks
Appointment system Development & Deployment Cost	**Lowest Quote 20 Marks** Moderate Quote 15 Marks Highest Quote 10 Marks
Post-deployment support (1 year) Cost	**Lowest Quote 15 Marks** Moderate Quote 10 Marks Highest Quote 5 Marks
Per Manpower Billing Hours	**Lowest Quote 15 Marks** Moderate Quote 10 Marks Highest Quote 5 Marks

Final Score Calculation

Criteria	Weight

Technical capability	60%
Financial proposal	40%

****Highest Scorer will be selected as L1.**

1. SERVICE PROVIDER'S OBLIGATIONS:

i. Service Provider is responsible for and obliged to conduct all contracted activities in accordance with the Contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.

ii. Service Provider is obliged to work closely with the Bank's staff, act within its own authority and abide by directives issued by the Bank from time to time and complete implementation activities.

iii. Service Provider will abide by the job safety measures prevalent in India and will free the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is Service Provider's negligence. Service Provider will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.

iv. Service Provider is responsible for activities of its personnel or sub-contracted personnel (where permitted) and will hold itself responsible for any misdemeanors.

v. Service Provider shall treat as confidential all data and information about the Bank, obtained in the process of executing its responsibilities, in strict confidence and will not reveal such information to any other party without prior written approval of the Bank.

vi. Service Provider shall report the incidents, including cyber incidents and those resulting in disruption of service and data loss/ leakage immediately but not later than one hour of detection.

vii. The Service Provider agrees to comply with the obligations arising out of the Digital Personal Data Protection Act, 2023, as and when made effective. Any processing of Personal Data by the Service Providers in the performance of this Agreement shall be in compliance with the above Act thereafter. The Service Provider shall also procure that any sub-contractor (if allowed) engaged by it shall act in compliance with the above Act, to the extent applicable. The Service Provider understands and agrees that this agreement may have to be modified in a time bound manner to ensure that the provisions contained herein are in compliance with the above Act.

viii. **Software Bill of Materials (SBOM)**

All the software supplied to the Bank or developed for the Bank must be accompanied by a complete SBOM. The SBOM of the software supplied to the Bank or developed for the Bank must include the data fields contained in the Appendix-R of this document. In addition, the Software OEM/Owner/Vendor must ensure that:

- The Software supplied to the Bank or developed for the Bank is having a complete SBOM including all the dependencies up to the last level.
- Software OEM/Owner/Vendor should design a Vulnerability Exchange Document (VEX) after a vulnerability is discovered informing the bank about the exploitability status to help prioritize the remediation efforts.

  Subsequently, Software OEM/Owner/Vendor should provide the Common Security Advisory Framework (CSAF) advisory, which includes detailed information about the vulnerability, such as a description, affected product versions, severity assessment, recommended mitigation steps etc.
- Software OEM/Owner/Vendor will ensure update of the SBOM in case of any version update or any change in the details on the data point in the SBOM for any reason whatsoever.

ix. Service Provider agrees to comply with the guidelines contained in the Bank's IT Outsourcing Policy / IT Procurement Policy or any other relevant policy (ies) of the Bank, including any amendment thereto, along with compliance to all the Laws of Land and Statutory/Regulatory rules and regulations in force or as and when enacted during the validity period of the contract.

2. TECHNICAL DOCUMENTATION:

i. Service Provider shall deliver the following documents to the Bank for every software including third party software before software/ service become operational, which includes, user manuals, installation manuals, operation manuals, design documents, process documents, technical manuals, functional specification, software requirement specification, on-line tutorials/ CBTs, system configuration documents, system/database administrative documents, debugging/diagnostics documents, test procedures etc.

ii. Service Provider shall also provide documents related to Review Records/ Test Bug Reports/ Root Cause Analysis Report, list of all Product components, list of all dependent/external modules and list of all documents relating to traceability of the Software Solution as and when applicable.

iii. Service Provider shall also provide the MIS reports, data flow documents, data register and data dictionary as per requirements of the Bank. Any level/ version changes and/or clarification or corrections or modifications in the above-mentioned documentation should be supplied by Service Provider to the Bank, free of cost in timely manner.

3. INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP:

i. For any technology / Software / solution developed/used/supplied by Service Provider for performing Services or licensing and implementing Software and solution for the Bank as part of this RFP, Service Provider shall have right to use as well right to license for the outsourced services or third party product. The Bank shall not be liable for any license or IPR violation on the part of Service provider.

ii. Without the Bank's prior written approval, Service provider will not, in performing the Services, use or incorporate, link to or call or depend in any way upon, any software or other intellectual property that is subject to an Open Source or Copy-left license or any other agreement that may give rise to any third-party claims or to limit the Bank's rights under this RFP.

iii. Subject to below mentioned sub-clause *(iv) and (v)* of this RFP, Service Provider shall, at its own expenses without any limitation, indemnify and keep fully and effectively indemnified the Bank against all cost, claims, damages, demands, expenses and liabilities whatsoever nature arising out of or in connection with all claims of infringement of Intellectual Property Right, including patent, trademark, copyright, trade secret or industrial design rights of any third party arising from use of the technology / Software / products or any part thereof in India or abroad, for Software licensed/developed as part of this engagement. In case of violation/ infringement of patent/ trademark/ copyright/ trade secret or industrial design or any other Intellectual Property Right of third party, Service

Provider shall, after due inspection and testing, without any additional cost (a) procure for the Bank the right to continue to using the Software supplied; or (b) replace or modify the Software to make it non-infringing so long as the replacement to or modification of Software provide substantially equivalent functional, performance and operational features as the infringing Software which is being replaced or modified; or (c) to the extent that the activities under clauses (a) and (b) above are not commercially reasonable, refund to the Bank all amounts paid by the Bank to Service Provider under this RFP/Agreement.

iv. The Bank will give (a) notice to Service provider of any such claim without delay/provide reasonable assistance to Service provider in disposing of the claim; (b) sole authority to defend and settle such claim and; (c) will at no time admit to any liability for or express any intent to settle the claim provided that (i) Service Provider shall not partially settle any such claim without the written consent of the Bank, unless such settlement releases the Bank fully from such claim, (ii) Service Provider shall promptly provide the Bank with copies of all pleadings or similar documents relating to any such claim, (iii) Service Provider shall consult with the Bank with respect to the defense and settlement of any such claim, and (iv) in any litigation to which the Bank is also a party, the Bank shall be entitled to be separately represented at its own expenses by counsel of its own selection.

v. Service Provider shall have no obligations with respect to any infringement claims to the extent that the infringement claim arises or results from: (i) Service Provider's compliance with the Bank's specific technical designs or instructions (except where Service Provider knew or should have known that such compliance was likely to result in an infringement claim and Service Provider did not inform the Bank of the same); (ii) any unauthorized modification or alteration of the Software by the Bank or its employee; (iii) failure to implement an update to the licensed software that would have avoided the infringement, provided Service Provider has notified the Bank in writing that use of the update would have avoided the claim.