**Request for Proposal (RFP) for Consultancy Services on Strengthening Agent Banking and Risk Management of the Banking Channel**

**1. Introduction**

BRAC Bank PLC invites proposals from qualified national and international consultancy firms to provide expert advisory services aimed at strengthening the Bank’s Agent Banking operations and enhancing its risk management framework. The selected consultant will assess existing practices, identify gaps, and recommend strategies for improving governance, risk controls, fraud prevention, and compliance measures within the Agent Banking Channel function of the Bank.

**2. Objectives**

The primary objectives of this consultancy engagement include:

1. Enhancing risk management mechanisms to ensure operational resilience and compliance.
2. Strengthening fraud detection, AML controls, and risk-management & monitoring structures within the Agent Banking channel.
3. Conducting a comprehensive assessment of existing policies, procedures, and technology infrastructure.
4. Aligning risk management practices with industry standards and regulatory guidelines.
5. Proposing technology-driven, innovative and feasible solutions that are contextually appropriate for mitigating fraud and operational risks.

**3. Scope of Work**

**A. Risk Management and Fraud Prevention**

* Conduct a comprehensive diagnostic assessment of current risk management frameworks, identifying key vulnerabilities such as operational risks, fraud risks, reputational risks, and regulatory compliance challenges.
* Perform a comparative analysis of existing policies and controls against industry best practices to assess the maturity of risk governance, supervision, and reporting.
* Develop and recommend risk control mechanisms, including risk control self-assessment (RCSA) frameworks and key risk indicators (KRI).
* Evaluate existing anti-money laundering (AML) controls, ensuring transaction monitoring, KYC verification, and fraud detection measures are effectively implemented.
* Review and recommend policy changes associated with guidelines to enhance risk mitigation.
* Strengthen fraud prevention strategies by introducing predictive fraud detection tools and enhancing internal control mechanisms.
* Develop a structured roadmap for risk governance improvements and de-risking strategies for agents, customers, and bank operations.

**B. Assessment of Agent Banking Platform**

* Conduct a detailed review of the Agent Banking platform, evaluating system architecture, security, and operational efficiency.
* Perform an on-site assessment of the platform’s performance, including its integration with core banking systems, transaction monitoring capabilities, and fraud detection effectiveness.
* Identify technological gaps and recommend enhancements in platform security, data integrity, and compliance with regulatory requirements.

**C. IT and Infrastructure Evaluation**

* Assess the functionality and performance of the existing Agent Banking system.
* Evaluate IT infrastructure, data security measures, and privacy protection mechanisms.
* Review compliance with regulatory requirements related to data integrity, transaction security, and AML controls.

**4. Expected Deliverables**

The selected consultant is expected to provide the key deliverables covering at least the following aspects:

* A comprehensive risk diagnostic report, including root cause analysis and evaluation of fraud risks, operational vulnerabilities, and compliance gaps.
* A detailed risk and fraud management framework with recommended mitigation strategies and implementation plans.
* Recommendations for policy enhancements, monitoring procedures, and internal control improvements.
* A structured risk governance roadmap outlining actionable steps for strengthening compliance and fraud prevention.
* A final assessment report on the Agent Banking platform with identified gaps and recommended solutions for improving system efficiency, security, and regulatory compliance.

**5. Required Expertise & Team Composition**

The consultancy firm must deploy a team with demonstrated expertise and competence in:

* Agent Banking operations and financial inclusion models.
* Risk management, fraud prevention, and AML compliance.
* IT security, data governance, and financial technology solutions.
* Experience working with financial institutions in Asia and Africa, as well as familiarity with Bangladesh’s banking and digital financial services landscape.
* The proposed team should comprise seasoned professionals with relevant experience in banking, technology, and regulatory compliance.

**6. Proposal Submission Requirements**

Interested consultancy firms are requested to submit proposals covering at minimum the following:

* A detailed technical approach and methodology.
* Past experience with similar projects, particularly in agent banking.
* Project timeline with clear milestones.
* Team composition and profiles of key experts.