

## RFI for Digital Calendar Application

Dear Concerned,

By way of a brief introduction, We, HSBC Global Procurement Department is writing to you to request information regarding the share point development detailed below.

With this RFI we request information regarding your company and your products/services. The same information will be gathered from different companies and will be used to gather information about supplier capability only at this stage. This RFI is not an offer or confirmation to receive or avail any services and any decision to review your response to this RFI is at the discretion of HSBC.

If you wish to seek clarification on any aspects of the specification, please feel free to contact us by replying to this email.

This is the timeframe for the RFI: The RFI issued on 2<sup>nd</sup> March-2022,  
Last date for submission: 10th March, 2022

### **Section 1 – Specification**

<b>Background and objectives</b>	The Hongkong and Shanghai Banking Corporation Limited (“HSBC”), Bangladesh wishes to launch a dynamic version of digital calendar app with 3 years maintenance service.
<b>Services and Deliverables</b>	Please see attachment: A on page-5 below
<b>Qualification</b>	NA

### **Section 2 – Supplier response table**

<b>Question</b>	<b>Answer</b>
<b>Company name</b>	
<b>Company address</b>	

<b>Company web page</b>	
<b>Main products/services</b>	
<b>Main market/customers</b>	
<b>Structure of mother corporation, joint ventures, subsidiaries, partnerships or other relevant relations</b>	
<b>Number of years on the market</b>	
<b>Company location(s)</b>	
<b>Financial information</b>	
<b>Last year turnover</b>	
<b>Last year gross margin</b>	
<b>Last year profit</b>	
<b>Stock markets where your company is listed</b>	
<b>Contact person and responsible for answering this RFI</b>	
<b>Contact Details</b>	
<b>Email</b>	
<b>Ability to deliver products or services outlined within the specifications of this RFI</b>	
<b>Conditions that's listed in the RFI and can't be met</b>	
<b>Description of products or services that are already delivered to customers today, and are comparable to specification within this RFI</b>	
<b>Locations available for delivery, if not worldwide</b>	

**Section 2 – Supplier Comments (optional)**

Supplier to insert any other relevant comments or information (if applicable)

If providing attachments as part of your response, please limit this to under 5MB.

### **Section 3 – Data Privacy Notice**

The HSBC data privacy notice below explains how we ('we' or 'us' is the HSBC Group of companies) will use the information you provide, or which we collect, in connection with any sourcing activity and any subsequent agreement(s) with us. Failure by you to supply such information may result in us being unable to enter into an agreement with you.

By submitting a response to this Request for Quotation/information you acknowledge and confirm that you have read, reviewed and understood the Data Privacy Notice, agreed with the applicable terms and conditions in the Notice.

### **DATA PRIVACY NOTICE**

#### **Collection, processing and sharing of your information**

This privacy notice explains how we ('we' or 'us' is the HSBC Group of companies) will use the information you provide, or which we collect, in connection with any sourcing activity and any subsequent agreement(s) with us. Failure by you to supply such information may result in us being unable to enter into a commercial relationship and/or agreement(s) with you.

By participating in any sourcing activities or entering in to any agreements with us, you agree that we may use your information in accordance with this notice. The data user in relation to your information is the HSBC Group Member who may, subject to your selection, enter into a services agreement with you.

The information that we collect from you may include information relating to an employee, director or any other person who exercises control over an entity ("Controlling Person") who enters into a services agreement with us. For a trust, a Controlling Person may include a settlor, a trustee, a protector, beneficiaries and classes of beneficiaries. We may also collect information relating to individuals connected with a director, an entity or a Controlling Person, such as any guarantor, a director or officer of a company, partners or members of a partnership, or beneficial owner, trustee, settlor or protector of a trust, account holder of a designated account, payee of a designated payment, your representative, agent or nominee, or any other persons or entities with whom you have a relationship that is relevant to your relationship with the HSBC Group ("Connected Person"). Prior to providing information to us relating to a Controlling Person, a Connected Person or any other person, you shall ensure that they have consented to us processing their information as set out in this notice.

We may collect, use and share the information you provide to us, subject to local data privacy laws, for reasons connected to our business and relationship with you, including to:

- (a) approve, manage, administer or effect the services agreement between us
- (b) meet the compliance obligations of the HSBC Group
- (c) conduct financial crime (which includes money laundering, terrorist financing, bribery, corruption, tax evasion, fraud, evasion of economic or trade sanctions, and any act or attempt to circumvent or violate any law relating to these matters) risk management activity (which will include making further enquiries as to the status of a person or entity, whether they are subject to a sanctions regime, or confirming their identity and status)
- (d) if applicable, collect any amounts due and outstanding from you

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- (e) conduct credit checks and obtaining or providing credit references (where you are a potential tenant of the HSBC Group)
  - (f) enforce or defend our rights
  - (g) verify your identity.

