TNB الوطني

Request for Proposal

New Website Design

Reference Number: **TNB/IT/08-2025**

Contents

1 Introduction

The National Bank, listed on the Palestine Securities Exchange, under the ticker symbol "TNB," is the second-largest Palestinian bank in terms of capital and one of the country's most trusted providers of comprehensive financial services for the corporate, retail, investment, and microfinance sectors.

At The National Bank, our motto is "Confidently Forward." Our in-depth regional market insight allows us to deliver stability and global best practices, making us Palestine's modern banking alternative for clients seeking reliable, world-class financial services.

With over 8,000 shareholders, The National Bank commands the largest shareholder base within the Palestinian banking sector and attracts the most respected and successful companies and businesspersons to its board.

With an authorized capital of $115 million, The National Bank has executed several successful M&A transactions in the Palestinian banking sector; in 2015, and a groundbreaking transaction, The National Bank acquired Bank al Etihad's operations in Palestine to become the first Palestinian bank on record to obtain a Jordanian bank. In 2018, The National Bank led a consortium acquiring a significant stake in Palestine Islamic Bank (PIB) in the largest transaction in the history of the Palestine Stock Exchange. The National Bank acquired the Jordan Commercial Bank (JCB) operations in Palestine in 2020.

The paid-up capital increased throughout three years to reach $113.1 million as of September 31, 2024, becoming the second largest capital for a bank in Palestine.

The National Bank operates through 39 branches and offices throughout the West Bank and Jerusalem and champions progressive digital offerings, including e-banking, mobile banking, the digital service center, and a well-positioned network of ATMs. The National Bank was the leader to inaugurate a Palestinian branch inside Jerusalem after the absence of the Palestinian banking operations in the city for more than 50 years. In 2021, The National Bank was the first Palestinian bank to launch the onboarding digital service, reaching out to Palestinians in rural areas and contributing towards reinforcing financial inclusion in Palestine.

2 Objectives

The National Bank (TNB) is requesting a proposal for New Website design solution to provide internal communication and collaboration functionalities within the organization. The purpose of this project is to develop a new website and migrate existing systems and data to a cloud-based infrastructure to enhance scalability, performance, security, and user experience

Scope of Work:

- **Website Design & Development:** Frontend and backend development, content management integration, user interface design, and testing.

- **Cloud Migration**: Identify and select cloud providers, migrate data and applications, and implement cloud security protocols.
- **Training & Support**: Provide staff with training on the new website and cloud tools and offer ongoing support after migration.

Objectives:

- **Website Development**: Design and develop a modern, user-friendly, and responsive website that meets business needs and improves customer engagement.
- **Cloud Migration:** Migrate existing applications, databases, and services to a secure, scalable cloud platform to reduce infrastructure costs and improve operational efficiency.
- **Data Security & Compliance**: Ensure that all cloud services and data storage comply with relevant industry standards and regulations.

The bank is examining several alternatives to providing this product and may decide, after reviewing proposals submitted, not to enter into any agreement.

This document constitutes a Request for Proposal (RFP), via competitive sealed proposals, from qualified individuals or organizations to perform the Scope of Work set forth herein. This request is an offer by The National Bank to purchase, in accordance with the terms and conditions of this RFP, the services and products proposed by the successful firm. Firms are strongly encouraged to read the entire request for proposal carefully. A description of technical requirements and scope of work is provided by the document entitled: "REQUEST FOR PROPOSAL: "New Website design" Technical Section.

3 General Conditions

3.1 Information –Confidentiality

All bid responses will be treated as confidential by The National Bank. Vendors must understand and agree that all records, data, and documentation associated with The National Bank are proprietary and confidential. The contents of this document should also be considered equally confidential.

3.2 Bid Format

All requirements shall be acknowledged, and vendors shall briefly indicate the level of compliance they can provide. Bid responses shall follow the format developed for this RFP, including any costing spreadsheets, to facilitate equitable evaluation.

The National Bank will evaluate all vendor responses for RFP compliance, completeness, and comparison. Vendor responses must be structured to refer to this RFP by paragraph number. The use of appendices for narrative purposes rather than a lengthy primary response is preferred.

The Bidder shall prepare one original and one copy of the bid, clearly marking each one as "ORIGINAL BID" and "COPY OF BID," as appropriate. In the event of any discrepancy between them, the original shall govern. The original and all copies of the bid shall be typed or written in indelible ink and signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. Any

interlineations, erasures, or overwriting to correct errors made by the Bidder should be initialed by the person signing the bid.

3.3 Contract Award

The National Bank reserves the right to award a contract based solely on the proposals or to negotiate with one or more vendors. Issuance of this RFP, preparation, submission, and evaluation of vendor responses does not commit The National Bank to award a contract to any vendor. Only a written agreement will obligate The National Bank to vendor services.

3.4 Price Guarantees and Period of Validity

All pricing in the bid response must be valid for a minimum of 90 days. If a bidding company is planning a pricing change within this 90-day window, The National Bank must be provided and guaranteed the lower price.

3.5 The National Bank Liability

The bidder agrees that any cost incurred in responding to this request or supporting activities associated with this request must be borne by the bidder. The National Bank shall incur no liability or obligation because of the issuance of this RFP or by the actions of anyone relative thereto. All decisions made by The National Bank are final and binding. By submitting a response, vendors agree to accept the conclusions unconditionally.

3.6 Response Submission

The National Bank requires bidders to submit in person the following items to the address mentioned here-below before the expiry date of the proposal submission deadline:

- One sealed the original hard and soft copy of the technical proposal. The technical proposal should be titled The National Bank New Website design/TNB/IT/08-2025) – Technical Proposal
- One copy of the technical proposal (hardcopy) which should be titled The National Bank (New Website design /TNB/IT/08-2025) – Technical Proposal-Copy.
- One sealed the original hard copy of the financial proposal. The financial proposal should be titled The National Bank (New Website design /TNB/IT/08-2025) – Financial Proposal
- If the company is located outside of Palestine, please do the following:

    - Send the Technical offer in PDF format to tenders@tnb.ps (locked with a Password)
    - Send the Financial offer in PDF format to tenders@tnb.ps (locked with a Password)
    - Passwords in a separate email to anan.zagha@tnb.ps (only PW without the documents)

Failure to properly submit the technical and/or financial proposal in the prescribed manner could result in the rejection of the whole proposal.

Address	PROCUREMENT DIVISION THE NATIONAL BANK -2 FLOOR / Mahmoud Darwish Roundabout/ AL MASYOUN P.O. BOX 700 RAMALLAH / PALESTINE

3.7   Adjustments to Requirements

The National Bank reserves the right to add, delete, relocate, and modify services and requirements as necessary.

3.8   Decision Criteria

The final decision will be based on all aspects of the bid proposal, weighed, and evaluated by The National Bank personnel. No single requirement (e.g., price) will be used to select a vendor. However, priority will be given to those who can offer the best contract value for money, quality of services, and minimum job completion period. Refer to the Technical Requirements Document for detailed items.

