REQUEST FOR PROPOSAL

FOR

SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF LOAN MANAGEMENT/ORGINIATION SYSTEM

RFP No. CO:RBD:284:2018-19 Dated: 27/11/2018

Last Date for Submission of BID: 14.12.2018 (03.00 PM)

Indian Bank Corporate Office
Rural Banking Department
254-260, Avvai Shanmugam Salai,
Royapettah, Chennai - 600 014
Phone: +91 44 2526 9704, +91 44 2813 4515
Email: horbd@indianbank.co.in
Website: www.indianbank.co.in

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SECTION – I
INVITATION FOR BIDS (IFB)

Indian Bank is a premier Nationalised Bank with over 2800 Branches and having a business of above Rs**.** 3,71,000 Crores. The Bank had been a forerunner in absorption of technology and has many first to its credit in implementation of IT in banking. The Bank has overseas presence through Branches in Singapore, Colombo & Jaffna and has reciprocal arrangements with various Foreign Banks across the globe. Core Banking Solution has been implemented in all the Branches.

This is a Request for Proposal hereinafter referred to as "RFP" inviting commercial proposals (hereinafter referred to as "Proposal") from Loan Management/Origination System software solution vendors (hereinafter called "Bidder" or "Vendor") who are qualified to submit the bids as per the eligibility and other terms stated herein to provide the deliverables, broadly involving license to use the software, implementation, and migration of the data from the existing system, as described in this document. Bid related details are given below:

Tender Reference	CO:RBD:284:2018-19
Date of RFP	27.11.2018
Fees for RFP Document (non-refundable)	Rs. 5,000/- (Rupees Five Thousand only)
Earnest Money Deposit	Rs. 25,00,000/- (Rupees Twenty Five Lakhs only)
Date, Time and Venue of Pre-bid meeting	**04/12/2018 at 11.30 Hrs** **Indian Bank,** **Corporate Office,** **254-260 Avvai Shanmugam Salai** **Royapettah Chennai 600014**
Last Date, Time and Place for receipts of tender offers	**14/12/2018 latest by 15.00 Hrs** at **Indian Bank,** **Corporate Office,** **254-260 Avvai Shanmugam Salai** **Royapettah Chennai 600014**
Date, Time and Place of Technical Bid Opening	**14/12/2018 at 15.15 Hrs** at **Indian Bank,** **Corporate Office,** **254-260 Avvai Shanmugam Salai** **Royapettah Chennai 600014**

Address for Communication	Deputy General Manager (RBD/FI) Indian Bank, Corporate Office, 254-260 Avvai Shanmugam Salai Royapettah Chennai 600014
Contact Telephone Numbers	044-2813 4515, 044-2526 9704, 044-2813 4356
Email Id:	horbd@indianbank.co.in easwarkb@indianbank.co.in narendra.mishra@indianbank.co.in vishad.khandelwal@indianbank.co.in
Website:	www.indianbank.in

It is essential that all clarifications / queries / suggestions be submitted to Indian Bank to the above mail ids at least two working days before the date of the Pre-bid meeting.

Fees for RFP document Rs. 5,000/- (Rupees Five Thousand only) to be paid in the form of Demand Draft issued by a Scheduled Commercial Bank in favour of "Indian Bank" payable at Chennai.

RFP document should be submitted along with the "Technical Offer" on or before the prescribed last date of submission of the tender offers.

Earnest Money Deposit of Rs. 25,00,000/- (Rupees Twenty Five Lakhs only)should be submitted along with the "Technical Offer".

Tender offers (Technical) will be opened, in the presence of the bidder's representatives who choose to attend the opening of tender. No separate communication will be sent in this regard.

SECTION II – INSTRUCTIONS TO BIDDERS

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SECTION – II

INSTRUCTIONS TO BIDDERS

1. **INTRODUCTION:**

The bidder is expected to read the instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents may result in the rejection of its bid and will be at the bidder's own risk. Also, the bidder must be the Original Equipment Manufacturer (OEM) or System Integrator (SI) with authorized tie-ups, back-to-back support relationship with the OEM for software and shall be a single point of contact for Indian Bank.

2. **PRE-BID MEETING:**
   a. A pre-bid meeting is scheduled to be held at the following address at 11.30 Hrs. on 04.12.2018 at

   Indian Bank,
   Corporate Office,
   254-260 Avvai Shanmugam Salai
   Royapettah Chennai 600014

   b. The purpose of the pre-bid meeting is to clarify the doubts of the bidders, if any.

   c. In case the probable bidder wants to participate in the Pre-bid Meeting to be held on the date specified in this bid, they should register themselves with the Bank by sending the **cost of bid document i.e. Rs. 5,000/- (Rupees Five Thousand only) (Non-refundable)** by way of Demand Draft in favour of Indian Bank payable at Chennai. Only those Bidders or their Representatives (Maximum 2 persons) who have registered with the Bank will be allowed to participate in the pre-bid meeting. Such Bidders who have submitted DD for attending pre bid meeting are not required to submit the DD for cost of Bid Document along with technical bid (Part I).

   d. The Bidder is requested to submit any queries/clarifications to the Bank at least two working days before the date of meeting in the format as mentioned in format 18 of Section VI.

   e. The text of the questions raised (without identifying the source of enquiry) and the responses given, together with amendment(s) to the bid document, if any, will be mailed to all the bidders.

3. **BID FEE:**

The bidder shall submit the bid along with a Demand Draft in favour of Indian Bank payable at Chennai for Rs. 5,000/- (Rupees Five Thousand only) (non-refundable) as bid fees. Bid submitted without the DD will not be considered.

4. **AMENDMENT OF BIDDING DOCUMENTS**

4.1 At any time prior to the deadline for submission of bids, the bank, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder(s), may modify the bidding document by amendment(s).

4.2 All prospective bidders will be communicated of the details of amendments and clarifications. Signed copy of the amended document should form part of the Technical Bid.

5.   TWO BID SYSTEM

Sealed Envelopes Containing Technical Proposal (Technical Bid) should be clearly super scribed as "**Technical Bid –RFP for LOAN ORIGINATION/MANAGEMENT SYSTEM**". All the documents constituting the Technical Bid should be submitted in **hard copy and softcopy except commercial Bid**. "**Commercial Bid**" will be finalized through online reverse auction. **No commercial information should be available in the Technical Bid**. The Technical Bid should be submitted at the address given below.

Asst. General Manager
Expenditure Department
Indian Bank,
Corporate Office,
254-260, Avvai Shanmugam Salai,
Royapettah, Chennai - 600 014.

The envelope shall bear the project name and a statement: "DO NOT OPEN BEFORE_____", to be completed with the time and the date specified below.

Formation of Technical Bid:

I.   The technical bid will be evaluated for technical suitability as well as for other terms and conditions mentioned in Annexure I: Evaluation Process for LMS/LOS solution.

II.   It should include introduction to the project.

III.   It should include background of the system integrator / bidder.

IV.   It should include profile of the bidder as per format no. 2 of Section VI.

V.   It should include the details of all OEMs and a brief write up on partnership of bidder with OEMs.

VI.   It should include a brief summary of understanding of the banks requirements, vendor(s) capabilities, and solution / product description.

VII.   It should include statement of compliance/ acceptance letter – eligibility criteria and requirements as per format no. 6 in Section VI.

VIII.   It should include necessary documentation in support of corporate structure, founder and related history of the Bidder Company, ownership structure, and number of years in business and relevant business lines, specific certifications.

IX.   It is mandatory to provide the functional & technical details in the exact format as given in the RFP. Correct functional & technical information of the solution being offered must be provided in the structured format. The offer may not be evaluated by Bank in case of non-adherence to the format or partial submission of technical details.

X.   It should include Fees for tender document (if not submitted at the time of pre-bid meeting) and EMD amount in the form of a Bank Guarantee.

XI.   It should include detailed technical architecture, specifications and sizing of the recommended hardware, OS, Database and other software utility required for implementation of LOS/LMS solution.

XII.   It should include details of all software licenses and hardware sizing including server(s) / Processor /Storage for proposed solution.

XIII.   It should include compliance with all functional requirements without deviations

XIV.   It should include compliance with all technical requirements without deviations

XV.   It should include detailed architecture of the proposed solution with various features / functioning of the system / sub-system including fail over methodology, replication methodology with bandwidth and network requirements and strategy at both Primary & DR site.

XVI.   It should include Road map on scalability, version upgrade / releases of LOS/LMS and upgradation of interface in case of version upgrade in bank's CBS and other channels /transaction systems as well as changes in regulatory / statutory requirements from time to time.

XVII.   It should include details of service support infrastructure of proposed solution.

XVIII.   It should include detailed Bill of material for all the software components of the proposed solution, without any price information.

XIX.   The soft copy of the technical bid document (in MS-Word/PDF format) also should be provided to the Bank in a CD/DVD at the time of submission of technical bid. The contents of the softcopy should be same as that of hardcopy submitted in the same order. In case of discrepancy between the softcopy and hardcopy, the version of the hardcopy submitted shall prevail.

XX.   The bidder should submit a hard copy of the RFP duly signed by the authorized person with company seal for having accepted the terms and conditions in toto without any deviations.

XXI.   Compliance for the onsite support and training needs required by the Bank. No Addition/alteration to the RFP and its formats is permitted unless the Bank specifies the same to all the Bidders.

XXII.   As part of their bid, the bidder should submit documents agreeing to the bid's terms and conditions.

Formation of Commercial Bid

I.   After technical evaluation, only the eligible Bidders will be communicated of the date and time of Online Reverse Auction Process, Business Rules for the Auction and the details of the Agency who shall conduct the Reverse Auction. **The bidder should have valid digital certificate to participate in the online reverse auction.**

II.   The prices should be quoted in Indian Rupees only.

III.   Commercial bid should include warranty for 1 year and ATS/AMC for four years for the software and the entire solution supplied as part of this contract with three onsite support on bank working days for a period of twelve (12) months from the date of go-live. Future releases and upgrades/patches/modification/customization/ for statutory/regulatory changes as required under the directives of Government of India, Reserve Bank of India etc. should be at no cost to the bank till the end of contract period.

IV.   Quoted price should include all charges including delivery, installation, implementation, onsite support, etc. inclusive of all duties, levies, freight, insurance, warranty/AMC/ATS, etc. and exclusive of all applicable taxes. Octroi/Entry Tax if any, will be reimbursed on submission of original receipts. Applicable TDS will be deducted from the payment.

V.   Bank will not pay any other charges including travelling charges / visit charges / hotel stay for any travelling/ training undertaken by the Bidder's staff / personnel throughout the project.

6.   BID SECURITY (EARNEST MONEY DEPOSIT)

6.1   The bidder shall furnish, as part of their bid, a bid security in the form of a bank guarantee issued by a scheduled commercial bank or foreign bank located in India, in the form provided in the bidding documents for a sum of Rs. 25,00,000/- (Rupees Twenty Five Lakhs only) and valid for Two Hundred and Twenty Five (225) days(i.e. Bid validity 180 days + 45 days = 225 days from the last date for submission of bid). Bank may seek extension of Bank Guarantee, if required.

6.2   Unsuccessful bidders' bid security will be discharged or returned after the expiration of the period of bid validity prescribed by the bank or after issuing purchase order to the successful L1 bidder.

6.3   The successful bidder's bid security will be discharged upon the bidders signing the contract and furnishing the performance security.

6.4   The bidder will forfeit the bid security,

a.   If a bidder withdraws its bid during the period of bid validity specified by the bidder on the bid form.

Or

b.   in the case of a successful bidder, if the bidder fails to sign the contract or to furnish performance security.

6.5   Benefits to Micro and Small Enterprises (MSEs) as per the guidelines of Public Procurement Policy Issued by Government of India:- As per the above policy, MSEs are also exempted from payment of cost of bid documents and submission of bid security. To avail the benefit, the bidder should have registered with District Industries Centers or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of handicrafts and Handloom or any other body specified by Ministry of micro, Small and Medium Enterprises and shall submit the documentary proof for having registered with the above agencies (such as Entrepreneur's Memorandum – EM II) at the time of pre-bid meeting or during submission of the technical bids(only if the bidder has not attended the pre-bid meeting).

7.   PERIOD OF VALIDITY OF BIDS

Bids shall remain valid for the period of 180 days after the last date for submission of technical bid prescribed. A bid valid for a shorter period shall be rejected by the bank as non-responsive.Bids must clearly state the validity of the bid and its explicit expiration date. Bank may seek the extension of bid validity, if required.

8.   AUTHORIZATION TO BID

Responses submitted by a Bidder to this RFP (including response to functional and technical requirements) represent a firm offer to contract on the terms and conditions described in the Tender document. The proposal must be signed by an official authorized to commit the bidder to the terms and conditions of the proposal. Bidder must clearly identify the full title and authorization of the designated official and provide a statement of bid commitment with the accompanying signature of the official and submit the copy of power of attorney / authority letter authorizing the signatory to sign the bid.

9.   DEADLINE FOR SUBMISSION OF BIDS

9.1 Deadline for bid submission is 14.12.2018, 03:00 P.M. The bid document along with required enclosures should be submitted at the place mentioned in clause No. 5 either in

person or it can be sent by post but it should reach the concerned officer on or before 03:00 P.M. on 14.12.2018.

9.2 In the event of the specified date for the submission of bids, being declared a holiday for the bank, the bids will be received up to the appointed time on the next working day.

9.3 The bank may, at its discretion, extend this deadline for the submission of bids by amending the bid documents, in which case all rights and obligations of the bank and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

9.4 Any bid received by the bank after the deadline for submission of bids prescribed by the bank will summarily be rejected and returned unopened to the bidder.

10.   OPENING OF BIDS BY BANK

10.1 The bids (PART–I) will be opened in the presence of bidders' representatives.

10.2 The bidders' names, bid modifications or withdrawals and the presence or absence of the requisite bid security and such other details as the bank, at its discretion, may consider appropriate, will be announced at the bid opening. No bid shall be rejected at bid opening, except late bids, which shall be returned unopened to the bidder.

10.3 The technically qualified bidders will be intimated to participate in the Online reverse auction process (PART II), to identify Lowest Quoted (L1) bidder. Online reverse auction procedures and timings will be informed separately. Technically qualified bidders will be informed the modus operandi for this purpose and bidders will have to abide by the e-business rules.

11.   CLARIFICATION OF BIDS

During evaluation of the bids, the bank may, at its discretion, seek clarification from the bidder(s). The request for clarification and the response shall be in writing/email, and no change in the substance of the bid shall be sought, offered, or permitted.

12.   AMENDMENTS OF RFP DOCUMENT

Bank reserves the right to amend the RFP any time prior to deadline for submission of bid. The same shall be notified to all the bidders through e-mail and such amendments shall be binding on the bidders.

13.   EVALUATION CRITERIA
13.1   General Evaluation
  a) The Bank will examine the bid to determine whether they are complete, whether the documents have been properly signed and whether the bid is generally in order**.**
  b) The bank may waive any minor informality, non-conformity, or irregularity in a bid which does not constitute a material deviation.
  c) Prior to the detailed evaluation, the bank will determine the substantial responsiveness of bid documents. For the purposes of these clauses, a substantially responsive quote is one which conforms to all the terms and conditions of the bid documents without material deviations.
13.2   Technical Evaluation

  a) The Bidders will be evaluated against the qualification criteria as mentioned in Section V of this bid, proof of the same has to be submitted.

b) The software offered and hardware recommended should meet all the technical and functional specifications as stipulated in the bid.

c) The Loan Management/Orgination System will be evaluated for LOS/LMS Solution (850 marks), System Integrator (SI) capabilities (100 marks) and OEM experience & support capabilities (50 marks) as per the Evaluation Matrix I and II of Annexure I. The bidder has to score a minimum of 85% overall marks for qualifying for Reverse Auction.

d) The bidders who qualify the eligibility criteria will be invited to make presentation of the proposed solution at our Corporate Office/ Head Office Chennai or Zonal Office Mumbai.

e) Bank will visit any reference site(s) submitted by the bidder under the clause (e) of Section V. The bidder has to take the necessary approvals for arranging reference site visit to the reference sites submitted by bidder from the officials of the respective sites. Bank will give one week prior notice to the bidder for arranging site visit. However, Bank will incur the cost towards travel, boarding and lodging (if required) of their staff for site visits.

13.3   Commercial Evaluation

a) Technically qualified bidders alone will be intimated to participate in the Online reverse auction to identify L1 bidder for awarding contract.

b) The comparison of prices among the vendors shall be between the total price quoted for delivery, installation, implementation, onsite support, etc. inclusive of all duties, levies, freight, insurance, warranty/ AMC/ATS, etc. and exclusive of all applicable taxes.

14.   PROPOSAL PROCESS MANAGEMENT

The Bank reserves the right to accept or reject any or all proposals received in response to the RFP without assigning any reasons thereof. Also, the bank reserves rights to revise the RFP, to request one or more re-submissions or clarifications from one or more Bidders, or to cancel the process in part or whole without assigning any reasons.

Additionally, Bank reserves the right to alter the requirements, in part or whole, during the RFP process, and without re-issuing the RFP. Each party shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFP, subsequent presentations and any other meetings during the process.

15.   LIABILITIES OF BANK

This RFP is not an offer by Bank, but an invitation for bidder responses. No contractual obligation on behalf of Bank whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officials of Bank and the bidder.

16.   BID AND PROPOSAL OWNERSHIP

The Bid submitted and all supporting documentation/templates are the sole property of Indian Bank and should NOT be redistributed, either in full or in part thereof, without the prior written consent of Bank. Violation of this would be a breach of trust and may, interalia cause the Bidder to be irrevocably disqualified. The proposal and all supporting documentation submitted by the Bidder shall become the property of Indian Bank and will not be returned.

17.   BID PRICING INFORMATION

By submitting a signed bid, the Bidder certifies that the Bidder has arrived at the prices in its bid without agreement with any other bidder of this RFP for the purpose of restricting competition. The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this

RFP. No attempt by the Bidder, to induce any other bidder to submit or not to submit a bid for restricting competition, has occurred.

18. NEGOTIATION

The Bank reserves the right to further negotiate on the price offered, with the L1 vendor, if the price quoted is found unreasonable or in any exceptional circumstances.

19. COVERAGE OF ALL BANKS UNDER THE EPF & MP ACT 1952:

The Successful bidder has to submit attendance, salary, appointment letters etc. of all the outsourced employees working on bank's premises as Onsite Resource, for any type of services engaged either through contractors or directly. If engaged through contractors, list of all the contractors engaged for any/all services and whether the said contractors are covered independently under the EPF & MP Act 1952. The agreement of contracts with the contractors, the PF code number of the contractors, if covered, the attendance of the contract employees, the remitted PF challan with the ECR should be submitted.

20. SIGNING OF CONTRACT

Within fifteen (15) days of Purchase Order, the successful bidder shall sign the contract and return it to the Bank.

21. AWARDING OF CONTRACT

Acceptance of purchase order should be submitted within 7 working days of purchase order along-with authorisation letter.
If for any reason L1 bidder backs out after issuance of purchase order or the purchase order issued to the L1 bidder does not get executed in part / full, the bidder shall forfeit the EMD / Bank shall invoke performance bank guarantee and blacklist the bidder for a period of one year.

