



Request for Information (RFI)

Project Bio

September 2021
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1 Introduction

1.1 Purpose of this document

AYA Bank is issuing this Request for Information (RFI) document to a number of prospective vendor to receive information on vendor capabilities for Project Bio.

Through this RFI process, AYA Bank intends to assess vendor capabilities for Project Bio and subsequently define a shortlist of vendors to participate in a formal Request for Proposal (RFP) exercise.

1.2 Project Objectives

Project Bio objectives are to embrace the latest biometrics technology with the objectives of increasing the security of the Bank, it's customer information and transactions of the Bank and to facilitate the digital transformation of the Bank.

The Project Bio is planned to be implemented in 3 stages of implementation namely

- Stage 1: Internal Bank staff
- Stage 2: Customer
- Stage 3: Transactions via channels

2 PART A – General Information

2.1 Confidential Information

In taking receipt of this RFI, you understand that the information contained in the RFI is confidential and proprietary information of AYA Bank and is not to be disclosed by you to any third party or used by you for any purpose other than in good faith consideration of the RFI without the expressed written consent of AYA Bank.

2.2 Solutions Objectives

The BIO software solution is expected to be able to perform the following or has the following capabilities

1. Capture, store, archive and authenticate the biometrics characteristics images securely.
2. Support biometric characteristics supported should be in the form of not limited to finger print/palm, facial and iris.
3. Provide the necessary API to retrieve, validate and authenticate the images and to be consumed by internal and external systems of the Bank
4. Has a leading edge technology in archival and storage for biometrics characteristics to ensure cost savings in storage.
5. Has appropriate role based access not limited to joint authentication, group authentication
6. Able to support standard biometric devices for fingerprint/ palm, facial and iris.
7. Has audit trail capability to record all the activities from the source
8. Provide authentication of users through the Bank's Active Directory
9. Compliant with published ISO Standards and developing standard related to Biometrics technology namely ISO/IEC 19784-1:2018, ISO/IEC 19784-2:2007



3 Instructions to vendors

3.1 Intention to Submit Response

Vendors who wish to submit their response are required to acknowledge their participation by e-mail to the following personnel by **to 09:30hrs (Myanmar Standard Time) Friday 8th October 2021**

Contact Person	Email
Bryan Kuan	bryankuan@ayabank.com
Aye Let Yee	ayeletyee@ayabank.com
Kyaw Ye Moe	kyawyemoe@ayabank.com
Thinzar Maung	thinzarmaung@ayabank.com
May Myat Thu	maymyatthu@ayabank.com

3.2 RFI Enquires

The vendor is advised to study all terms, conditions and requirements contained in this RFI and make all necessary clarification before submitting their response. Any clarification required pertaining to this RFI shall be in writing via e-mail to the primary contact:

Contact Person	Email
Bryan Kuan	bryankuan@ayabank.com
Kyaw Ye Moe	kyawyemoe@ayabank.com
Thinzar Maung	thinzarmaung@ayabank.com

Should you approach any AYA Bank staff in relation to this RFI other than the four detailed above, without the prior written agreement from one of those individuals, this is likely to disqualify the vendor from further consideration. Please refer to Section 3.4 **Vendor Questions for this RFI** for additional details on the communications process.

In addition, the vendor must not provide any form of special incentive to AYA Bank representatives during this RFI process.



3.3 Submission Contact

Proposal in hardcopy or softcopy form should be addressed and submitted with clear description of “RFI – Project Biosecurity” to the following:

Proposal Submission Contact		Email
Name	Bryan Kuan Project Management Office	bryankuan@AYAbank.com
Name	Aye Let Yee Project Management Office	ayeletyee@ayabank.com
Contact Address	Block No (3/B), Quarter No-23(G-1), Corner of Strand Road & Thit Taw Road, River View Point Condominium, Ahlone Township, Yangon, Myanmar.	

3.4 Vendor Questions for this RFI

All inquiries must be submitted in writing via e-mail to the AYA Bank primary contact listed above. AYA Bank will only accept e-mailed questions that are addressed to the correct AYA Bank contact.

Each formal request must contain the following information:

- Vendor name
- E-mail address
- Sequentially numbered questions
- Functional area in RFI the question is aimed at
- Section and Line reference (where applicable) where the question relates to
- Urgent questions should be identified as such

Please note that AYA Bank will only answer questions directly related to this RFI and submitted as explained above.

AYA Bank reserves the right to copy any question submitted by a vendor, and AYA Bank’s answer to that question, to other vendors responding to this RFI. Thus, clarification and any missing information can be distributed to all vendors involved, within the evaluation, as a result of a single question from one vendor.

3.5 Submission Timeline

RFI schedule will be organized according to the following timeline. Vendors will submit their response by e-mail no later than 09:30hrs (Myanmar Standard Time) Friday, 22nd October 2021.