3.9   Dates

The National Bank is keen to affect this project as soon as practicable. Each vendor shall submit a Project Schedule indicating the time scales for implementing the project.

3.10   RFP Response Date

RFP responses must be received at The National Bank's Headquarter by 2 PM of the due date mentioned in (6.2 Timetable). Responses received later will not be accepted.

3.11   The National Bank Contact

All technical and procurement inquiries regarding this RFP should be directed only by email to **tenders@tnb.ps .**

3.12   Language of BID

The bid and all correspondence and documents relating to the bid shall be written in the English language. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in the English language.

3.13   Currencies of BID

All financial quotes should be in USD only.

3.14   Period of Validity of BIDS:

Bids shall remain valid for 90 days after the date of bid submission. The Purchaser shall reject a bid valid for a shorter period as non- responsive.

4   Submission Format and Content

The vendor must provide the following information in their submissions, referring to the specific paragraph numbers of this section of the RFP. Mandatory responses are indicated using the words "shall," "is/are to," and "must," etc. The use of "should" indicates a preferred but not mandatory status.

The layout of the response should follow this section of the RFP, and not following the structure of the section mentioned below will negatively impact the final score of the vendor:

4.1 Company Information

Proposals shall include the full legal name, commercial registration details, previous financial statements and company reports, and the business address of the bidding vendor. The same information shall be supplied for the company's representative or agent in Palestine.

Vendors shall provide AT LEAST one primary point of contact, including phone numbers, e-mail addresses, and any other contact information you choose to give. (Include Mobile Number) The primary contact shall be able to provide TNB with any additional information TNB may require and shall also be able to give TNB a technical contact to respond to technical issues in the RFP response.

4.2 Fees and Pricing

NOTE 1: All pricing must be Turnkey (Fixed Price).

Vendors are to provide a detailed breakdown of the various components' costs and ongoing charges, including any third-party costs. Annual support, training, etc., are to be included. The payment schedule will be based on approved deliverables as per the table below:

For	Percentage	Bank Guarantee
Down Payment	20 %	100% of the down payment
Installation	30%	0
Acceptance of fully functioning solution	40%	0
3 months after live operation	10%	0

4.3 Standard Agreements and Contracts

A copy of the vendor's standard agreements or contracts normally applied to similar projects is provided.

4.4 Security

The vendor must protect against the accidental or deliberate abuse or compromise of The National Bank's resources and shall agree to be bound by the "The National Bank Non-Disclosure Agreement" and undertake to abide by the bank's security provisions.

4.5 Other Information

Include any features or information you would like to point out to The National Bank for consideration. Provide additional diagrams if necessary.

4.6 Customer References

Each vendor shall include a list of projects where similar services described in this RFP were completed by the vendor or agent and any major sub-vendors or suppliers. Contact details shall be provided as the bank may elect to contact all or some referees.

4.7 Contractual Requirements

At the conclusion of the proposal evaluation process, the bank will negotiate to complete this assignment with the selected vendor. The terms and conditions that this contract cover include the following main areas.

- The vendor will keep confidential all information passed to it by the bank and all deliverables produced by the vendor as part of this assignment.
- Vendors shall indicate their agreement to the general Contractual Requirements as outlined above.

5 Technical Support

While implementation, the vendor should avail a minimum of one certified engineer to work closely with The National Bank engineers. Access to global resources such as international help desk support, over the Web, or over the phone, shall be available around the clock during and after implementing the solution.

6 Evaluation Process, Selection Criteria, and Timetable

Proposals will be evaluated on a combination of factors including:

Item	Percentage
Technical	40%
Company Profile	30%
Financial	30%

The National Bank reserves the right to modify, enhance, or update any or all requirements, at any time, upon notice to the vendor. Any resulting proposal, revision, or clarification must be submitted in writing to The National Bank within five (5) days, or other mutually agreed upon time frame, after notification.

The National Bank reserves the right to reject any or all proposals received because of this request or change the proposal evaluation criteria. Vendors whose proposals are not accepted will be notified in writing.

Any financial proposal will not be considered and returned to the vendor if the vendor fails to meet The National Bank's technical requirements.

6.1 Selection Criteria

The following items will be considered while evaluating each of the proposals received before the expiry date of the RFP submission deadline.

6.1.1 Proposal Format

Compliance with the proposal against the format set by TNB will be considered, and failure to comply with this format could result in total rejection of the submitted proposal.

6.1.2   Technical Quality

All technical merits of the proposed solution will be considered and evaluated in detail. The evaluation process will consider the following:

- Thoroughness and completeness of the project approach against the specified requirements.
- The tasks and deliverables of the proposed system, including the design and development methodology proposed by the bidder.

6.1.3   Understanding and Experience

Bidders' understanding of the project requirements demonstrated in the proposed RFP and the bidder's experience in providing similar solutions will be considered while evaluating each of the submitted proposals. The main factors that will be considered in this regard are:

- Ability of the bidder to demonstrate understanding and knowledge of systems requested by this RFP.
- Demonstrated successful implementation of similar projects or major projects related to banking and financial solutions.
- Quality and capability of the project assigned personnel, this includes technical qualifications, and knowledge of the same or similar business area.
- Satisfaction of existing customers and demonstrated record of customer support.

6.1.4   Quality of Services

Bidders' plans and execution procedures showed a high level in providing high-quality services as requested by this RFP. The main factors that will be considered in this regard are:

- Project implementation schedule and milestones.
- Documentation and proposed training programs.
- Commitment to interface with TNB currently running applications.
- Plans for the availability of local support during and after the system being installed.
- Availability of call center or any other means for logging calls, getting the necessary support, and reporting errors/problems related to the system.
- Bidder response time based on the severity of logged calls.
- Bidder's ability to support system outside regular working hours and in case of contingency.

6.1.5   Financial Data

Following financial issues will be considered while evaluating proposed solutions:

- financial proposal.
- Projected implementation, training, and operational costs.
- Cost of an annual maintenance contract.
- Cost of optional future services.
- The financial strength of the bidder and subcontractors.

6.1.6   Others

TNB reserves the right to request additional information from a bidder in reviewing the selection criteria and considering any other criteria that the evaluation team considers relevant.

6.2   Timetable

The following timetable and conditions will apply to this RFP and the evaluation: The RFP will be issued to a list of selected vendors on 24/06/2025. The bank will receive all final bids No later than 23/07/2025.

A selected shortlist of the vendor(s) may be invited to make a presentation to Bank management at a date and location determined by the bank.

7   Technical Section

7.1   Introduction

The National Bank seeks an intranet solution to help TNB to fulfill technical and security needs.

The vendor's proposal should include details regarding the proposed solution.

- **Compliance sheet Table 1**
  - The following outlines the technical specifications of the required solution. The Proposer must clearly mention whether it meets the specification in one of the following:
    - **Y**: Stands for 'Yes; if the vendor proposed solution complies with the requirement.
    - **N**: Stands for 'No'; if the vendor proposed solution doesn't comply with the requirement.