22. OTHER TERMS AND CONDITIONS

  i. Any additional or different terms and conditions proposed by the bidder would be rejected unless expressly assented to in writing by the bank.

 ii. Bank reserves the absolute right to reject the bid if it is not in accordance with its requirements and no further correspondence, whatsoever, will be entertained by the Bank in the matter

iii. Each bid should specify only a single solution which should meet the tender specifications and should not include/suggest any alternatives.

 iv. The bidder shall also indemnify Bank against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the goods, software(s), hardware(s) or any part thereof in India and abroad.

  v. To assist in the scrutiny, evaluation and comparison of offers Bank may, at its discretion, seek clarification from the bidder (SI/OEM). The request for clarification and the response shall be in writing/through e-mail and no change in the price or substance of the bid shall be sought, offered or permitted.

 vi. In the event of any claim asserted by the third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof, the bidder shall act expeditiously to extinguish such claims. If the bidder

fails to comply and Bank is required to pay compensation to a third party resulting from such infringement, the bidder shall be responsible for the compensation including all expenses, court costs and lawyer fees. Bank will give notice to the bidder of such claims, if it is made, without delay by fax/e-mail/registered post.

vii. The bidder shall submit a non-disclosure agreement on behalf of the bidder and individual capacity of all the persons contracted.

viii. The LOS/LMS solution planned for deployment in the project should be having a minimum of 5 years of support from the OEM.

ix. Bidders to quote for entire LOS/LMS software solution from single OEM

ANNEXURE – 1

EVALUATION PROCESS FOR LOS/LMS SOLUTION

The Bank will evaluate the technical bids received in response to the RFP as below:

Bidders will be evaluated against the eligibility criteria mentioned in Section V. The bidder has to comply with all the eligibility criteria without fail. Additionally, LMS/LOS Solution (850 marks), System Integrator (SI) capabilities (100 marks) and OEM experience & support capabilities (50 marks) will be evaluated as per the Evaluation Matrix I and II given below:

Evaluation Matrix: -I (Solution requirements)

S. No.	DESCRIPTION	Max Marks	80% Marks (Rounded off)	Marks Obtained	Remarks if any
1.	General Requirement	188	150		
2.	Lead Management	40	32		
3.	User Management	16	13		
4.	Workflow and Allocation	26	21		
5.	Sourcing Management	6	5		
6.	Application and Detailed Data Entry	30	24		
7.	Application Input & Tracking	18	14		
8.	Product Configuration	26	21		
9.	Customer Management	4	3		
10.	De-Dupe & Negative Database Check	18	14		
11.	Credit Evaluation/ Rating	18	14		
12.	Eligibility	4	3		
13.	Analysis	42	34		
14.	Product Appraisal	4	3		
15.	Document Management	26	21		
16.	Document Configuration and Checklist	10	8		
17.	Document Receipt	12	10		
18.	Document Verification	26	21		
19.	Fees & Charges	14	11		
20.	Deviation Management	12	10		
21.	User Workspace	8	6		
22.	Colletral Management	12	10		
23.	Verification Management	8	6		
24.	Terms and condition management	4	3		
25.	Credit Approval	28	22		
26.	Covenant Management System	6	5		
27.	Review/ Renewal	8	6		
28.	Exception Handling	20	16		
29.	Offer Letter and Loan Documents	12	10		
30.	Appraisal Note and Limit Management	12	10		
31.	Disbursement	26	21		

32.	Notification Management	14	11		
33.	Product Management	20	16		
34.	Rule Builder	4	3		
35.	Reports/MIS	6	5		
36.	Dashboards	12	10		
37.	Agriculture Segment (Specific Requirements)	12	10		
38.	MSME Segment (Specific Requirements)	8	6		
39.	Retail Segment (Specific Requirements)	18	14		
	Total	778	622		
	Total (marks prorated to 850)	**850.00**	**680.00**		

Detailed breakup of the above list is available in the Annexure – 2 i.e. SOLUTION REQUIREMENT.

Evaluation Matrix :- II

	S No.	Description	Evaluation rules	Max. Marks	Marks obtained
Capabilities of the Solution	1.	LOS/LMS will be evaluated as per the solution specification from Evaluation Matrix: – I Solution Requirements (should cross overall 80% i.e. :- 680/ 850)	Marks will be given based on the response from the bidder for solution specification.	850	
	2.	**SI/ bidder implementation capabilities**	(total of 2.1,2.2, 2.3, 2.4 and 2.5 = maximum 100)	100	
Capabilities of the Bidder / System Integrator	2.1	Number of consecutive years the SI has implemented LOS/LMS solution	Above 3 years – 20 Marks Above 2 years – 10 Marks Above 1 years – 5 Marks	20	
	2.2	References where SI has implemented the LOS/LMS solution integrating with CBS.	Abroad India 3 Clients 12 20 2 Clients 9 15 1 Clients 6 10	20	
	2.3	Number of Banks under SI's post implementation support for LOS/LMS being provided for the last 2 years	Abroad India 3 Clients 12 20 2 Clients 9 15 1 Clients 6 10	20	
	2.4	Number of Implementation experts & Consultants available in India with the SI having more than 2 years of experience in the proposed LMS/LOS.	25-or more 20 19-24 15 10-18 10	20	
	2.5	Visit to reference site (If waived, all bidders would get 20 marks)	Based on the visit to reference site, marks will be allotted.	20	
	3	**OEM Implementation experience / Support capabilities**	(total of 3.1,3.2 and 3.3 = maximum 50)	50	
Capabilities of the OEM	3.1	Number of consecutive years the OEM has supplied the proposed LOS/LMS Solution.	Above 2 years – 20 Marks 2 years – 10 Marks	20	
	3.2	References where the proposed solution has been implemented in the Banking sector.	Abroad India 3 Clients 12 20 2 Clients 9 15 1 Clients 6 10	20	
	3.3	References where the LOS/LMS solution has been integrated with CBS.	Abroad India 3 Clients 6 10 2 Clients 5 9 1 Clients 4 8	10	
		Overall Total (To become eligible bidder should cross 85% overall i.e. 850/ 1000)		1000	

A minimum of 85% overall marks (as per evaluation matrix II) will be required for qualifying for Reverse Auction.

Technically qualified bidders will be informed to participate in the online reverse auction to finalise the L1 (lowest quoted) vendor.

Further, the vendor has to confirm that all the features which are not available (as on date) as per the functional specification of the RFP will developed and supplied to the bank within a period of 6 months from the date of issue of Purchase Order without any additional cost.

An exemption may be given by the bank upto a quantum of 3% on the total requirement, subject to banks' discretion.

ANNEXURE - 2

SOLUTION DETAILS (to be used for Evaluation)

(Note: Features requested here do not refer to any product. Wherever such Representations are found, the equivalent of the same may be provided.)

S No.	Particulars	Response
1	Name of the Product	
2	When was the first version launched	
3	When was the latest version launched	
4	Version Quoted by the bidder	

1. Published performance benchmark reports for the LOS/LMS solution on multiple hardware platforms – deals per day, load. Please give details of rankings / rating qualifying the sectors.

2. What is the basis of pricing (e.g. CPU based/ user based)?

3. Training

Sr. No.	Particulars	Response
1.	Availability of training professional for the solution	
2.	Availability of Computer Based training material	

4. Product Feature required.

There are 40 heads where the features required are classified / listed. Against each of the features the maximum mark has been provided. The response to the product feature will be evaluated as per the matrix below. Against each product feature, please indicate one of the following. Marks will be awarded for the responses to the features as follows:

Readily Available – 2 Marks
Customizable   - 1 Mark
To be Developed   - No marks (0)

All the description required as part of this document should be completed before UAT phases and go live i.e. within six months. The total marks obtained under the respective heads would be prorated to the total marks in Evaluation Metrics I of annexure –I

Item No.	Description	Readily Available(R)/ Customizable(C)/ To be Developed(D)	Maximum Marks	Module name with relevant details
1.	**General Requirements**			
1.1.	The system should define and support loan products/ portfolios like Working capital loan, Term Loan, Real estate loans, Non fund based loans (LC, BG etc.), Hire purchase, Trade finance based products, Supply Chain based products, Bills purchases and Lease financing.		2	
1.2.	Minimal paper work by End to End digitization of process from application till sanction.		2	
1.3.	Software should deliver the followings :		2	

Item No.	Description	Readily Available(R)/ Customizable(C)/ To be Developed(D)	Maximum Marks	Module name with relevant details
1.3.1.	Lead Management/ Database management		2	
1.3.2.	Loan Origination System		2	
1.3.3.	Complete Loan processing till disbursement.		2	
1.3.4.	End-to-end workflow management		2	
1.3.5.	Should define & manage Direct Selling Agents (DSA)s. Should Support different origination channels (Including Business Correspondents & Business facilitators)		2	
1.3.6.	Support different loan products, loan types & loan Processes.		2	
1.3.7.	Should generate automated e-mails / SMSes to applicants / valuers / lawyers/ other agencies.		2	
1.3.8.	Should perform all relevant 3rd party Verifications, Valuations, Field Investigations, Credit Bureau checks, geo tagging etc with minimum human intervention		2	
1.3.9.	Multi –organization, multi processes, multi – branch support		2	
1.3.10.	Secured access using profile definition		2	
1.3.11.	Audit trail of data/ processes/ reports/ asset quality		2	
1.3.12.	Single implementation supporting multiple portfolios		2	
1.3.13.	Powerful structured and configurable workflow for automatic routing of application		2	
1.3.14.	Supports multi-level loan product hierarchy/ multi-tier rate structure		2	
1.3.15.	Seasonal Cash Flow / repayment defining capabilities		2	
1.3.16.	Supports application processing for individual & Non individual customers.		2	
1.3.17.	Non individual customers to include various constitutions like proprietorship, partnership, Companies, trusts, societies, Corporations, LLP, foreign entities, Local Branches of foreign entities, sovereign etc		2	
1.3.18.	User configurable parameters/ processes. New product launch and defining/ amending product parameters to be internally enabled.		2	
1.3.19.	Configurable Bank policies and Risk policies. To be in built in the system once by the vendor at the time of installation and later to be allowed to be configured by the bank internally, in case of need.		2	
1.3.20.	Rule based credit evaluation to provide internal credit checking, credit scoring, Credit rating, risk assessment, execution of powers delegated and compliance checks.		2	
1.3.21.	Document imaging and archiving for easy accessibility from across the banking network through all channels.		2	
1.3.22.	Image processing abilities, including pictures taken		2	

Item No.	Description	Readily Available(R)/ Customizable(C)/ To be Developed(D)	Maximum Marks	Module name with relevant details
	by webcam and other similar image forms. Image fed as input is properly reflected in output.			
1.3.23.	Application details and status enquiry.		2	
1.3.24.	Generation of various letters, forms & Loan legal documentation automatically based on the data captured and secondary data. Provision for amendment of the generated forms by inserting comments or amendment clarification should be there.		2	
1.3.25.	Interface to external systems		2	
1.3.26.	E-Signature/Digital signature enabled and applied to every level of processing.		2	
1.3.27.	Possibility of enhancement with add-ons like Middleware, Vendor portal & customer portal.		2	
1.3.28.	Output format to be flexible enough to have MS Word, Excel, XML, Adobe Acrobat PDF and HTML formats.		2	
1.3.29.	Should calculate Repayment schedule based on EMI/ Non EMI, ballooning etc as applicable for all Loan including Retail, MSME, Agriculture, Agro and Food Processing, SHGs etc.		2	
1.3.30.	Should store various units of land area prevailing in various states and also to convert it to standard units like acre, square feet and square meter.		2	
1.4.	Parameterization, historical data management, verifying data quality, data migration on case to case basis, user acceptance testing, documentation, knowledge transfer and support.		2	
1.5.	After fetching data from internal/ external system, system should store it and make it available for subsequent processes/ checks as & when required.		2	
1.6.	Should provide complete end to end subsidy/ Margin money processing solution and automate the process of subsidy claim and information flow.		2	
1.7.	Required output should be generated for the respective fields of subsidy forms. Required inputs can be taken from data available and for the unavailable information there should be option to capture the same through template.		2	
1.8.	Should capture the company or organization details and flag in the account in case of loans under MOUs or Tie-ups (existing or future).		2	
1.9.	Should read Optical character recognition (OCR)/ Quick Response Code (QR codes) in the documents and auto-fill the relevant fields in the system (e.g. Aadhaar, Land records etc.)		2	
1.10.	All the upgrades of the software solution should be provided to the Bank free of cost for the entire		2	

इंडियन बैंक
Indian Bank

CO: Rural Banking Department,
Chennai

Ref: CO:RBD:284:2018-19

Date: 27/11/2018

Item No.	Description	Readily Available(R)/ Customizable(C)/ To be Developed(D)	Maximum Marks	Module name with relevant details
	contract period.			
1.11.	With available necessary input data, system should be able to provide complete loan processing solution complying with bank policy and product specific guidelines with minimum manual intervention.		2	
1.12.	UAT environment should be provided for the proposed solution for testing, improvement and correction.		2	
1.13.	Training environment should be provided for the proposed solution for practice.		2	
1.14.	Comprehensive training manual with in-built 'help' menu in system.		2	
1.15.	Output in various formats (viz. MS word, MS excel, PDF, HTML) with print options in various standard paper sizes (viz. A4, legal & letter.)		2	
1.16.	Escrow agreement for the software source code and for the modification done for the Bank should be provided.		2	
1.17.	Output to be directly generated on click of a button, which can be seen on screen sharing basis (collapsible) at all input screens so that users can compare input and output on a single screen and make changes if necessary. Output button should be available on all the screens & be handy in terms of placement.		2	
1.18.	Proposed solution should have output template in English and Hindi. Moreover, the proposed solution should have feasibility to include the major regional languages at a later date.		2	
1.19.	System should be able to handle entire loan life cycle management i.e. Complete Loan Origination and processing system having automated process from lead management till loan closure except NPA/ Recovery,		2	
1.20.	It should have web interface integrated with bank website for existing and new customer to apply for the loan and track the status of application by entering reference no., mobile no. and application no.		2	
1.21.	PSR (Post Sanction Review) Submission and management.		2	
1.22.	System should have mobile solutions for field functionality, client visits, including data & document, pictures uploads for all departments. Lead capture module is for all loan products including corporate as mentioned in RFP		2	
1.23.	The proposed solution should support mobility		2	

Item No.	Description	Readily Available(R)/ Customizable(C)/ To be Developed(D)	Maximum Marks	Module name with relevant details
	solution for lead managements and other functions through secured channel.			
1.24.	The proposed solution should have Online Application integration with LOS.		2	
1.25.	Automatic picking up of service charges for enquiry/ deviations/ modifications/ processing for each type of facilities/ borrower.		2	
1.26.	Proper tracking process of logged files in order to have faster loan processing leading to business growth & credit quality enhancement. It should include tracking through online mode, emails, mobile apps and SMSes.		2	
1.27.	Solution for automation of generation of all the filled up forms and documents related to all present and future loan products offered by the bank.		2	
1.28.	Solution should have system and checks for improving Data quality by minimizing manual interventions.		2	
1.29.	Generation of Bank specified documents like Application, Form, Loan Appraisal and Documentation with prefilled data.		2	
1.30.	Loan management system including loan origination, complete processing including (Appraisal, sanction and documentation), disbursement & post sanction Loan management including review/renewal and monitoring.		2	
1.31.	Support insurance module		2	
1.32.	KYC verification/Due diligence module		2	
1.33.	Restructured account Module along with Configurable business rules as per policy and approvals.		2	
1.34.	Comprehensive stock statement processing module		2	
1.35.	Single Loan Application with suitable Annexure to process single or multiple Facilities/ borrowers (Fund based & Non-Fund based) as per the Bank's requirement.		2	
1.36.	Any number and types of facilities to be configurable.		2	
1.37.	System should support master data management of various masters like geography, business unit etc. and also version control in key masters.		2	
1.38.	Should capture data based on different customer types or combination thereof.		2	
1.39.	The system should be able to integrate with document imaging/ processing systems, thus facilitating the rapid movement of applications		2	

Item No.	Description	Readily Available(R)/ Customizable(C)/ To be Developed(D)	Maximum Marks	Module name with relevant details
	across the processes without the need to paper flow.			
1.40.	The system should be able to capture the verification of application/ documents/ KYC with digital signature.		2	
1.41.	Appraising and sanction.		2	
1.42.	System should have Flexibility through extensive Parameterization, Workflow and Configuration of Rules.		2	
1.43.	It should be possible to extract any or all data for further analytical functions or for other purposes for end users or other systems at Bank.		2	
1.44.	Solution should facilitate bulk upload of information through batch files containing the application details.		2	
1.45.	User definable rules for scoring, de-dupe, eligibility, customer exceptions, workflow movement, etc. using rule builder.		2	
1.46.	System should be capable of supporting product features. This may be as:		2	
1.47.	Regular product parameters.		2	
1.48.	Special campaign or category parameters		2	
1.49.	Exceptions (approved through a defined process)		2	
1.50.	MIS/data input that requires interfacing with the core banking system/document management system/ any other system to retrieve/compare/validate existing customer details.		2	
1.51.	The system should record all user activities/documents with audit trail.		2	
1.52.	Referencing on the basis of defined rules.		2	
1.53.	It should be possible to integrate with and derive data from bank's other systems.		2	
1.54.	Controlled interface with external/ internal web links/ data sources/ reference sources for data verification/ data & information feeding/ checking information.		2	
1.55.	Capture the financial data of the customer, both current and projections, as needed. E.g. Equity / capital details, Credit facility sanctioned/ availed by/ from other banks/ institutions, profit and loss statements, balance sheet statements, projected cash flows etc as per the type of loan.		2	
1.56.	Due diligence/compliance checks through interface.		2	
1.57.	The system should ensure field level validation in all screens, depending on security group / level of each user. E.g. Only relevant data may be allowed		2	

Item No.	Description	Readily Available(R)/ Customizable(C)/ To be Developed(D)	Maximum Marks	Module name with relevant details
	in the field or user may be able to approve values/comments defined by his capability level.			
1.58.	System should have abilities where at any point of time more than one user can view the case and record their queries.		2	
1.59.	Report on workflow management both for reporting as well as to have a comment & work log of the complete user trail.		2	
1.60.	System should be able to send SMS/ E mail to customer informing them the status of their proposal through various stages.		2	
1.61.	Two way interactions with core banking system where loans approved in LMS can be automatically disbursed/ managed in Core banking without repeat data entry.		2	
1.62.	Quantitative/ qualitative details linked to underwriting criteria may be fully in-built in the system. Abilities to update same given to specific users as per policy changes.		2	
1.63.	Setting up/ managing unit cost depending upon purpose or other definable parameters.		2	
1.64.	Irregularity & Compliance Based reporting.		2	
2.	**LEAD MANAGEMENT**			
2.1.	Manual Lead Creation through front line staff		2	
2.2.	Bulk Lead Creation through Excel sheet/XML upload		2	
2.3.	Lead Creation through integration with Bank's website, Mobile apps, SMS, TAB, ATMs, KIOSK, Business Correspondents (BC), Business Facilitator(BF), Direct Selling Agent (DSA) etc.		2	
2.4.	Automatic/ Manual lead assignment to users/ branches based on pre-defined logic like PIN code, type of lead etc.		2	
2.5.	Manual Lead Assignment/Re-assignment		2	
2.6.	User performance monitoring		2	
2.7.	Lead De-duplication		2	
2.8.	Capture Detailed information of the lead		2	
2.9.	Add and modify lead details		2	
2.10.	Should process modification sanction with the same lead number by changing status of lead before loan account opening.		2	
2.11.	Attach, scan documents		2	
2.12.	Initiate leads for multiple products through single application		2	
2.13.	Unique Lead ID generation and communication to customers. System should enable searching based on the Unique Lead ID or other defined parameters with full/ partial matching. Full/partial matching		2	

Item No.	Description	Readily Available(R)/ Customizable(C)/ To be Developed(D)	Maximum Marks	Module name with relevant details
	option should be configurable			
2.14.	Should have the following general features :-			
2.14.1.	Lead Tracking		2	
2.14.2.	Monitor Lead status, define SLAs[1], TATs		2	
2.14.3.	Audit trail of the lead		2	
2.14.4.	Automatic reminders for follow-up		2	
2.14.5.	Automatic internal and external notifications based on different events		2	
2.14.6.	360 degree view of the lead. Below details of the lead will be available (more can be configured, if required) Lead Details Family Details Wallet Details Existing liabilities with same and other banks Household details Account Details		2	
2.14.7.	Audit and Decision Log		2	
3.	**USER MANAGEMENT**			
3.1.	A function that allows the correct level of user to add new users and remove users.		2	
3.2.	A function that allows the correct level of user to modify the access a user requires.		2	
3.3.	Facility to add/ reallocate users to designated business unit/ branch/ processes/ roles		2	
3.4.	System should allow definition/modification of the approval limits, branches and organization structure which could be centralized or decentralized.		2	
3.5.	System should be configurable to have more user types/levels to accommodate process changes/audit or any other functional/reporting requirement.		2	
3.6.	Multiple user functionality		2	
3.7.	Multiple users being able to download the documents for any particular trail.		2	
3.8.	Multiple users to raise comments which are to be recorded with date and time. Comments could be marked to a user/User group or be left open for all users.		2	
4.	**WORKFLOW & ALLOCATION**			
4.1.	The system should allocate particular application to specific approvers. Further, there should be a queuing system that should allocate based on preset logic. Approval process can be defined as single approver or multiple approvers.		2	