In carrying out these purposes we may transfer and disclose your (or any Controlling Party ('s) or Connected Person ('s)) information to:

- (a) any member of the HSBC Group
- (b) any sub-contractors, agents, advisers or service providers of the HSBC Group (including their employees, directors and officers)
- (c) any regulatory authorities of the HSBC Group
- (d) credit reference agencies and other companies for use in credit decisions, fraud prevention and to pursue debtors
- (e) any third party in connection with a transfer, disposal, merger or acquisition of business by us or any member of the HSBC Group, wherever located, including in jurisdictions which do not have data protection laws providing the same level of protection as the jurisdiction in which you are based. Your information will be protected by appropriate security and technical measures to keep your information secure.

Such information may be transferred to a place outside the country of your residence.

To the extent any consent is required under applicable laws in relation to the above disclosure by HSBC, your response to this RFI shall be deemed constitute requisite consent.

#### **Accessing your information**

In certain jurisdictions, data privacy laws may allow you to make a written request for a copy of the personal data we hold about you and to ask us to rectify, erase or block any inaccurate data. You should make a request to your usual HSBC contact who will be able to direct your query. Depending on your jurisdiction there may be a small fee charged for providing this information to you.

Once this request is completed, please return the email. Upon receipt, your reply will be [RFI: 'reviewed' / PQQ: 'considered'] alongside any other responses HSBC may have obtained in respect of this requirement.

[FOR PQQ ONLY: Should your organisation be selected for further participation in the RFQ/P exercise I shall contact you again formally.

Many thanks in advance for your response.

Kind Regards

#### **HSBC Procurement Bangladesh**

E-mail: [procurement.bd@hsbc.com.bd](mailto:procurement.bd@hsbc.com.bd)

Website: [www.hsbc.com.bd](http://www.hsbc.com.bd)

**Attachment-A**

SL	Features	New/Old	Comments (IT)
	<b>Category: Productivity Tool</b>		
1	English, Bangla & Arabic Calendar	Partially New	App must support multiple language capability through language packages/libraries. HSBC will use English as default language and primarily support Bangla and Arabic
2	Special messages for each public holiday & special occasions	Auto Adopted	App must support messaging options in different OS architecture with low message delivery latency. App need to be able to ensure personalized scheduler service for message delivery. App need to have the capabilities to set, remove, modify messages by the authorised HSBC teams from the administrative UI.
3	Musical tunes for event (as applicable)	Auto Adopted	App need to have scheduler service in built to be able to play personalized music based on event. This service should have mechanism to be administered by HSBC or other authorized teams.
4	Pop up message for event (as applicable)	Auto Adopted	App need to have scheduler service in built to be able to shoot Pop up messages. This service should have mechanism to be administered by HSBC or other authorised teams. Design team needs to guide on the UI.
5	Year at a Glance view for English, Bangla & Arabic Calendar	Partially New	It is possible
6	Option to add note/to-do/event in the Calendar - including the option to send out emails to the invited persons	New	App need to have integration to users mail server with standard EMAIL transfer protocols. App should be able to manage user created events and keep those into database to provide scheduled reminder. Email:
7	Synchronization with other 3rd party Calendars (Google, iCloud, Facebook, Outlook etc)	New	These would require further assessment from Group relevant teams.
	<b>Category: Calendar Enhancement Features</b>		
8	Incorporate US Holidays	New	App should have holiday table based on country specific holidays. In this case holiday of US. This is possible but not recommended. It will hamper/confuse the functionality of the calendar to the users.

9	Cross Device Compatibility (Ipad, Tab)	New	It is possible
10	Weather Details (with 7 days forecast and 7 days previous data being available)	New	App should be able to integrate to Weather services to be able to show the forecast in the designated area in the App UI. Possible but will it be a
11	Auto sync of invites received from email (with option for the user to opt in/out and specify calendars to sync with)	New	It is difficult to achieve and will require manual intervention to configure user's email server protocols. Also discouraged as it will not be a feature for the generic users. Note: appropriate risk assessment is required for the use of email functionality.
	Category: HSBC Communication Tool		
12	Information on HSBC Products	New	App should have promotional messages configuration option administered by HSBC or HSBC authorised team. Design team needs to guide on the UI.
13	HSBC achievement communication to customers on a dynamic basis	New	App should have promotional messages configuration option administered by HSBC or HSBC authorised team. Design team needs to guide on the UI.
14	Branch Locator	New	App should have database where Branch information can be added, removed, modified by HSBC authorised person. Design team needs to guide on the UI.
15	Collecting feedback on HSBC products	New	App should be able to collect data in the Database/Table based on feedback form created by HSBC or HSBC authorised team. Design team needs to guide on the UI.
16	Analytics- user demographics (voluntary subscription by the users)	New	App should produce analytical reports as per HSBC need. Registration/data from users will be required. Note: appropriate risk assessment is required for the use of email functionality.
17	Push Notification: Incorporate public Bank notifications (closure, change in timing, service disruption etc.) in the calendar as	New	Same as Requirement-4

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18	"Set an appointment" feature where customers can set an appointment with HSBC RM (e.g. RM gets an SMS at	New	Too complex and hampers the usage of the app.
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