      P: Stands for 'Partial'; if the vendor proposed solution partially complies with the requirement, more details should be filled in the detailed response field next to the Response type (other than N, P, F) The Proposer must clearly provide the following.

    - **The bidder should attach the supportive document for each point if needed.**

The Proposals shall be considered no responsive if the following are not fully filled.

Table 1: Compliance Sheet

No.	Classification	Requirements	Compliance (N/P/F)	Detailed Response
A	**M/O**	**Hardware**		
A1	M	**Web Servers:** Must meet performance benchmarks for high traffic environments.		
A2	M	**Load Balancers**: Ability to distribute traffic across multiple servers and scale automatically based on demand.		
A3	M	**Database Servers:** Compliance with data security and database integrity standards (e.g., PCI-DSS, GDPR).		
A4	M	**Storage**: Compliance with industry storage standards (e.g., data encryption, GDPR, PCI).		
A5	M	**Database Service**: Ensure alignment with banking industry compliance (e.g., SOC2, GDPR, PCI-DSS).		
A6	M	**Backup Servers & Storage:** Automated daily backups to cloud storage (Amazon S3, Azure Blob, etc.) with multi-region redundancy.		
A7	M	**Disaster Recovery Site:** Use cloud disaster recovery services or set up a secondary data center to ensure business continuity.		
A8	M	**Monitoring Tools:** Use tools like AWS CloudWatch, Azure Monitor, or third-party solutions to monitor server and application performance.		
A9	M	**Log Management:** Implement log management solutions such as ELK Stack, Splunk, or cloud-native logging services for audit and compliance.		
A10	M	**Elastic Scalability**: Cloud infrastructure should support auto-scaling for compute instances and storage to handle variable workload		
A11	M	**Future Growth**: Hardware solutions must support future scalability to handle projected growth in data volume and user traffic.		
B		**Software**		
B1	M	**Content Management System (CMS):** The CMS should be flexible and user-friendly for non-technical teams to manage website content (e.g., WordPress, Drupal, Contentful, Strapi or custom solution).		

B2	M	**Web Development Framework:** The front-end should be developed using a modern framework like React, Angular, or Vue.js for performance and scalability.		
B3	M	**Back-End Framework:** Use a scalable back-end framework like Node.js, Django, or Spring Boot for building robust APIs and handling heavy traffic.		
B4	M	**Database:** The database should support high availability and scalability (e.g., MySQL, PostgreSQL, MongoDB, or cloud-native solutions like Amazon RDS, Azure SQL)		
B5	M	**Web Application Security:** Use security tools for securing the application, such as Web Application Firewalls (WAF), Anti-CSRF, Anti-XSS, and encryption libraries (e.g., SSL/TLS).		
B6	M	**Cloud Service Platform:** The cloud services should be provisioned on a trusted platform like AWS, Azure, or Google Cloud, with a focus on performance, compliance, and security.		
B7	M	**Cloud Automation & Orchestration:** Use automation tools for infrastructure management, provisioning, and scaling (e.g., Terraform, CloudFormation, Ansible)		
B8	M	**Cloud Security Tools**: Use cloud-native security services (e.g., AWS Shield, Azure Security Center) for threat detection, vulnerability management, and DDoS protection.		
B9	M	**CI/CD Tools:** Implement Continuous Integration and Continuous Deployment tools (e.g., Jenkins, GitLab CI, CircleCI) for automated build, test, and deployment pipelines.		
B10	M	**Version Control System:** Use a robust version control system like Git for source code management and collaboration (e.g., GitHub, GitLab, Bitbucket).		
B11	M	**Application Monitoring:** Implement application monitoring tools (e.g., New Relic, Datadog, AppDynamics) to track performance and application health		
B12	M	**Load Testing:** Use load testing tools (e.g., Apache JMeter, LoadRunner) to simulate high traffic loads and ensure system performance under stress.		
B13	M	**Performance Optimization:** Implement tools for optimizing website performance, including CDNs, image optimization, and caching solutions (e.g., Cloudflare, Akamai, Varnish).		
C		**General Requirements**		
C1	M	**Ease of modification and development:** Utilize a Low-Code platform that supports customization without extensive coding		
C2	M	**User-friendly interface**: An intuitive admin panel for easy management.		
C3	M	**Responsive design:** Ensures compatibility across devices (mobile, tablet, desktop)		

C4	M	**SEO-Friendly:** Optimized for search engines to enhance visibility in Google search results.		
C5	M	**Integration with live chat tools**: Such as Drift, Intercom, Zendesk Chat.		
C6	M	**Role-based Access Control (RBAC):** Define what each role can view, edit, or manage		
C7	M	**Custom Permissions**: Allow the administrator to create specific access levels if needed.		
C8	M	**Two-Factor Authentication (2FA):** Enhance security for admin and advertiser accounts		
C9	M	**Audit Logs:** Track changes and actions performed by different user roles.		
C10	M	**Fast technical support**: From the platform provider.		
C11	M	**Regular updates**: To enhance performance and security.		
C12	M	**Support for APIs**: Enables seamless integration with any system.		
C13	M	The Bidder is required to provide TNB with one or more of the required Solutions along with the full technical compliance and illustrate that in the Technical Proposal.		
C14	M	Describe in detail the information needed from TNB to implement the project		
C15	M	In his responses to the RFP, the Bidder should offer the latest technology for the Solution.		
C16	M	The Bidder should attach a sheet that includes the Solution/Software/Product Dates of: End of Sale, End of Support, and End of Life.		
C17	M	If there is an existing solution, the Bidder should include a Migration Phase in the project as part of the engagement/proposal.		
C18	M	It is the Bidder's responsibility to provide TNB with a clear and comprehensive scope of work that adheres to the technical requirements mentioned and fulfills TNB's needs.		
C19	M	The solution should have a built-in management feature that allows support teams to create and manage custom interface.		
C20	M	Newsletter connected to the email system for sending regular updates and content		

C21	M	Flexible and dynamic dashboard: easy to use, supports content copy/paste, and automatically adjusts image dimensions		
C22	M	Campaign Archiving System: Allows storing, categorizing, and retrieving past marketing campaigns		
C23	M	Ability to add/remove content, images, sliders, banners, etc., on each page		
C24	M	Multilingual Interface: Full support for Arabic and English with direct language switch		
C25	M	Ability to manually create and customize lead capture forms across different pages		
C26	M	Marketing Analytics Tools Integration: Support for embedding and visualizing analytics related to campaigns and user interaction		
C27	M	Popup screens: Ability to trigger popup messages for announcements, promotions, or notifications		
D		**Digital Initiative Showcase**		
D1	M	Display digital initiatives with detailed descriptions, images, and videos		
D2	M	Categorize initiatives for easy navigation (e.g., banking services, community programs, technology updates).		
D3	M	Enable users to search for initiatives by keywords		
D4	M	Provide user feedback mechanisms (e.g., ratings, comments, surveys).		
D5	M	Each initiative should have a dedicated page with a title, description, images/videos, related documents (PDFs), and links to external resources.		
D6	M	Users should be able to filter initiatives by category and tags.		
D7	M	A search bar should allow users to search for initiatives by keywords.		
D8	M	Search results should display relevant initiatives with snippets of information.		