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[1] Statement of objectives, scope of services to be covered, Performance metrics etc

Item No.	Description	Readily Available(R)/ Customizable(C)/ To be Developed(D)	Maximum Marks	Module name with relevant details
4.2.	Process of approval may have defined sequential and parallel (like committee based approval etc) movements. It should be possible to have both in workflow simultaneously.		2	
4.3.	Fast track processing. Solution should provide a feature whereby a single user (duly designated) to process an application from start to finish or may have limited access to a specific task.		2	
4.4.	Should define role, profile, level, branch, location based allocation rules for each user along with holidays.		2	
4.5.	Should reallocate or reassign cases from one user or business unit to another.		2	
4.6.	Multiple 'to & fro' movement of work items possible. Comprehensive Reports for workflow.		2	
4.7.	The queuing feature should include the ability for escalation to higher supervising authority in case the application has remained pending without any activity for a specified period		2	
4.8.	Should define Service Level Agreement (SLA)[2] , TAT rules for each activity in the workflow		2	
4.9.	Should have ability to configure workflows for credit lines based on the processes defined by the bank. Interact dynamically between the rules engine and the queuing process to move across queues based on process results at each stage of credit processing – Example: risk based verification process resulting in instant approval or based on potential credit limit assignments queue to credit officers who can cover such limits.		2	
4.10.	System should have provision of maker checker facility for different activities like data entry, documents, approval based on risk segment. However this may be defined by administrator only.		2	
4.11.	Should define external agencies like Direct Selling Agency (DSA), Data Management Agency (DMA), dealers, valuation agencies, verification agencies, rating agencies etc.		2	
4.12.	Should allocate relevant cases to these external agencies and give controlled access to work or give them facility to upload their reports.		2	
4.13.	Each loan application should be monitored from the time it is entered into the system, and tracked through the various steps of credit review and approval process.		2	

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[2] Statement of objectives, scope of services to be covered, Performance metrics etc

Item No.	Description	Readily Available(R)/ Customizable(C)/ To be Developed(D)	Maximum Marks	Module name with relevant details
	Some of the common steps that should be followed in application workflow are as follows: Quotations-In principle approval. Quick / Detailed Data Entry Duplicate Check / Review Credit Scoring Document Process Credit Bureau Check (like CIBIL and others) Verification Details Multi – Level credit evaluation Decision making Disbursement Monitoring Review renewal.			
5.	**SOURCING MANAGEMENT**			
5.1.	Should capture details of the source of the application with details like branch functionaries, Credit Managers, product team names, branch, Business Correspondents, sourcing location, any other outsourcing agency etc.		2	
5.2.	System should have mobile/ Tab solutions for field functionality, client visits, including data & document, pictures uploads.		2	
5.3.	Provision for uploading documents in the LOS in the formats with easy readability and with minimum space consumption.		2	
6.	**APPLICATION AND DETAILED DATA ENTRY**			
6.1.	System should capture all possible data pertaining to a customer and customer's requirement in detail and maintain such data till the time Bank desires.		2	
6.2.	Data entry Management for existing accounts		2	
6.3.	Customer's detailed information should be maintained and existing details of the customer to be compared.		2	
6.4.	Should add Borrower, Co-borrower and Guarantor details.		2	
6.5.	Loan and product details are added with various repayment parameters		2	
6.6.	Multiple collaterals are accepted as security as per guidelines.		2	
6.7.	Customer information should be captured in detail along with KYC validations such as PAN and Aadhaar.		2	
6.8.	This process should allow the user to enter missing data/ modify the existing data and then re-submit the application for further processing.		2	
6.9.	Provisions for giving Specific recommendations for any modifications/deviations by the user/sanctioning authority.		2	

Item No.	Description	Readily Available(R)/ Customizable(C)/ To be Developed(D)	Maximum Marks	Module name with relevant details
6.10.	System should check the application data against all the product level parameters and in case of discrepancies, the same can be modified at this stage .Product validations to be checked. If violated, rectification activity performed.		2	
6.11.	Provision to add specific comments/litigations for a particular case/lead to be provided.		2	
6.12.	Option to reject the application for ineligible customers with appropriate justifications by the appropriate higher authority.		2	
6.13.	Uploaded scanned images of Application form and manually fill up the application form by keeping the scanned image as reference		2	
6.14.	Provision for scanning and uploading the application through OCR (Optical Character Recognition).		2	
6.15.	Extract the details filled in online application automatically.		2	
7.	**APPLICATION INPUT AND TRACKING**			
7.1.	Should capture customer details like: • Borrower Information • Personal information • Application details of Loan a. Customer profile, constitution, address, demographic details etc b. Customer KYC details, c. Employment Details, d. Loan details, e. Guarantor/ Co-applicant details, f. Customer exposure with other Banks, g. Land Holding Details, h. Asset & liability details i. Existing Cultivation pattern, j. Date of appraisal initiation k. Registering the application details in a user defined format l. Borrower Master data m. Customer Follow Up reports n. Write Up Details o. Financials /CMA DATA p. Comments on crop/product q. Facility Details r. Pricing Details s. Security Details t. Standard Terms &Conditions u. Credit Rating/scoring results v. Ratios and calculation from rating input/output sheets w. Document checklist		2	

Item No.	Description	Readily Available(R)/ Customizable(C)/ To be Developed(D)	Maximum Marks	Module name with relevant details
	(The list is illustrative only and input parameters fully in line with the banks appraisal formats to be built during the customization stage)			
7.2.	Should generate output (on screen or print) based on input provided for the customers to view the eligibility for loan and other parameters by front line staff while interacting with the customers.		2	
7.3.	Should provide space to provide additional information that may be relevant in making credit decision e.g. number of bounced instruments, failed standing orders.		2	
7.4.	System should support Qualitative Data Extraction (QDE), Dynamic Data Extraction (DDE) and checking of the data for any corrections extensively so as to ensure integrity of data.		2	
7.5.	System should have facility to validate the data being entered with validations like mandatory/ non-mandatory, format validations etc.		2	
7.6.	Must generate a unique loan identification number for every loan application.		2	
7.7.	The application enquiry should be possible on specific keys definable parameter.		2	
7.8.	The unique loan number generated should be easy to trace by the various users who may wish to track the application through various channels like website, apps etc. For example: can be queried by inputting customer's id no, name or business registration number.		2	
7.9.	Support multiple sub-borrowers in a single loan (viz. self-help groups).		2	
8.	**PRODUCT CONFIGURATION**			
8.1.	A three-level hierarchy for defining financial loan product		2	
8.2.	Should attach risk policies.		2	
8.3.	Support for multiple interest rate types like fixed, floating and mixed including risk rating/ scoring model based pricing.		2	
8.4.	Should define repayment variations like flexi EMI, Principal distributed, Balloon, moratorium (skip) and step up/ down in the product.		2	
8.5.	Intermittent and last balloon payments supported.		2	
8.6.	Interest and principal moratorium supported.		2	
8.7.	Servicing of interest during moratorium in line with repayment frequency supported.		2	
8.8.	Support for individual and non-individual customers (Companies, firms, societies, trust, corporations).		2	
8.9.	Specific data entry screens designed for both customer types.		2	

Item No.	Description	Readily Available(R)/ Customizable(C)/ To be Developed(D)	Maximum Marks	Module name with relevant details
8.10.	Additional details like financial data for a specific period captured for corporate customer.		2	
8.11.	Combinations like individual/ corporate as a borrower/ co-borrower/ guarantor or vice versa are supported.		2	
8.12.	Loan products shall also be defined as corporate products offering more processing flexibility.		2	
8.13.	Document set specific to customer type can be defined.		2	
9.	**CUSTOMER MANAGEMENT**			
9.1.	System should fetch CIF number from CBS & enable searching based on the CIF or other defined parameters with full/ partial matching. Full/partial matching option should be configurable.		2	
9.2.	System should allow automatic fetching of the customer data for an existing customer based on parameters viz. a.　Customer Profile b.　Exposure Details c.　Group Exposure if any d.　Existing Facility Details e.　Securities		2	
10.	**DE-DUPE & NEGATIVE DATABASES CHECK**			
10.1.	Provision to configure rules for De-dupe at customer/ product level.		2	
10.2.	De-dupe rules to be configured for applicant as well as asset/ collateral.		2	
10.3.	Unique rule sets can be defined for individual, Business units and corporate applicant types		2	
10.4.	Should find if a customer is an existing one and check for internal / external referral lists or whether the customer is defaulter at any other branch of our Bank		2	
10.5.	The system should do de-dup with the current application details like ID numbers, telephone numbers against similar lists in other product databases.		2	
10.6.	Option to reject the application for customer based on the compliance check results.		2	
10.7.	Escalation Metrics pre-defined.		2	
10.8.	Should view the match details and compare the matched parameters to be sure that the customer match is exact and then map them against same customer id.		2	
10.9.	Should view the existing history, relationship of the customer with Bank. Should do the de-dupe against multiple sources like Core Banking Solutions (CBS) etc.		2	

Item No.	Description	Readily Available(R)/ Customizable(C)/ To be Developed(D)	Maximum Marks	Module name with relevant details
11.	**CREDIT EVALUATION/ RATING**			
11.1.	Interface with Internal credit rating system for borrowers		2	
11.2.	Scoring parameters based assessment abilities in case of schematic lending.		2	
11.3.	Should provide flexibility in defining credit scoring rules/ policies with different multiple combinations and base criteria, provide on-line credit scoring processing with auto approvals.		2	
11.4.	The product should have a scoring engine that is capable of credit scoring across demographic and bureau variables and handle multiple score cards across products and segments		2	
11.5.	Should key in financial/ non-financial data and use the same for scoring.		2	
11.6.	Generation of rating input from CMA DATA		2	
11.7.	Should interface with third party external credit rating systems and use the same for defining different paths of the workflow or in internal scoring engine real time or in batches.		2	
11.8.	Should interface with multiple credit bureaus and use the results of same in scoring.		2	
11.9.	The system should have the infrastructure to support rule based decisions with embedded architecture enabling such rules to be written by users using customer level elemental data.		2	
12.	**ELIGIBILITY**			
12.1.	Should define the customer eligibility rules based on different parameters. Rules/parameters details will be conveyed at the time of SRS.		2	
12.2.	Should arrive at eligible loan amount for a customer based on these rules and data entered for application.		2	
13.	**ANALYSIS**			
13.1.	Evaluation of Credit Limit, Credit Scoring and Appraisal.		2	
13.2.	System should be able to capture CMA data furnished by the customer (either through uploading/ manual entry)		2	
13.3.	System should support financial analysis based on parameters like:- NPV, IRR and Benefit-Cost ratio, Debt Service ratios, sensitivity, FCFF, FCFE, or other similar tools. or any other ratios.		2	
13.4.	System should support definition of standard formats for financial data and statements like Balance sheet, Cash Flow statement, P&L account, and Funds flow statements. Definition of financial		2	

Item No.	Description	Readily Available(R)/ Customizable(C)/ To be Developed(D)	Maximum Marks	Module name with relevant details
	structures based key parameters like Industry segment, customer type etc. Structures can be defined for various financial statements like Balance sheet, Cash Flow statement, P&L account, Funds flow statements etc.			
13.5.	Excel based template/ file upload/ processing facility to be provided.		2	
13.6.	Credit assessment based on product specific guidelines/Requirements.		2	
13.7.	System should compare benchmark ratios based on risk policy of the bank.		2	
13.8.	Standard analysis of financials using basic analytics, Key financial ratios and benchmark.		2	
13.9.	System should allow defining ratios like operating profit, margin, etc. based on formulae and data obtained in financial statements.		2	
13.10.	System should support details like Average and benchmark ratios.		2	
13.11.	Financial data for the customer can be derived using excel reports/ CMA data.		2	
13.12.	Analysis of CMA Data/ Generation of projections for 2 years based on CMA Data (Audited Balance sheet)		2	
13.13.	System should capture past and projected financials provided by the customer for any number of years.		2	
13.14.	System should provide for any number of years for which the loan/project data can be supported.		2	
13.15.	The system should capture remarks (with replies) of latest internal/ external auditors (concurrent, statutory, stock audit, etc.), site inspections. It should also support capturing of text comments along with capturing of remarks and irregularities pertaining to the account in the bank's monthly / quarterly monitoring reports.		2	
13.16.	Data should be uploaded for audited/ unaudited/ draft/ in-house/ projected balance sheet.		2	
13.17.	Standard analysis of financials using basic analytics and using various methods of lending like Turnover Method, MPBF, Cash Budget or any other assessment methods adopted by the bank from time to time.		2	
13.18.	Based on the data uploaded, system should compute the financial ratios as per the configuration in the masters. The system should be able to perform comparison of selected key ratios, financial parameters across borrowers within the industry and against bench marks. An illustrative list of data/ details to be captured by LMS is furnished below: Paid up capital, Reserves and Surplus, Intangible		2	

Item No.	Description	Readily Available(R)/ Customizable(C)/ To be Developed(D)	Maximum Marks	Module name with relevant details
	assets, Revaluation reserve, Tangible net worth, Long-term liabilities, Capital employed, Net block, Investments, Non-current assets , Net working capital , Current assets, Current liabilities, Net sales, Other income, Net profit after tax, Depreciation, Intangible assets, Cash accruals, ROCE (Return on capital employed), Drawing Power of the applicant etc. **An illustrative list of ratios to be computed for financial analysis is furnished below:** Liquidity Ratios, Profitability Ratios, Efficiency Ratios, Leverage Ratios, Market Ratios, Capital Budgeting Ratios, DSCR, NPV, IRR, ICR, FACR etc			
13.19.	The system should support sensitivity/ scenario analysis where the user can modify the financial data to find out how the change will affect certain key financial ratios/ indicators.		2	
13.20.	Support to insert images, signatures, table and format the template as per bank standard formats/ Proposal complexities.		2	
13.21.	Data fetching on unhedged foreign Exposure reference data to be analyzed.		2	
14.	**PROJECT APPRAISAL**			
14.1.	Standard & customized project appraisal tool & processes.		2	
14.2.	Building up/ importing/ assessing various financials & business models and other appraisal requirements of project funding.		2	
15.	**DOCUMENT MANAGEMENT**			
15.1.	Should define the documents checklist for an application, applicant, asset, etc.		2	
15.2.	Should track the receipt of Documents for an application.		2	
15.3.	Should upload documents against documents checklist/ data in different formats like jpg, jpeg, png, pdf etc.		2	
15.4.	Should update, to inquire, archive and retrieve the documents.		2	
15.5.	Should defer, waive the documents with approval from competent authority based on customer request.		2	
15.6.	Should support document waiver process with an approval flow and comments by the approving authority.		2	
15.7.	Should allow adding new documents in existing list at multiple stages.		2	
15.8.	Should define mandatory, non- mandatory documents.		2	

Item No.	Description	Readily Available(R)/ Customizable(C)/ To be Developed(D)	Maximum Marks	Module name with relevant details
15.9.	Should track documents stage wise.		2	
15.10.	Should mark the no of pages, date of receipt, location of the document while receiving it.		2	
15.11.	Should have a verification of the documents by a different user.		2	
15.12.	Should maintain scanned image of applications, forms, appraisals, reports, cover documents, visit reports, security documents etc		2	
15.13.	Based on each product and parameter bank specific documents/ forms to be generated automatically with prefilled fields based on the input fields given.		2	
16.	**DOCUMENT CONFIGURATION and DOCUMENT CHECK LIST**			
16.1.	Three Tier Document Definitions. (KYC, Product specific, Legal & Security Aspects)		2	
16.2.	• Document Code – Identification of documents should be done • Document set code – set of various types of documents based on type of customer, loan product, security, Legal aspects and so on to be uploaded/ retrieved. • Document family – Similar type of documents to be grouped together in a family. Branch should be able to view the documents required easily.		2	
16.3.	Applicable document sets can be configured at applicant, application and asset level.		2	
16.4.	Stage at which the documents are expected to be received can be configured.		2	
16.5.	Provision should be there to make available the automatic document checklist based on application data according to pre-configured document set		2	
17.	**DOCUMENT RECEIPT**			
17.1.	Documents should be received or verified at 3 levels. These are applicant level, asset level and application level.		2	
17.2.	Depending on the stages, documents can be received till post disbursement.		2	
17.3.	Provision to upload scanned images of documents available at multiple stages.		2	
17.4.	Should waive a certain document.		2	
17.5.	Should defer a certain document to a future date / stage.		2	
17.6.	Provision to verify/ upload received documents.		2	
18.	**DOCUMENT VERIFICATION**			
18.1.	All KYC documents can be E-verified after they are received by the designated officer.		2	
18.2.	Multiple types of verification should be supported viz. :-		2	

Item No.	Description	Readily Available(R)/ Customizable(C)/ To be Developed(D)	Maximum Marks	Module name with relevant details
	Field Investigation, Office Verification, Residence Verification, Personal Interview and Organization Verification			
18.3.	Multiple instances of a single verification type		2	
18.4.	Assigning verification requests to Internal and External users		2	
18.5.	Verification is a 3 step process - Initiate Verification - Perform Verification - Accept Verifications		2	
18.6.	Should re-initiate verification if required		2	
18.7.	System should also support third party verification (report update etc.)		2	
18.8.	Should define Escalation matrix/ Queue Management		2	
18.9.	Should interface with external agencies/ authorities for documents verification.		2	
18.10.	Auto assignment to empanelled Advocates and Engineers for Legal scrutiny report and Engineer valuation.		2	
18.11.	Provision for reports to be uploaded by the empanelled advocates and engineers directly through an interface exclusive for this purpose.		2	
18.12.	Documents can be marked as satisfactory/Non-satisfactory.		2	
18.13.	Flagging of pending documents account wise and follow up.		2	
19.	**FEES & CHARGES**			
19.1.	System should have a facility to define different fees, charges and taxes as per guidelines, which are to be collected for a credit product type and customer type.		2	
19.2.	Should collect fees and charges based on the checklist of generated charges partially or fully.		2	
19.3.	Apart from system identified fees, provision to add for additional fee type should be there.		2	
19.4.	Should waive or defer a charge after the approval of competent authority.		2	
19.5.	Should integrate the facility for collection of fees for external agencies like DSA, Business Correspondents, CIBIL etc		2	
19.6.	Should integrate with banks collection system (existing or proposed)		2	
19.7.	Offer letter to have detailed fee and charge calculation which can be directly debited to Core banking on triggers.		2	
20.	**DEVIATION MANAGEMENT**			
20.1.	Should define deviation based on rules for		2	

Item No.	Description	Readily Available(R)/ Customizable(C)/ To be Developed(D)	Maximum Marks	Module name with relevant details
	benchmarks, covenants, fees, pricing, demographics and other parameters.			
20.2.	Should support multi level deviation		2	
20.3.	Should support additional manual deviations if any		2	
20.4.	Generation of deviations automatically by the system based on set rules and allocation to designated authority for approval.		2	
20.5.	Should support Banks defined process for deviation approval.		2	
20.6.	Facility to add certain user deviations based on the discretion of the authority.		2	
21.	**USER WORKSPACE**			
21.1.	User must be able to see all application he has to work on in a single view.		2	
21.2.	User should be able to prioritize his work by being able to filter cases based on certain parameters like application id, application date, first name, last name, product etc.		2	
21.3.	User should also be able to view cases in a pool and request to attend the case to start working on same with approval of allocating authority.		2	
21.4.	Supervisor user should be able to view records of his subordinates and be able to take actions on same.		2	
22.	**COLLATERAL MANAGEMENT**			
22.1.	Should generate unique collateral ID for the asset/ collateral. In case of extension, if any, existing collateral ID number to be captured for subsequent applications.		2	
22.2.	Should define different collaterals and attributes in the system which has to capture for collateral.		2	
22.3.	Should capture collaterals for an application.		2	
22.4.	Should generate technical and legal valuation for collateral and allocate it to a user or agency and capture the valuation details.		2	
22.5.	Should calculate eligibility based on collateral value and Net Present Value (NPV).		2	
22.6.	Should upload valuation documents into the system.		2	
23.	**VERIFICATION MANAGEMENT**			
23.1.	Should generate different verifications for customer based on his application and evaluation process. List of verification processes shall be provided at the time of SRS.		2	
23.2.	Allocate verifications like phone, income, personal, address etc. to user/ agencies, if there are third party or internal validators.		2	
23.3.	Should initiate and do field investigations.		2	
23.4.	Should capture details and documents related to each verification.		2	

