

# REQUEST FOR PROPOSAL

## BANK OCBC NISP

Project Rendo

**STRICTLY CONFIDENTIAL**

**CLOSING DATE FOR RESPONSES**

December 12, 2018

(12:00 Jakarta Time)

Bank OCBC NISP

OCBC NISP Tower, 17th floor

Jl. Prof. Dr. Satrio Kav. 25

Jakarta 12940

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## 1 About Bank OCBC NISP

Bank OCBC NISP (previously known as Bank NISP) or further mentioned as “Bank” is the fourth oldest bank in Indonesia, established on April 4, 1941 in Bandung under the name of NV Nederlandsch Indische Spaar En Deposito Bank.

Since its establishment, the Bank has been upholding prudence principle and focusing on serving the Small and Medium Enterprises (SME). In the late 1990s, Indonesia was hit by severe economic crisis, especially the banking industry. Nevertheless, the Bank successfully overcame the most critical condition called 'the worst banking meltdown' by the World Bank. Aside from its ability to survive with no support from the government recapitalization program, the Bank also became one of the pioneer banks which continuously able to run its intermediary function to provide loans during the crisis.

In 1997, OCBC Bank – Singapore selected Bank NISP to become a local partner in the establishment of Bank OCBC NISP (later renamed as OCBC Indonesia), subsequently became a shareholder in 2004. OCBC Bank – Singapore raised its shares through acquisitions and tender offer to become majority shareholder since 2005.

OCBC Bank - Singapore currently owns 85.1% stakes in the Bank. Supported by OCBC Bank - Singapore, the Bank successfully strengthened its infrastructure, including human capital, information technology, risk management, branch office network and internal audit.

## 2 Background

OCBC NISP is currently exploring on a new business model that targets a ‘beyond-banking’ ecosystem. One of the business models involves digital platform(s) that can help property agents/ investors in managing their property needs. This platform will be in the form of mobile application and shall address the pain points currently faced by these property stakeholders. During the preliminary user testing, the pain points encompass aspects like property listings, contact leads and even financing. Therefore, we are trying to address these pain points by providing one centralized dashboard for ‘all your property needs’. Our motto for the application will revolve around ‘Your Real Estate Companion’.

### 3 Project Goals and Objectives

- To develop digital platform(s) that can potentially serve property agents/ investors.
- The purpose of this application is to UPGRADE the way these property stakeholders manage their listings, connections and financing.

### 4 Project Scope

The purpose of this RFP is to engage third party (*Vendor*) and decide on further action plans. Ultimately, it is hoped that *Vendor* can assist in the development cycle of the first release/ MVP1.0. (IOs, Android and CMS) within the agreed guidelines and requirements.

### 5 Information

#### 5.1 General Information

- Bank OCBC NISP has a proprietary right to every related document, marketing material, picture, data and note from the Vendor.
- All expenses that surface during this RFP process become Vendor's sole responsibilities.
- All requirements within this RFP has been fully acknowledged and understood by Vendor.
- All information and clarification within this RFP is STRICTLY for INTERNAL USE ONLY and under no circumstance be distributed to other use(s).
- Bank OCBC NISP has the right to modify or clarify the RFP details under no time limit.
- Bank OCBC NISP has the right to accept or reject Vendor's Response.
- The decision to the upcoming proposal evaluation will be **final** and **cannot be challenged**.

#### 5.2 RFP Questions and Answer Contact Person

By responding to this RFP, it confirms that Vendor has acknowledged, clarified and received all the necessary and required information pertinent to the project.

All communications and questions with regards to this RFP should be sent **via e-mail** to:

**Ismail Wisnu**

Product Owner - New Digital Ventures

OCBC NISP TOWER Level 3

Jl. Prof. Dr. Satrio Kav. 25

Jakarta 12940

Email : [Ismail.wisnu@ocbcnisp.com](mailto:Ismail.wisnu@ocbcnisp.com)

Cc : [Altona.widjaja@ocbcnisp.com](mailto:Altona.widjaja@ocbcnisp.com), [Edbert.tionardi@ocbcnisp.com](mailto:Edbert.tionardi@ocbcnisp.com)

### 5.3 RFP Format and Deadline

- All responses related to this RFP must be received before December 12, 2018 at 12 pm, via email to [Ismail.wisnu@ocbcnisp.com](mailto:Ismail.wisnu@ocbcnisp.com) ; cc : [Altona.widjaja@ocbcnisp.com](mailto:Altona.widjaja@ocbcnisp.com), [Edbert.tionardi@ocbcnisp.com](mailto:Edbert.tionardi@ocbcnisp.com)

- Two (2) sets of proposal hardcopy should be sent before December 14, 2018 to

**Ismail Wisnu**

Product Owner - New Digital Ventures

OCBC NISP TOWER Level 3

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- Response after the deadline will be regarded as withdrawal from the Vendor.
- Incomplete Response will have implication(s) on Vendor's scoring and evaluation.
- *VENDOR* must give a detailed summary on its capability in developing the property management application.
- *VENDOR* must ensure that the response should include detailed information on the proposal response.
- This RFP is the Bank's best estimation with regards to the platforms, any bidding / quotes on Vendor's Response will be valid for the next 90 Days after Date of Response.