D9	M	Image/Video Gallery: Allow users to browse images and videos related to the initiative.		
D10	M	Downloadable Resources: Provide downloadable PDFs or other documents.		
D11	M	Interactive Maps/Visualizations (if applicable): Display geographic data or other visualizations.		
D12	M	Users should be able to rate initiatives using a star rating system.		
D13	M	Users should be able to leave comments on initiative pages.		
D14	M	Users should be able to participate in surveys related to specific initiatives.		
D15	M	Feedback and survey results should be displayed (with moderation if required).		
E		**Feature Flexibility**		
E1	M	The website should support Modular architecture for easy integration of new features.		
E2	M	The website should support API-driven design to support future integrations and extensions.		
E3	M	The website should have Content Management System (CMS) that allows for adding new content and features without extensive coding		
E4	M	New features should be implemented as independent modules.		
E5	M	Modules should be easily plugged in and out of the website.		
E6	M	The website should support Plug in system for widgets.		
E7	M	The website should have Ability to add new content types to the CMS.		
E8	O	The website should integrate with a headless CMS.		
E9	M	The CMS should provide a user-friendly interface for content management.		

E10	M	Content changes in the CMS should be reflected immediately on the website.		
F		**Dynamic Design Updates**		
F1	O	The website should support Theme-based design system for rapid visual updates.		
F2	O	The website should have Ability to switch themes or apply design changes based on specific dates or events (e.g., national holidays).		
F3	M	The website should have Visual editor for non-technical users to make design adjustments.		
F4	O	The website should support multiple themes.		
F5	O	The website should support Theme preview functionality.		
F6	O	The website Scheduled theme changes.		
F7	M	The website should include a visual editor for changing colors, fonts, and layouts.		
F8	M	The editor should provide a drag-and-drop interface.		
F9	M	Changes made in the editor should be reflected in real-time.		
F10	M	Optimize content and layouts for smaller screens.		
F11	M	Use responsive design techniques to adapt to different screen sizes.		
F12	M	**Accessibility:** The website should support WCAG compliance to ensure accessibility for users with disabilities.		
F13	M	**Multilingual Support:** The website should Support for multiple languages to cater to a diverse audience.		
F14	M	Support for visually impaired users: including zoom capability, audio assistance, and color-blind-friendly modes.		
G		**Search Functionality**		
G1	M	The website should include Robust search functionality to search all website content.		

G2	M	Develop a keyword strategy that targets both short-tail and long-tail keywords.		
G3	M	Categorize keywords by page and content type.		
G4	M	Analyze competitor keyword strategies.		
G5	M	Use keyword research tools (e.g., Google Keyword Planner, SEMrush, Ahrefs).		
G6	M	Conduct thorough keyword research to identify relevant search terms related to digital banking services, AI, chatbot, and core banking integration.		
H		**Contact/Feedback Form**		
H1	M	The website should support Easy-to-use contact and feedback forms.		
H2	M	The website should have the capabilities to integrate with digital call center such as call scheduling, live chat escalation, and potential integration.		
I		**Non-Functional Requirements**		
		Performance:		
I1	M	Fast page load times .		
I2	M	Responsive design for optimal viewing on all devices.		
I3	M	Scalability to handle increasing traffic.		
		Reliability:		
I4	M	High uptime and availability.		
		Maintainability:		
I6	M	Clean and well-documented code.		
I7	M	Easy to update and maintain.		
		Scalability:		
I8	M	Horizontal Scaling: Adding more servers to handle increased traffic		

I9	M	Vertical Scaling: Upgrading server resources (CPU, RAM).		
I10	M	Load Balancing: Distributing traffic across multiple servers.		
I11	M	Caching (Redis, Memcached): Caching data to reduce database load.		
J		**AI Capabilities**		
		AI Integration		
J1	M	AI-powered chatbot: To enhance user engagement and support.		
J2	M	Integration with live chat tools: Such as Drift, Intercom, Zendesk Chat.		
J3	M	User Usage analysis: To improve customer experience.		
		Data Analytics and Insights		
J10	M	Use AI to analyze user data and generate insights into spending habits and financial trends		
J11	M	Provide interactive dashboards and visualizations.		
J12	M	Generate personalized financial reports.		
K		**Information Security**		
K1	M	Ensure the entire website is served over HTTPS using an SSL/TLS certificate.		
K2	M	Implement rate limiting for critical APIs and use CAPTCHA on forms and comment sections.		
K3	M	Implement a transparent privacy policy and ensure compliance with privacy regulations.		
K4	M	The website should be built using secure coding practices, and the vendor should provide a certificate proving this.		
K5	M	The website should be developed in a secure manner, adhering to the OWASP Top 10.		
K6	M	Validate all user input (e.g., form submissions, comments) to prevent malicious code injection.		
K7	M	Security headers should be implemented based on the best practices.		

K8	M	Session management and secure cookies should be implemented.		
K9	M	Auditing and logging should be enabled.		
K10	M	The application and operating system should be free of vulnerabilities and patched to the latest version.		
K11	M	The application and operating system should comply with the CIS benchmark for secure configuration.		
K12	M	Implement strong authentication mechanisms for users, such as robust password policies and multi-factor authentication (MFA).		
K13	M	Role management and access control should be enforced.		
K14	M	The website should not conflict with TNB security control tools, such as EDR, Micro segmentation, FIM, and compliance management		
K15	M	The website should support any platform, whether cloud-based (Azure, AWS, etc.) or on-premises.		
K16	M	If the setup is on a cloud platform, the following requirements are needed (and these may be addressed in separate RFPs based on the cloud provider): • Web Application Firewall (cloud-based) • L7/L3 DDoS Protection • Key management solutions to protect private keys.		
M		**SEO Requirements**		
M1	M	The website should have Keyword research and optimization for search engines.		
M2	M	**Title Tags:** Each page should have a unique and descriptive title tag that includes relevant keywords.		
M3	M	**Meta Descriptions:** Each page should have a concise and compelling meta description that encourages clicks.		
M4	M	**Header Tags (H1-H6):** Use header tags to structure content and incorporate relevant keywords.		
M5	M	**URL Structure:** Create SEO-friendly URLs that are descriptive and include keywords.		
M6	M	**Image Optimization:** Optimize images with descriptive alt text that includes keywords.		
M7	M	**Content Optimization:** Create high-quality, informative, and engaging content that incorporates relevant keywords naturally.		