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Item No.	Description	Readily Available(R)/ Customizable(C)/ To be Developed(D)	Maximum Marks	Module name with relevant details
24.	**TERMS & CONDITION MANAGEMENT**			
24.1.	Facility T&C list has to be automatically selected on the basis of facility type selection.		2	
24.2.	Provision should be there for bringing in any changes/ amendments by the users/ approval authorities.		2	
25.	**CREDIT APPROVAL**			
25.1.	Multi-level approval based on sanction limits.		2	
25.2.	Should define the sanctioning authority based on Bank's set guidelines like loan size, product, deviations etc. Should have a multi-level sanctioning matrix and automatic routing of the case based on that.		2	
25.3.	The system should aid credit decision making based on the proposal evaluation analysis and credit risk rating. It should facilitate users/reviewers in understanding assessments through electronic case files.		2	
25.4.	Should allow authorized personnel to override system credit approval or rejection recommendations but with an audit trail that can be tracked.		2	
25.5.	Should route the case for committee approval in case of higher loan amounts.		2	
25.6.	Multiple committee members can be defined along with veto and non-veto members.		2	
25.7.	Provision to define committees like approval committee, pricing committee etc.		2	
25.8.	Should generate Credit Appraisal report in printable and/or screen readable form.		2	
25.9.	System should provide for definition of the minimum requirements for one to qualify for a credit facility generally and within each stage.		2	
25.10.	Automatic approval / rejection based on decisions taken.		2	
25.11.	Should allow reviewing personnel to view defined sets of information/ comments on each credit request.		2	
25.12.	Should view the application data in a summarized form to take credit action.		2	
25.13.	Ratification process for decisions taken is supported.		2	
25.14.	Should generate Sanction tickets and term sheets for Customers/ Bank with mandatory fields and T&C.		2	
26.	**COVENANT MANAGEMENT SYSTEM**			
26.1.	Should view/ input financials & non-financial covenants based on pre defined rules.		2	
26.2.	Periodic monitoring (with manual intervention) of covenants.		2	

Item No.	Description	Readily Available(R)/ Customizable(C)/ To be Developed(D)	Maximum Marks	Module name with relevant details
26.3.	Report generation on compliance/ non- compliance.		2	
27.	**REVIEW/ RENEWAL**			
27.1.	Capture data on future date of review or renewal for each loan at the time of loan origination based on set rules or manual entry.		2	
27.2.	Allow annual review of application as per the above processes.		2	
27.3.	Previous approvals/ rejections should be available in the system history.		2	
27.4.	For existing loans, system should fetch the data from CBS and generate alert for review/ renewal/ DPN due date etc and alert to be sent to branch/ customer through email and to Branch Manager through SMS on daily basis.		2	
28.	**EXCEPTION HANDLING**			
28.1.	Should add certain actions/conditions if the application is not fully up to the mark for approval like addition of co-borrower, collateral etc.		2	
28.2.	Ability re-routing the case to an appropriate officer in case of any changes or amendments to be made.		2	
28.3.	Should automatically reroute the case in case of any data change based on which the approval was done.		2	
28.4.	Should reject the application with reasons. The system should allow review of rejected applications through a screen that includes the reason for rejection.		2	
28.5.	System should have facility to bifurcate Loan requirements into various purposes including Insurance amount wherever applicable.		2	
28.6.	Should have the capability to review rejected applications for reopening in special cases by authorized user.		2	
28.7.	Facility to recommend an application if it is not in users approving authority.		2	
28.8.	The system should facilitate archiving of rejected applications for de-dup purposes.		2	
28.9.	Once an application for credit is closed, it should not be possible to change the data.		2	
28.10.	The system should have a mechanism that cancels an application if it is pending for more than a specified number of days after follow- up for missing documents/ information.		2	
29.	**OFFER LETTER & LOAN DOCUMENTS**			
29.1.	Generate pre printed offer letter & Loan Documents for customer.		2	
29.2.	Should capture the acceptance by the customer.		2	
29.3.	Allow printing of approval/ rejection letter in desired format.		2	

Item No.	Description	Readily Available(R)/ Customizable(C)/ To be Developed(D)	Maximum Marks	Module name with relevant details
29.4.	Should view the status of applications under process Stage wise, branch wise and user wise.		2	
29.5.	The system should support creation of sanction advice with the following details: Customer details, Product details Classification of loan / sector code, Purpose of the sanctioned loan, Terms and conditions of the sanction amount (rate of interest including any additional charges applicable), Period of sanction or tenure of loan, Payment terms of interest, margin etc. Security, Credit rating, Repayment schedules, Moratorium period, Renewal details (where applicable), Charges to be created with appropriate authorities, Guarantees, Insurance details, Documentation and legal formalities to be executed		2	
29.6.	Customer correspondence, including reminder letters etc. automatically generated by the system in accordance with defined parameters.		2	
30.	**APPRAISAL NOTE and LIMIT MANAGEMENT**			
30.1.	System to have the capability to show a snap shot view on a click of the entire appraisal on a single click		2	
30.2.	Should print the appraisal sheet for offline study of the appraisal		2	
30.3.	Interchangeability between limits		2	
30.4.	Interchangeability from funded to non-funded & vice-versa.		2	
30.5.	Multiple levels of sub limits.		2	
30.6.	Loan Amortization schedule		2	
31.	**DISBURSEMENT**			
31.1.	Should generate a disbursement request/ voucher/ forms based on facility type.		2	
31.2.	Should generate pre disbursement compliance sheet/ certificate		2	
31.3.	Disbursement release		2	
31.4.	Disbursement approval		2	
31.5.	Loan Amortization Schedule		2	
31.6.	Support for Partial Disbursement/ full disbursement/ disbursement in stages as per sanction terms and conditions.		2	
31.7.	Pre EMI where only interest payment on partially disbursed amount is made.		2	
31.8.	Principal and interest repayment on partially disbursed amounts		2	
31.9.	Should enter disbursement details like beneficiary, mode of disbursement etc.		2	
31.10.	Have maker checker process for disbursement approval.		2	

Item No.	Description	Readily Available(R)/ Customizable(C)/ To be Developed(D)	Maximum Marks	Module name with relevant details
31.11.	Facility to update disbursement details once the disbursement has been done, if needed.		2	
31.12.	Facility to update details of asset created if any, like machine details, project details etc. and make it available to use afterward.		2	
31.13.	Facility to do multi tranche disbursement for loans.		2	
32.	**NOTIFICATION MANAGEMENT**			
32.1.	Facility to provide real time notification of case as per configuration of the Bank		2	
32.2.	Alert to be given by the system after the sanction for registration, cancellation or modification of charges at external agencies.		2	
32.3.	Should automatically send notifications of rejections/ approvals to appropriate personnel with predefined data and conditions.		2	
32.4.	When an application is approved and forwarded to the next person on the workflow, it should send auto-notification via email to the receiving personnel/ other defined users to inform on applications awaiting actions/ progress.		2	
32.5.	Should automatically notify or alert when the loan is disbursed.		2	
32.6.	Should define templates for SMS, email, letters for notifications based on existing templates of the Bank.		2	
32.7.	The system should handle and generate documents like: Loan Sanction Letter Loan Rejection Letter Loan Related Agreements Security document All other document forms as per the product type		2	
33.	**PRODUCT MANAGEMENT**			
33.1.	Should define new portfolios, products, schemes based on the current/proposed offering of the Bank.		2	
33.2.	Should define pricing (fixed, floating) with different frequencies like yearly, monthly etc. along with ability to set up rules for risk based pricing.		2	
33.3.	Calculation of interest sacrifice/ surplus, in case interest rate is changed due to certain reasons.		2	
33.4.	Should define different calculation methods, repayments methods, repayment variations like step up, step down etc.		2	
33.5.	Should restrict the availability of the product location wise.		2	
33.6.	Should copy and configure new product on the fly easily.		2	
33.7.	Tier Based Loans:		2	

Item No.	Description	Readily Available(R)/ Customizable(C)/ To be Developed(D)	Maximum Marks	Module name with relevant details
	The system must have capability for pricing to be based on the tenor of the loan. The system should give capability for different tenors to have different pricing.			
33.8.	Capability for Top Up loans: In the event that a customer already has an existing loan, the system must have automated capability to settle the existing loan and generate a new loan application with a consolidated balance of the new and old loan.		2	
33.9.	Capability for balance transfers In the event that a customer has an existing loan with another institution, the system must allow for input of this information at origination. This will allow for this information to be reviewed at verification.		2	
33.10.	Full Ad-hoc Limit Management System where temporary limits can be processed in the system.		2	
34.	**RULE BUILDER**			
34.1.	Facility to define rules based on different parameters required for loan processing. Rules could be related to de- dupe, scoring, eligibility, deviations, sanctioning powers etc or other rules like risk based pricing.		2	
34.2.	Flexibility to add new rules based on calculations, criteria .There must be rules that decide on minimum requirements including and not limited to age, income/ balances / employer category / scores obtained etc.		2	
35.	**REPORTS/ MIS**			
35.1.	Provide standard reports which are printable in PDF and exportable to Word or Excel or other data analysis formats.		2	
35.2.	Allows report configuration by allowing customizing report parameters.		2	
35.3.	System should generate reports like:- Application received Applications approved Application declined Sourcing Performance Turnaround Time (TAT) Reports SLA reports Applications pending Disbursement of Applications Pending documents Application Pending verification Pre Finalized Company Rating Report Final Company Rating Report Interim Industry Rating Report		2	

Item No.	Description	Readily Available(R)/ Customizable(C)/ To be Developed(D)	Maximum Marks	Module name with relevant details
	Final Industry Rating Report Company Financials Report Score Mismatch Report Risk Rating Reference Report Industry Benchmark Report Company Comparison Report Case Status Report User Access Rights Report Audit Report Executive Summary Report User Login Logout Report Periodically reports in PDF/ MS Word/ MS excel/ HTML etc			
36.	**DASHBOARDS**			
36.1.	Should define operational dashboard parameters, presentation style, levels, products, etc.		2	

36.2.	Shall include all general MIS including
	    a. Report on Pending proposals
	    b. Report on Pending documentation
	    c. Report on pending security creation
	    d. Report on an industry
	    e. Report on unutilized limits
			2	

36.3.	Classify applications stored according to their status e.g. Approved, declined, cancelled, under review, closed (definable frequency for reports).		2	
36.4.	Online MIS and inquiries should include but not be limited to productivity MIS per processor type, per loan type, limits type, Operational MIS, Demographic MIS, Credit scoring MIS, path traversed by an applications – workflow activities done with date, time, main comments and processor details etc.		2	
36.5.	Should generate graphical report based on the data available and requirement of the Bank		2	
36.6.	Should generate any type of report as desired by the Bank from time to time.		2	
37.	**AGRICULTURE SEGMENT (Specific Requirements)**			
37.1.	Solution to have workflow & application suitable for all type of loans ranging from simple Crop loan to complicated Agro processing Commercial loans including SHG loans.		2	

Item No.	Description	Readily Available(R)/ Customizable(C)/ To be Developed(D)	Maximum Marks	Module name with relevant details
37.2.	The system should define and support loan products/portfolios like: i) Short term, Medium term and Long term Agriculture and related loans, ii) Land Development, iii) Dairy and animal husbandry including Fishery, Poultry etc iv) Farm Mechanization (Tractor/ Harvester/ Power Tillers/ Other Farm Machineries and accessories) v) Advance for all type of vehicle requirements for agriculture purpose and for use of farmers vi) Minor and Micro Irrigation, vii) Loan against Negotiable Warehouse Receipts (NWRs)/ Produce Marketing Loan, viii) Loan Against Gold Ornaments/ Jewellery ix) Plantation and Horticulture, x) Dealers of Agriculture inputs, xi) Value chain financing, xii) Food processing and agro processing xiii) End to end solution for Finance to cold chain xiv) Agri infrastructure (including but not limited to Farm building and structures, Warehouses, Cold Storage, Social Infrastructures etc) xv) Other Agriculture Loans xvi) Other Agriculture loan product that Bank may launch in future.		2	
37.3.	Software should deliver:			
37.3.1.	Provision to store purity of gold (in carats) and its weight to calculate eligibility amount in case of Gold Loans.		2	
37.3.2.	SHG loan processing and able to collect/ retrieve/ process individual member details and loan disbursal to individual members' bank account.		2	
37.3.3.	Integration of crop loan with PMFBY portal		2	
37.4.	System should be capable of capture, store and process Loan applications based on State wise/District wise/ Crop wise/ Irrigation facility wise/ and any other definable parameter wise Scale of Finance as per RBI/NABARD guidelines on yearly basis.		2	
38.	**MSME SEGMENT (Specific Requirements)**			
38.1.	Should calculate Repayment schedule based on EMI/ Non EMI, Balloon repayments etc as applicable for various MSME Loan products		2	

Item No.	Description	Readily Available(R)/ Customizable(C)/ To be Developed(D)	Maximum Marks	Module name with relevant details
38.2.	Integration of Government sponsored scheme MSME accounts with relevant portal		2	
38.3.	Types of facilities like PMEGP/ PMMY/ NEEDS/ Start Up/ Stand Up/ Proposals through Udhayami Mitra Portal to be configurable.		2	
38.4.	System should be capable of capturing, storing and processing Loan applications based on state wise/District wise.		2	
39.	**RETAIL SEGMENT (Specific Requirements)**			
39.1.	Payment methodology to DSA/ HLC/ FBC, including accounting. DSA/ HLC/ FBC Master integration from existing In house application. Review of performance of DSA/ HLC.		2	
39.2.	System should be capable of capturing, storing and processing Loan applications based on state wise/District wise/ and any other definable parameter wise as per RBI/NHB guidelines on yearly basis.		2	
39.3.	System should support various product portfolios of retail segment from Jewel Loan, LOD, Salary loan, Vehicle Loan, Education Loan, Home Loan, Asset Backed mortgage loan, Lease Rental Discounting, Loan against liquid securities such as LOD, KVP, NSC, LIC, Gold Bond.		2	
39.4.	Interface/ Integration with Vidyalakshmi portal for capturing of fields in the application for educational loan in LOS. Loan scheme has to be decided based on ranking of college as per our bank norms. Institute/College captured in the LOS to be verified with online portals/ websites such as MHRD website (for domestic study)		2	
39.5.	Subsidy related fields for Home Loan & Education Loan		2	
39.6.	Accounts allocated based on Allocation Logic applied • Push Method • Pull Method • Manual Method • Quantity Method • Percentage Method		2	
39.7.	Integration with respective state RTOs online platform for lien creation/termination of charge on vehicle(s) for the vehicle loan(s) sanctioned		2	
39.8.	Should calculate Repayment schedule based on EMI/ Non EMI, Balloon repayments etc.		2	
39.9.	Application workflow should support Insurance coverage. Right From calculation of premium, member form, tagging of loan accounts		2	

Item No.	Description	Readily Available(R)/ Customizable(C)/ To be Developed(D)	Maximum Marks	Module name with relevant details
	new/existing, Premium calculation to reporting of information through MIS.			

ANNEXURE – 3

SOLUTION TECHNICAL REQUIREMENTS

Sl. No.	Particulars	Bidder's Response (Complied/ Not Complied)
1.	**Integration Application Requirements**	
1.1	Ability to integrate to support real time and batch operation	
1.2	Integrator's support for scheduling and defining of jobs	
1.3	Application should handle automatic switchover in cluster environment	
2.	**Database requirements**	
2.1	Should Support patch management / up gradation of database	
2.2	Should support online replication	
3.	**General IT related Requirements**	
3.1	Audit trail of all the activities should be maintained	
3.2	Export of reports and inquiries into different formats like Word, Excel, PDF, Text, CSV and HTML.	
3.3	The solution should archive the data on HDD/ Peripherals and retrieve from the above for the purpose of processing.	
3.5	Support for integration with packages like chart generators, Statistical/ Financial DLLs, MS Office Components, Popular Case Tools.	
3.6	Type of import and export capabilities available for creating customized data feeds.	
3.7	Database link, Data Dictionary and support should be provided to Bank's Data Warehousing & MIS project to enable them to generate the reports in Bank's formats without any additional cost.	
3.8	Data migration from existing data sources (viz. In-house Applications) Solution should be the sole responsibility of the new bidder. However, Bank shall co-ordinate for providing the required data from the existing systems. No manual data entry of master and transaction records should be done by the users.	
4.	**Security / Audit Trail**	
4.1	The system should enable profiling of users and definition of control	

	levels and passwords	
4.2	The supplied application software must be secured against cyber/virus attacks (TSL/HTTPS for all Web portals). The sole responsibility of data theft (if any) is vested on successful bidder, if the data theft happens due to supplied software security issues with adware/malware/virus or other related attacks	
4.3	All Error messages must be logged. It should be possible to look up on-line (by error message number or by alphabetical list) all error messages reported by the system, to determine their meaning and the appropriate corrective course of action. Error messages or events of a certain severity level should be immediately notified automatically by email and SMS. to the System Administrator's Group and actual user.	
4.4	System should provide auditable management of User-ids, access rights and passwords, logins, activities etc	
4.5	Maintenance of a secure, auditable log of access to the system, identifying user-id, date, time, functions accessed, operations performed. The raw logs have to be stored for at least 10 years.	
4.6	Proposed solution should provide complete forensic evidence as to why a transaction was declined/hold/allowed.	
4.7	A Separate Login/Role / user type is required for Auditors who can view all the parameters / test cases / pending reports/ and perform complete Audit / reporting through the user. Though the audit user would have view permission only for the FRM data/details, he would have the full capabilities including update / delete in the audit schema.	
5.	**Ability to provide comprehensive Audit trail features such as :**	
5.1	Daily activities log merged into the history log file/s	
5.2	Date, time and User stamped process list for different processes.	
5.3	Provision for daily activity report/s to highlight all the processes invoked	
5.4	Provision for recording of all unsuccessful login attempts	
6.	**Networking / Bandwidth Requirements**	
6.1	Bandwidth requirements should be provided to the Bank as per below chart.	

Year	Bandwidth required with units like Mbps/Kbps		
	DC and DR	DC/DR to Internet per user	DC/DR to Branch per user
1st			
2nd			

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	3rd				
	4th				
	5th				

Section III –CONDITIONS OF CONTRACT

TABLE OF CONTENTS

SECTION – III –CONDITIONS OF CONTRACT

1.   DEFINITIONS

In this contract, the following terms shall be interpreted as indicated:

a.   "**The Contract**" means the agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;

b.   "**The Contract Price**" means the price payable to the supplier under the contract for the full and proper performance of its contractual obligations;

c.   "**The Goods**" means the software and / or other materials which the supplier is required to supply to the purchaser under the contract;

d.   "**The Services**" means those services ancillary to the supply of the software, such as software customization, data migration, maintenance of solution and any other incidental services, such as installation, commissioning, provision of technical assistance, training and other such obligations of the supplier covered under the contract;

e.   "**The Purchaser**" means Indian Bank.

f.   "**The Supplier**" means the company supplying the software solution and Services under this Contract.

g.   "**The Project Site"**, where applicable, means the place of delivery of software solution and services.

2.   USE OF CONTRACT DOCUMENTS AND INFORMATION;

2.1   The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

2.2   The Supplier shall not, without the purchaser's prior written consent, make use of any document or information pertaining to this contract except for purposes of performing the contract.

3.   INTELLECTUAL PROPERTY RIGHTS

While the successful bidder/OEM shall retain the intellectual property rights for the application software, it is required that successful bidder shall grant the perpetual license to the bank for the bank's exclusive use without limitation on the number of users. The successful bidder shall place the source code of customizations done for the bank (and the procedures necessary to build the source code into executable form) for the application software, in escrow with a reputable agency (a bank or established software escrow firm in India) acceptable to the Bank during the contract period.