### 5.4 Evaluation Criteria

Every Proposal will be evaluated based on contents, quotes, and Vendor's capabilities in delivering the Bank's request.

## 5.5 Formal Presentation

Bank OCBC NISP will ask for a **formal presentation** from the Vendor to clarify the proposals and any technicality.

## 5.6 RFP Termination

Bank OCBC NISP has the right to terminate this RFP process anytime.

## 5.7 Timeline

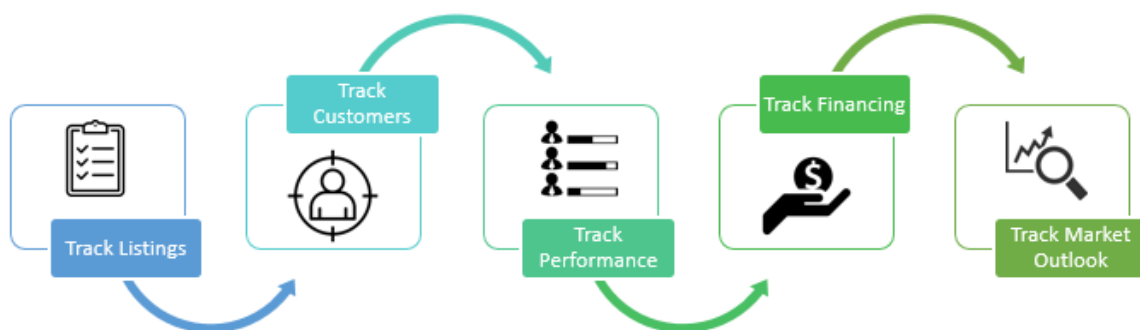
- *Submission of VENDOR's Proposal:* 12 December 2018 at 17.00 WIB
- *Formal Presentation:* 13 – 21 December 2018
- *VENDOR Announcement:* One business day after *Formal Presentation*
- *Logistic/legal arrangement, parallel with workshop to finalize methodology and action plan:* The next Business day after Vendor Announcement

OCBC NISP has the right to alter and update the dates above.

# 6 Rendo Specifications

Rendo is a one-stop platform that aims to tackle property agents' perpetual pain points: countless listings, inefficient leads tracking and tedious loan application process. We aim to **UPGRADE** the way property agents manage their listings, contacts and financing.

The to-be-developed application (MVP 1.0.) shall focus on these three pillars: Listings, Contacts, and Financing. However, the next version shall ultimately address top 5 most important elements in managing property portfolio: Listings, Customers, Financing, Performance and Market Outlook.



## 6.1 Rendo Features

**In General**, the application will have the following main features:

### 1. Listings

This feature will allow users to pool all their listings in one centralized dashboard.

- Scrap Listings from multiple platforms (OLX, Rumah123, Rumah.com)
- Automatically Notify Expired Listings
- Search Active Listings within the application
- Add Listings
- Remove Listings
- Blast Listings (**Dropped for MVP1.0.**; but for the NEXT version, we will collaborate with the platforms via API)

## 2. Contacts

This feature will help users to stay connected and organized with their contacts.

- Status Tracking (Hot Leads, Leads, Previous Customers)
- Last Contact
- Contact Details that will include name, phone number, location, and remarks.
- Set calendar meeting with contacts

## 3. Financing

This feature will help users to enjoy a seamless Loan Application process.

- Apply for New Loan
- Loan Tracking (History)
- Mortgage Options (Details)

## 4. Sidebar (Hamburger Menu)

- Profile
- App Settings
- About1
- Contact Us

# 7 Policies and Procedures

*VENDOR* must adhere to the Bank's guidelines and procedures.

*VENDOR* must give response(s) to any question from the Bank within 24 hours.

## 8 Vendor Capabilities

### 8.1 Terms for Vendor

To send a complete proposal in English that covers:

- Background & Objectives
- Suggested methodology
- Technology used dan its breakdown
- Implementation plan
- Project timeline
- Project cost
- Project management team (including team member that will be designated to this project)
- Company profile
- Portfolio of similar projects

### 8.2 Vendor's Deliverables

- Front-End Development (IOS & Android)
- Back-End Development (IOS & Android)
- CMS Dashboard
- Deploy this system in our hosting server
- QA the app (including the scenario)

*The Bank will provide its own Product, UI/UX and Engineering representatives.*

**Jakarta, 28 November 2018**

**PT. BANK OCBC NISP, Tbk.**

**Altona Widjaja**

***Head of New Digital Ventures***

***Vendor Acknowledge,***

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***(nama jelas, tanda tangan, dan stempel perusahaan)***