M8	M	**Internal Linking:** Implement a strategic internal linking structure to improve page authority and navigation.		
M9	M	**Schema Markup:** Implement schema markup (e.g., JSON-LD) to provide search engines with structured data about the website's content.		
M10	M	**Mobile Optimization:** Ensure the website is mobile-friendly and responsive.		
M11	M	**Page Speed Optimization:** Optimize page load speed by compressing images, minifying code, and using a CDN.		
M12	M	**Canonical Tags:** Implement canonical tags to prevent duplicating content issues.		
M13	M	**XML Sitemap:** Create and submit an XML sitemap to search engines.		
M14	M	**Robots.txt:** Create and configure a robots.txt file to control search engine crawling.		
M15	M	**HTTPS:** Ensure the website uses HTTPS for secure data transmission.		
M16	M	**Site Architecture:** Design logical and crawlable site architecture.		
M17	M	**404 Error Handling:** Implement custom 404 error pages.		
M18	M	**301 Redirects:** Implement 301 redirects for moving or deleted pages.		
M19	M	**Core Web Vitals:** Optimize for Core Web Vitals (Largest Contentful Paint, First Input Delay, Cumulative Layout Shift)		
M20	M	**Indexation Monitoring:** Monitor website indexing using Google Search Console.		
M21	M	The CMS should allow for easy editing of title tags, meta descriptions, and header tags.		
M22	M	The CMS should automatically generate SEO-friendly URLs.		
M23	M	The CMS should support schema markup implementation.		

M24	M	The CMS should be able to create and manage XML sitemaps.		
M25	M	Implement Google Analytics and Google Search Console.		
M26	M	Track key SEO metrics, such as organic traffic, keyword rankings, and backlinks.		
M27	M	Generate regular SEO reports and analyze data to identify areas for improvement.		
M28	M	Monitor keyword ranking changes.		
M29	M	Monitor crawl errors.		
M30	M	Monitor website backlinks using backlink analysis tools.		
M31	M	Implement a link building strategy that focuses on earning high-quality, relevant backlinks.		
N		**API Specifications**		
S1	M	**RESTful API Design:** Adhering to RESTful API principles.		
S2	M	**API Endpoints:** Detailed documentation of all API endpoints.		
S3	M	**Request/Response Formats (JSON):** Defining the data formats for API communication.		
S4	M	**Error Handling:** Defining error codes and messages.		
S5	M	The website should expose a well-documented RESTful API.		
S6	M	The API should support authentication and authorization.		
S7	M	The API should provide endpoints for accessing and manipulating website data.		
O		**Design Specifications**		
O1	M	**Wireframes:** Low-fidelity wireframes for layout and navigation.		
O2	M	**Mockups:** High-fidelity mockups for visual design and user interface.		
O3	M	**Style Guide:** Consistent branding, typography, and color palette.		

O4	M	**Responsive Design:** Design for optimal viewing on desktops, tablets, and mobile devices.		
O5	M	**Dynamic Theme Implementation:**		
O6	M	**CSS Variables/Custom Properties:** Using CSS variables for theme customization.		
O7	M	**JavaScript Theme Switching:** Implementing JavaScript logic for dynamic theme changes.		
O8	M	**Theme Storage:** Storing user theme preferences in local storage or cookies.		
O9	M	**Scheduled Theme Changes:** Automatically switching themes based on dates or events.		
O10	M	**Accessibility (WCAG 2.1 AA Compliance):**		
O11	M	**Semantic HTML**: Using semantic HTML elements		
O12	M	**ARIA Attributes:** Adding ARIA attributes for assistive technologies.		
O13	M	**Keyboard Navigation**: Ensuring keyboard accessibility.		
O14	M	**Image Alt Text**: Providing descriptive alt text for images		
O15	M	**Color Contrast:** Meeting color contrast requirements.		
P		**Chatbot Integration:**		
	M	**Natural Language Processing (NLP):**		
P1	M	Implement an NLP-powered chatbot to understand user queries and provide relevant responses.		
P2	M	Support multiple languages and dialects.		
P3	M	Enable users to interact with the chatbot using voice or text.		
	M	**Service Assistance:**		
P4	M	Provide chatbot assistance for service onboarding, troubleshooting, and FAQs.		
P5	M	Guide users through common banking tasks.		

P6	M	Provide real-time account information and transaction details.		
	M	**Personalized Support:**		
P7	M	Use AI to personalize chatbot interactions based on user history and preferences.		
P8	M	Provide proactive support and recommendations.		
P9	M	Escalate complex queries to human agents.		
Q		**Testing**		
Q1	M	**Unit Testing (Jest, Mocha):** Testing individual components and functions.		
Q2	M	**Integration Testing (Cypress, Testing Library):** Testing the interaction between different components and modules.		
Q3	M	**End-to-End Testing (Cypress, Selenium):** Testing the entire application flow.		
Q4	M	**Performance Testing (Lighthouse, WebPageTest):** Measuring website performance.		
Q5	M	**Accessibility Testing (axe, WAVE):** Checking for accessibility issues.		
Q6	M	**Automated Testing:** Integrating testing into the CI/CD pipeline.		
R		**Design System**		
R1	M	The Website should support a Component-based design system for consistent UI and rapid updates.		
R2	O	The Website should have Theme management for easy visual customization.		
R3	M	Breaking down the UI into atomic elements.		
S		**Version Control**		
X1	M	**Git Workflow:** A defined Git workflow (e.g., Gitflow) for managing code changes.		

X2	M	**Code Reviews:** Mandatory code reviews before merging changes.		
X3	M	**Branching Strategy:** A clear branching strategy for development, testing, and production.		
T		**Low-Code Environment**		
Y1	M	**Support for popular platforms**: Such as **Bubble, OutSystems, Mendix, Webflow**, etc.		
Y2	M	**Drag-and-drop functionality**: To simplify page creation and design.		
Y3	M	**Custom code support**: Allows advanced modifications when necessary.		
Y4	M	**Pre-built templates**: That can be customized to speed up development.		
U		**Warranty and Support**		
U1	M	The bidder is required to provide comprehensive on-site support (professional service) for all services supplied during the warranty period.		
U2	M	The direct support from the manufacturer (mother company) is in addition to the support required from the bidder does not relieve the bidder from any service/ support obligations.		
U3	M	All provided solution components (SW, licenses) are officially licensed and included in support by the bidder and mother company		
U4	M	The bidder should provide 3 years warranty period and at least 2 years as paid support if the TNB decides to sign a contract.		
U5	M	Support must be from Mother company Remotely and Local onsite Support (professional service) from your Company.		
U6	M	The Bidder is responsible for Patches, updates, upgrade system and bug fixes during the free Warranty period and post warranty period to latest version and when the mother		

		company published it without any additional cost including major or minor changes.		
U7	M	The Support available from Mother Company and Local Company must include the ability to accept maintenance calls on 24X7X365 basis; the ability to assign a case ID immediately on receipt of call; the ability to Respond within one hour day from local company Commissioning from the time of notification.		
U8	M	All items delivered in this RFP must register in mother company for TNB if applicable		
U9	M	Warranty and support start after the final acceptance from TNB.		
U10	M	The vendor must indicate the Annual cost of Licenses and Subscription fees and support for the solution (after the 3 years period which included in the offer)		
U11	M	Post warranty after free warranty must include mother company and Your Company Local Onsite Support (professional service) on SW and licensing.		
U12	M	Support from the mother company should be 24x7 (Parts/ Labor/ Onsite) for three years if applicable.		
U13	M	The price should include professional services from a local company for three years.		
U14	M	The bidder must agree on the SLA as Appendix #1		
U15	M	Provide at least 5 years roadmap for the solution.	Document	
V		**Documentation**		
V1	M	Bidder will provide a platform user manual in the English language.	Document	
V2	M	The Bidder will provide a platform user manual in the Arabic language.	Document	
V3	M	Bidder should provide TNB upon the completion of the project with full detailed documentation and design drawings for all items in this RFP.		