4.   PERFORMANCE SECURITY

4.1   Within 15 days of issue of Purchase Order, the supplier shall furnish to the Purchaser the Performance Security equivalent to 10% of the Contract Amount in the form of a Bank Guarantee issued by a Scheduled Commercial Bank located in India, valid for 71 months(with further one month of claim period), in the format enclosed.

4.2   The proceeds of the Performance Security shall be payable to the Purchaser as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.

4.3   The Performance Security will be discharged by the Purchaser and returned to the Supplier after expiry of claim period.

4.4   In case of project getting delayed, Bank will seek extension of the Performance bank guarantee

5.   INSPECTIONS AND TESTS

5.1   The Purchaser or its representative(s) shall have the right to visit and /or inspect any of the Bidder's premises to ensure that data provided by the Bank is not misused. The Purchaser shall notify the Supplier in writing, in a timely manner, of the identity of any representatives retained for these purposes.

5.2   Any charges payable to the Purchaser's representative designated for inspection shall be borne by the Purchaser.

5.4   Should any inspected or tested Goods/software fail to conform to the Specifications, the Purchaser may reject the Goods/software, and the Supplier shall make alterations necessary to meet specification requirements at no additional cost to the Purchaser.

5.5   The Purchaser's right to inspect, test and, where necessary, reject the software after the software delivery shall in no way be limited or waived by reason of the software having previously been inspected, tested and passed by the Purchaser.

6.   DELIVERY AND DOCUMENTS

Delivery of the goods and services shall be made by the Supplier in accordance with the terms specified in the schedule of requirements. The details of shipping and / or other documents to be furnished by the Supplier are as follows.

(i) Copy of the Supplier Invoice showing contract number, description, quantity, unit price, total amount;
(ii) Manufacturer's / Supplier's Warranty Certificate;
(iii) License Certificates.

7.   COMPREHENSIVE ONSITE WARRANTY

7.1   The supplier has to provide 1 year onsite comprehensive 24*7*365 maintenance support under warranty from the date of go live of phase II.
7.2   Upon receipt of such notice, the Supplier shall with all reasonable speed, repair or recitify the issue raised by the Purchaser, without cost to the Purchaser.

7.3   If the Supplier, having been notified, fails to remedy the issue(s) within a reasonable period, the Purchaser may proceed to take such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights which the Purchaser may have against the Supplier under the Contract as per the SLA.

7.4 Comprehensive Onsite AMC for 4 years after warranty period of one year after go live of phase II. However, Bank reserves the right to enter into AMC with other vendor.

8.   CONTRACT PERIOD

The contract period will commence from the date of acceptance of the Purchase order and will be valid upto a period of five year (one year warranty and four years ATS/AMC) from the date of go live of phase II. The contract is extendable / renewable further at the option of the Bank on mutually agreed terms.

9.   PAYMENT TERMS

The Bank shall make payments as follows:

Milestones	License Cost	Implementation Cost
Delivery & Installation of software solution in UAT environment and presenting the base software to the Bank for creating a platform for initiating SRS discussion.	50% of the cost of the licenses.	--
Preparation and submission of BRD/SRS document for Retail and Agriculture Segment	--	7.5% of implementation cost
Preparation and submission of BRD/SRS document for MSME and Corporate Segment	--	7.5% of implementation cost
Customization of the software as per the SRS for Retail and Agriculture Segment	5% of the cost of the licenses.	7.5% of implementation cost
Customization of the software as per the SRS for MSME and Corporate Segment	5% of the cost of the licenses.	7.5% of implementation cost
On completion of User Acceptance Testing by Bank's team (this may include further minor customizations for aligning with our requirements)	20% of the cost of the licenses.	15% of implementation cost
Delivery of Production Licenses at Primary and DR site	--	--
Installation of the customized LOS/LMS solution in Production environment.	10% of the cost of the licenses.	5% of implementation cost
Installation of LOS/LMS solution in Training Environment. Training of Bank's Officers (Functional Training - 1st batch) (Training for administrating the application,)		4% of Implementation Cost

Go-Live of Phase I (Rollout of application for branches under two zones)	10% of the cost of licenses	12.5% of implementation cost
Training of Bank's Officers (2nd and 3rd batch)		3% of Implementation Cost for each of the batch i.e. 6% in total for two batches
Go-Live of Phase II (Rollout of application for branches under twenty zones)	--	12.5% of implementation cost
Training of Bank's Officers (4th and 5th batch)		3% of Implementation Cost for each of the batch i.e. 6% in total for two batches
Go-Live of Phase III (Rollout of application for branches under rest of the zones)	--	5% of implementation cost
2 DR Drills		5% of implementation cost on successful completion of each DR drill.
AMC/ATS for the solution for 2nd year from the date of Go-live	90% of the cost of AMC/ATS for the solution implemented at DC and DR (half-yearly in advance i.e. 45% per half year)	
AMC/ATS for the solution for 3rd year from the date of Go-live	100% of the cost of AMC/ATS for the solution implemented at DC and DR (half-yearly in advance i.e. 50% per half year)	
AMC/ATS for the solution for 4th year from the date of Go-live	100% of the cost of AMC/ATS for the solution implemented at DC and DR (half-yearly in advance i.e. 50% per half year)	
AMC/ATS for the solution for 5th year from the date of Go-live	100% of the cost of AMC/ATS for the solution implemented at DC and DR (half-yearly in advance i.e. 50% per half year)	
AMC/ATS for the solution for 2nd year from the date of Go-live	10% of the cost of AMC/ATS for 2nd year AMC/ATS for the solution implemented at DC and DR	
Customization and change requests raised by bank after completion of warranty period i.e. post one year warranty from the days of Go live.		100% payment for the change request/ customization, The price and effort will be agreed mutually between Bank and the successful bidder for the change request/ customization

The LOS/LMS solution & related software should be maintained with back to back 24*7*365 support from the respective OEMs by the bidder till the end of the contract period. Also, three onsite engineer support should be provided i.e. one resource should be available 9:00 AM to 6:00 PM and two resources from 10:00 AM to 07:00 PM respectively, on all Bank working days for a period of one year from the date of go live of phase I. The payment for the onsite support will be released quarterly in arrears.

All payments will be released within a period of 30 days only after submission of the proof for the same along with the invoices, request for payment, sign-off from bank for the respective milestone and other related documents.

The successful Bidder must accept the payment terms proposed by the Bank. The financial bid submitted by the Bidder must be in conformity with the payment terms proposed by the bank.

The bank shall have the right to withhold any payment due to the bidder, in case of delays or defaults on the part of the bidder. Such withholding of payment shall not amount to a default on the part of bank.

10. CHANGE ORDERS

10.1 The Purchaser may at any time, by a written order given to the Supplier make changes within the general scope of the Contract in any one or more of the following :

a.   the place of implementation; and / or
b.   the Services to be provided by the Supplier;

10.2 If any such change causes an increase or decrease in the cost of, or the time required for, the Supplier's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Supplier for adjustment under this clause must be asserted within thirty (30) days from the date of the Supplier's receipt of the Purchaser's change order.

11. DELAYS IN THE SUPPLIER'S PERFORMANCE

11.1 Delivery of the Goods and performance of Services shall be made by the Supplier in accordance with the time schedule prescribed by the Purchaser in the Schedule of Requirements.

11.2 If at any time during performance of the Contract, the Supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the Goods and performance of Services, the Supplier shall promptly notify the Purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, the Purchaser shall evaluate the situation and may at its discretion extend the Supplier's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

12. LIQUIDATED DAMAGES

The supplier must strictly adhere to the schedules for completing the assignments. Failure to meet these Implementation schedules, unless it is due to reasons entirely attributable to the bank, may constitute a material breach of the supplier's performance. In the event that the purchaser is forced to cancel an awarded contract (related to this RFP) due to the successful supplier's inability to meet the established delivery dates, the purchaser may take suitable penal actions deemed fit in addition to invocation of performance guarantee.

Liquidated Damages on delay in Implementation: For delay beyond the implementation schedule, the supplier shall be liable to forfeit 0.5%of the cost of the deliverables for the

respective implementation phase, as per the project implementation timelines mentioned in clause no. 3 of Section IV, for every week or part thereof subject to maximum of 10% of cost of project for the delay solely not attributable to purchaser. Once the penalty crosses 10%of the cost of the project, purchaser reserves the right to cancel the contract.

13.   GUARANTEES ON RESPONSE TO ERRORS

The Bank will classify all issues in production region in three categories:

- Severity 1: Fault/bugs which prevent the software from being used at all or affect the critical operations of the licensee which is exclusively dependent on functioning of this application/software.
- Severity 2: Faults refer to faults/bugs which severely affect the functionality of the implemented software or affect the critical operations of the Licensee which is exclusively dependent on functioning of this application/software.
- Severity 3: These are bugs those for which workaround solutions exist and/or relate to the non-critical functionality of the implemented software

The successful bidder undertakes and guarantees that all the errors will be resolved in the production environment; and any failure will be subject to the penalty clause stipulated below. The classification of error types by the bank is final and is binding on the successful bidder.

Issue Classification	Warranty/ATS Period	
	Response Time	**Resolution Time**
Severity 1	0.5 hours	4 hours
Severity 2	1 hour	6 hours
Severity 3	2 hours	12 hours

*A penalty of Rs. 1,000/- shall be charged per hour for non-conformance with the aforementioned table. Maximum penalty for non-conformance would be capped at the 30% of cost of the project.

14.   TERMINATION FOR DEFAULT

14.1   The Purchaser, without prejudice to any other remedy for breach of contract, by 30 days written notice of default sent to the Supplier, may terminate this Contract in whole or in part :

a.   if the Supplier fails to deliver any or all of the Goods within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser;

or

b.   if the Supplier fails to perform any other obligation(s) under the Contract and fails to cure the same within the curing period provided by the purchaser in writing.

c.   If the Supplier, in the judgement of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

'For the purpose of this clause:

"corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and

"**fraudulent practice**" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Purchaser, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of free and open competition.

14.2 In the event the Purchaser terminates the Contract in whole or in part, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Supplier shall be liable to the Purchaser for any excess costs for such similar Goods or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated. Bank will pay for the services availed.

15.   FORCE MAJEURE

15.1 The Supplier shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

15.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In such a case the time for performance shall be extended by a period (s) not less than duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the successful bidder shall hold performance in an endeavour to find a solution to the problem.

Notwithstanding the above, the decision of the Bank shall be final and binding on the successful Bidder.

16.   TERMINATION FOR CONVENIENCE

The Purchaser, by 30 days written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.

The Goods that are complete and ready for shipment within thirty (30) days after the Supplier's receipt of notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:

a.   to have any portion completed and delivered at the Contract terms and prices; and / or

b.   to cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and Services and for materials and parts previously procured by the Supplier.

17.   SETTLEMENT OF DISPUTES

17.1 If any dispute or difference of any kind whatsoever shall arise between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such disputes or difference by mutual consultation.

17.2 If after 30 days the parties have failed to resolve their disputes or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.

17.3 Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the goods under the contract.

17.4 Submitting to arbitration may be considered as an additional remedy and it does not preclude the Parties to seek redressal/other legal recourse.

Arbitration proceedings shall be conducted in accordance with the following rules of procedure.

The dispute resolution mechanism to be applied shall be as follows:

(a) In case of dispute or difference arising between the Purchaser and a Supplier relating to any matter arising out of or connected with this agreement, such dispute or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The arbitral tribunal shall consist of 3 arbitrators one each to be appointed by the Purchaser and the Supplier; the third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators appointed by the parties to reach upon a consensus within a period of 30 days from the appointment of the Arbitrator appointed subsequently, the Presiding Arbitrator shall be appointed by the Indian Banks' Association, India which shall be final and binding on the parties.

(b) If one of the parties fails to appoint its arbitrator within 30 days after receipt of the notice of the appointment of its Arbitrator by the other party, then the Indian Banks' Association, shall appoint the Arbitrator. A certified copy of the order of the Indian Banks' Association making such an appointment shall be furnished to each of the parties.

(c) Arbitration proceedings shall be held at Chennai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

(d) The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the Arbitral Tribunal. However, the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.

(e) Where the value of the contract is Rs. 10 million and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator shall be appointed by agreement between the parties; failing such agreement, by the appointing authority namely the Indian Banks' Association.

(f) Notwithstanding any reference to arbitration herein,

  i. the parties shall continue to perform their respective obligation under the contract unless they otherwise agree; and

  ii. the purchaser shall pay the supplier any monies due to the supplier.

18. CONFIDENTIALITY

The Bidder will be exposed by virtue of the contracted activities to internal business information of Bank, affiliates, and/or business partners. Disclosure of the aforementioned information to

parties not directly involved in providing the services requested could result in the disqualification of the Bidder, pre-mature termination of the contract, or legal action against the Bidder for breach of trust. Successful bidder has to enter into Non-disclosure agreement(as per format enclosed) with the Bank. Besides the successful bidder, the employees/representatives of the Bidder who are responsible for the implementation of the project are also required to enter into a Non-disclosure Agreement (as per the NDA format prescribed by the Bank for functionaries) in their personal capacity.

19.   APPLICABLE LAW

The Contract shall be interpreted in accordance with the laws of India. Any dispute arising out of this contract will be under the jurisdiction of Courts of Law in Chennai.

20.   INSTALLATION REQUIREMENTS

The Supplier will test all software operations and accomplish all adjustments necessary for successful and continuous operation of the software solution at all installation sites.

21.   MAINTENANCE

The Successful Bidder must provide uninterrupted availability of the application solution and ensure that the problem is resolved within the time schedule as prescribed in the clause no. 13of section III Also, the successful bidder agrees to maintain the entire supplied LOS/LMS solution, supplied with the proposed solution on a 24*7*365 basis with a back to back arrangement with respective OEMs to ensure meeting the terms of the RFP. For any major break down such as application crash, the successful bidder must arrange for immediate onsite support for recovery and resumption of operations. The re-installation of any software including RDBMS (Relational Database Management System) if required is the sole responsibility of the successful Bidder, which should be treated as service provided under Warranty and AMC/ATS. Maintenance support will also include installation of system updates and upgrades, providing corresponding updated manuals, and follow-up user training. During the contract period, all updates and upgrades should be free and must be implemented without any additional cost to the bank. All the software supplied must be maintained under back to back support from the respective OEMs and the versions installed must not be End of life / support. All software installed must be maintained with latest patches and fixes free from any known bugs, vulnerabilities, etc. Certificate for the same should be submitted half-yearly to Bank by the successful bidder. During the contract period, all regulatory / statutory requirements/modifications to existing solution should be done without any additional cost to the Bank. If bank upgrades the hardware, operating system or database the software must support new hardware and database during the contract.

22.   TRAINING

22.1 End User Training

Please provide training plan in detail covering the following

1. The Supplier should provide training to personnel identified by purchaser from domain team on end user aspects of LOS/LMS solution.
2. The duration of the training will be of 3 days.
3. The Supplier should provide the End - User Training.
4. The training has to be provided to 200 officers of purchaser in at least 5 batches not exceeding 40 officers each
5. Training should include training aids such as online tutorials, manuals, etc
6. The Supplier should provide detailed training plan for this purpose as part of the deliverables

7. The Supplier will also provide training material for an on-line training course which can be undertaken by employees as an e-learning program.

22.2. Technical and Operations Training

Please provide training plan in detail covering the following

1. The Supplier should provide training to personnel identified by purchaser from Technical, operational and administrative aspects of LOS/LMS solution
2. The duration of training for each batch will be 10 days (spread over a time period).
3. The training has to be led by the instructors from the OEM.
4. The Supplier should provide the following trainings:
    a.   Solution Administration Training
    b.   Parameter Reconfiguration Training
    c.   New Product Configuration Training, etc.
5. The training program has to be provided to 40 officers of purchaser.
6. Training should include training aids such as online tutorials, manuals, etc.
7. The Supplier should provide detailed training plan for this purpose as part of the deliverables
8. The Supplier will also provide training material for an on-line training course which can be undertaken by employees as an e-learning program.
9. Training in usage and development of the customized controls/ rule engines to be given separately to all officers as part of the training.

Note :- *Further, the overview of the application provided during the UAT phase will not form part of the training.*

23.   SUB CONTRACTING

The supplier will not subcontract or delegate or permit anyone other than the suppliers' personnel to perform any of the work, service or other performance required of the supplier under this agreement without the prior written consent of the Bank.

24.   SERVICE LEVEL AGREEMENT (SLA)

The supplier shall be required to sign Service Level Agreement (SLA) covering all terms and conditions of this tender and Purchase Order within 30 days from the date of issuing the purchase order.

25.   EXIT REQUIREMENTS

In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, the Successful bidder shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services.

26.   INDEMNITY

The successful bidder will indemnify the Bank against all actions, proceedings, claims, suits, damages and any other expenses for causes attributable to the successful bidder. The successful bidder shall also indemnify the Purchaser against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof without any limitation.

27.   LIMITATION OF LIABILITY

Vendor's aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for

a) IP Infringement indemnity

b) Bodily injury (including Death) and damage to real property and tangible property caused by vendor's gross negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase order placed by bank on the vendor that gave rise to claim, under this tender.

For (a) and (b) above, he liability is limited to the Compensation awarded by court of law.

28.   TRANSFER OF OWNERSHIP/TITLE

The successful bidder shall pass the title of ownership of the licenses supplied under this Contract to Indian Bank on delivery of the material at the location(s) specified by bank.

29.   TECHNICAL DOCUMENTATION

The Technical Documentation involving detailed instruction for operation and maintenance is to be delivered with the software supplied. The Bidder, at the time of installation shall deliver to the Bank required copies of the object code version of the Software and the associated Program Documentation including operation manual, job cards and training material. The Bidder, after customization shall deliver to the Bank required copies of the object code version of the customized Software and   the associated Program Documentation including operation manual, job cards and training material. The Bidder, after modifications, updates or new versions shall deliver to the Bank required copies of the revised object code version of the latest Software and the revised associated Program Documentation including operation manual, job cards and training material. The Program Documentation shall consist of required number of User Manuals per user group, Data Centre and Disaster Recovery Centre. The program documentation shall be supplied by the Bidder to the Bank both in hard copy except where hard copies are not available and soft copy. The operational manual shall be provided by the Bidder under help menu in the software as dynamic online documentation / help files, wherever applicable. The object code version of the Software, executables and required run-time files shall be on Compact Disc or on any such media as desired by the Bank as may be applicable.

Should the software provided by the Bidder be infringing, it would have a serious business impact on the business of the Bank. Therefore, the Bidder should take responsibility of its actions. Even if Bank (Secured / Unsecured) would have used the deliverables before the infringement was noticed, legally each such use constituted infringement and therefore the Bidder is in breach of the Bidder's warranty and obligation. The language of the documentation should be English.

30.   CHANGE MANAGEMENT :-

A. Change Request for configuring/creating additional parameters, amending/creating workflows, adding/modifying product parameters in any of the segment, etc. will be part of the support scope at no additional cost. Further, the version upgrades for the proposed solution should be provided to the bank free of cost in the contract period.

B. Change Request for creating adding a new functionality in the proposed solution specifically for Indian Bank which is not for of the functional requirement and scope of implementation, and the effort involved is more than 10 man day. However, the successful bidder may only charge implementation fee and not charge development fee for the statutory/regulatory changes as required under the directives of Government of India, Reserve Bank of India etc. The successful bidder can charge for these change requests on man-days or man-hours basis at the price and effort   will   be   agreed   mutually   between   Bank   and   the   successful   bidder.

SECTION IV – SCOPE OF THE PROJECT

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SECTION – IV

SCOPE OF THE PROJECT

1. BRIEF DESCRIPTION

Indian Bank intends to implement a standard LOS/LMS solution with proven credentials by way of implementation in branches spread across India. The solution proposed by the bidder must have compatibility with Core Banking Solution and other applications/services/channels/transaction systems implemented in the Bank and the scope would include Supply, Installation, Development/Configuration, Customization, Implementation, Management and Maintenance of all necessary Software. The scope of the work is as follows:-

- Preparation of SRS document for migration from the current solution to the proposed solution.
- Supply, Installation, Development/Configuration, Data Migration, Customization, Implementation, Management and Maintenance of all necessary Software to provide a standard features as mentioned under Annexure-II in Section II.
- Training to 200 officers from Indian Bank in batches not exceeding 40 officers per batch for functional and operational training.
- Training to 40 officers from Indian Bank in batches not exceeding 40 officers per batch for solution administration and technical training.
- Provide Onsite support services for a period of twelve months from date of Go live of phase I of the proposed solution for supporting day to day technical and functional operations.

