

# Request for Proposal (RFP)

## Supply of Biometric and Webcam Devices for Agent Banking Solution (ABS)

### Introduction

AB Bank PLC invites sealed proposals from eligible, experienced, and reputed vendors for the supply, delivery, testing, and support of **Biometric Devices and Webcams** to be deployed at Agent Banking outlets in support of the new **Agent Banking Solution (ABS)**. This RFP aims to standardize biometric and webcam hardware across agent outlets to ensure system compatibility, operational efficiency, regulatory compliance, and enhanced customer experience.

### Background

The Agent Banking Division of AB Bank PLC is undertaking this procurement initiative to support the successful rollout, stability, and regulatory compliance of the new Agent Banking Solution (ABS) across all agent outlets.

### Confidentiality / Non-Disclosure

By opening this RFP, bidders agree not to disclose or share the information contained herein with any third party. The Bank reserves the right to utilize the information submitted in response to this RFP as deemed appropriate. Bidders may request confidential treatment for any portion of their response by clearly indicating the sensitive section in writing. If confidentiality cannot be granted, the bidder will have the option to withdraw its proposal.

### Scope of Work

Under this RFP, the selected vendor will be responsible for supplying ABS-compatible biometric devices and webcams in accordance with the approved technical specifications. The vendor shall ensure that the devices are fully compatible with the existing and future versions of the Agent Banking Solution used by AB Bank PLC. **The scope includes delivery of devices to locations designated by the Bank, support during testing and pilot deployment (if required), and assistance during the nationwide rollout.**

In addition, the vendor must provide warranty coverage, after-sales service, and ongoing technical support throughout the agreed warranty and support period. All required regulatory, compliance, and certification documents must be submitted as part of the engagement.

**Technical Requirements:**

Category	Sl. No.	Featured Points
<b>Biometric Device</b>	1	Shall function as the exclusive authentication device and must not retain or store any biometric data.
	2	Must not be shown as USB storage device and should be shown as Scanner when connected to PC/Host.
	3	Must be free from any malware, malicious code, backdoors, or unauthorized software components
	4	The provided Software/Driver must be segregated into two unit. a) Runtime Drive only and b) SDK (The solution Development Kits) --
	5	Optical fingerprint scanner suitable for banking-grade usage with secure authentication mechanisms.
	6	Capable of supporting high-volume agent banking transactions without performance degradation.
	7	Must be EC compatible & compliant with Bangladesh Bank ICT Security Guidelines.
	8	USB-based plug-and-play functionality with secure data transmission to prevent unauthorized access.
	9	Fully compatible with Windows OS and ABS middleware of AB Bank PLC, supporting encrypted biometric data storage and transfer.
	10	High accuracy with low false acceptance/rejection rates to ensure transaction and customer identification security.
	11	Proven deployment experience in banks or financial institutions (preferred), ensuring operational reliability.
	12	Brand/model: <b>Secugen</b> , provided the device meets all technical, security, and regulatory requirements.
<b>Webcam Device</b>	13	Minimum HD resolution of 720p or higher, capable of producing clear images for KYC and audit purposes.
	14	Suitable for capturing customer photographs securely for both EKYC & regular KYC, with encryption and secure storage during ABS operation.
	15	USB-based plug-and-play functionality with secure connection protocols.
	16	Fully compatible with Windows OS and ABS platform of AB Bank PLC, supporting encrypted image capture and transfer.
	17	Adequate low-light performance and auto-focus capability (preferred) to ensure reliable KYC in varied environments.
	18	Reference model: <b>Logitech C270 HD Webcam</b> , tested for use in agent banking operations.

## **Compliance & Regulatory Requirements**

- Devices and deployment must comply with **Prudential Guidelines for Agent Banking Operation in Bangladesh 2017**, it's all circulars, and instructions related to:
  - Agent Banking Operations
  - e-KYC and Customer Due Diligence (CDD)
  - Biometric and photo-enabled customer identification
  - ICT Security and Risk Management Guidelines
- Vendors must provide relevant compliance certificates, test reports, and authorization letters from manufacturers.
- Devices must support secure data capture, encrypted transmission (where applicable), and audit trail requirements as per Bangladesh Bank and AB Bank PLC internal policies.

## **Vendor Eligibility Criteria**

Vendors must meet the following minimum criteria:

- Legally registered business entity.
- Minimum 3–5 years of experience in supplying biometric or IT hardware solutions.
- Prior experience with banks, financial institutions, or large-scale deployments preferred.
- Authorized distributor or manufacturer certification.
- Demonstrated after-sales service capability within Bangladesh.