V4	M	Bidder should provide an initial project plan	Document	
V5	M	Bidder should provide HLD for the platform component architecture	Document	
V6	M	Bidder should provide detailed project plan after the initial kick off.		
V7	M	Bidder should provide an Installation guide manual.		
W		**Training**		
W1	M	The bidder should provide a detailed training plan outlining the documentation to be delivered, training goals, learning objectives, and learning methods.		
W2	M	The bidder will provide different training types: • End-User Training • Administrator Training • Development training		
W3	M	As part of the implementation, the training session will be conducted onsite.		
W4	M	The trainees are qualified enough and speak both English and Arabic Languages.		
W5	M	The financial offer should include all cost items from the bidder side such as but not limited to (trainer fees, travel, trainer tools).		
W6	M	Vendor MUST provide knowledge transfer and on job coaching after final acceptance		
W7	M	The bidder should provide complete documentation for each training type: training materials, objectives, and learning methods.		
W8	M	The bidder should describe the training materials that will be used during the training courses.		
X		**Company Profile & Experiences**		
X1	M	The Bidder should attach authorized Partnership and level of partnership letters from their mother company.	Document	
X2	M	The bidder should describe generally the company background and experience.	Document	

X3	M	The bidder should provide an implementation team that is certified and experienced in this kind of project. Attached CV's and certifications	Document	
X4	M	References showing previous similar implementations of the proposed systems with references.	Document	
X5	M	Who will implement the solution? The mother company engineer or a local engineer, or both?	M, L, B	
X6	M	The bidder should attach a list of their experienced customers with references.	Document	
X7	M	The bidder should accept the penalty clause.	N, P, F	
X8	M	The bidder should accept the Conflict-of-interest statement attached.	N, P, F	
X9	M	The bidder shall identify all risks to the project and specify proposed risk management and mitigation plan.	Document	
X10	M	A summary of international standards and/or proprietary or Bidder-specific security standards to be used is required.	Document	
X11	M	The bidder must protect against the accidental or deliberate abuse or compromise of TNB resources.	N, P, F	
X12	M	The bidder should provide TNB with a brief understanding of the requirements.	Document	
X13	M	Provide Quality Assurance mechanism and plan.	Document	
X14	M	The bidder should provide List of Project Deliverables	Document	
X15	M	The bidder should provide standard agreement terms in bidder contract	N, P, F	
X16	M	The bidder should provide a Project Communication plan	Document	
X17	M	The bidder should assign a dedicated and qualified project Manager to manage all project aspects.	Reference with CV	
X18	M	The bidder should comply with TNB payment terms.	N, P, F	
X19	M	The Implementation process should be performed in phases while coordinating with the TNB team.	N, P, F	
X20	M	After completing the implementation, the handling team should monitor all solutions and services for three months to guarantee operation integrity.	N, P, F	
X21	M	Bidder should provide financial statements for the last 3 years.	Document	

X22	M	The bidder should provide an expected delivery date	Duration	
X23	M	Provide TNB with the used Standard Agreements and Contracts	Document	
Y		**Help Desk & Support**		
Y1	M	What is the location of the nearest support center?		
Y2	M	What are the hours of support for each day of the week?		
Y3	M	Describe how support will be handled on holidays.		
Y4	M	What is the average time for resolving a critical problem?		
Y5	M	What is the average time for resolving a non-critical problem?		
Y6	M	Describe the process for escalating unanswered or critical problems, the number of escalations levels, whether issues are automatically escalated after a set time.		
Y7	M	Does a third party handle any part of the support?		
Y8	M	How many people are employed at your help desk?		
Y9	M	Describe your approach to delivering 24X7 support to a company.		
Y10	M	Is remote diagnostic support available? If so, describe how it works?		
Y11	M	Do you provide e-mail-based support?		
Y12	M	Do you provide web-based automated problem systems access?		
Y13	M	What is the average length of experience with your platform?		
Y14	M	Can you provide Local Support?		
Y15	M	When there's a new platform version/release, then TNB will be upgraded automatically with no extra fees as part of the support and maintenance agreement?		
Y16	M	Vendor should establish a clear notification way about planned outages		
Y17	M	The bidder will give the needed support to extract the available data in case of migration to other platforms		
Z		**General (Bidder)**		

Z1	M	Describe in detail the information needed from TNB to implement the project		
Z2	M	In his responses to the RFP, the Bidder should offer the latest technology for the Solution.		
Z3	M	The Bidder should attach a sheet that includes the Solution/Software/Product Dates of: End of Sale, End of Support, and End of Life.		
Z4	M	If there is an existing solution, the Bidder should include a Migration Phase in the project as part of the engagement/proposal.		
Z5	M	The Bidder must arrange for a call/meeting with the mother company/vendor.		
Z6	M	It is the Bidder's responsibility to provide TNB with a clear and comprehensive scope of work that adheres to the technical requirements mentioned and fulfills TNB's needs.		
Z7	M	The Bidder (with the concerned TNB staff) should fully test the Solution.		
Z8	M	The Bidder must enable and configure all features in the Solution.		
Z9	M	The Bidder should provide a diagram illustrating the basic operational workflows of the solution		
Z10	M	The Bidder should provide a diagram that identifies the various components of the platform.		

7.2   Tender General Terms

- The corresponding software provided to the bank shall be in support and upgradeable for 10 years minimum from the installation date.
- The vendor shall provide the expected delivery date for the complete solution.
- The vendor should provide the latest version of the solution. The bidder would be responsible for replacing the out-of-support, out-of-service, and end-of-life modules, and undersized and malfunctioning software/modules due to any malware attack, post-implementation of solution at no extra cost to the bank.
- The bank has the right to perform all kinds of activities with the Test of the solution; the activities would include and not be limited to security testing, functional testing, integrity testing, stress testing, etc. Any issue that arises from the tests would be fixed by the vendor within the time specified by the bank. The vendor shall support the bank or its representatives in performing

- The successful bidder should provide end-to-end solutions and implementation.
- As part of the deliverables, it is expected that the successful bidder will provide & install all the software and other utilities required for facilitating TNB managed services with the latest security standards without any extra cost.
- The successful bidder shall provide the bank with all the test cases and security controls implemented on the solution. The successful bidder will update or enforce additional security measures directed by the bank at no extra cost.
- The vendor should provide a detailed project plan for installation, testing, and commissioning after the bid.
- The vendor should provide a detailed description of their proposed solutions' technologies, features, and functionalities.
- The vendor shall integrate and configure the offered solution together, and the integration with TNB's existing Network and Security setup deployed at Primary & Recovery Data Centers in coordination. The configuration of the supplied solution and corresponding tools should be done in consultation with TNB's IT team in Palestine.
- The solution offered should be Comprehensive, Easy to Deploy, Robust, Scalable, Secure, Reliable, and Zero latency.
- Hard/Soft copies of the technical and financial offer (softcopy of the proposal should be in MS Word format).
- The vendor must demonstrate organizational capabilities to ensure timely implementation of activities.
- Vendor not meeting the eligibility criteria or not submitting proof of the same; shall be disqualified for this tender.