2. SCHEDULE OF REQUIREMENTS / DELIVERABLES:

The LOS/LMS implementation shall include (but is not limited to) the following key deliverables:

2.1 **Software :-** Supply, Installation, Development/Configuration, Customization, Data Migration, Implementation, Management and Maintenance of all necessary Software.

2.2 **Customized Application :** Customization should be done as per the Banks' requirements and these should be documented properly. These customizations are required to be kept under ESCROW (with the software source code) every quarter. LOS/LMS solution provided by the OEM along with the customizations kept as ESCROW would form the complete LOS/LMS software as per the requirements defined by the Bank.

2.3 **Implementation Services :** The Successful bidder must develop a comprehensive and detailed approach and strategy for the implementation of the proposed LOS/LMS solution. The plan should be scalable, flexible as per the following strategy, but not limited to the following (Successful bidder may propose others, based on their strategy / methodology):

- Requirement Gathering and documentation (SRS)
- Overall integration plan and work plan (in phases)
- Architecture plan and diagrams
- Installation plan
- Migration plan
- Training plan
- Testing plan
- Cut-over and decommissioning plan
- BCP for unplanned and planned drills

2.4   **Testing Services :** Conduct testing for the system, application and any customised components. Testing shall include, but is not limited to the following (SI may propose others, based on their strategy / methodology):
- System Integration Testing (SIT)
- User Acceptance Testing (UAT) Facilitation

2.5   **Documentation :**   Provide all necessary documentation relating to the implementation including, but not limited to the following (SI may propose others, based on solution offerings) :-
- Project charter
- Solution architecture and design
- Architecture / technical diagrams
- User manuals
- System flow documentation
- Technical manuals
- Training manuals
- UAT test scripts
- Standard Operational Procedures

2.6   **Training :** The successful bidder has to provide training as per the clause no. 22 of Section III.

2.7   **Warranty/Post-Warranty Services :**The SI must support the solution implemented (including LOS/LMS and supporting software) under the contract for the LOS/LMS Solution under the warranty support till one year from go-live of phase –II planned in solution and AMC/ATS for four years post warranty.

The SI must submit a detailed plan including the manpower to be deployed during the post-implementation support of the solution. Manpower can be changed only with personnel with similar experienced substitute, after giving an advance notice of two weeks and taking approval from the Bank.

The Company should provide Resume/Curriculum Vitae and Background Verification of the personnel/ engineer assigned at Indian Bank to be part of the Implementation/Onsite support for LOS/LMS solution. Also, the personnel/engineer will be interviewed by Indian Bank. Indian bank reserves the right to disqualify any personnel/ engineer if the personnel do not match Indian banks' requirements

3. PROJECT IMPLEMENTATION TIME AND SCHEDULE OF DELIVERY

The schedule of delivery and activities towards implementation of the project is given below:

Milestones	Period	Period from Issue of Purchase Order
Delivery & Installation of software solution in UAT environment and presenting the base software to the Bank for creating a platform for initiating SRS discussion.	1 months	1 month
Preparation of Software Requirement Specification Document	2 months	3 month

Customization of the software as per the SRS and building interfaces with other systems viz. CBS, EWS, MIS, etc for Agriculture and Retail Segment.	3 months	6 months
Customization of the software as per the SRS and building interfaces with other systems viz. CBS, EWS, MIS, etc. for MSME and Credit Segment.	2 months	8 months
User Acceptance Testing by Bank's team (this may include further minor customizations for aligning with our requirements) for Agriculture and Retail Segment.	1 month	9 months
User Acceptance Testing by Bank's team (this may include further minor customizations for aligning with our requirements) for MSME and Credit Segment.	1 month	10 months
Installation of the LOS/LMS solution in Production Environment (DC/DR Site) and Training Environment (DC)	1 week	10 months and 1 week
Training of staff for two zones	1 week	10 months and 2 weeks
Go live Phase I :- Rollout of the software in two zones (to understand behavior of the solution in the live environment)	1 month	11 months and 2 weeks
Go live of Phase II :- Rollout of the application in 20 zones (including training)	1.5 months	13 months
Go live of Phase III :- Rollout of the application in rest of the zones (including training)	1.5 months	14 months and 2 week

The Deliverables of the phases are subject to change on mutual agreement between purchaser and supplier.

4.   ESCROW

The Bank and the successful bidder shall agree to appoint an escrow agent to provide escrow mechanism for the deposit of the source code for the LOS/LMS software supplied by the successful bidder to the Bank in order to protect its interests in an eventual situation. The Bank and the successful bidder shall enter into a tripartite escrow agreement with the designated escrow agent, which will set out, interalia, the events of the release of the source code and the obligations of the escrow agent. 50% of the Costs for the Escrow will be borne by the successful bidder and the rest 50% will be borne by the bank . As a part of the escrow arrangement, the successful bidder is expected to provide a detailed code documentation of the LOS/LMS software. The Escrow arrangement suggested by the successful bidder shall not be binding on the Bank. The Bank reserves the right to explore alternate escrow mechanisms based on the Bank's existing practices. The Bank and the successful bidder may enter into such escrow arrangement that is mutually agreed upon by the two parties. The source code of customizations done by the successful bidder on the latest version of the application software under the proposed solution running in the bank is to be kept in escrow once in a quarter.

The escrow will be released to and become the property of the Bank in the event that the agreement is terminated for either default or insolvency or should the bidder cease, or give notice of intention to cease to provide maintenance or technical support service for the software as required by the agreement. All payment and costs with respect to lodging of software with escrow services in India would be borne by the successful bidder.

5.   MONITORING & AUDIT

Compliance with security best practices may be monitored by periodic computer security audits/Information Security Audits performed by or on behalf of the Bank. The periodicity of these audits will be decided at the discretion of the Bank. These audits may include, but are not limited to, a review of access and authorization procedures, backup and recovery procedures, network security controls and program change controls. The successful bidder must provide the Bank access to various monitoring and performance measurement systems. The successful bidder must provide the Bank access to the auditing menu through the application itself and facilitate the audits. The successful bidder has to remedy all discrepancies observed by the auditors at no additional cost to the bank.

For service level measurement, as defined in SLA, data recording is to be captured by the industry standard tools implemented by the successful Bidder. These tools should be a part of the proposed solution.

6.   USER ACCEPTANCE TEST OF SOFTWARE

The Bank shall conduct User Acceptance Test (UAT) for the LOS/LMS solution to ensure that all the functional requirements are available & functioning as per RFP. It will be the bidder's responsibility to create the testing environment, test plan and share possible test cases for the Bank's users for testing the product features and the bidder will be required to assist the Bank in the entire testing phase. The BANK will accept the developed/ customized software only after implementation of the software with successful conduct of acceptance testing by its users, including load and performance test. Software will be considered to be accepted only after the BANK issues an acceptance letter to the successful bidder. New Software may be audited for risk analysis and security features by Bank's IS Audit team or a third party bidder appointed by the BANK, if so desired by the BANK. Support is to be provided for fixing such findings.

7.   CUSTOMIZATION OF THE SOFTWARE

On awarding the contract, the successful bidder should discuss with core users of the Bank for understanding the functioning of the existing system and gap analysis. The successful bidder shall prepare a customization document based on the gap analysis and other requirements of the RFP. The successful bidder shall undertake to obtain Bank's approval of the customization documentation and associated project plans before software customization work commences. The customization document should provide the plan in detail based on the criticality of the requirements.

8.   LICENSES

The successful bidder has to provide necessary concurrent perpetual enterprise licenses for LOS/LMS solution which will be used for Primary Site (PR), DR Site, UAT and Training. Accordingly, all necessary perpetual licenses for the LOS/LMS has to be provided by the bidder for both PR & DR. The successful bidder has to quote for all software license requirements for Primary and DR implementation in their commercial Bid. Specification for LOS/LMS solution has also to be mentioned in the technical bid. The Bidder shall furnish all the software licenses in the light of Bank's requirement for unlimited period and unlimited usages for implementation of the solution. The licensing policy of the solution supplied must be provided to support the licensing model & actual licenses supplied to the Bank.

9.   DISASTER RECOVERY SITE

The successful bidder is required to configure the Disaster Recovery (DR) setup for the proposed solution at Hyderabad. DR setup will be mirror image of the Primary setup.

Recovery Point Objective (RPO) for DR	10 min
Recovery Time Objective (RTO) for DR	20 min

Bank will arrange for the network/WAN link between DC and DR Sites. Bandwidth requirement has to be specified clearly to meet the specified RPO and RTO as above. For a DR Drill, Bank may plan to shift functioning of all the systems from PR to DR which would include the LOS/LMS solution also. Modalities for such Switchover/switchback needs to be provided by the successful bidder. The minimum number of DR drills is presently two (one per half year). This will be subject to requirement from time to time.

The solution architecture should support 3-way DR setup, if the Bank decides to go for Near DR in future.

10. ON-SITE SUPPORT

The successful bidder shall provide three onsite support engineer of which one engineer should be available from 9:00 AM to 6:00 PM and rest of the two resources to be available from 10:00 AM to 7:00 PM respectively for the solution from the date of Go Live of Phase I for a period of 12 months and can be extended for further period at mutually agreed terms. The successful bidder needs to provide the price breakup of the resources allocated during the 12 months support period. On banks' request, the successful bidder is bound to increase the onsite support resource at the cost specified in the price breakup.

The scope for the on-site engineer will include configuration changes, version upgradations, performance monitoring, trouble shooting, patch installation, database management (Database schemas specific to application) and support for day to day software solution functional and technical operations. The Service Response and Resolution time for the onsite support services are as per clause 13 of section III. Further, the support engineer should be available during any software/database/hardware maintenance activities.

11. DOCUMENTATION

The following minimum documentation (hard copy and soft copy) on any proposed software components must be made available in English:

1. General functional description
2. Set up and installation guide
3. User guide including:-
    a.   Screen layouts
    b.   Report layouts
    c.   Transaction processing rules
    d.   Operation authorization descriptions
    e.   Error correction procedure descriptions
4. Error tracking and defect resolution documentation process
5. System administrator guide including :-
    a.   Data base administration guide
    b.   Data backup guide
    c.   System security and access guide
    d.   System audit trail guide
    e.   Glossary of terms
    f.   Necessary training for version upgrades / system maintenance
    g.   Changes in usage of the system in case of major upgrades
    h.   Detailed SRS (System Requirement Specifications) Document
6. High Level Architecture Document.
7. Techno – Functional Risks and Mitigation Document
8. Functionality Traceability matrix

9. High Level Design Document
10. Test Plans
11. Comprehensive Test Cases Document (Unit, Integration and UAT Test Cases tested)
12. Deployment Plan Document
13. Content Management Guide
14. Change Management Methodology Document
15. Security Guide
16. User Management Guide
17. Release Notes
18. BCP Guide

12.   INSTALLATION, MAINTENANCE AND SUPPORT:

1. Supply, Install, Configure, Test, Migrate Data, Integrate & Commission all the necessary software modules with necessary and adequate customization, modification, patches, upgrades, utilities, tools etc and Maintain the LOS/LMS solution to achieve full functionality with features required in the LOS/LMS solution as specified in the functional requirements.

2. Digitize and automate Bank's entire loan management system including loan origination; processing, disbursement & post sanction Loan management excluding NPA/ recovery management under following segments:
    a. AGRICULTURE SEGMENT :-   (Farm & Non-Farm credit including Self Help Group loans including Jewel Loans)
    b. CORPORATE LOAN SEGMENT– Large Corporate, Mid Corporate, Emerging Large Corporate, International Banking
    c. MSME SEGMENT
    d. RETAIL SEGMENT :– Home loan and other structured products, Automobile Loan, Asset backed Mortgaged Loan (Including reverse mortgage), Lease Rental Discounting, Securitization of Home loan, Education Loan, Pension Loan and Personal Loans (Salary loan, Loan against deposit, loan against LIC/NSC/KVP, consumer credit loan etc).

3. Seamless integration of supplied, customized, developed LOS/LMS software for Indian Bank to meet the Bank's Functional, Operational, Risk Management, Regulatory and MIS requirements of bank with all required interfaces. Integrate the proposed solution with Bank's Core Banking Solution B@NCS24 with necessary interface on real time basis.

4. Interfacing with Credit Information Agencies such as CIBIL, Experian, High mark, CRILC, MCA, ECGC and Central Registry (CERSAI). The solution should be interfaced with the external system in real-time, i.e. should provide the credit scoring/rating on every request raised by the proposed solution in real time.

5. Interfacing with Defaulter List, ECGC D&B, market reports, etc. The solution should be interfaced with the external system in real-time, i.e. should provide the credit scoring/rating on every request raised by the proposed solution in real time.

6. Facility for integration with Bank's collection system (proposed) for collection of fees for external agencies like DSA, BC, CIBIL, etc.

7. Proposed Solution should also provide interface with Integrated Risk Management System, MIS, Integrated Treasury management system, Early Warning Signal (EWS), AML, RAM Rating, Trade Finance, Document Management System (Proposed – for accessing archived document), Active Directory (for user authentication), Biometric Solution (for user authentication), Call Center (for customer support) etc. Further, a

detailed list of the systems with which the LOS/LMS system should integrate will be provided during preparation of BRD and SRS.

8. On-Site maintenance of LOS/LMS solution and related products with customization, change management, addition of new reports as required and desired by the Bank. Performance tuning of application, necessary and adequate patches, upgrades, utilities, tools etc. after successful GO-LIVE of the LOS/LMS solution at the Bank, inclusive of providing support for day to day functional and technical support to the Bank's team at Corporate Office, Chennai.

9. The test activities should be carried out and vendor should submit all the test reports to the Bank authorities for vetting and approval.

10. To provide complete training on the entire solution with all its components as enumerated in clause no. 22 of section no. III of this RFP.

11. PSR (Post Sanction Review) Submission and management.

12. Development of a separate mobile application for sourcing leads (lead management) from Direct Selling Agent (DSA), HLC (Home Loan Counselor), BC (Business Correspondent), staff, etc.

13. Development of a separate portal from which customers should be able to manage their loan applications/proposals viz. apply for loans, upload documents, check application status, etc.

14. System should have mobile solutions for field functionality, client visits, including data & document, pictures uploads for all departments. Lead capture module is for all loan products including corporate.

15. Automatic picking up of service charges as per bank's model, for enquiry/ deviations/ modifications/ processing for each type of facilities/ borrower.

16. Transaction (Financial and Non-Financial) wise data flow from LOS/LMS to CBS and vice-versa.

17. Proper tracking process of logged files in order to have faster loan processing leading, thus it should include tracking through online mode, emails, SMS.

18. All observations are Risk based supervision (RBS-RBI) reports, and data points to be addressed complied.

19. The proposed solution should cater to the needs of bank's LOS/LMS requirements and other Statutory, and Regulatory requirements of present and immediate future of the Bank.

20. Maintaining history of all additions, modifications, deletions and parameter changes etc. as Audit Trails and regular reports on the same for inspection and audit.

21. Ability to rapidly generate ad-hoc reports with an easy to use report writing Tool / Wizard by non-technical officers also.

22. The proposed solution should provide for Maker and Checker concept for transaction processing and authorization. Solution should also provide for a workflow to facilitate various levels of authorization within and across various offices of the bank.

23. Providing application maintenance for error fix, patch management, upgradation, additions / modifications in the application to cater changes to data sources and /or new reporting requirements during warranty period of one year as well as during the post warranty period.

24. The bidder should study the requirements of the bank including customization and provide a BRD (Business Requirement Document) and Systems Requirement Study (SRS) report to the bank.

25. The bidder will be required to implement all three environments for the solution i.e. Production, DR, Development/ Test and Training.

26. System should support RBI's directives and guidelines pertaining to LOS and LMS issued from time to time.

27. The proposed solution should provide audit reports for the Bank's internal/concurrent/statutory /IDRBT/RBI audit/inspections /RBS RBI.

28. The vendor has to migrate complete data from existing data sources to the proposed solution.

29. All data files transmitting through various interfaces should be in encrypted form.

30. Interface with the service providers for Market data like financial data, etc (Bank will pay the subscription charges).

31. Any new regulatory requirement during/after implementation must be covered without additional cost to the bank.

32. The hardware recommended should be scalable to support additional users and modules.

33. Necessary support should be provided to the IS auditor appointed by the bank for conducting Vulnerability Assessment & Penetration Testing on the solution supplied.

34. Closure of all VAPT/IS AUDIT observations pertaining to the proposed solution within time frame stipulated by Bank without any additional cost to the Bank. The observations may be made at any frequency by the bank or bank appointed external system audit team.

35. Bidder will be required to provide root cause analysis for all performance and availability problems that occur. Formal root cause analysis to be delivered within 5 days of problem occurrence, including-
    a. Explanation of the root cause
    b. Actions taken to resolve the problem
    c. Action plan to prevent recurrence, with project plan/tasks required and timing for each major milestone of the correction effort, and identification of Bank's responsibilities in the correction process.

36. The implementation of LOS/LMS solution should be in line with ISO 27001:2013 standards.

37. The customizations done in the application should be done with proper version control mechanism in place.

38. Undertake and assist the bank officials for the following Access Control activities (indicative):

a. User account Creation/deletion as per access policy of the organization
b. Creating/modifying/deleting groups
c. Administering user rights, roles and passwords of all the relevant subsystems.
d. Maintaining data access security etc.
e. Regular submission of various reports for all activities undertaken at periodicities, formats and activities etc. as decided by and at the discretion of Bank

39. Undertake and assist the bank officials for the following Performance Tuning activities (indicative):
    a. Methodically carry from diagnosis to solutions.
    b. Assist in device safe and secure procedures for enhancing performance of critical production systems/databases in a competitive, policy based environment in co-ordination with application vendor.
    c. Identify, correlate and isolate the performance bottlenecks in components of software solution.
    d. Carry out performance tuning of solution application and databases on regular basis.
    e. Regular submission of various reports for all activities undertaken at periodicities, formats and activities etc. as decided by and at the discretion of Bank.

40. Undertake and assist the bank official the following server administrator activities (indicative):
    a. Solution software Re-installation in the event of system crash/failures
    b. Configuring file systems, volumes and apportioning disk space.
    c. Ensure proper configuration of server parameters.
    d. Periodic system performance tuning.
    e. Addition, deletion, re-configuration of devices, additional users etc.
    f. Implementing security patches on servers at all levels.
    g. Security management - Configuring account policy, access rights, password control as per Bank's security policy.
    h. Ensure all critical services are running properly on the servers. Schedule and optimize these services.
    i. Maintain lists of all system files, root directories and volumes.
    j. Performance tuning of servers and other equipments
    k. Monitoring access logs and application logs
    l. Purging of temporary Files, logs in accordance with Bank's policies
    m. Firewall/IPS/IDS Policy formulation and implementation in the system supplied.
    n. Data backup and restoration planning and implementation
    o. Regular and proper backups of all Servers & Storage to protect against data losses
    p. Regular analysis of events and logs generated in the entire sub systems including but not limited to servers, operating systems, databases, applications, etc. Applying service packs, hot fixes and security rollouts.
    q. Customizing login scripts
    r. Troubleshooting Problems etc.
    s. Regular submission of various reports for all activities undertaken at periodicities, formats and activities etc. as decided by and at the discretion of Bank

41. Integration with Database Activity Monitoring (DAM - McAfee), Privileged Identity Management (PIM - Arcos), security information and event management (SIEM - HP ArcSight) and Vulnerability Assessment System (VAS - McAfee) installed at Bank.

42. Undertake with and assist the bank official the following server administrator activities (indicative):
    a. Installation, configuration and commissioning of Backup plan/ policy
    b. Configure Backup for automatic backup of Application and Data.

    c. Media Logs/Replacement
    d. Recovery of Data in case of necessity etc.
    e. Regular submission of various reports for all activities undertaken at periodicities, formats and activities etc. as decided by and at the discretion of Bank

43. Monitoring and confirming the DR replication and performing DR:
    a. Ensuring that the application maintains the RPO and RTO as per RFP terms.
    b. Performing switchover and switchback operations for DR drills as per the RFP terms.
    c. Documentation of the detailed procedure for switchover/failover and switchback/fallback operations to be performed during DR drill/Disaster.
    d. Data protection, complete data backup and other data safeguards including disaster recovery in respect of the project.
    e. Coordinating with bank for creating infrastructure for Disaster Recovery and Business Continuity Management as per Bank policies.

