

## **Terms of reference of I T Consultant for Selecting and implementing a new Core Banking System (CBS)**

### **Introduction**

The Karakoram Cooperative Bank Limited (KCBL) is a corporate body established in 1956 under the Cooperative Societies Act, 1925, with its principal objectives to promote and influence the economic development of Gilgit-Baltistan. The KCBL is mobilizing deposits and providing credit facilities to its customers. The principal place of business and the registered office of the bank is located at the KCBL Complex Shahra e Quaid e Azam Jutial Gilgit. The bank has applied to SBP for banking License and is likely to be transformed as Micro, Small, and Medium Enterprise Bank.

This request for a proposal (RFP) is for competent consultants or consultancy firms having relevant experience in Core Banking System implementation to support KCBL in the selection and implementation of the new Core Banking System.

### **Objectives**

The overall objective of the assignment is to prepare Request for proposal (RFP) for the acquisition of new Core Banking System (CBS), evaluate the proposals received from bidders, and support KCBL in the selection and implementation of the system that will best suit the KCBL activities.

### **Tasks**

The consultant will work with the IT department, Steering committee, project manager, the management of KCBL, and vendor in the implementation of a new core banking system. The tasks outlined will be as follows:

1. Finalize RFP, and develop the full project plan.
2. Support KCBL in the evaluation and appraising the vendors responding to the RFP;
3. Support KCBL in the selection of CBS, contract negotiation, and executing an agreement with the selected vendor.
4. Work with the selected vendor, and implementation committee to develop an implementation plan for installing, testing, and rolling out the new Core Banking Solution and other functions (Back office and delivery channels);
5. Develop a transition plan from the current working environment to the new environment with due Consideration for KCBL's resources;
6. Assessment of the IT team to be required and their hiring in consultation with the bank team & vendor.
7. Prepare the Request for Proposal (RFP) for purchase and installation of the new IT equipment based on Vendor recommendations for Data Centre and telecom infrastructure;
8. Support KCBL to evaluate proposals and selection of the right supplier;
9. Implementation of new CBS, Data Gap Analysis and customization
10. Oversee Data migration and integration from old to new CBS.
11. Review the vendor's training plan to ensure appropriate training to concerned officials;

12. Provide appropriate templates for both the business and technical teams to define their end-user tests scripts and lead the end-user certification of the core banking system;
13. Assess vendor's user manual for completeness and understandability;
14. Support the IT department on the proper rollout of the system to all branches;
15. Evaluate the project, and conduct system audits to determine full compliance of the new CBS with law and regulations.
16. Any other assignment: The consultant may be assigned additional tasks from the management of KCBL when necessary to fill gaps, quickly respond to vendor requirements, and meet deadlines.

## **Deliverables**

The outputs and deliverables in this consultancy are:

1. RFP for CBS and full project plan
2. Appraisal for vendor selection and project management tools
3. Assessment of the vendor's proposal, listing proposed services to be provided, with the associated costs and recommendations.
4. Request for Proposal (RFP) for purchasing Hardware and install new IT equipment
5. A recommendation for selected suppliers
6. A detailed implementation plan for installing, testing and rolling out the new CBS
7. Transition plan from old CBS to new CBS
8. Technical guideline for the IT department and to oversee data migration and data transfer risk information
9. Appraisal of the vendor's training plan on system use
10. Technical guideline to ensure that the KCBL has full capacity to test the User Acceptance Test (UAT) at Central Branch Data; suggest additional training as necessary or, where appropriate,
11. Request modifications of the system/customization.
12. Test Scenarios and Test Cases with end User Acceptance Test sign-off
13. Procedures of addressing user comments and requests for modification in a timely manner
14. Software evaluation report. The report should include but not limited to:
  - a. A list of the main features of the software application, indicating which work well and which are inadequate for the institution's needs.
  - b. A list of key features that are missing.
  - c. A summary of user interviews, indicating an overall level of satisfaction.
  - d. An assessment of the quality of the software design and technical support Process.
  - e. Recommendation for future direction for the application.
  - f. New process maps taking into account new CBS.
  - g. New procedures manuals, if available.

## **Schedule**

This consultancy work is not daily but for the entire period of 13 months of the estimated project timeline. A schedule for this effect will be opened for negotiation before the signing of the contract.

## **Proposal submission**

The proposal requested herein shall cover:

- Introduction and Background of the consultant/Consultancy firm Demonstrate understanding of the TOR.
- Demonstrate understanding of the SBP guidelines, market knowledge, project management capabilities, communication, independence, and methodology of deploying CBS.
- Attach CVs of the relevant personnel who will work on this project proposed timeframe and implementation plan.
- References and contacts where similar assignments have been carried out before.
- Financial proposal.

Interested consultant/ firm may send soft or hard copies as follow:

Soft Copy proposal should be submitted in to, [sg.muhammad@kcb.com.pk](mailto:sg.muhammad@kcb.com.pk)

Hard copy proposal should be submitted to the following address:

### **I T Department**

Karakoram Cooperative Bank Limited

Head office-Jutial Gilgit

Pakistan

The deadline for submission is 31<sup>st</sup> October 2019 (12.30 p.m).

## **OWNERSHIP OF CONFIDENTIAL INFORMATION**

The consulting firm would ensure that all the data/ information collected under this consultancy is kept confidential and will be the sole and exclusive property of KCBL. The consulting firm will not acquire any right, title, or interest in or to any of the confidential information collected for this consultancy.

## **Selection and contract signing**

After analysis of proposals, KCBL will invite shortlisted consultant/firm for an interview and notify the winner in writing and call for contract signing. The work is expected to start after contract signing.

KCBL reserves the right to cancel any or all the proposals without assigning any reason thereof.

**Gilgit 17th October 2019.**