8 Understanding The National Bank Requirements

- The vendor must provide pricing for the services of the proposed solution.
- The vendor must be aware that the specifications detailed in this RFP are minimum requirements. Should the vendor choose to exceed the requirements, the vendor must indicate how the requirements are exceeded.

9 Care and Responsibility

The vendor must undertake all other work in a manner that does not disrupt the National Bank network or business operation.

10 Commercial Arrangements

This section outlines the instructions to be followed by the vendor in providing pricing for the services described in this RFP. The vendor must complete and submit all applicable pricing schedules, and the vendor must clearly state all terms and conditions associated with the proposed prices.

The National Bank has several expectations of each vendor regarding its pricing of the services included in this RFP. These include:

- The vendor will submit and provide the best market rates available for the project requirements.
- The National Bank further expects that the vendor will not include sub- or per-service Minimum Commitments in its proposal.

Submission of bids.

11 Conflict of interest

- A Bidder shall not have a conflict of interest that may affect the selection process or the solution delivery. Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Purchaser shall forfeit and appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to the Purchaser for, inter alia, the time, cost and effort of the Purchaser including consideration of such Bidder's Proposal, without prejudice to any other right or remedy that may be available to the Purchaser hereunder or otherwise.

- The Purchaser requires that the vendor provides solutions which always hold the Purchaser's interest's paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The Systems vendor shall not accept or engage in any assignment that would conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the Purchaser.

- A Bidder shall be deemed to have a Conflict of Interest affecting the Selection Process, if:
  o The Bidder, its consortium member (the "Member") or Associates (or any constituent thereof) and any other Bidder, its consortium member or Associate (or any constituent thereof) have common controlling shareholders or other ownership interest.
  o A constituent of such Bidder is also a constituent of another Bidder.
  o Such Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate.
  o Such Bidder has the same legal representative for purposes of this Application.
  o Such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each other's information about, or

to influence the Application of either or each of the other Bidder.

- o A firm hired to provide System Integration/Turnkey solutions for the implementation of a project, and its members or Associates, will be disqualified from subsequently providing goods or works or services related to the same project.

- o There is a conflict between this and other vendor solution assignments of the Bidder (including its personnel and other members, if any) and any subsidiaries or entities controlled by such Bidder or having common controlling shareholders. The duties of the vendor will depend on the circumstances of each case. While providing software implementation and related solutions to the Purchaser for this assignment, the vendor shall not take up any assignment that by its nature will result in conflict with the present assignment.

12 Appendix 1

Annex: (SLA) From Local Company Engineers and From Mother Company according to what was purchased

Time to Respond:

· **Response Time:** This is the time that it takes support personnel to acknowledge the request and contact the customer. Response time does not reflect the resolution time or the start of the repair process.

The response time will be assigned for the reported case based on the severity of the situation, and please reference the following table for different severities and their respective response time

Severity	Response Time (form Local Company)
1	Up to 1 Business Hours
2	Up to 4 Business Hours
3	Up to Next Business Day

Time to Resolve:

· **Resolution Time:** This is the time that it takes to troubleshoot and resolve the reported problem.

1. Spare parts Replacement as below table

2. The company committed to working continuously until resolving the problem and to providing a workaround solution once requested by The National Bank.

Severity	Response Time
1	Up to 4 Business Hours
2	Up to 48 Business Hours
3	Up to 72 Business Hours

Severity Levels:

1. Severity level 1-Critical: Critical device is down, and the unit becomes nonresponsive, resulting in total disruption of work or other critical business impacts, and No workarounds are available.

2. Severity level 2-Serious: Major feature/function failure—Operations are severely restricted, and a workaround is available.

3. Severity level 3-Medium: Minor feature/function failure—Solution does not operate as designed, minor impact on usage, acceptable workaround deployed.

13 Maintenance terms in Arabic

التزامكم بالشروط ادناه سواء خلال فترة الصيانة المجانية:

1. شراء الرخص والبرمجيات من الشركة الأم باسم البنك الوطني / فلسطين وتزويد البنك بمعزز خطي يثبت ذلك.

2. تسجيل الرخص والبرمجيات لدى الشركة الأم باسم البنك الوطني / فلسطين واضافتها على ال Account الخاص بالبنك.

3. صيانة البرمجيات وكافة ملحقاتها وتقديم دعم فني محلي لها (Professional Service (local Support وعمل التحديثات اللازمة عليها وحل جميع المشاكل المتعلقة بها.

4. إرسال مهندس مختص من مهندسي الشركة عند حدوث أي عطل أو خلل في البرمجيات المذكورة الى مكان وجودها خلال مدة أقصاها (4 ساعات في الحالات العادية و ساعة واحدة في حالات الطوارئ و الخطيرة) وذلك من لحظة تبليغ البنك للشركة سواءً في ساعات الدوام الرسمي او بعدها او في نهاية الاسبوع او ايام العطل و المناسبات الرسمية، وإذا لم يتم اصلاح العطل وكان العطل شامل فان الشركة تلتزم بتأمين البرمجيات بديلة بدون مقابل ليتمكن البنك من انجاز عمله ريثما يتم إصلاحها ولضمان استمرارية العمل دون انقطاع وعلى ان يتم توفير البرمجيات حسب المدة التي ذكرت أعلاه اذا كانت موجودة في مخازن الشركة اما اذا لم تكن موجودة لديهم يجب على الشركة الالتزام ب الـ(SLA.)

5. في حال حدوث عطل كلي في البرمجيات المشمولة عطلا كاملا لا يمكن اصلاحه تتكفل الشركة بتوريد وتركيب برمجيات جديدة على نفقة الشركة، بنفس مواصفاتها أو أعلى بدون تحمل البنك أي تكاليف.

6. عمل جميع الإعدادات والتعديلات على البرمجيات بناءً على طلبات البنك ومتطلبات العمل.

7. عمل برمجة أو تغيير للبرمجة أو عمل تحديثات وحسب متطلبات العمل او طلب البنك، وان تقوم الشركة بعمل كافة الاعدادات والتحديثات التي ترد من الشركة الام بعد اخذ موافقة البنك عليها.

8. متابعة الشركة الأم لحل المشاكل أو المساعدة في الحالات التي تتطلب ذلك.