44. The bidder should provide Solution Administration manual(s), User / operational manual(s), regular training manuals and all related manual(s), service guides and handbooks, which shall be used by the Bank to run the ideal production environment. This should include how the various parameters should be monitored and tuned in the live system. Manuals should be provided in printed duly hard bounded form and 2 sets in soft copy duly labeled and indexed working CD/DVD.

45. All installation and configuration reports, documents, diagrams etc are to be supplied before commissioning.

46. Compliance to Indian Bank's policies like IT policy, Security policy, etc.

47. All professional services of the vendor required for complete installation, commissioning and maintenance shall be included in the scope of work.

48. The successful bidder should provide consultancy and assistance to bank for making the Solution comply with industry best practices for high availability within and across the site at every component level.

49. Solution must integrate with the Bank's existing network and security solutions.

50. Undertake immediate bug fix actions in the event of software failure causing an interruption of branch operations as per the response / resolution times defined in Clause No. 13 of Section III. The bidder should assist bank in making the solution fault resistant i.e. during the event of any failure (software /hardware /network /etc.), the solution should continue to function seamlessly and no transactions should be lost.

51. Notify about all the detected software errors, it's impact and correct them in the shortest possible time.

52. The SI will be responsible for notification of new versions / releases of the LOS/LMS software and supervise their implementation in mutually agreed deadlines.

53. Enter into the obligation that in the event OEM releases a new version of software, and bank is using one of the previous versions, OEM would provide the full scope of services to the version used by bank for the period of at least 5 years from the date of go live.

54. The LOS/LMS software service must be conducted in a manner not compromising the security and integrity of Bank's data and not compromising the quality of operation of branches and administrative offices, particularly the services rendered to customers.

55. Conduct 2 DR drills after Go live of the solution in conjunction with the Bank or as required by the Bank in the period of 1 year from the date of Go Live.

56. The scope for the on-site engineer will include configuration changes, version upgradations (LOS/LMS solution), performance monitoring, trouble shooting, patch installation, database tuning for improving performance of LMS/LOS application, and liaison with OEM for various support issues, etc.

57. Alerting bank in case of any performance issues or hardware upgradation requirements.

58. Resolution of the issues as per the Service Response and Resolution time for the onsite support services mentioned in clause no. 13 of Section III.

59. Provide Enterprise wide dashboards and ability to create customized dashboards as required.

60. Coordinating with the bank team and the vendor assigned by bank for exposing services and integration with the Enterprise Service Bus (whenever implemented), performing customization in application for the same (if required any) at no additional cost.

61. The major responsibilities as specified above are indicative only and are not exhaustive in any manner.

13.   HARDWARE SIZING:

SI is required to provide for the detailed configuration of the recommended Development, Test, Training, Disaster Recovery and Production server environments as per the requirements mentioned.

Hardware intended to be sized and recommended by the bidder for the LOS/LMS Solution should be able to process the peak level transactions projected at the end of contract period, at any point of time seamlessly and adhere to the hardware utilization parameters mentioned in this document.

Performance Parameters:

The recommendations for the hardware should consider the following:

a. The recommended hardware should be industry standard and have high reliability, fault tolerance, redundancy and high availability.
b. The recommended hardware for the solution should not exceed 70% of CPU(s), Memory(s),storage space and storage performance utilization levels at any given point in time during the contract period.
c. Clustering of the application and database servers where required
d. The recommended hardware and software should support the LOS/LMS solution requirements for a period of 5 years post the acceptance of the solution.

Base Data Volumes

Following is the peak daily transaction volume expected:

S No.	Desk	No. of operation*/Day
1	AGRI Segment	250,000
2	Retail Segment	400,000

| 3 | MSME Segment | 300,000 |
| 4 | Credit Segment | 50,000 |

*An operation is defined as any activity performed in any of the proposal/loan account in a segment

The annual increment on number of deals shall be 20%.

Network Requirements

Bidder/ OEM to provide the details of the network requirements for the proposed solution. Bandwidth requirement for the end users at branches/offices (per user) to be mentioned. Further, Bandwidth requirement for replication between DC and DR Site to be given separately.

Disaster Recovery

The solution provided by SI must support Disaster Recovery plans as follows:
1. Allow fail over to a DR Site
2. Provide architecture and design for Disaster Recovery.
3. Disaster Recovery design to support that "No transactions are lost".
4. SI must detail out any licensing information related to Disaster Recovery design.

Peak: The peak utilization of the components mentioned above should not cross 70% of its installed / activated performance parameters even at peak load for the entire contract period.

SECTION V

QUALIFICATION CRITERIA

(Bidders should furnish a statement furnishing the compliance details. If a separate sheet is enclosed for details, relevant page number should be mentioned against that item)

The Bid will be rejected and will not be processed further, if the following documents are not provided along with the Technical Bid.

The bidder must satisfy the following eligibility criteria and should submit the required proof.

a. The Bidder should be a limited company and should be in existence in India for the last 5 years as on 30.06.2018. (Copy of Certificate of Incorporation)

b. The bidder should be OEM / authorized partner for the software quoted for (Proof to be submitted). Either OEM or authorized partners of OEM can bid in a tender but not both.

c. The Bidder should be having positive net worth in the following three financial years of the bidder 2015-16, 2016-17 and 2017-18 (Copy of audited Balance Sheet for the respective financial years).

d. The annual turnover should be Rs 15.00 crores or above in each of the following three financial years of the bidder 2015-16, 2016-17 and 2017-18 (Copy of audited Balance Sheet for the respective financial years).

e. The bidder should have satisfactorily implemented proposed LOS/LMS solution for at-least Agriculture and MSME Segment with support services in at least one scheduled commercial bank in India. Copy of Purchase orders issued by Commercial Scheduled Bank in India should be submitted along with Technical Bid. Further, the bidder should submit a letter issued by the scheduled commercial bank stating the services are found satisfactory. The letter should be obtained after the date of issue of the RFP.

f. OEM(s) should also provide certificate that the solution offered will not go 'End of Sale' in the next two year and 'End of support' for a minimum of 6 years.

g. The Bidder should not have been blacklisted by any Government Dept/PSU/Banks currently.

h. The Successful Bidder should have or establish a support center in Chennai and Hyderabad within a period of one month from the date of issue of purchase order. Further, the bidder has to submit the declaration in the format no. 17 in Section VI.

i. Bidder should produce letter from OEM confirming back to back support and availability

Photocopies of relevant documents / certificates, duly stamped and signed must be submitted as proof in support of the claims made. The Bank reserves the right to verify /evaluate the claims made by the Bidder independently. The decision of the Bank in this regard shall be final, conclusive and binding upon the Bidder. The bidder should submit a copy of the RFP duly signed by the authorized person with seal for having accepted the terms and conditions without any deviations.

SECTION VI

BID FORM AND OTHER FORMATS

SECTION – VI

1. BID FORM

FORM OF BID

(Bidders are required to furnish the Form of Bid)

Date: _____

To,

Asst. General Manager
Rural Banking Department,
Indian Bank Corporate Office,
254-260, Avvai Shanmugam Salai,
Royapettah,
Chennai 600 014.

Sub**:** Supply, Installation, Customization And Maintenance Of Loan Management/ Origination System

Ref: Bid Document No. CO:RBD:284:2018-19 dated 27.11.2018.

Having examined the Bidding Documents including Agenda Nos…........... (Insert numbers), the receipt of which is hereby duly acknowledged, we, the undersigned, offer to Supply, Installation, Development/Configuration, Customization, Implementation, Management and Maintenance................................. .... (Description of Goods and Services), in conformity with the said Bidding Documents.

We undertake, if our bid is accepted, to deliver the goods in accordance with the Project Timeline and Schedule of delivery specified in the Scope of the Project.

If our bid is accepted, we will obtain the Guarantee of a Bank in a sum equivalent to 10% percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Bank.

We agree to abide by this for the bid validity period specified and it shall remain binding upon us and may be accepted at any time before the expiration of that period. We agree to extend the Bid Validity Period, Bank Guarantee towards Earnest Money Deposit, if required.

Until a formal contract is prepared and executed, this bid, together with your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

We understand that you are not bound to accept the lowest or any bid you may receive.

We undertake to supply, install, migrate and maintain Loan Origination/Management Software (LOS/LMS) for the Bank.

We confirm that we comply with the qualification criteria of the bidding documents and are submitting proof of the same along with bid.

Dated this ....day of ....…. 201..............….......

....   Signature

....
(In the Capacity of)

Duly authorised to sign bid for and on behalf of

(Name & Address of Bidder) ....…........…..........
....

Mobile:

Email

2.BIDDER'S PROFILE

S.No.	Particulars	To be furnished by the Bidder
1	Name and address of the Bidder	
2	Year of establishment	
3	Constitution of the bidder	
4	Telephone Number	
5	Fax Number	
6	E-mail ID	
7	Name and designation of the personnel **authorized to submit bids** on behalf of the Bidder and can make commitments to the Bank (Copy of Power of Attorney / resolution authorizing the official for signing the Bid to be submitted)	
8	His/Her telephone number Mobile number e-mail address	
9	Name and designation of the personnel **authorized to take decisions** on behalf of the Bidder and can make commitments to the Bank	
10	Telephone number Mobile number e-mail address	
11	Name and designation of the personnel **authorized to enter into contract** on behalf of the Bidder and can make commitments to the Bank (Copy of Power of Attorney / resolution authorizing the official for signing the contract to be submitted)	
12	His/Her telephone number Mobile number e-mail address	
13	Profile of key personnel involved in the Project (domain specific	

	and others) with their CVs (Information in respect of skill and expertise specifying technical and banking knowledge/solutions should be mentioned)	
	Service/support for similar project assignment by the personnel Track record	
14	Details of LOS/LMS solution implemented in Government dept. /scheduled commercial bank/ insurance company certified by IRDAI/ Non – Banking Financial Company by OEM:	
	Name of the Bank/Institution	
	Location of Head Office	
	No. of branches/sites under coverage	
	Specific area of involvement	
	Functionalities implemented	
	Start Date of the Project	
	Date of go live	
	Present Status of the Project	
15	Details of LOS/LMS solution implemented in Government dept. /scheduled commercial bank/ insurance company certified by IRDAI/Non – Banking Financial Company by the bidder:	
	Name of the Bank/Institution	
	Location of Head Office	
	No. of branches/sites under coverage	
	Specific area of involvement	
	Functionalities implemented	
	Start Date of the Project	
	Date of go live	
	Present Status of the Project	

16	Present **LMS/LOS** projects on hand:	
	Name of the Bank/Institution	
	Location of Head Office	
	No. of branches/sites under coverage	
	Specific area of involvement	
	Functionalities implemented	
	Start Date of the Project	
	Present Status of the Project	
17	Details of the Team proposed (along with their previous experience in LOS/LMS solution implementation/operations) for proposed Solution implementation in Indian Bank	
18	Details of Tender Fee submitted	
19	Details of EMD submitted	
20	Turnover for the year 2015-16 (Rs Crores)	
21	Turnover for the year 2016-17 (Rs Crores)	
22	Turnover for the year 2017-18 (Rs Crores)	

(in case of any proof which is not identifiable, the decision of the Bank would be considered final and binding upon the bidders)

3. SELF DECLARATION – BLACKLISTING

To,

Asst. General Manager
Rural Banking Department,
Indian Bank Corporate Office,
254-260, Avvai Shanmugam Salai,
Royapettah,
Chennai 600 014.

Dear Sir,

Sub**:** Supply, Installation, Customization And Maintenance Of Loan Management/ Origination System

Ref: Bid Document No. CO:RBD:284:2018-19 dated 27.11.2018.

We hereby certify that, we have not been blacklisted by any Government Dept. / PSU / Banks currently.

Signature of Authorized Official

Name and Designation with Office Seal

Place:

Date:

4.   BID SECURITY FORM

Whereas.......................... (Hereinafter called "the Bidder") who intends to submit bid for the supply of .... (name and/or description of the goods) (Hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that We.................... (Name of Bank) of .... (Name of Country), having our registered office at .... (address of Bank) (hereinafter called "the Bank"), are bound unto Indian Bank in the sum of _____for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this _____ day of _____ 201 _____.

THE CONDITIONS of this obligation are:

  1. If the Bidder

(a)   withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or

(b)   does not accept the correction of errors in accordance with the Instructions to Bidders; or

2.   If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity:

        (a) fails or refuses to execute the Contract Form if required; or

        (b) fails or refuses to furnish the performance security, in accordance with the Instruction to Bidders.

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

        This guarantee will remain in force up to and including forty five (45) days after the period of the bid validity and any demand in respect thereof should reach the Bank not later than _____.

                (Signature of the Authorised Official of Bank)

NOTE: 1. The bidder should ensure that the seal and Code No. of the signatory is put
by the banker, before   submission of the Bank Guarantee.
         2.   Bank Guarantee issued by Banks located in India and shall be on a Non-Judicial Stamp Paper of requisite value.

5.   <u>**COVERING LETTER**</u>

Ref. No:

To,

Asst. General Manager
Rural Banking Department,
Indian Bank Corporate Office,
254-260, Avvai Shanmugam Salai,
Royapettah,
Chennai 600 014.

Dear Sir/Madam,

Ref: Indian Bank Tender No CO:RBD:284:2018-19 dated 27.11.2018 (Supply, Installation, Customization And Maintenance Of Loan Management/ Origination System)

Having examined the RFP including all Annexures, the receipt of which is hereby duly acknowledged, we the undersigned, offer to supply and deliver the equipments and services including installations and commissioning in conformity with the said RFP.

We undertake, if our bid is accepted, to deliver the goods and services in accordance with the delivery schedule specified in schedule of requirement.

We confirm and acknowledge having received the following amendments/clarifications to the bid document:

Amendments/Clarifications No.	Dated

We agree to abide by this bid for the period of 180 days from the date of   technical bid submission.
We understand that Indian Bank is not bound to accept the offer and that Indian Bank has the right to reject the offer without assigning any reasons whatsoever.

Until the successful bidder is identified, this bid shall remain binding upon us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

Dated this _____ day of _____ 2018.

(Signature) (In the Capacity of)
Duly authorized to sign bid for and on behalf of
(Name & Address of Bidder) _____

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## 6.  ACCEPTANCE LETTER TO BE GIVEN BY BIDDER

To,

Asst. General Manager
Expenditure Department
Indian Bank,
Corporate Office,
254-260, Avvai Shanmugam Salai,
Royapettah, Chennai - 600 014.

Dear Sir/Madam,

Sub:  Acceptance of the Terms and Conditions and Confirmation of the Offer.

Ref:   Indian Bank Tender No. CO:RBD:284:2018-19 dated 27.11.2018.( Supply, Installation, Customization And Maintenance Of Loan Management/ Origination System)

The details submitted in the format above are true and correct to the best of our knowledge and if it is proved otherwise at any stage of execution of the contract, Indian Bank has the right to summarily reject the proposal and disqualify us from the process.

We hereby acknowledge and confirm having accepted; bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP and related documents, in short listing of bidders for providing LOS/LMS solution.

We also confirm that we have noted the contents of the RFP including various documents forming part of it and have ensured that there is no deviation in submitting our offer in response to the tender. The Bank will have the option to disqualify us in case of any such deviations.

We also confirm that we will abide by the Terms & Conditions mentioned in the Tender Document in full and without any deviation.




Place:

Date:                                                    Seal & Signature of the Bidder




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7. FORMAT FOR LETTER FROM INSTITUTION WHERE THE LOS/LMS SOLUTION HAS BEEN IMPLEMENTED (As per the clause e of Section V)

Ref. No:

To,
Asst. General Manager
Expenditure Department
Indian Bank,
Corporate Office,
254-260, Avvai Shanmugam Salai,
Royapettah, Chennai - 600 014.

Dear Sir/Madam,

Sub: Implementation of LOS/LMS solution

Ref: Indian Bank Tender No. CO:RBD:284:2018-19 dated 27.11.2018. (Supply, Installation, Customization And Maintenance Of Loan Management/ Origination System)

This is to certify that M/s …………………………………………….. has implemented the LOS/LMS Solution

with the name ………………………………….. in our Bank satisfactorily and the same is currently in use.

The implementation of the solution started on ………………………. And completed on

…………………………….. / Under process.

(Authorized Signatory)
Name of the official:
Name & Address of Bank: _____

` ` `

8. SELF DECLARATION – SIZING OF HARDWARE

To,

Asst. General Manager
Expenditure Department
Indian Bank,
Corporate Office,
254-260, Avvai Shanmugam Salai,
Royapettah, Chennai - 600 014.

Dear Sir,

Sub: Supply, Installation, Customization and Maintenance of Loan Management/ Origination System

Ref: Bid Document No. CO:RBD:284:2018-19 dated 27.11.2018.

We hereby certify that, that the sizing of Hardware has been considered as per the requirements and we stand guarantee for the performance issues if any noticed.

Signature of Authorized Official

Name and Designation with Office Seal

Place:

Date:

` ` ` `

9. SELF DECLARATION – DEVELOPMENT of NECESSARY FEATURES AS PER BANK's REQUIREMENT

To,

Asst. General Manager
Expenditure Department
Indian Bank,
Corporate Office,
254-260, Avvai Shanmugam Salai,
Royapettah, Chennai - 600 014.

Dear Sir,

Sub: Supply, Installation, Customization and Maintenance of Loan Management/ Origination System

Ref: Bid Document No. CO:RBD:284:2018-19 dated 27.11.2018.

We hereby certify that, the features/functionalities mentioned in the bid document which are not available in the solution proposed by us, will be provided to the bank before go live of phase I of the solution, at no additional cost.

Signature of Authorized Official

Name and Designation with Office Seal

Place:

Date:

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## 10. PERFORMANCE SECURITY FORM

Bank Guarantee No.                                    Date                                    :

To :

INDIAN BANK, CHENNAI, INDIA.

**WHEREAS** ...................................................... (Name of Supplier) hereinafter called "the Supplier") has undertaken, in pursuance of Contract No................. dated,...........to supply and maintain ...................... .............................................(Description of Goods and Services) (hereinafter called "the Contract").

**AND WHEREAS** it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a recognised bank for the sum specified therein as security for compliance with the Supplier's performance obligations in accordance with the Contract including Maintenance and Repairs of the entire system including cost of spares during warranty period.

**AND WHEREAS** we have agreed to give the Supplier a Guarantee:

**THEREFORE WE** hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of .................................   ...................................... (Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limit of .............................. (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the ........day of...................201.....

Signature of Authorised Official with Seal

..................................................................

Date..................................................201..

Address:.....................................................

..................................................................

NOTE:

1. Supplier should ensure that seal and code no of the signatory is put by the bankers, before submission of the bank guarantee.

2. Bank Guarantee issued by Banks located in India and shall be on a Non-Judicial Stamp Paper of requisite value.

3.Please note that guarantee to be valid for 71 months and claim period is 1 month as per Clause 4 of Section III(Performance Security) of condition of contract.

## 11. MANUFACTURER'S AUTHORIZATION FORM

**Note:** This authorization letter should be printed on the letterhead of all the Original Equipment Manufacturers (OEM)and should be signed by a competent person having the power of attorney to bind the manufacturer.


RFP: Reference No.                                                      Date:

To,

Asst. General Manager
Expenditure Department
Indian Bank,
Corporate Office,
254-260, Avvai Shanmugam Salai,
Royapettah, Chennai - 600 014.

Dear Sirs,

Sub: Supply, Installation, Customization And Maintenance Of Loan Management/ Origination System

Ref: RFP No.  CO:RBD:284:2018-19 dated 27.11.2018


We are established and reputable manufacturers/producers of _____having factories/ development facilities at _____ _____(address of factory/ facility) do hereby authorize M/s _____(Name and address of the bidder)to submit a Bid, and sign the contract with you against the above Bid Invitation.