## **Vendor Declaration Certificate**

The Vendor shall submit a Declaration Certificate on its official letterhead, signed and sealed by the Owner, Proprietor, CEO, Managing Director (MD), President, or equivalent highest authorized executive, confirming that:

- All biometric devices supplied to the Bank, whether in the past, present, or future, are free from any illegal, unauthorized, malicious, or harmful software.
- All associated software components, including firmware, drivers, middleware, utilities, and supporting applications, are free from malware, spyware, ransomware, viruses, trojans, backdoors, and other cybersecurity threats.
- The supplied devices and software do not contain any functionality that may compromise the confidentiality, integrity, or availability of the Bank's systems, networks, or data.
- The Vendor has conducted appropriate security verification of the supplied devices and software.
- In the event of any data breach, security incident, unauthorized access, malware infection, or other cybersecurity-related incident directly attributable to the Vendor-supplied biometric device and/or associated software, the Vendor shall bear sole responsibility and liability.
- The Vendor shall indemnify and compensate the Bank for all resulting losses, damages, remediation costs, compensation claims, regulatory penalties, fines, legal liabilities, and other expenses imposed by the Bank, regulators, courts, or other competent authorities.
- The declaration shall remain valid and binding for all biometric devices and related software supplied by the Vendor to the Bank, regardless of the date of supply or the status

of any purchase order, contract, warranty, support, or other business relationship with the Bank.

**Mandatory Submission:** Failure to submit the above declaration, duly signed by the Vendor's highest authorized executive, may result in disqualification of the bid. Also, this declaration would be part of Agreement document.

### Documents to be Submitted

Vendors must submit the following documents:

- Company profile and legal documents.
- Technical proposal detailing device specifications and compliance.
- Client references and past experience.
- Vendor Eligibility document
- Vendor Declaration Certificate as mentioned above.

### Evaluation Criteria

Proposals will be evaluated based on:

- Technical compliance with ABS requirements.
- Proven compatibility and reliability.
- Total cost of ownership.
- Vendor experience and support capability.
- Warranty and after-sales service.

### Commercial Requirements

Sl.	Item	Specification	Quantity	Purpose
<b>1</b>	<b>Biometric Device</b>	<b>SecuGen (ABS Compatible)</b>	<b>160</b>	<b>Biometric Authentication</b>
<b>2</b>	<b>HD Webcam</b>	<b>Logitech C270 HD Webcam</b>	<b>160</b>	<b>Customer Live Photo Capture</b>

Based on above table, vendors must submit the following documents:

1. Total Cost for all Devices **separately** [including Vat & Tax]
2. Per Unit cost [including Vat & Tax]
3. Separate pricing for: Biometric Device & Webcam Device
4. Delivery and implementation timeline
5. Payment terms
6. Warranty and support details

### Delivery & Warranty

- Delivery timeline to be specified by the vendor.
- Minimum two (2) years warranty required.
- Replacement or repair of defective devices within agreed SLA.

**Proposal submission:**

- Technical Proposals & all necessary documents as mentioned in the previous section of this RFP must be submitted in a sealed envelope with the subject line “RFP – Supply of Biometric and Webcam Devices for Agent Banking Solution (ABS) – Technical Proposals”
- A hard copy of Commercial Proposal must be submitted in a sealed envelope with the subject line “RFP – Supply of Biometric and Webcam Devices for Agent Banking Solution (ABS)– Commercial Offer”
- **Addressed to:**  
Head of Administration  
The Skymark, Level 4, 18 Gulshan Avenue, Dhaka 1212, Bangladesh

**Proposal Submission Deadline**

**The proposal must be submitted within June 30, 2026.**

**Payment Terms**

- The total cost should be inclusive of all VAT and Taxes.
- Payment will be made after delivery of all devices.
- No advance payment is allowed.

**Contact Information**

For any clarifications, please contact [rfp@abbl.com](mailto:rfp@abbl.com)

**Terms & Conditions**

- AB Bank Management will reserve the right to accept or cancel any offer without assigning any reason whatsoever.
- Submission of a proposal does not guarantee selection or award of contract.
- AB Bank PLC may cancel or modify the RFP process at any stage as per internal procurement policies.
- All costs related to proposal preparation, demonstration, or testing shall be borne solely by the vendor.