9. تقديم الدعم الفني المطلوب سواء عن طريق الدخول عن بعد أو الحضور الى الموقع في ساعات الدوام الرسمي أو بعد ساعات الدوام الرسمي، وفي الاعياد والمناسبات الرسمية حسب الـ(SLA.)

10. إرسال مهندس مختص الى مكان وجود البرمجيات للقيام بصيانه وقائية لها بصورة دورية كل ثلاث شهور، بحيث يتضمن ذلك فحصها بشكل كامل وبيئة عملها والبرمجة الخاصة بها والكشف المسبق عن وجود أي أخطاء أو مشاكل وحل تلك المشاكل وعمل فحص دوري ومراجعة جميع إعدادات في كل زيارة والتأكد من عملها.

11. تلتزم الشركة بال (SLA) المرفقة.

12. في حال حدوث أي عطل تتكفل الشركة بالحفاظ على البيانات والاعدادات وعدم ضياعها وعدم اجراء أي تعديلات عليها الا بعد الرجوع للبنك.

13. الحفاظ على سرية المعلومات والبيانات الموجودة على البرمجيات وتوقيع اتفاقية سرية المعلومات المعتمدة من قبل البنك، في حال كانت الشركة غير موقعة لهذه الاتفاقية سابقا.

14. توفير جميع المواد الضرورية لأعمال الصيانة والدعم الفني ويكون استبدالها على نفقة الشركة.

15. في حال تخلف الشركة عن اصلاح الخلل خلال الفترة المحددة يحق للبنك الاستعانة بطرف ثالث لمعالجة المشكلة وتحميل الشركة كافة التكاليف المترتبة على ذلك.

16. عمل برمجة لكافة التقارير المطلوبة من طرف البنك واي اعدادات يتم طلبها من طرف البنك ايضاً.

17. عمل كافة الاعدادات التي تتماشى مع الـPCI DSS.

18. تطبيق الـ technical control الخاصة بالبنك على الأنظمة الموردة، بالإضافة الى تطبيق كافة المعايير الأمنية الموصى بها وحسب الـ."best practice + CIS Benchmarks"

19. تزويد البنك بالوثائق.Documentation of Configuration, Design & Operations Manuals

20. الالتزام بتطبيق كافة البنود الواردة في عرضكم والمراسلات اللاحقة بالإضافة الى ما ورد في الـ (Compliance sheet) والملحقات الخاصة بهذا المشروع.

21. حل كافة الثغرات الأمنية التي توجد على البرمجيات طوال فترة الصيانة المجانية والصيانة المأجورة، وفي حال عدم قدرة الشركة على حل هذه الثغرات تزويد البنك بما يفيد ذلك من الشركة الأم.

22. عمل اللازم لربط البرمجيات الموردة مع كافة الخوادم والأنظمة الموجودة في البنك وحسب ما يتم الاتفاق عليه في مرحلة الـ(Gap Analysis) .

23. ربط البرمجيات مع الـ (Active Directory) وذلك بهدف إضافة المستخدمين ومدراء الأجهزة والبرمجيات، بالإضافة الى ربطها مع الـ (Mail servers) لتمكين الأجهزة والرخص من ارسال تنبيهات عبر البريد الالكتروني، وربط الأجهزة والرخص ايضاً مع الـ(NTP,SNMP, Syslog Server) .

24. تنصيب أحدث نسخة لنظام التشغيل والبرمجيات الموصي بها من الشركة الأم.

25. تفعيل خاصية التشفير على ما تم توريده بالمشروع إذا كانت الأنظمة تدعم ذلك.

26. على الشركة تزويد البنك بما يستوجب أخذ نسخة احتياطيه له لغايات استخدامها لأي طوارئ قد تحدث أثناء تركيب ما تم توريده بالمشروع.

27. تتكفل الشركة بتوفير أي قطع و/أو رخص و/أو أجهزة و/أو برمجيات إضافية قد تلزم لتركيب وتشغيل ما تم توريده بالمشروع وحسب الأصول مجاناً.

28. عمل الفحوصات اللازمة لكل ما تم توريده بالمشروع للتأكد من عملها حسب الأصول وبما يلبي احتياجات البنك.

29. التزامكم بالصيانة المجانية لكل ما تم توريده بالمشروع لمدة ثلاث سنوات من الشركة ومن الشركة الام تبدأ من تاريخ الاستلام النهائي وبدون ملاحظات بحيث تكون شاملة لقطع الغيار وأجور العمل والتنقل وكافة الملحقات في كافة المواقع التي تم التركيب فيها.

30. التزامكم بالمواصفات المذكورة في عرض سعركم وأن تعمل الأجهزة والرخص والبرمجيات والأنظمة بكفاءة عالية وبشكل ممتاز وفي حالة الاختلاف في أي بند من البنود يحق للبنك رفض الاستلام مع اعتبار التاريخ الفعلي للتسليم هو تاريخ توريد وتطبيق وتشغيل، وبرمجة الأجهزة، والرخص، والانظمة.

31. التزامكم بتزويد البنك بجميع المعلومات المتعلقة بالبرمجيات وتقديم كافة الوثائق التي ترد معها من الشركة الأم.

32. تفعيل كافة الخصائص والميزات المتوفرة في البرمجيات الجديدة بعد اخذ موافقة البنك عليها.

33. تلتزم الشركة بعمل تدريب لموظفي البنك من خلال مركز تدريب معتمد من الشركة الام.

34. يجب على الفريق الثاني الالتزام الكامل بكافة التعليمات واللوائح الصادرة عن سلطة النقد الفلسطينية المتعلقة بالنشاطات ذات الصلة.

35. يلتزم الفريق الثاني بتطبيق استراتيجيات فعالة لإدارة الحوادث والأزمات، وضمان وجود إجراءات دقيقة للإبلاغ عن الحوادث في الوقت المناسب.

36. يتعين على الفريق الثاني الحصول على موافقة المصرف المسبق على أي تعاقد من الباطن يتم بين مقدم الخدمة وأي أطراف أخرى.

37. يجب على الفريق الثاني التأكد من أن مقدم الخدمة لديه القدرة المالية الكافية لضمان استكمال التعاقد وتنفيذ التزاماته حتى في ظل الظروف الاقتصادية أو المالية الصعبة.

38. يجب على الفريق الثاني الإبلاغ فورا عن أي حدث يتعلق بخرق البيانات، وفقًا للمتطلبات المحددة من قبل المصرف والجهات الرقابية.

39. يتعين على الفريق الثاني أن يمتلك خططًا واضحة لاستمرارية العمل (BCP) والتعافي من الكوارث(DR) ، وأن يلتزم بتنفيذها لضمان استمرارية العمليات في الحالات الطارئة.

40. يجب على الفريق الثاني الالتزام بكافة القوانين واللوائح المحلية والدولية ذات الصلة بأعماله وأي نشاطات مرتبطة بالتعاقد.

41. يتعين على الفريق الثاني التأكد من أن مقدم الخدمة يمتلك ضوابط داخلية وسياسة معتمدة تضمن الأمن السيبراني وحماية البيانات في جميع العمليات التي يتم تنفيذها.