We here by extend full warranty for our Solution, Products and services offered by the above firm against this Bid Invitation throughout the contract period.   We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

We further certify that, in case the Authorized Partner is not able to meet its obligations as per contract during contract period, we, as the OEM, shall perform the said obligations with regard to their items through alternate & acceptable service provider. We also undertake to sign the ESCROW agreement along with the successful bidder.

Yours faithfully,


(Signature)
Name of Authorized Signatory:
Designation:
Date:
Name and address of the manufacturer:
Company Seal:

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Note: This letter of authority should be on the letterhead of the Manufacturer.

12. CONTRACT FORM

THIS AGREEMENT made the ....day of..................................2018 Between Indian Bank, having its Corporate Office at 254-260, Avvai Shanmugam Salai, Royapettah, Chennai 600 014 (hereinafter "the Purchaser") of the one part and .... (Name of Supplier) having its Registered Office at (City and Country of Supplier) (hereinafter called "the Supplier") of the other part :

WHEREAS the Purchaser invited bids vide RFP No. ……………… dated ……….. for certain Goods and ancillary services viz., ... (Brief Description of Goods and Services) and has accepted a bid by the Supplier for the provision of those goods and services in the sum for .... (Contract Price in Words and Figures) (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

2.   The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:

    (a)   the Bid Form and the Price Schedule submitted by the Bidder;
    (b)   the Schedule of Requirements;
    (c)   the Technical Specifications;
    (d)   the Conditions of Contract;
    (e)   the Purchaser's Notification of Award.

3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Brief particulars of the goods and services which shall be supplied / provided by the Supplier are as under:

TOTAL VALUE:

DELIVERY SCHEDULE:

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the
said .... (For Indian Bank)
in the presence of:......................................

Signed, Sealed and Delivered by the
said .... (For the Supplier)
in the presence of:......................................

13.   PROFORMA OF INSTALLATION CERTIFICATE FOR ISSUE BY THE BANK AFTER COMPLETION OF IMPLEMENTATION EACH PHASE OF PROJECT

                                                    Date:

Sub: Certificate of COMPLETION OF MILESTONE FOR IMPLEMENTATION OF THE LOS/LMS SOLUTION.

Ref: Purchase Order No.

1.   This is to certify that the milestone _____ as detailed below has/have been implemented successfully covering delivery of all the deliverables for the phase (subject to remarks in Para No. 2). The same has been installed and commissioned.

       (a)   Contract No._____ dated _____
       (b)   Description of the phase _____
       (c)   Deliverables in the phase _____
       (d)   Date of Initiation of Phase_____
       (e)   Date of commissioning and proving test _____

2.   Details of deliverables not yet supplied and recoveries to be made on that account:

       S.No.   Description   Amount to be recovered

3.   The proving test has been done to our entire satisfaction and operators have been trained as per contract terms

4.   The supplier has fulfilled its contractual obligations satisfactorily for phase ____ of the project*

or

       The supplier has failed to fulfil its contractual obligations with regard to the following:
       (a)
       (b)
       Signature   _____

       Name   _____

       Designation with date and stamp _____

*Explanatory notes for filling up the certificates:

(a)   The Supplier has adhered to the time schedule specified for the phase in the contract in despatching the documents pursuant to Technical Specifications.

(b)   The Supplier has supervised the commissioning of the deliverables in time i.e. within the period specified in the contract from the date of initiation of phase in respect of the installation and completion of respective phase.

(c)   In the event of documents having not been supplied or installation and commissioning of the phase have been delayed on account of the supplier, the extent of delay should always be mentioned.

14. <u>NON DISCLOSURE AGREEMENT</u>

This Agreement made at _____, on this _____ day of _____ 2018.
BETWEEN
_____ a company incorporated under the Companies Act, 1956 having its registered office at _____ (hereinafter referred to as "-----" which expression unless repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the **ONE PART**;

AND

INDIAN BANK, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 and having its Corporate Office at 254-260, Avvai Shanmugam Salai, Royapettah, Chennai - 600 014 (hereinafter referred to as "**IB**" which expression unless repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the **OTHER PART**

And are hereinafter individually referred to as party and collectively referred to as "the Parties". Either of the parties which discloses or receives the confidential information is respectively referred to herein as Disclosing Party and Receiving Party.

<u>WHEREAS:</u>

The Parties have entered into an agreement dated _____ and established a business relationship between themselves. In course of discussions and negotiations, it is anticipated that both the parties may disclose or deliver to the other certain or some of its trade secrets or confidential or proprietary information, for the purpose of business relationship (hereinafter referred to as "**the Purpose**").

<u>NOW, THEREFORE, THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:</u>

1. Confidential Information:
"Confidential Information" means all information disclosed/ furnished by either of the parties to another Party in connection with the business transacted/to be transacted between the Parties and/or in the course of discussions and negotiations between them in connection with the Purpose. Confidential Information shall include customer data, any copy, abstract, extract, sample, note or module thereof.

Either of the Parties may use the Confidential Information solely for and in connection with the Purpose.
Notwithstanding the foregoing, "Confidential Information" shall not include any information which the Receiving Party can show:
    (a) is now or subsequently becomes legally and publicly available without breach of this Agreement by the Receiving Party,
    (b) was rightfully in the possession of the Receiving Party without any obligation of confidentiality prior to receiving it, from the Disclosing Party,
    (c) was rightfully obtained by the Receiving Party from a source other than the Disclosing Party without any obligation of confidentiality, or

(d) was developed by or for the Receiving Party independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence.

3. Use of Confidential Information.

i. Each party agrees not to use the other's confidential information for any purpose other than for the specific purpose. Any other use of such confidential information by any party shall be made only upon the prior written consent from the authorized representative of the other party or pursuant to subsequent agreement between the Parties hereto.

ii. The --- shall not commercially use or disclose for commercial purpose any confidential information or any materials derived there from, to any other person or entity other than persons in its direct employment who have a need to access and knowledge of the said information, solely for the purpose authorized above. The company shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Company agrees to notify the Bank immediately if it learns of any use or disclosure of the Bank's confidential information in violation of the terms of this agreement.

iii. The --- shall not make news release, public announcements, give interviews, issue or publish advertisements or Agreement, the contents/provisions thereof, other information relating to this agreement, the purpose, the Confidential information or other matter of this
agreement, without the prior written approval.

4. Non-disclosure:

The Receiving Party shall not commercially use or disclose any Confidential Information or any materials derived there from to any other person or entity other than persons in the direct employment of the Receiving Party who have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above. The Receiving Party may disclose Confidential Information to consultants only if the consultant has executed a Non-disclosure Agreement with the Receiving Party that contains terms and conditions that are no less restrictive than these. The Receiving Party shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Receiving Party agrees to notify the Disclosing Party immediately if it learns of any use or disclosure of the Disclosing Party's Confidential Information in violation of the terms of this Agreement. Further, any breach of non-disclosure obligations by such employees or consultants shall be deemed to be a breach of this Agreement by the Receiving Party and the Receiving Party shall be accordingly liable therefore.

Provided that the Receiving Party may disclose Confidential information to a court or governmental agency pursuant to an order of such court or governmental agency as so required by such order, provided that the Receiving Party shall, unless prohibited by law or regulation, promptly notify the Disclosing Party of such order and afford the Disclosing Party the opportunity to seek appropriate protective order relating to such disclosure.

3. Publications:

Neither Party shall make news releases, public announcements, give interviews, issue or publish advertisements or publicize in any other manner whatsoever in connection with this Agreement, the contents / provisions thereof, other information relating to this Agreement, the Purpose, the Confidential Information or other matter of this Agreement, without the prior written approval of the other Party.

4. Term:

This Agreement shall be effective from the date hereof and shall continue till expiration or termination of this agreement due to cessation of the business relationship between the Parties. Upon expiration or termination as contemplated herein the Receiving Party shall immediately cease any and all disclosures or uses of Confidential Information; and at the request of the Disclosing Party, the Receiving Party shall promptly return or destroy all written, graphic or other tangible forms of the Confidential Information and all copies, abstracts, extracts, samples, notes or modules thereof.

Notwithstanding anything to the contrary contained herein the confidential information shall continue to remain confidential until it reaches the public domain in the normal course.

5. Title and Proprietary Rights:

Notwithstanding the disclosure of any Confidential Information by the Disclosing Party to the Receiving Party, the Disclosing Party shall retain title and all intellectual property and proprietary rights in the Confidential Information. No license under any trademark, patent or copyright, or application for same which are now or thereafter may be obtained by such Party is either granted or implied by the conveying of Confidential Information. The Receiving Party shall not conceal, alter, obliterate, mutilate, deface or otherwise interfere with any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the Disclosing Party on any copy of the Confidential Information, and shall reproduce any such mark or notice on all copies of such Confidential Information. Likewise, the Receiving Party shall not add or emboss its own or any other any mark, symbol or logo on such Confidential Information.

6. Return of Confidential Information:

Upon written demand of the Disclosing Party, the Receiving Party shall (i) cease using the Confidential Information, (ii) return the Confidential Information and all copies, abstract, extracts, samples, notes or modules thereof to the Disclosing Party within seven (7) days after receipt of notice, and (iii) upon request of the Disclosing Party, certify in writing that the Receiving Party has complied with the obligations set forth in this paragraph.

7.   Remedies:

The Receiving Party acknowledges that if the Receiving Party fails to comply with any of its obligations hereunder, the Disclosing Party may suffer immediate, irreparable harm for which monetary damages may not be adequate. The Receiving Party agrees that, in addition to all other remedies provided at law or in equity, the Disclosing Party shall be entitled to injunctive relief hereunder.

8.   Entire Agreement, Amendment, Assignment:

 This Agreement constitutes the entire agreement between the parties relating to the matters discussed herein and supersedes any and all prior oral discussions and/or written correspondence or agreements between the parties. This Agreement may be amended or modified only with the mutual written consent of the parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.

9.Governing Law and Jurisdiction:

30.1 The provisions of this Agreement shall be governed by the laws of India. The disputes, if any, arising out of this Agreement shall be submitted to the jurisdiction of the courts/tribunals in Chennai. Submitting to arbitration may be considered as an additional remedy and it does not preclude the Parties to seek redressal/other legal recourse.

10. General:

The Receiving Party shall not reverse-engineer, decompile, disassemble or otherwise interfere with any software disclosed hereunder. All Confidential Information is provided "as is". In no event shall the Disclosing Party be liable for the inaccuracy or incompleteness of the Confidential Information. None of the Confidential Information disclosed by the parties constitutes any representation, warranty, assurance, guarantee or inducement by either party to the other with respect to the fitness of such Confidential Information for any particular purpose or infringement of trademarks, patents, copyrights or any right of third persons.

11. Indemnity:

The receiving party should indemnify and keep indemnified, saved, defended,   harmless against any loss, damage, costs etc. incurred and / or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party etc., officers, employees, agents or consultants.

IN WITNESS WHEREOF, the Parties hereto have executed these presents the day, month and year first hereinabove written.

For and on behalf of

_____
Name of Authorized signatory:
Designation:

` ` ` `

15.   UNDERLINE OF AUTHENTICITY   (to be provided by OEM)

Sub**:** Supply, Installation, Customization And Maintenance Of Loan Management/ Origination System

Ref: Bid Document No. CO:RBD:284:2018-19 dated 27.11.2018.

This has reference to Software and Services being quoted to Indian Bank vide our Quotation No. _____ Dated_____

We undertake that in respect of the LOS/LMS solution asked by Indian Bank shall be supplied along with the authorised license certificate and also that it shall be sourced from authorised source.

Should Indian Bank require, we shall produce certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with above at the time of delivery or during installation or support, for the LOS/LMS solution licenses already billed, we agree to return the money if any paid to us by Indian Bank in this regard and our EMD/BG get forfeited.

We also take full responsibility as per the content even if there is any defect by our Authorised Reseller, etc.

Authorised Signatory

Name:

Designation

Place

Date

PS: (The above declaration has to be given by the company secretary duly

   Signed on the Letter Head of the Company)

16. <u>DECLARATION TO BE SUBMITTED BY THE BIDDER ON CONFIDENTIALITY</u>

Note: The bidder has to submit the following declaration as part of Service level agreement(in their letter head).

RFP: Reference No.   Date:

To,

Asst. General Manager
Expenditure Department
Indian Bank,
Corporate Office,
254-260, Avvai Shanmugam Salai,
Royapettah, Chennai - 600 014.

Dear Sirs,

Sub: Supply, Installation, Customization And Maintenance Of Loan Management/ Origination System

Ref: RFP No. CO:RBD:284:2018-19 dated 27.11.2018, tender Ref No. ………………………

As part of the agreement under the above reference, We hereby agree that:

1) RBI or persons authorized by it shall access the records of Bank and M/s ……………………… (successful bidder) related to the agreement referred above and cause inspection.

2) We (successful bidder) shall maintain confidentiality of customer information and will not disclose any confidential information including customer information even after completion of the contract.

3) We (successful bidder) shall obtain prior approval of the bank for use of sub-contracters for outsourced activity etc. Prior approval of the bank shall be obtained for any change proposed in any sub-contractors.

4) We (successful bidder) shall isolate and clearly identify the Indian Bank's customers' information, documents, records and assets to protect the confidentiality of the information, while acting as an outsourcing agent for multiple clients.

Yours faithfully,

(Signature)
Name of Authorized Signatory:
Designation:
Date
Company Seal

17. UNDERTAKING for ESTABLISHING SUPPORT CENTERS in CHENNAI and HYDERABAD

To,

Asst. General Manager
Rural Banking Department
Indian Bank,
Corporate Office,
254-260, Avvai Shanmugam Salai,
Royapettah, Chennai - 600 014.

Dear Sir,

Sub: Supply, Installation, Customization and Maintenance of Loan Management/ Origination System

Ref: Bid Document No. CO:RBD:284:2018-19 dated 27.11.2018.

We hereby declare that, in case we do not have service/support center in Chennai and Hyderabad (as per the tender terms and conditions) we will establish in service/support center in Chennai and Hyderabad within a period of one month from the date of issue of purchase order.

Signature of Authorized Official

Name and Designation with Office Seal

Place:

Date:

18. PART-II (PRICE BREAKUP TO BE SUBMITTED BY THE SUCCESSFUL BIDDER AFTER ONLINE REVERSE AUCTION)

Date:

Asst. General Manager
Rural Banking Department,
Indian Bank Corporate Office,
254-260, Avvai Shanmugam Salai,
Royapettah,
Chennai 600 014.

Dear Sirs,

Sub**:** Supply, Installation, Customization And Maintenance Of Loan Management/ Origination System

Ref: Bid Document No. CO:RBD:284:2018-19 dated 27.11.2018.

Further to online reverse auction conducted on _____, we submit hereunder the price breakup details of Servers as per the specifications.

Price Schedule

A. Cost of LOS/LMS solution licenses^^ :-

S. No.	Items	Total Cost in Rupees	Warranty charges for one year(from the date of go live)	ATS charges for the entire contract period	Total
1	Cost of LOS/LMS solution Licenses for UAT setup				
2	Any other cost for UAT setup, please specify				
3	Cost of LOS/LMS solution Licenses for Primary site				
4	Any other cost for primary setup, please specify				
5	Cost of LOS/LMS solution Licenses for Disaster Recovery Site				
6	Any other cost for Disaster Recovery setup, please specify				
	Total				

^^ **Please provide the price breakup for the cost of licenses for various types of users as listed in the tender with detailed licensing policy) for DC and DR site setup.**

B. Cost of Implementation, maintenance— LOS/LMS Solution (at Primary Site and DR site)

S. No.	Item	Amount (in Rupees)
1	Implementation Charges (installation, configuration, Customization, Training, Interface(s), Testing, Acceptance, Data Migration etc.)	
2	Any other cost, Please specify	
	Total	

C. Cost of Manpower for onsite support for 1 year

S. No.	Item	Amount (in Rupees)*
1	Cost of manpower for Onsite support for 1 year i.e. 1 year from the date of Go Live of the proposed solution.	
	Total	

*(To be paid on a monthly basis from go live up to the end of the contract period)

Total Cost of Ownership (TCO) = Table-A + Table-B + Table-C

I. Man-days and Man-hour cost for Change Request Bill (in case of fresh change request as per the tender terms)

S. No.	Description	Applicable Charges (in Rs.) - Indicative
1	Man-Day	
2	Man-Hour	

PRICE STATEMENT

Total Cost of Ownership (TCO) for LOS/LMS solution for the entire contract period (inclusive of all duties, levies, freight, insurance, warranty/AMC/ATS, etc. and exclusive of all applicable taxes. Octroi/Entry Tax if any, will be reimbursed on submission of original receipts.) is Rs. _____ (in figures) Rupees _____ (in words)

We submit that we shall abide by the details given above and the conditions given in your above tender.

                              For
Office Seal   (Authorized Signatory)
Place: Name:
Date: Designation:
Mobile No:
Business Address: Telephone No:

19.   FORMAT FOR PRE-BID QUERIES

Sl No	RFP Point No/Title	Page No in RFP	Details Provided in RFP	Query / Changes Requested

20.   CHECKLIST FOR PART – I

SL No	Details of enclosure	Submitted / Not submitted
1	Documentary proof for bidder having implemented LOS/LMS Solution and its support services in at least one scheduled commercial bank in India. (Refer Format 7 of Section VI)	
2	Copy of Certificate of Incorporation issued by the Registrar of Companies for the proof ofthe company having registered in India. (Eligibility Criteria a of Section V)	
3	Certificate from a chartered Accountant supported by Audited Financial Statements (and Annual Reports, if applicable) that the bidder is having positive net worth and Turnover more than Rs. 15 Crores for the last 3 financial years. (Eligibility Criteria b. & c. of Section V)	
4	An undertaking by the bidder that it will provide operational and technical support to the bank at Chennai along with the list of support centers at these locations.	
5	A self declaration by the bidder/OEM that they have not been blacklisted by any Bank/PSU/GOI Department for non-implementation / non delivery of the order / not providing support currently as on date of submission of bid. (Eligibility Criteria h. of Section V) (Format No. 3 of Section VI)	
6	Self declaration by the bidder that the LOS/LMS solution provided is compatible with all the guidelines issued by regulatory/government bodies.	
7	Covering Letter (refer format no. 5 of Section VI)	
8	Acceptance Letter to be given by the Bidder (refer format no. 6 of Section VI)	
9	Declaration letter from the OEMs that the sizing of software and recommended hardware has been considered as per the requirements and they stand guarantee for the performance issues if any noticed (refer format no. 8 of section VI)	
10	Manufacturer's authorization Form (MAF) in the Bank's format. (refer format No. 11 of Section VI)	
11	Self-declaration from bidder for having back to back arrangement with OEMs individually.	
12	Bid Security (refer format no. 4 of Section VI)	
13	Power of Attorney / resolution authorizing the official for signing the Bid.	
14	Demand Draft for Rs. 5,000/- (Rupees Five Thousand only) towards Bid document Charges	

15	The copy of RFP duly signed with seal by the authorized person, as a proof for having accepted all the terms and conditions in to without deviation.	
16	Detailed Bill of material for software components with make and model and Characteristics without price information	
17	The detailed configuration of the recommended Development, Test, Disaster Recovery and Production server environments as per the requirements mentioned.	
Check list for Successful bidder		
1	Performance Guarantee (refer format no. 10 of Section VI)	
2	Contract Form (format no. 12 of Section VI)	
3	Non-disclosure agreement in the bank's format (refer format no. 14 of Section VI)	
4	Non-disclosure agreement by the employees of the bidder related to the project in Bank's format.	
5	Certificate of Satisfactory background Check of all the employees of the SI and OEM resources associated with the project. This Certificate has to be issued every time there is a change or addition of new members on the project also.	
6	Declaration regarding accessibility to RBI, confidentiality etc (refer Section V clause no. 5)	
7	Bank may choose to take an undertaking from Vendor employees to maintain the confidentiality for the Bank's information /documents etc. Bank may seek details / confirmation on background verification of Vendor's employees worked / working on Bank's project as may have been undertaken / executed by the vendor. Vendor should be agreeable for any such undertaking/verification.	

Verified and found all the documents to be in the same order in both Hard copy and Soft Copy.

Signature of Authorised Signatory	
Name	
Designation	
Telephone Number	
Mobile number	
e-mail id	