

## HSBC Request for Information (RFI) Dated 09JUN21

Dear Concerned,

By way of a brief introduction, We, HSBC Global Procurement Department is writing to you to request information regarding some services detailed below.

1. Omni Collection
2. Education Consultant
3. Bulk SMS services
4. Supply of Olivetti PR2 Plus Printer with TTP Toner

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.

This is the timeframe for the RFI: The RFI issued on 10<sup>th</sup> June 2021.  
15<sup>th</sup> June, 2021 – Last date for submission

### **Section 1 – Specification**

<b>Background, objectives, services &amp; deliverables</b>	<p><b>1. Omni Collection:</b> The Hongkong and Shanghai Banking Corporation Limited (“HSBC”), Bangladesh has started to research the feasibility of implementing Omni Collect solution that can meet the requirements of corporate customers to collect digital payments in physical retail (including physical Point of Sale (POS)), e-Commerce, and m-Commerce businesses. The solution, if implemented, will cover acceptance and processing of numerous payment methods, depending on the capabilities and commercial model of Payment Services Provider (PSP / Payment Service Operator (PSO) with whom we may work together. The solution should be able to cater to front-end integration via Application Programming Interface (API's) into Merchant websites/mobile sites or mobile applications through HSBC API's, and at the backend connectivity established with the identified PSP/PSO's. HSBC expects the PSP/PSO solution to support Merchants who wish to go for Offline POS Terminals for collections at physical stores. Please note that this will NOT be a white labelled offering by HSBC. Merchant Acquiring services will be provisioned directly by the selected PSP/PSO to the Merchant under a tripartite contract.</p> <p><b>2. Education Consultants:</b> HSBC Bangladesh has a proposition for International Education. Agency support is required to supplement the potential International Education customer.</p> <p><b>3. Bulk SMS services along with Run different digital campaigns (through various activities) in segmented approach by pooling customer/market insights:</b> Requirement to send bulk masked SMS to internal customers (both local and/ or overseas mobile) as and when required. Also required to run different digital campaigns (through various activities) in segmented approach by pooling customer/market insights.</p> <p><b>4. Supply of Olivetti PR2 Plus Printer with TTP Toner</b></p>
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**Section 2 – Supplier response table**

<b>Question</b>	<b>Answer</b>
<b>Company Name &amp; Address</b>	
<b>eTIN, BIN, Trade License, Company Profile, Certificate of incorporation, Bank certificate, Forwarding Letter</b>	To be attached in reply mail
<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
- (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.

Once this request is completed, please send the required information through email to below mentioned address.

Many thanks in advance for your response.

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)