No	Activities	Date Start	Date End
1	RFI Distribution	27 th September 2021	8th October 2021
2	Vendor Submission	18 th October 2021	22 nd October 2021

3.6 Teaming with Other Parties

Vendors must indicate if they are collaborating with other service providers in order to perform the said services.

3.7 RFI Changes

AYA Bank reserves the right to include amendments to the RFI in the course of the response development process.

3.8 Language

Except where otherwise provided, all documents relating to the response and all communications between the parties must be in English.

3.9 Costs of Response

Each vendor is responsible for all costs of preparing, submitting and (if requested by AYA Bank) re-submitting its response, and for any prior or subsequent activity associated with the evaluation of the response, regardless of whether or not AYA Bank shortlists the vendor for the RFP exercise.

3.10 Validity of the Response

Your response should be valid for four (4) months from the date of submission.



3.11 Compliance with the Guidelines

Vendors must notify AYA Bank of any issue or intent to not comply or adhere to the guidelines contained in Section 3 **Instructions to Vendors** and Section 4 **Vendor Response Requirements**. Notification must be sent in writing via e-mail to the AYA Bank primary contact no later than 09:30hrs (Myanmar Standard Time Friday, 8th October 2021).

4 Vendor Response Requirement

4.1 Response Format

Vendors are instructed to provide a detailed description of vendor's proposed solutions capabilities and resources utilized in response to AYA Bank requirements contained in this RFI, in the following format:

Section 1: Executive Summary

Section 2: Vendor Company Background

- Company Background including information on geographical coverage and global capabilities
- Background of Functional Unit within the Company providing the said services including information on geographical coverage and global capabilities
- Directors and major shareholders;
- Paid up capital;
- Audited financial position for the last 3 years;
- The position of the contact within the company and their knowledge and experience with the vendor relationship and performance
- Total sales revenue from the proposed software solution; and
- Amount of investment channeled into Research & Development into the proposed software solution (in terms of percentage of sales).

Section 3: Technical Capabilities

- Value Proposition
- Proposed Solutions, features and user use cases to meet the Solutions Objectives as stated under 2.2
- The detailed requirements of your complete solution proposal should be provided, covering at a minimum the following categories: -
 - Proposed solution architecture;
 - Type of Computer hardware required to support the software solution;
 - Type of applications and databases, required to support the software solution;
 - Type of Network devices, architecture and bandwidth required to support the software solution and allow for a reasonable user experience of the software solution; and
 - Number of personnel required to manage and operate the software solution, along with their required knowledge and experience.

Section 4: Vendor Capabilities

- **Relevant Experience of Vendor**
 - You should provide a brief history of any relevant experience the vendor may have had in carrying out similar projects. Please also provide:-

- Number of clients using the proposed software solution including a breakdown on the number of clients using the proposed software version;
 - A brief overview of the project scope and the status of the project (completed, on-going implementation, etc.)
 - Vendors must provide references for three (3) existing vendor clients whereby the vendor is providing services similar in scope and nature to that requested by AYA Bank. The three vendor references should be in varying stages of the relationship – less than six months, six months to 1 year and over 1 year.
 - For each reference, the vendor must indicate:
 - Company Name
 - Industry
 - The name and contact information for a key contact in the client organization
 - The position of the contact within the company and their knowledge and experience with the vendor relationship and performance
 - Solutions use case
 - A list of the type of services provided and the relevance to AYA Bank
- **Vendor Support for the Software Solution**
- You should provide details should be provided on the type of support that will be provided with regards to the software solution. The details should at a minimum, cover the following areas:-
- Types and level of assistance to implement the software solution;
 - **Software support;**
 - Upgrades;
 - Patches; and
 - Bug fixes and hot fixes.

 - **Help Desk/Technical Support;**
 - Support times;
 - Response times;
 - Types of support and escalation procedures; and
 - Application Recovery Support.
 - Duration of support;
 - Location of support centers;

- **User Training Plan;**
- Software Documentation;
- User Training Manuals; and
- Classroom/Lab Training.

Section 5: Proposed Implementation Approach and Timeline

- **Proposed Implementation Approach Timeline based on the following phase approach**
 - a) The solution will initially be implemented internally with the Bank staff at Head Office and Branches and potentially integrated with the HR attendance system
 - b) Subsequently the solution will be implemented with the Bank's customers during account opening process and
 - c) Extended to digital on boarding and authentication on customer transactions or service request offerings via Over the Counter transactions or via channels.
- **Curriculum Vitae of Proposed**
 - Vendors must provide curriculum vitae of the resources which would be committed for the conduct of the said services. The experience should emphasis on the conduct of the said services. Vendor should indicate if resources are based in local, regional or global offices.

Section 6: Licensing Model and Cost Estimation

- Vendor to provide the information on the licensing model (i.e. initial license, recurring or subscription based) of the solutions with the assumption to derive to the cost estimates.